

United States Equal Employment Opportunity Commission

OFFICE OF FEDERAL OPERATIONS



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

Fiscal Year 2012

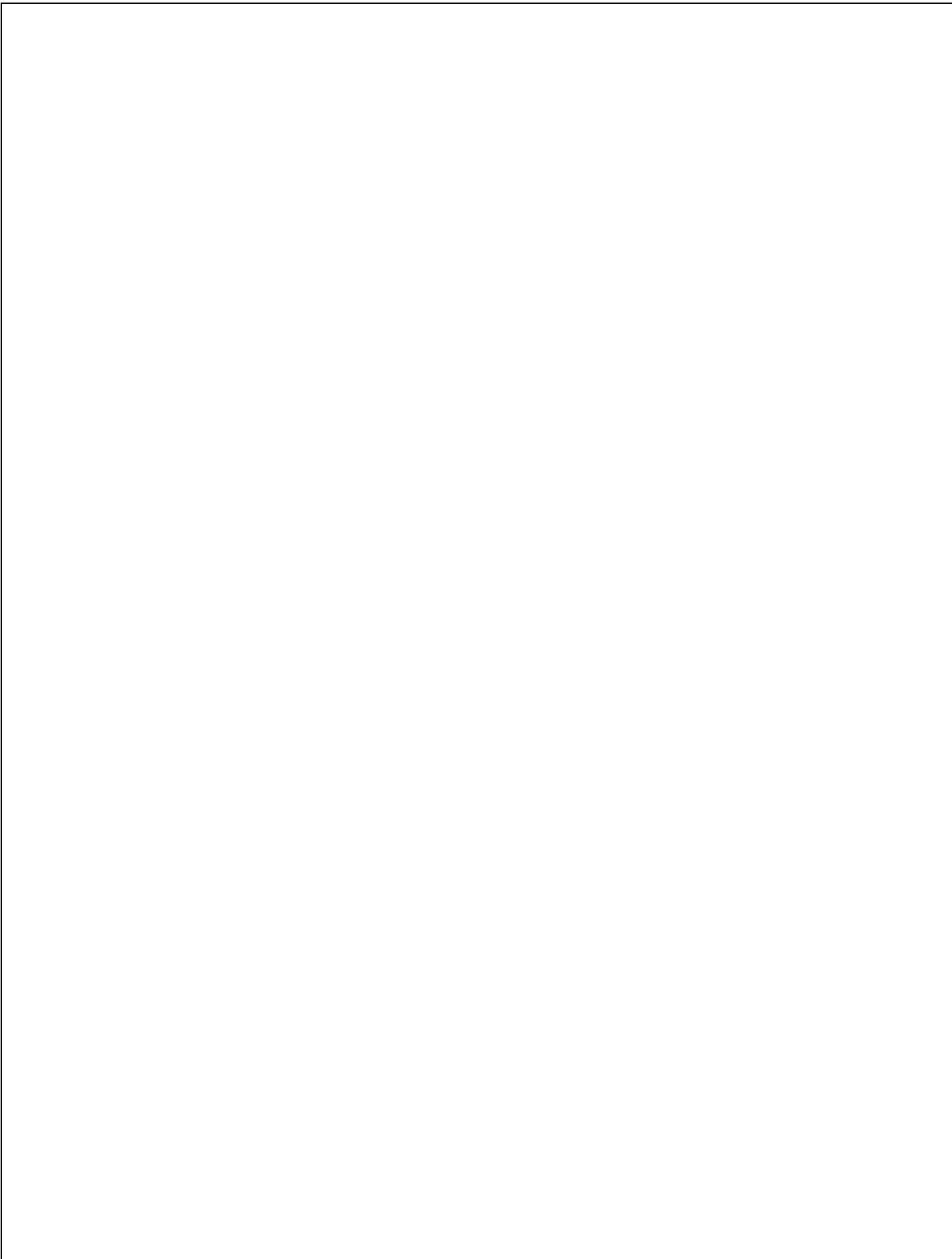


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PREFACE

The United States Equal Employment Opportunity Commission (EEOC or Commission) was established by *Title VII of the Civil Rights Act of 1964, (Title VII), 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, 2011, through September 30, 2012 and contains selected measures of agencies' progress toward achieving the following elements of

model EEO programs: the integration of EEO into the agency's strategic mission, efficiency, and responsiveness and legal compliance elements of model EEO programs.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 2011 and 2012 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) 2012 *Annual Report on the Federal Work Force Part I*, submitted to the President and Congress, presents a summary of selected EEO program activities of 71 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 357 federal agencies and subcomponents in their FY 2012 Federal Equal Employment Opportunity Statistical Report of Discrimination Complaints (EEO Form 462 reports) - note the Election Assistance Commission (EAC) and the Federal Retirement Thrift Investment Board (FRTIB) did not file a FY 2012 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 2012, 71% of agencies (with 100 or more employees) required to file a FY 2012 Form 462 reported compliance with MD-715's requirement that the EEO Director reports directly to the Head of the agency.
- ❑ 96% of agencies (with 100 or more employees) required to file a FY 2012 Form 462 reported they provided some of their EEO staff with the required training in FY 2012.
- ❑ Pre-complaint EEO counseling and alternative dispute resolution (ADR) programs addressed many employee concerns before they resulted in formal EEO complaints. Of the 34,521 instances of counseling in FY 2012, 54.2% did not result in a formal complaint, due either to settlement by the parties or withdrawal from the EEO process.
- ❑ In FY 2012, 15,026 individuals filed 15,837 complaints alleging employment discrimination against the federal government.
- ❑ The number of complaints filed decreased by 6.7% over the previous year and there was a 4.9% decrease in the number of individuals who filed complaints over the same period. In FY 2012, 5.1% of the complaints were filed by individuals who had filed at least one other complaint during the year, down from the 6.9% in FY 2011.
- ❑ Government-wide, a total of 10,226 investigations were completed in an average of 187 days in FY 2012. There were 74.9%, of the investigations (7,660) timely completed, up slightly from FY 2011's 74.7% timely completion rate. Without the United States Postal Service's (USPS) investigations, the government-wide average was 66.4%, which is an increase from the 65.3% timely completion rate in FY 2011.
- ❑ Agencies issued 4,118 merit decisions without a decision by an EEOC Administrative Judge, and 48.6% were timely issued (2,003), down from 56.5% timely issued in FY 2011. Without the USPS' merit decisions, the government-wide average dropped to 31.1%.
- ❑ EEOC's hearing receipts decreased from 8,113 in FY 2011 to 7,728 in FY 2012, down by 4.7%. The average processing time for a hearing was 370 days, a 7.2% increase from FY 2011's average of 345 days.
- ❑ EEOC's appeal receipts decreased from 5,176 in FY 2011 to 4,350 in FY 2012, down by 15.9%. The average processing time for appeals in FY 2012 was 361 days, a 4.5% decrease from the 378 days in FY 2011.

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- ❑ As a result of final agency decisions, settlement agreements, and final agency actions fully implementing EEOC Administrative Judges' decisions, agencies paid monetary benefits to EEO complainants totaling \$51.4 million in FY 2012, up 18.2% from the \$43.5 million paid in FY 2011. An additional \$10.8 million was paid out in response to appellate decisions, a 17.4% increase from the \$9.2 million paid out in FY 2011.
- ❑ In FY 2012, EEOC's training and outreach program reached 2,440 federal employees through 95 sessions.
- ❑ In FY 2012, EEOC Form 462 reports were timely filed by 92% of the agencies (with 100 or more employees) that were required to submit an EEOC Form 462 report (90 of 98).

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. 71% of Agency EEO Directors Report to Agency Head

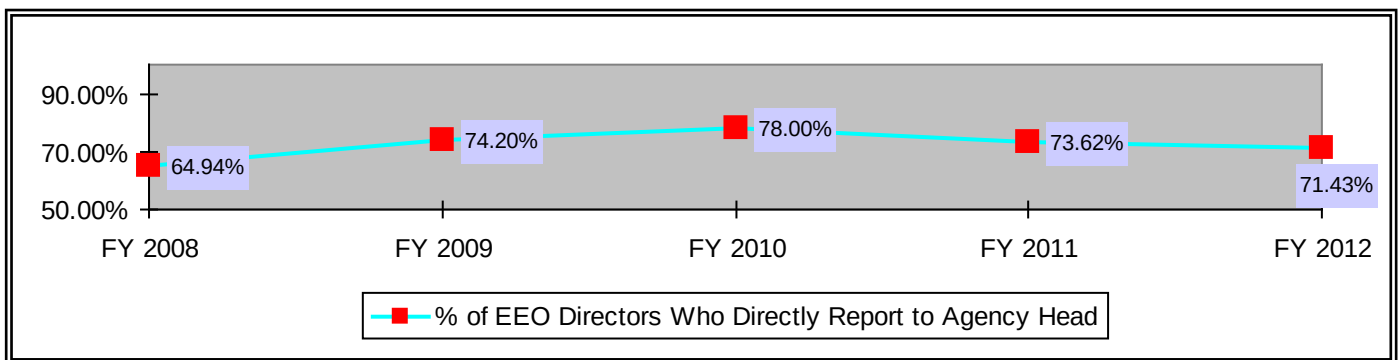
EEOC's regulations governing agency programs to promote equal employment opportunity require each agency to "maintain a continuing affirmative program to promote equal opportunity and to identify and eliminate discriminatory practices and policies." 29 C.F.R. §1614.102(a). To implement its program, each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

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

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Of the 98 agencies with 100 or more employees that were required to submit an EEOC Form 462 report in FY 2012, 71.4% (70) indicated that their EEO Director reports to the agency head, down from the 73.6% reported in FY 2011 and up from the 64.9% reported in FY 2008. 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 2008 - FY 2012**



2. 96% 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 98 agencies with 100 or more employees that were required to file an EEOC Form 462 report in FY 2012, 96% ensured that some of their EEO staff received the required regulatory training, less than the 97.8% that reported in FY 2011. See [Appendix III](#) for a detailed list of agencies' status. Agencies ensured or provided training for 1,324 new EEO counselors and 433 new EEO investigators. Agencies also ensured or provided the required eight hour annual refresher training to 3,185 EEO counselors and 1,732 EEO investigators. Additionally, agencies reported ensuring or

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providing 88 EEO counselor/investigators with thirty-two hour training and 327 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).

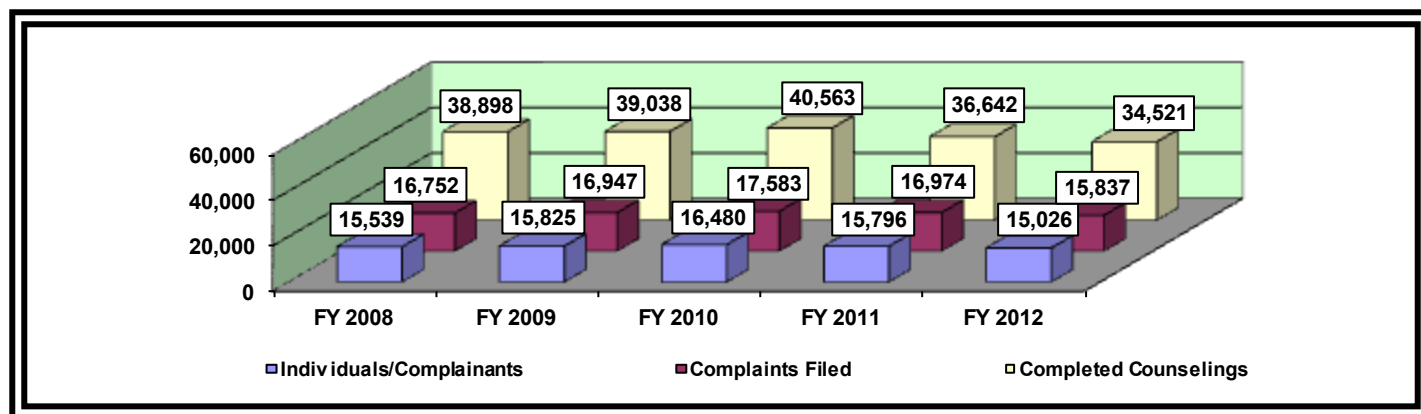
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As the EEO complaint process has become increasingly more adversarial, and lengthy, EEOC has encouraged agencies to promote and expand the use of alternative dispute resolution (ADR) as a means of avoiding the formal adjudicatory processes. Used properly,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

a. Pre-Complaint Counselings and Complaints Decrease

From FY 2011 to FY 2012, the number of completed counselings decreased by 5.8% and by almost 11.3% since FY 2008. Formal complaints decreased by 6.7% from FY 2011 to FY 2012 and by 5.5% since FY 2008. Among the 34,521 completed counselings, 15,026 individuals filed 15,837 formal complaints in FY 2012.⁸ The number of formal complaints filed represents 45.9% of all pre-complaint counseling activities in FY 2012. As Figure 2 shows, over the past five fiscal years, the number of pre-complaint counseling activities decreased from 38,898 in FY 2008 to 34,521 in FY 2012; and the number of complaints filed by individuals has declined over the past two-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 21.3% of the work force⁹, it accounted for 38.1% of all EEO counselings, 28.6% of all complaints filed, 26.0% of all completed investigations and 29.2% of all complaints closed in FY 2012. 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 2008 - FY 2012**



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 2012 Form 462 report.

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Table 1 below shows that among the cabinet/large (15,000 or more employees) agencies in FY 2012, 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 (2.8%) 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 2012

Agency	Total Work Force*	Percentage of Individuals Who Completed Counseling
<i>Cabinet or Large (15,000 or more employees)</i>		
U.S. Postal Service	625,701	1.9%
Department of Veterans Affairs	323,154	1.3%
Social Security Administration	65,474	1.3%
<i>Medium Agencies (1,000 to 14,999 employees)</i>		
Government Printing Office	1,879	2.8%
Broadcasting Board of Governors	1,675	2.7%
Defense JTF National Capital Region Medical	4,417	1.8%

* Work force numbers as reported by the agency in its FY 2012 462 report.

As shown in Table 2 below, in FY 2012, among the cabinet/large agencies (15,000 or more employees), the Department of Labor reported the highest complainant rate of 0.8%, while the government-wide average was 0.5%. Among the medium sized agencies (1,000 to 14,999 employees), the Government Printing Office again reported the highest complainant rate of 1.2%. 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 2012

Agency	Total Work Force*	Complainants as % of Total Work Force
<i>Cabinet or Large (15,000 or more employees)</i>		
Department of Labor	16,819	0.77%
Social Security Administration	65,474	0.69%
U.S. Postal Service	625,701	0.68%
<i>Medium Agencies (1,000 to 14,999 employees)</i>		
Government Printing Office	1,879	1.22%
Defense Commissary Agency	14,382	0.97%
Equal Employment Opportunity Commission	2,291	0.96%

* Work force numbers as reported by the agency in its FY 2012 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 2012 data with prior years' data is not possible.

In FY 2012, the government-wide offer rate was 85.7% based upon 29,577 ADR offers made in 34,522 completed/ended counselings, up from the 78% reported in FY 2011. The participation rate was 51.1%, based upon the 17,643 counselings accepted into agencies' ADR programs of the total completed/ended counselings, exceeding the 48.6% reported in FY 2011.

Thirty-four agencies had 100% offer rates in FY 2012. The agencies were the American Battle Monuments Commission, Broadcasting Board of Governors, Chemical Safety and Hazard Investigation Board, Commodity Futures Trading Commission, Consumer Product Safety Commission, Defense Army and Air Force Exchange, Defense Information Systems Agency, Defense Joint Task Force National Capital Region Medical, Defense National Security, Defense Office of Inspector General, Defense Technical Information Center, Defense Threat Reduction Agency, Department of Housing and Urban Development, Department of Labor, Export-Import Bank of the US, Farm Credit Administration, Federal Election Commission, Federal Labor Relations Authority, Federal Maritime Commission, Federal Reserve System-Board of Governors, Federal Trade Commission, Government Printing Office, International Boundary and Water Commission, International Trade Commission, John F. Kennedy Center for the Performing Arts, Merit Systems Protection Board, National Credit Union Administration,

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National Gallery of Art, National Indian Gaming Commission, Nuclear Regulatory Commission, Office of Government Ethics, Peace Corps, Pension Benefit Guaranty Corporation, and the Smithsonian Institution.

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

In FY 2012, the U.S. Postal Service again reported the highest ADR participation rate in the pre-complaint process (69.9%) among the cabinet/large agencies, while the government-wide average was 51.1%. Among the medium sized agencies, the Smithsonian Institution reported the highest pre-complaint ADR participation rate (86.8%). The government-wide average falls to 39.9% 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 2012

Agency	Total Work Force*	Completed/ Ended Counselings	Participation in ADR	Participation Rate
Cabinet or Large (15,000 or more employees)				
U.S. Postal Service	625,701	13,143	9,180	69.85%
Defense Logistics Agency	25,229	312	191	61.22%
Department of Veterans' Affairs	323,154	4,484	2,580	57.54%
Medium Agencies (1,000 to 14,999 employees)				
Smithsonian Institution	6,057	38	33	86.84%
Defense Finance and Accounting Service	11,982	92	55	59.78%
Defense Commissary Agency	14,382	227	122	53.74%

* Work force numbers as reported by the agency in its FY 2012 462 report.

c. Agencies Meet Counseling Deadlines in 92.9% of Cases

On average in FY 2012, agencies met timeliness requirements for EEO counseling in 92.9% of all completed/ended counselings, which was a slight increase from 92.8% in FY 2011 and from the 91.2% in FY 2008. 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 2012

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 2012, the government-wide resolution rate average was 53.4%, up slightly from 53.1% in FY 2011.

The National Archives and Records Administration Holds the Highest Pre-Complaint Resolution Rate

In FY 2012, the National Archives and Records Administration, a medium sized agency, reported the highest pre-complaint resolution rate (87.9%) 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 (71.7%). See Table 4. Agencies that had fewer than 25 completed/ended counselings were not included in the ranking. However, nine agencies, Defense Technical Information Center, Farm Credit Administration, Federal Election Commission, Federal Trade Commission, International Boundary and Water Commission, National Indian Gaming Commission, Office of Government Ethics, Overseas Private Investment Corporation and the Postal Regulatory Commission, in this category had 100% resolution rates. Table [B-3](#) in Appendix IV contains this information for all agencies and is located at <http://www.eeoc.gov/>.

Table 4 – Highest Pre-Complaint Resolution Rates FY 2012

Agency	Total Work Force*	Completed Counselings	Total Resolved	Resolution Rate
<i>Cabinet or Large (15,000 or more employees)</i>				
Defense National Guard Bureau	57,511	113	81	71.7%
Defense Army and Air Force Exchange Service	34,273	336	230	68.5%
U.S. Postal Service	625,701	13,143	8,602	65.5%
<i>Medium Agencies (1,000 to 14,999 employees)</i>				
National Archives and Records Administration	3,381	33	29	87.9%
Federal Reserve System-Board of Governors	2,412	54	42	77.8%
Broadcasting Board of Governors	1,675	53	41	77.4%

* Work force numbers as reported by the agency in its FY 2012 462 report.

The Defense National Guard Bureau Had the Highest ADR Resolution Rate in FY 2012

In FY 2012, the Defense National Guard Bureau reported the highest ADR resolution rate in the pre-complaint process (91.5%) among those agencies with 25 or more ADR closures, whereas the government-wide average was 63%. Among the medium sized agencies, the Defense Finance and Accounting Service reported the highest pre-complaint ADR resolution rate (65.5%). See Table 5. The government-wide ADR resolution rate decreased to 49.7% for FY 2012, when the U.S. Postal Service resolution rate (75.2%) is excluded from the government-wide average, which was down from the 50.9% in FY 2011. 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 2012

Agency	Total Work Force*	ADR Closures	ADR Resolutions	ADR Resolution Rate
<i>Cabinet or Large (15,000 or more employees)</i>				
Defense National Guard Bureau	57,511	47	43	91.5%
U.S. Postal Service	625,701	9,180	6,905	75.2%
Defense Logistics Agency	25,229	191	138	72.3%
<i>Medium Agencies (1,000 to 14,999 employees)</i>				
Defense Finance and Accounting Service	11,982	55	36	65.5%
Defense Contact Management Agency	10,452	36	19	52.8%
General Services Administration	12,416	66	27	40.9%

* Work force numbers as reported by the agency in its FY 2012 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 2012 from the FY 2008 amounts while the number of settlements with monetary benefits increased in FY 2012. The data showed a decrease in the average amount of monetary benefits from \$4,853 in FY 2011 to \$4,652 in FY 2012.

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Table 6 – Monetary Benefits Awarded In Settlements During the Pre-Complaint Stage of the EEO Process FY 2008 – FY 2012

FY	Completed Counselings	Total Resolutions # %	Total Settlements # %	Total Settlements with Monetary Benefits # %	Settlement Monetary Benefits	Average Award per Resolution with Monetary Benefits
2008	38,898	21,431 55.1	7,573 19.5	659 8.7	\$4,027,772	\$6,112
2009	39,038	21,666 55.5	6,735 17.3	703 10.4	\$3,715,972	\$5,286
2010	40,563	22,094 54.5	6,332 15.6	577 9.1	\$3,148,563	\$5,457
2011	36,642	19,460 53.1	5,799 15.8	627 10.8	\$3,042,646	\$4,853
2012	34,521	18,449 53.4	5,353 15.5	740 13.8	\$3,442,719	\$4,652

f. The Most Frequently Alleged Basis and Issue Remain Unchanged

Of the 15,837 complaints filed in FY 2012, the basis most frequently alleged was reprisal/retaliation (7,457) and the issue most frequently alleged was non-sexual harassment (5,991). As shown in Tables 7 and 8, this has remained unchanged for the past five fiscal years. FY 2012 also saw a continuance of a five-year trend in complaints alleging both reprisal and age discrimination. Also in FY 2012, 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 2008 – FY 2012

Basis	FY 2008	FY 2009	FY 2010	FY 2011	FY 2012
Reprisal/Retaliation	7,489	7,510	7,712	7,553	7,457
Age	4,977	5,058	5,314	5,105	4,915
Race – Black/African American	4,299		4,232	4,389	4,042
Disability (Physical)		4,006			

In FY 2012, allegations of race discrimination were made in 37.5% of all complaints, equal to the 37.5% of all complaints filed in FY 2011. In FY 2012, there was a 5.5% decrease in the number of complaints filed since FY 2008, and the percentage of complaints alleging discrimination based on race also decreased by 5.3%. During that

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same period, the percentage of complaints filed alleging discrimination based on color increased 11.6%, from 1,653 in FY 2008 to 1,844 in FY 2012.¹⁰

Table 8 – Top 3 Issues in Complaint Allegations Filed for FY 2008 – FY 2012

<i>Issue</i>	FY 2008	FY 2009	FY 2010	FY 2011	FY 2012
Harassment – Non-Sexual	4,999	5,599	5,907	5,863	5,991
Promotion/Non-Selection	2,882	2,574	2,530	2,683	2,250
Terms/Conditions	2,142	2,592	2,546	2,492	2,506

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

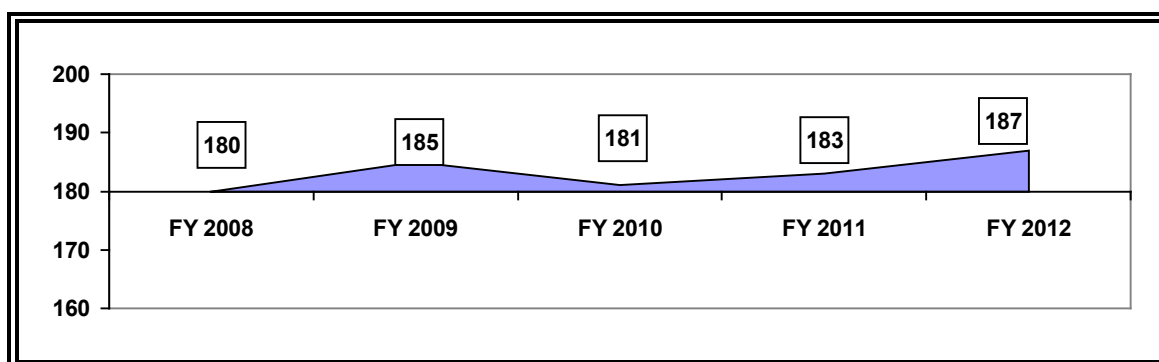
Investigations into claims of discrimination are a key component of the formal EEO complaint process. Delays may impede the primary goal of gathering sufficient evidence to permit a determination as to whether discrimination occurred. EEOC regulation 29 C.F.R. §1614.106(e)(2) requires agencies to conduct 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 2012, agencies timely completed investigations 74.9% of the time, up from 74.7% in FY 2011 (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 increased to 66.4% government-wide from the 65.3% timely completed in FY 2011. Agencies’ average time to complete investigations increased from 183 days in FY 2011 to 187 days in FY 2012, leaving the FY 2007 reported average of 176 days as the best time for the previous twenty 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 2008 – FY 2012



Of those investigations required to be completed within the 180-day time limit, agency in-house investigators averaged 220 days to complete the investigation in FY 2012, while contract investigators averaged 170 days. Several years ago, in a review of the investigatory practices of selected agencies, EEOC identified several reasons for untimely investigations: poorly staffed EEO offices, unnecessary and time-consuming procedures,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*.

Four Agencies Timely Completed 100% of Investigations¹³

Among the agencies which completed 25 or more investigations in FY 2012, the Department of Education, Federal Deposit Insurance Corporation, Office of Personnel Management and the Tennessee Valley Authority all timely completed 100% of their investigations. See Table 9 below. Among cabinet or large agencies, the US Postal Service timely completed 99.0% of its 2,660 investigations in FY 2012. 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 21 agencies which completed less than 25 investigations, timely completed 100% of their investigations.

Table 9 – Highest Percentage of Timely Completed Investigations for FY 2012

Agencies	Total Work Force	# Completed Investigations	# Timely Completed	% Timely
<i>Cabinet or Large (15,000 or more employees)</i>				
U.S. Postal Service	625,701	2,660	2,636	99.1%
Department of Transportation	57,187	216	214	99.0%
Department of Labor	16,819	85	83	97.6%
<i>Medium Agencies (1,000 to 14,999 employees)</i>				
Department of Education	4,373	26	26	100%
Federal Deposit Insurance Corporation	7,846	29	29	100%
Office of Personnel Management	5,843	25	25	100%

In FY 2012, the government-wide average cost for contracting out complaint investigations was calculated at \$2,811.07, a 5.3% decrease from the FY 2011 average cost of \$2,968.99. Likewise, the FY 2012 average cost of agency (in-house) investigations (\$7,156.72) decreased 8.1% from the FY 2011 average cost of \$7,789.23. Average costs to contract out investigations in FY 2012 were approximately 60.7% less than the average costs of agency (in-house) investigations, which represent a decrease from 61.9% in FY 2011.

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 2012, the government-wide average processing time for issuing a decision dismissing a complaint on procedural grounds was 92.5 days, an increase from FY 2011's 72.7 days but less than FY 2010's 100.2 day average processing times. EEOC maintains that, in general, acceptance letters/dismissal decisions should be issued well in advance of the 180 day time limit for completing an investigation, and has suggested a more practical time would be within 60 days of the filing of the formal complaint.

Table 10 – EEO Complaint Closures by Type with Government-Wide Average Processing Times in Days (APD) in FY 2008 – FY 2012

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
2008	16,654	336	2,962	589	4,576	420	126	63.5%	4,298	88	3,249	371	1,569	219
2009	16,134	344	2,755	621	4,150	451	175	54.8%	4,370	83	3,394	378	1,465	222
2010	17,124	361	2,771	685	4,282	481	201	51.5%	5,091	100	3,623	388	1,357	220
2011	17,436	346	2,998	673	4,428	429	128	56.5%	4,853	73	3,785	382	1,372	234
2012	15,706	388	2,640	713	4,118	462	144	48.6%	3,515	92	4,076	409	1,357	232

An agency may also issue a decision after an investigation, either finding discrimination or finding no discrimination. In FY 2012, agencies timely issued 48.6% of their final agency merit decisions, a decrease from the 56.5% timely completed in FY 2011. 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 2012, agencies issued merit final agency decisions without an Administrative Judge's decision in an average of 144 days, up from 128 days in FY 2011.

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

In FY 2012, the Department of the Navy reported it had issued 100% of its merit decisions without an EEOC Administrative Judge decision in a timely manner. The FY 2012 government-wide average for timely issued merit decision percentage was 48.6% with the U.S. Postal Service and dropped to 31.1% 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.

Table 11 – Agencies with the Highest Percentage of Timely Issued Merit Decisions (Without an Administrative Judge Decision) in FY 2012

Agencies	Total Work Force	Merit Decisions without an AJ Decision		
		#	Timely	%
<i>Cabinet or Large (15,000 or more employees)</i>				
Department of the Navy	245,574	117	117	100%
U.S. Postal Service	625,701	1,088	1,062	97.6%
Department of the Treasury	115,292	123	108	87.8%
<i>Medium Agencies (1,000 to 14,999 employees)</i>				
Defense Commissary Agency	14,382	27	26	96.3%
Department of Labor	16,819	44	38	86.4%

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 2012, agencies issued 2,708 final orders implementing and 35 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 2012, agencies issued orders on Administrative Judge merit decisions in an average of 713 days after the complaint was filed, an increase from 674 days in FY 2011 and from the 590 days in FY 2008.

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

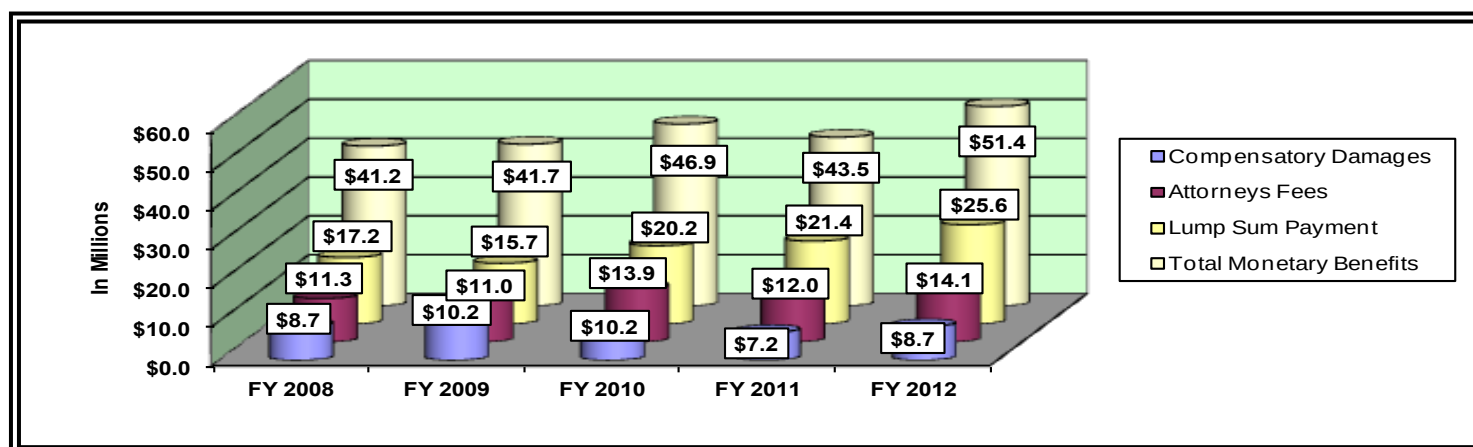
In FY 2012, the percentage of findings of discrimination increased to 3.1% from the 2.9% in FY 2011. Table 12, however, shows that the total number of merit decisions decreased while the number of settlements increased in FY 2012.

Table 12 – Amounts Awarded in Resolution of Formal EEO Complaints Before Appeals FY 2008 – FY 2012

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
2008	16,654	7,538	191	2.5%	3,249	19.5%	3,383	20.3%	\$41.2	\$12,193
2009	16,134	6,905	206	3.0%	3,394	21.0%	3,555	22.0%	\$41.7	\$11,734
2010	17,124	7,053	233	3.3%	3,623	21.2%	3,803	22.2%	\$46.9	\$12,335
2011	17,436	7,426	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

Average monetary benefits awarded in resolution of formal EEO complaints increased by 9.9% between FY 2011 and FY 2012, but decreased by 0.9% since FY 2008. 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 2008 – FY 2012



i. Affirmation Rate of Final Agency Decisions on Appeal Fell

As demonstrated by Table 13 below, 63.9% of final agency decisions (FADs), excluding those in which an Administrative Judge issued a decision, were affirmed on appeal in FY 2012. This represents a 10.5% decrease from the FY 2011 affirmation rate and a 13.5% decrease from the FY 2008 affirmation rate.

***Table 13 – Affirmation Rate of Final Agency Decisions on Appeal
FY 2008 – FY2012***

Fiscal Year	FADs Decided on Appeal	FADs Affirmed on Appeal	Percentage of FADs Affirmed on Appeal
FY 2008	2,473	1,828	73.9%
FY 2009	2,184	1,556	71.2%
FY 2010	2,543	1,759	69.2%
FY 2011	2,274	1,624	71.4%
FY 2012	2,471	1,578	63.9%

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

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

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

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

EEOC is also responsible for adjudicating appeals from final actions issued by federal agencies on complaints of employment discrimination. These final actions may involve an agency's decision to 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

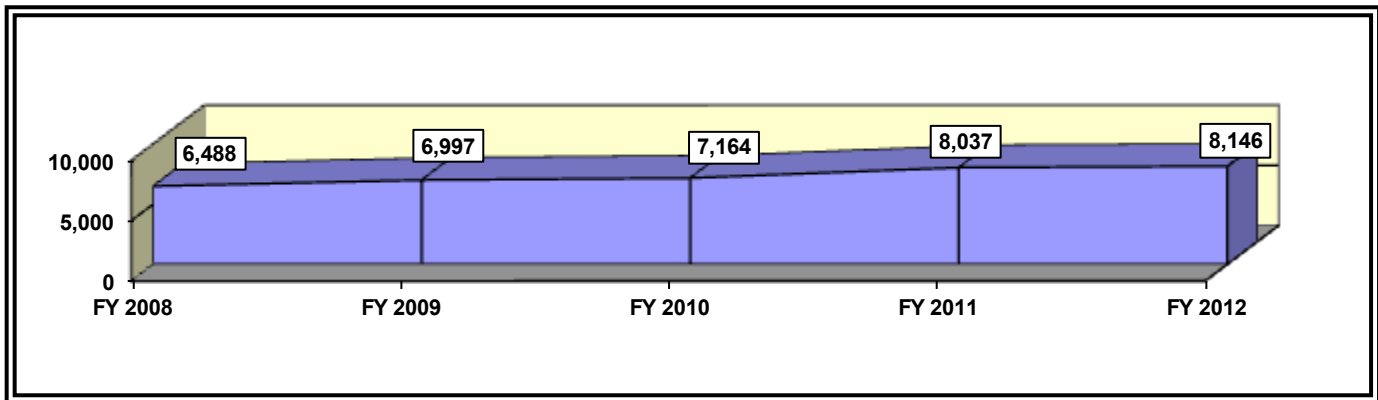
throughout the country, delivers these courses to federal agencies and other interested parties on a wide variety of federal-sector EEO topics.

a. HEARINGS

i. Hearings Inventory Continues to Rise

The year-end hearings inventory grew from 8,036 in FY 2011 to 8,146 in FY 2012, which represents an increase of 1.4%. Since FY 2008, the hearings inventory has increased 25.6%.

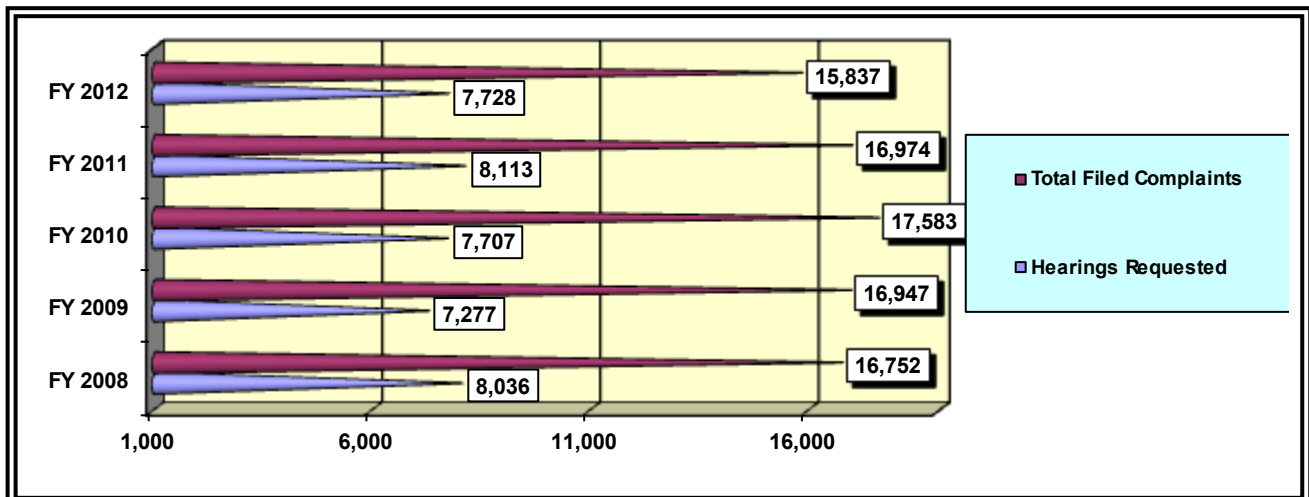
Figure 5 – Hearings Inventory FY 2008 – FY 2012



ii. Hearing Requests Decrease

Hearing requests decreased by 4.7% from 8,113 in FY 2011 to 7,728 in FY 2012, and decreased by 3.8% since FY 2008. For comparison purposes, the 7,728 hearings requested comprised 48.8% of the total complaints filed in FY 2012.

Figure 6 – Comparison of Requests for EEOC Hearings to Complaints Filed FY 2008 – FY 2012



iii. Hearing Closures

During FY 2012, EEOC's Hearings Program resolved 7,538 cases (including 28 class actions), which represents a 1.7% decrease from the 7,672 cases resolved in FY 2011 and a 5.6% increase from the 7,138 cases closed in FY 2008. Excluding the class actions, the 7,510 individual cases in FY 2012 were closed in the following manner: 9.6% were by decision following a hearing; 28.1% were by decisions on the record; 31.2% were closed by settlements; 12.3% were by procedural dismissal; and 18.9% were withdrawals. See Table 14 for a comparison of FY 2008 – FY 2012.

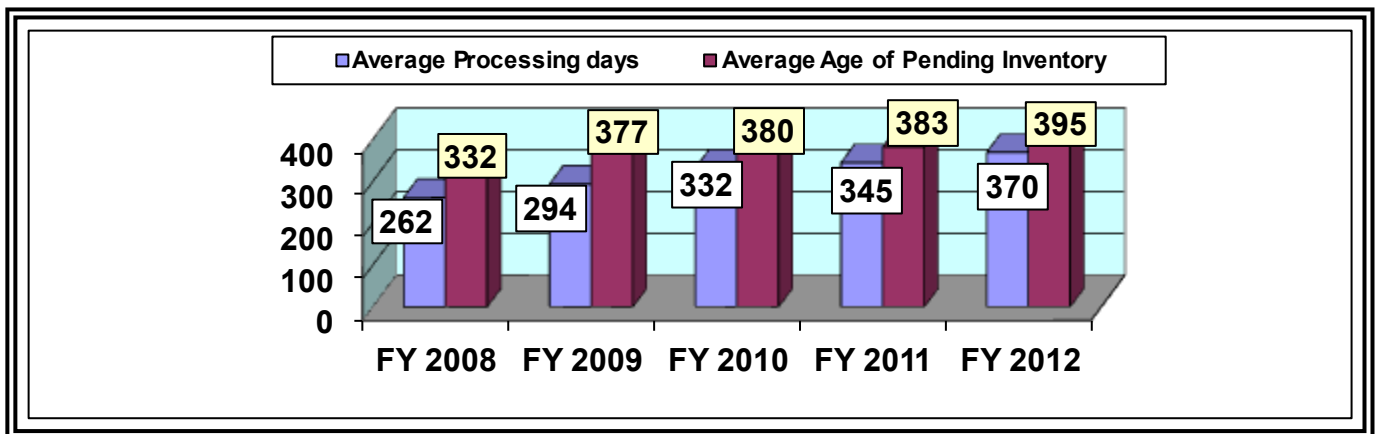
Table 14 – Hearings Program Individual Case Closures: FY 2008 – FY 2012

Closure Type	FY 2008		FY 2009		FY 2010		FY 2011		FY 2012	
	#	%	#	%	#	%	#	%	#	%
Decisions Following a Hearing	867	12.2	822	12.2	806	11.2	817	10.7	718	9.6
Decisions On the Record	1,958	27.7	1,919	28.6	2,102	29.3	2,108	27.6	2,108	28.1
Settlements	1,803	25.5	1,892	28.2	2,120	29.6	2,321	30.4	2,340	31.2
Procedural Dismissals	1,042	14.7	859	12.8	924	12.9	1,057	13.8	925	12.3
Withdrawals	1,408	19.9	1,220	18.2	1,217	16.9	1,339	17.5	1,419	18.9
Total Individual Case Closures	7,078		6,712		7,169		7,642		7,510	

iv. Average Processing Time for Hearings

The average processing time for hearing closures increased from 345 days in FY 2011 to 370 days in FY 2012, and also represents an increase from the 262 days in FY 2008. The average age of the pending inventory increased to 395 days in FY 2012 from 383 days in FY 2011, and also exceeded the 332 days in FY 2008.

**Figure 7 - Average Processing Days for Hearings
FY 2008 - FY 2012**



v. Agencies Challenge Findings of Discrimination

In FY 2012, EEOC Administrative Judges issued 148 decisions finding discrimination, which was 5.2% of all decisions on the merits of complaints. In comparison to the 164 decisions finding discrimination that Administrative Judges issued in FY 2011, the 148 decisions in FY 2012 represents a 9.8% 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 2012, agencies appealed only 1.3% of all Administrative Judge decisions. However, they appealed 20.0% of the cases where an Administrative Judge found discrimination.

Table 15 - Agency Actions on Administrative Judge Decisions FY 2008 - FY 2012

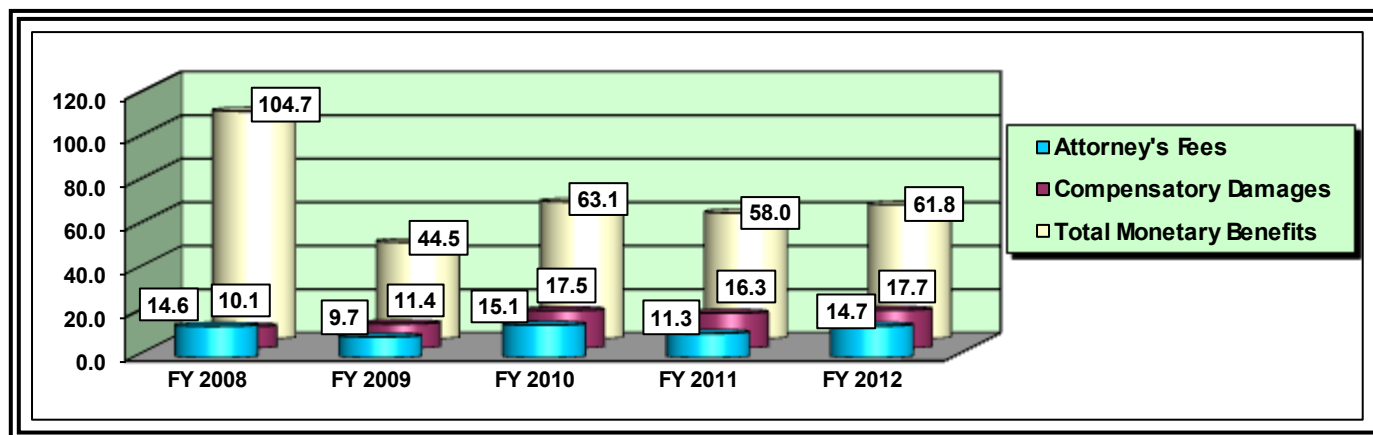
FY	Finding Discrimination ¹⁵				Finding No Discrimination				Totals			
	Implemented #	%	Appealed #	%	Implemented #	%	Appealed #	%	Implemented #	%	Appealed #	%
2008	107	65.2%	57	34.8%	2,794	99.9%	4	0.1%	2,901	97.9%	61	2.1%
2009	103	69.6%	45	30.4%	2,606	99.9%	1	0.04%	2,709	98.3%	46	1.7%
2010	119	69.2%	53	30.8%	2,596	99.9%	3	0.12%	2,715	98.0%	56	2.0%
2011	116	72.5%	44	27.5%	2,833	94.7%	5	0.18%	2,954	98.5%	49	1.6%
2012	124	80.0%	31	20.0%	2,481	99.8%	4	0.16%	2,605	98.7%	35	1.3%

vi. Monetary Benefits Decrease at Hearings

In FY 2012, Administrative Judges' decisions and settlements at the hearings stage awarded \$61.8 million in benefits, as compared to the \$58 million in FY 2011 and the \$104.7 million awarded in FY 2008. 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 was issued. Also, agencies may settle a complaint where the Administrative Judge has found discrimination.

**Figure 8 - Monetary Benefits Awarded from Hearings (In Millions of Dollars)
FY 2008 - FY 2012**



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

vii. Affirmation Rate of AJ Decisions on Appeal Drops Slightly

As demonstrated by the table below, 89.3% of Administrative Judges' decisions were affirmed on appeal in FY 2012.¹⁶ The number of appealed Administrative Judges' decisions decreased 35.4% over the five year period between FY 2008 to FY 2012; the affirmation rate also fell by 38.8% during this time period.

**Table 16 – Affirmation Rate of AJ Decisions on Appeal
FY 2008 - FY 2012**

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
2008	1,284	81	1,203	1,211	64	1,147	94.3%	79.0%	94.7%
2009	972	50	922	928	38	890	95.5%	76.0%	96.5%
2010	972	55	917	916	47	869	94.2%	85.5%	94.7%
2011	1,065	39	1,026	989	34	955	92.9%	87.2%	93.1%
2012	830	46	784	741	33	708	89.3%	71.7%	90.3%

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

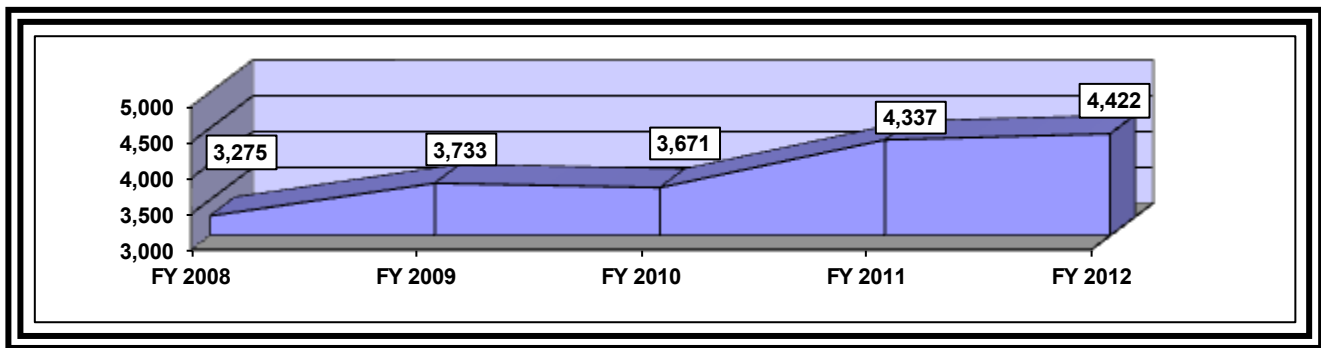
¹⁷ "Appeal By Agency" occurs when the agency does not fully implement the Administrative Judge's decision.

b. APPEALS

i. Appeals Inventory Increases

OFO's appellate inventory, at the close of FY 2012 rose to 4,422, which represents a 1.9% increase from the 4,337 case inventory at the close of FY 2011 and a 35% increase from the 3,275 case inventory at the close of FY 2008.

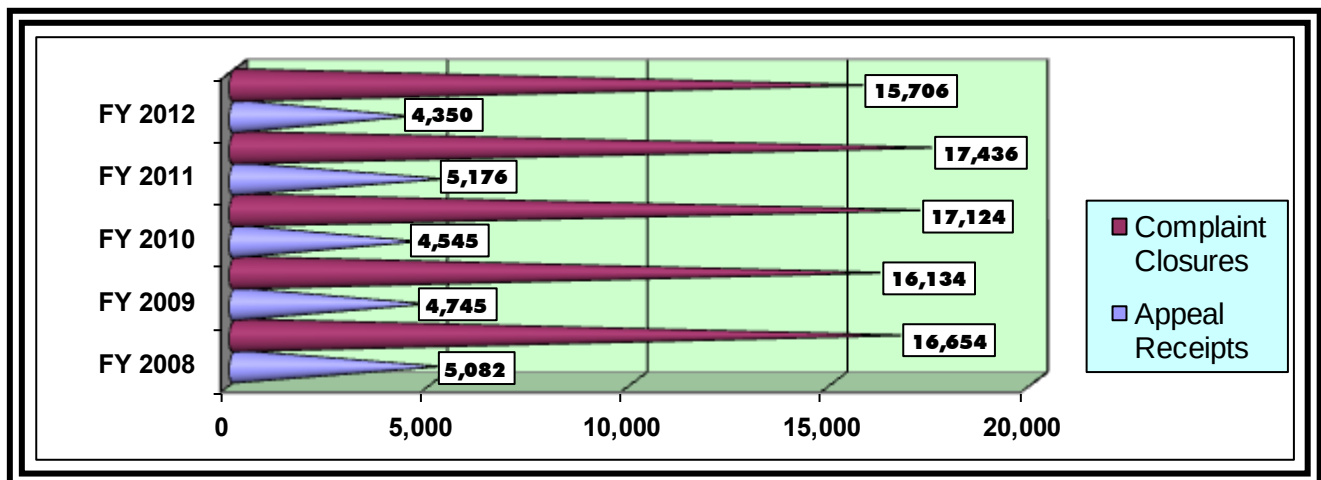
Figure 9 - Appellate Inventory FY 2008 - FY 2012



ii. Appeal Receipts On the Decline

OFO received 4,350 appeals in FY 2012, representing a 15.9% decrease from the 5,176 appeals filed in FY 2011. FY 2012 appeal receipts represented a 14.4% decrease from the 5,082 appeals received in FY 2008. In FY 2012, 27.7% of closed complaints were appealed, which was less than the 30.5% in FY 2008.

**Figure 10 – Comparison of Appeals Receipts to Complaint Closures
FY 2008 - FY 2012**



iii. Appeal Closures Down

OFO closed a total of 4,265 appellate cases in FY 2012, slightly fewer than the 4,510 appellate cases closed in FY 2011. Of the FY 2012 closed cases, 2,830 (66.4%) alleged violations of Title VII; 1,077 (25.3%) involved the Rehabilitation Act; 1,052 (24.7%) alleged violations of the ADEA; and 17 (0.4%) involved the Equal Pay Act of 1963. In FY 2011, OFO closed a total of 4,510 appellate cases, of which 2,793 were Title VII cases (61.9%); 1,212 involved the Rehabilitation Act (26.9%); 1,084 alleged violations of the ADEA (24.0%); and 16 involved the Equal Pay Act of 1963 (0.4%).¹⁸ See Figure 11 for the appeal closures from FY 2008 to FY 2012.

Figure 11 - Appeal Closures FY 2008 - FY 2012

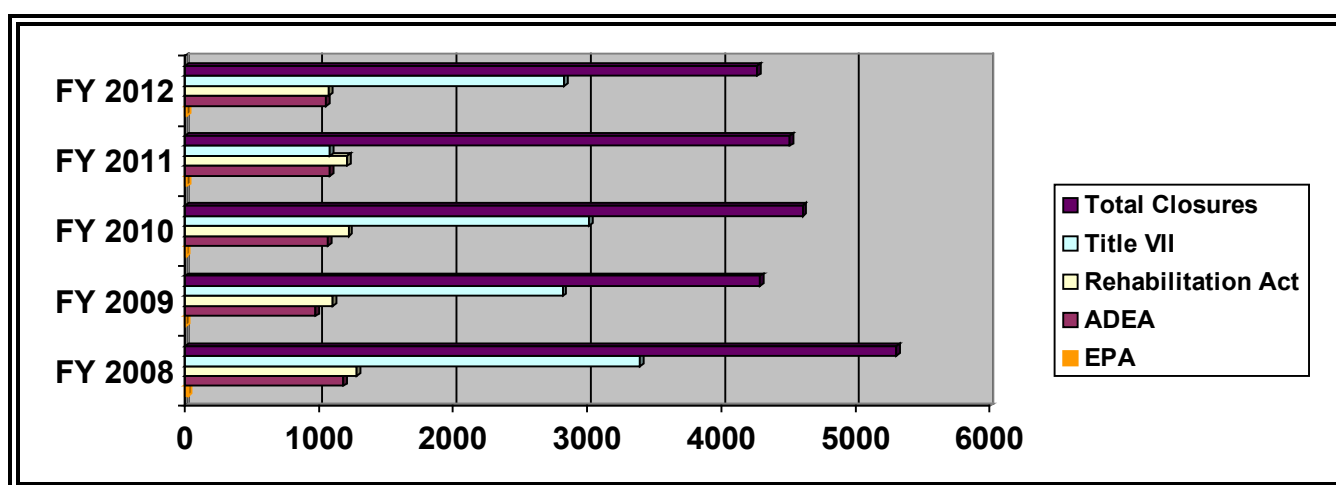


Table 17 below provides a breakdown by appeal type of all FY 2012 appellate receipts and closures.

Table 17 - Types of Receipts and Appeals FY 2012

Types of Appeals	Receipts		Closures	
	#	% of Total	#	% of Total
Total	4,350		4,265	
Initial Appeals from Complainants	3,577	82.2	3,613	84.7
Initial Appeals from Agencies	41	0.9	52	1.2
Petitions to Review MSPB Decisions	69	1.6	52	1.2
Appeals from a Grievance/Arbitration of FLRA Decisions	7	0.2	10	0.2
Petitions for Enforcement	13	0.3	10	0.2
Requests for Reconsiderations	643	14.8	528	12.4

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.

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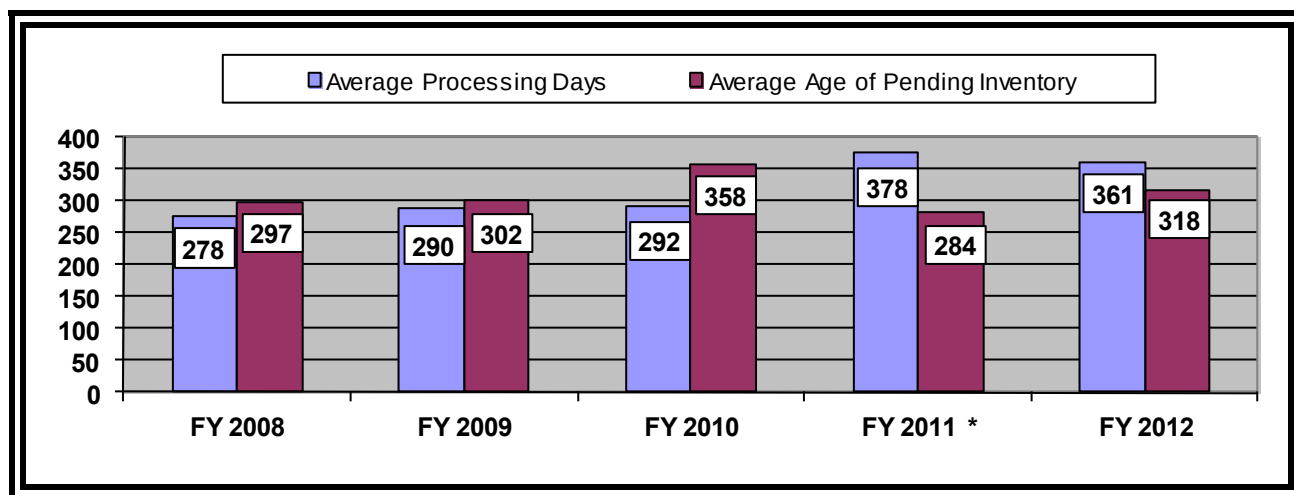
In FY 2012, OFO closed 1,735 appeals addressing the merits of the underlying discrimination claims, and made a total of 109 findings of discrimination, which represents 6.3% of the total. By comparison, in FY 2011, OFO closed 1,960 appeals addressing the merits of the underlying discrimination claims, and made a total of 87 findings of discrimination, which represented 4.4% of the total. In FY 2012, OFO reversed 31.5% of the 2,209 appeals of procedural dismissals.

iv. Average Processing Time of Appeal Closures

The average processing time for appeal closures fell to 361 days in FY 2012, representing a 4.5% decrease from 378 days in FY 2011 and a 29.9% increase from 278 days in FY 2008.

OFO resolved 2,258 (52.9%) of the 4,265 appeals closed in FY 2012 within 180 days. The average age of the pending inventory at the end of FY 2012 was 318 days, a 11.9% increase from the 284 day average age at the end of FY 2011 and a 7.1% increase from the 297 day average age of the open inventory at the end of FY 2008.

***Figure 12 - Average Processing Days on Appeal
FY 2008 - FY 2012***



*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 2012, sex was the second most alleged basis, with race as the third most prevalent basis of discrimination alleged in closed appeals. Harassment,

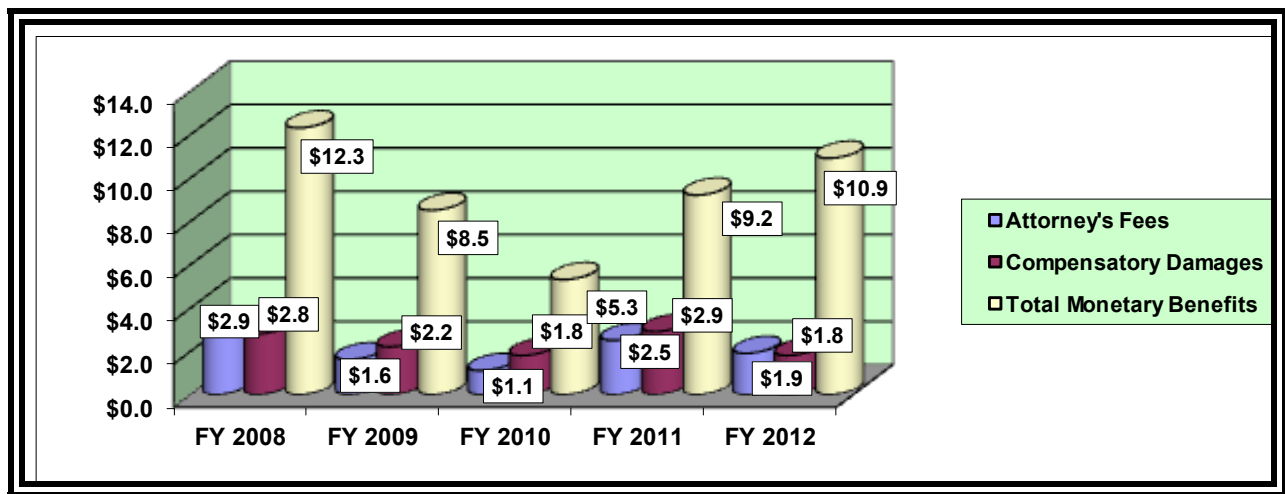
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promotion, and removal were the three most prevalent issues of discrimination alleged in closed appeals.

vi. \$10.9 Million Awarded on Appeal

In FY 2012, the \$10.9 million in monetary benefits awarded in compliance with appellate decisions (including settlement agreements resolving appeals) increased by 18.5% from the \$9.2 million awarded in FY 2011 and a 11.4% decrease from the \$12.3 million awarded in FY 2008.

***Figure 13 - Monetary Benefits Awarded from Appeals¹⁹
FY 2008 - FY 2012 (In Millions of Dollars)***



vii. Training and Outreach Conducted By EEOC

In FY 2012, 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 95 training sessions reaching 2,440 federal employees, including 154 new EEO counselors, 150 new EEO investigators, and 249 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.

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

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

Section C - Responsiveness and Legal Compliance

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

1. 92% of Submitted EEOC Form 462 Reports Were Timely

EEOC regulation 29 C.F.R. § 1614.602(a) requires agencies to report to the EEOC information concerning pre-complaint counseling, ADR, and the status, processing, and disposition of complaints 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 2012, 90 or 91.8% of the 98 agencies (with 100 or more employees) timely submitted the EEOC Form 462 Report, up from the 90.1% timely submitted in FY 2011. In FY 2008 EEOC made the report submission paperless for agencies by assigning a unique personal identification number (PIN) to agency EEO Directors for use as their signatures. The PIN needed to be entered on the secure web site by the November 5nd deadline to be considered timely.²⁰ See [Appendix III](#) for the list of agencies’ FY 2012 report submission times.

²⁰ The deadline set by the Commission is October 31st, however due to severe weather the deadline was extended to November 5th, 2012.

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)	Federal Deposit Insurance Corporation (II-39)
Agency for International Development (II-4)	Federal Energy Regulatory Commission (II-40)
Agriculture, Department of (II-5)	Federal Housing Finance Agency (II-41)
Air Force, Department of the (II-6)	Federal Reserve System - Board of Governors (II-42)
Army, Department of the (II-7)	Federal Trade Commission (II-43)
Army and Air Force Exchange Service (II-8)	General Services Administration (II-44)
Broadcasting Board of Governors (II-9)	Government Printing Office (II-45)
Commerce, Department of (II-10)	Health and Human Services, Department of (II-46)
Commodity Futures Trading Commission (II-11)	Homeland Security, Department of (II-47)
Consumer Financial Protection Bureau (II-12)	Housing and Urban Development, Department of (II-48)
Consumer Product Safety Commission (II-13)	Interior, Department of the (II-49)
Corporation for National & Community Service (II-14)	John F. Kennedy Center for the Performing Arts (II-50)
Court Services and Offender Supervision Agency (II-15)	Justice, Department of (II-51)
Defense Commissary Agency (II-16)	Labor, Department of (II-52)
Defense Contract Audit Agency (II-17)	National Aeronautics and Space Administration (II-53)
Defense Contract Management Agency (II-18)	National Archives and Records Administration (II-54)
Defense Education Activity, Department of (II-19)	National Credit Union Administration (II-55)
Defense Finance and Accounting Service (II-20)	National Gallery of Art (II-56)
Defense Human Resources Activity (II-21)	National Labor Relations Board (II-57)
Defense Information Systems Agency (II-22)	National Science Foundation (II-58)
Defense Inspector General, Office of the (II-23)	Navy, Department of the (II-59)
Defense Joint Task Force Nat'l Capital Reg Medical (II-24)	Nuclear Regulatory Commission (II-60)
Defense Logistics Agency (II-25)	Office of Personnel Management (II-61)
Defense Media Activity (II-26)	Peace Corps (II-62)
Defense Missile Defense Agency (II-27)	Pension Benefit Guaranty Corporation (II-63)
Defense National Guard Bureau (II-28)	Railroad Retirement Board (II-64)
Office of the Secretary/Wash. Hqtrs. Services Office (II-29)	Securities and Exchange Commission (II-65)
Defense Security Service (II-30)	Small Business Administration (II-66)
Defense Threat Reduction Agency (II-31)	Smithsonian Institution (II-67)
Defense TRICARE Management Activity (II-32)	Social Security Administration (II-68)
Defense Uniformed Services University (II-33)	State, Department of (II-69)
Education, Department of (II-34)	Tennessee Valley Authority (II-70)
Energy, Department of (II-35)	Transportation, Department of (II-71)
Environmental Protection Agency (II-36)	Treasury, Department of (II-72)
Equal Employment Opportunity Commission (II-37)	U.S. Postal Service (II-73)
Federal Communications Commission (II-38)	Veterans' Affairs, Department of (II-74)

EEOC FY 2012 Annual Report on the Federal Work Force Part I

Government-Wide (The Government) FY 2012 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2012

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	16,878		17,643		34,521	
Settlements	549	3.3%	4,804	27.2%	5,353	15.5%
Withdrawals or No Complaints Filed	6,786	40.2%	6,310	35.8%	13,096	37.9%
Complaints Filed*					15,211	44.1%
Decision to File Complaint Pending at End of FY					862	2.5%

*Includes only complaints filed in FY 2012 where counseling was also completed during FY 2012.

Agency Use of ADR for EEO Dispute Resolution in FY 2012

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	34,521	85.7%	51.1%
Complaint Closures	15,706	20.3%	8.1%

Bases Most Frequently Alleged in FY 2012 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 2012

	Total #	# Timely	% Timely	FY 2011 APD*	FY 2012 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	34,486	32,043	92.9%				
All Investigations	10,226	7,660	74.9%	183	187	2.2%	187
All Complaint Closures	15,706			346	388	12.1%	388
Merit Decisions (no AJ)	4,118	2,003	48.6%	430	462	7.4%	462
Dismissal Decisions (no AJ)	3,412			62	92	48.4%	92

*APD =Average Processing Days

Outcomes of Complaints in FY 2012

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	15,837							
Total Closures	15,706							
Settlements	4,076	26%						
Withdrawals	1,357	8.6%						
Total Final Agency Actions	10,273	65.4%	7,530	73.3%	2,708	26.4%	35	0.3%
Dismissals	3,515	34.2%	3,412	97.1%	103	2.9%	0	0%
Merit Decisions	6,758	65.8%	4,118	60.9%	2,605	38.5%	35	0.5%
Finding Discrimination	214	3.2%	59	27.6%	124	57.9%	31	14.5%
Finding No Discrimination	6,544	96.8%	4,059	62%	2,481	37.9%	4	0.1%

Costs Associated With EEO Process in FY 2012

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	740	\$3,442,718	\$4,652
ADR Settlements w/ Monetary Benefits	621	\$2,399,280	\$3,863
Investigation Costs	10,226	\$44,029,679	\$4,305
Complaint Closures with Monetary Benefits	2,758	\$51,443,329	\$18,652
ADR Settlements w/ Monetary Benefits	415	\$5,288,912	\$12,744

EEOC FY 2012 Annual Report on the Federal Work Force Part I

Agency for International Development (AID) FY 2012 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2012

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	29		5		34	
Settlements	0	0%	1	20%	1	2.9%
Withdrawals or No Complaints Filed	14	48.3%	3	60%	17	50%
Complaints Filed*					14	41.2%
Decision to File Complaint Pending at End of FY					2	5.9%

*Includes only complaints filed in FY 2012 where counseling was also completed during FY 2012.

Agency Use of ADR for EEO Dispute Resolution in FY 2012

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	34	85.3%	14.7%
Complaint Closures	16	6.3%	0%

Bases Most Frequently Alleged in FY 2012 Filed Complaints

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

Timeliness in FY 2012

	Total #	# Timely	% Timely	FY 2011 APD*	FY 2012 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	34	23	67.7%				
All Investigations	13	1	7.7%	294	282	-4.1%	187
All Complaint Closures	16			484	399	-17.6%	388
Merit Decisions (no AJ)	1	0	0%	389	830	113.4%	462
Dismissal Decisions (no AJ)	7			70	92	31.4%	92

*APD =Average Processing Days

Outcomes of Complaints in FY 2012

	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	16							
Settlements	4	25%						
Withdrawals	3	18.8%						
Total Final Agency Actions	9	56.3%	8	88.9%	1	11.1%	0	0%
Dismissals	7	77.8%	7	100%	0	0%	0	0%
Merit Decisions	2	22.2%	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 2012

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	1	\$6,000	\$6,000
ADR Settlements w/ Monetary Benefits	1	\$6,000	\$6,000
Investigation Costs	13	\$30,971	\$2,382
Complaint Closures with Monetary Benefits	4	\$253,024	\$63,256
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2012 Annual Report on the Federal Work Force Part I

Department of Agriculture (USDA) FY 2012 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2012

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	720		255		975	
Settlements	42	5.8%	55	21.6%	97	10%
Withdrawals or No Complaints Filed	277	38.5%	78	30.6%	355	36.4%
Complaints Filed*					496	50.9%
Decision to File Complaint Pending at End of FY					27	2.8%

*Includes only complaints filed in FY 2012 where counseling was also completed during FY 2012.

Agency Use of ADR for EEO Dispute Resolution in FY 2012

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	975	76.8%	26.2%
Complaint Closures	453	32.5%	16.8%

Bases Most Frequently Alleged in FY 2012 Filed Complaints

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

Timeliness in FY 2012

	Total #	# Timely	% Timely	FY 2011 APD*	FY 2012 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	975	713	73.1%				
All Investigations	437	217	49.7%	270	242	-10.4%	187
All Complaint Closures	453			496	633	27.6%	388
Merit Decisions (no AJ)	151	42	27.8%	638	638	0%	462
Dismissal Decisions (no AJ)	48			133	112	-15.8%	92

*APD =Average Processing Days

Outcomes of Complaints in FY 2012

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	524							
Total Closures	453							
Settlements	170	37.5%						
Withdrawals	29	6.4%						
Total Final Agency Actions	254	56.1%	199	78.3%	55	21.7%	0	0%
Dismissals	48	18.9%	48	100%	0	0%	0	0%
Merit Decisions	206	81.1%	151	73.3%	55	26.7%	0	0%
Finding Discrimination	11	5.3%	10	90.9%	1	9.1%	0	0%
Finding No Discrimination	195	94.7%	141	72.3%	54	27.7%	0	0%

Costs Associated With EEO Process in FY 2012

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	29	\$341,933	\$11,790
ADR Settlements w/ Monetary Benefits	10	\$153,963	\$15,396
Investigation Costs	437	\$1,535,339	\$3,513
Complaint Closures with Monetary Benefits	138	\$2,894,572	\$20,975
ADR Settlements w/ Monetary Benefits	24	\$846,614	\$35,275

EEOC FY 2012 Annual Report on the Federal Work Force Part I

Department of the Air Force (USAF) FY 2012 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2012

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	563		439		1,002	
Settlements	24	4.3%	162	36.9%	186	18.6%
Withdrawals or No Complaints Filed	284	50.4%	59	13.4%	343	34.2%
Complaints Filed*					458	45.7%
Decision to File Complaint Pending at End of FY					15	1.5%

*Includes only complaints filed in FY 2012 where counseling was also completed during FY 2012.

Agency Use of ADR for EEO Dispute Resolution in FY 2012

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	1,002	74.2%	43.8%
Complaint Closures	500	48.8%	17.2%

Bases Most Frequently Alleged in FY 2012 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 2012

	Total #	# Timely	% Timely	FY 2011 APD*	FY 2012 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	996	897	90.1%				
All Investigations	305	53	17.4%	206	263	27.7%	187
All Complaint Closures	500			395	483	22.3%	388
Merit Decisions (no AJ)	96	12	12.5%	630	839	33.2%	462
Dismissal Decisions (no AJ)	67			61	98	60.7%	92

*APD =Average Processing Days

Outcomes of Complaints in FY 2012

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	473							
Total Closures	500							
Settlements	174	34.8%						
Withdrawals	57	11.4%						
Total Final Agency Actions	269	53.8%	163	60.6%	105	39%	1	0.4%
Dismissals	76	28.3%	67	88.2%	9	11.8%	0	0%
Merit Decisions	193	71.7%	96	49.7%	96	49.7%	1	0.5%
Finding Discrimination	7	3.6%	0	0%	7	100%	0	0%
Finding No Discrimination	186	96.4%	96	51.6%	89	47.8%	1	0.5%

Costs Associated With EEO Process in FY 2012

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	18	\$172,541	\$9,585
ADR Settlements w/ Monetary Benefits	16	\$167,740	\$10,483
Investigation Costs	305	\$1,353,190	\$4,436
Complaint Closures with Monetary Benefits	99	\$2,075,106	\$20,960
ADR Settlements w/ Monetary Benefits	28	\$514,458	\$18,373

EEOC FY 2012 Annual Report on the Federal Work Force Part I

Department of the Army (ARMY) FY 2012 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2012

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	1,748		553		2,301	
Settlements	89	5.1%	175	31.7%	264	11.5%
Withdrawals or No Complaints Filed	608	34.8%	177	32%	785	34.1%
Complaints Filed*					1,179	51.2%
Decision to File Complaint Pending at End of FY					73	3.2%

*Includes only complaints filed in FY 2012 where counseling was also completed during FY 2012.

Agency Use of ADR for EEO Dispute Resolution in FY 2012

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	2,301	43.2%	24%
Complaint Closures	1,116	22.8%	15.1%

Bases Most Frequently Alleged in FY 2012 Filed Complaints

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

Timeliness in FY 2012

	Total #	# Timely	% Timely	FY 2011 APD*	FY 2012 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	2,299	2,008	87.3%				
All Investigations	484	114	23.6%	235	258	9.8%	187
All Complaint Closures	1,116			260	325	25%	388
Merit Decisions (no AJ)	181	21	11.6%	440	528	20%	462
Dismissal Decisions (no AJ)	234			37	44	18.9%	92

*APD =Average Processing Days

Outcomes of Complaints in FY 2012

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	1,226							
Total Closures	1,116							
Settlements	476	42.7%						
Withdrawals	100	9%						
Total Final Agency Actions	540	48.4%	415	76.9%	121	22.4%	4	0.7%
Dismissals	237	43.9%	234	98.7%	3	1.3%	0	0%
Merit Decisions	303	56.1%	181	59.7%	118	38.9%	4	1.3%
Finding Discrimination	10	3.3%	2	20%	5	50%	3	30%
Finding No Discrimination	293	96.7%	179	61.1%	113	38.6%	1	0.3%

Costs Associated With EEO Process in FY 2012

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	41	\$208,167	\$5,077
ADR Settlements w/ Monetary Benefits	25	\$39,063	\$1,562
Investigation Costs	484	\$3,014,704	\$6,228
Complaint Closures with Monetary Benefits	244	\$4,538,819	\$18,601
ADR Settlements w/ Monetary Benefits	40	\$323,748	\$8,093

EEOC FY 2012 Annual Report on the Federal Work Force Part I

Defense Army and Air Force Exchange (AAFES) FY 2012 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2012

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	260		76		336	
Settlements	8	3.1%	18	23.7%	26	7.7%
Withdrawals or No Complaints Filed	171	65.8%	33	43.4%	204	60.7%
Complaints Filed*					98	29.2%
Decision to File Complaint Pending at End of FY					8	2.4%

*Includes only complaints filed in FY 2012 where counseling was also completed during FY 2012.

Agency Use of ADR for EEO Dispute Resolution in FY 2012

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	336	100%	22.6%
Complaint Closures	89	89.9%	15.7%

Bases Most Frequently Alleged in FY 2012 Filed Complaints

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

Timeliness in FY 2012

	Total #	# Timely	% Timely	FY 2011 APD*	FY 2012 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	336	255	75.9%				
All Investigations	38	5	13.2%	195	235	20.5%	187
All Complaint Closures	89			313	318	1.6%	388
Merit Decisions (no AJ)	14	13	92.9%	360	346	-3.9%	462
Dismissal Decisions (no AJ)	20			112	75	-33%	92

*APD =Average Processing Days

Outcomes of Complaints in FY 2012

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	101							
Total Closures	89							
Settlements	26	29.2%						
Withdrawals	16	18%						
Total Final Agency Actions	47	52.8%	34	72.3%	13	27.7%	0	0%
Dismissals	20	42.6%	20	100%	0	0%	0	0%
Merit Decisions	27	57.4%	14	51.9%	13	48.1%	0	0%
Finding Discrimination	1	3.7%	1	100%	0	0%	0	0%
Finding No Discrimination	26	96.3%	13	50%	13	50%	0	0%

Costs Associated With EEO Process in FY 2012

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	3	\$2,569	\$856
ADR Settlements w/ Monetary Benefits	3	\$2,569	\$856
Investigation Costs	38	\$446,869	\$11,759
Complaint Closures with Monetary Benefits	16	\$120,914	\$7,557
ADR Settlements w/ Monetary Benefits	4	\$25,455	\$6,363

EEOC FY 2012 Annual Report on the Federal Work Force Part I

Broadcasting Board of Governors (BBG) FY 2012 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2012

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	51		2		53	
Settlements	5	9.8%	0	0%	5	9.4%
Withdrawals or No Complaints Filed	34	66.7%	2	100%	36	67.9%
Complaints Filed*					12	22.6%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2012 where counseling was also completed during FY 2012.

Agency Use of ADR for EEO Dispute Resolution in FY 2012

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	53	100%	3.8%
Complaint Closures	14	100%	0%

Bases Most Frequently Alleged in FY 2012 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)	Sex (Female)

Timeliness in FY 2012

	Total #	# Timely	% Timely	FY 2011 APD*	FY 2012 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	53	51	96.2%				
All Investigations	5	5	100%	133	161	21.1%	187
All Complaint Closures	14			358	356	-0.6%	388
Merit Decisions (no AJ)	2	2	100%	296	326	10.1%	462
Dismissal Decisions (no AJ)	5			37	236	537.8%	92

*APD =Average Processing Days

Outcomes of Complaints in FY 2012

	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	14							
Settlements	6	42.9%						
Withdrawals	0	0%						
Total Final Agency Actions	8	57.1%	7	87.5%	1	12.5%	0	0%
Dismissals	5	62.5%	5	100%	0	0%	0	0%
Merit Decisions	3	37.5%	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 2012

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	1	\$1,000	\$1,000
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	5	\$27,000	\$5,400
Complaint Closures with Monetary Benefits	1	\$35,000	\$35,000
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2012 Annual Report on the Federal Work Force Part I

Department of Commerce (DOC) FY 2012 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2012

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	288		37		325	
Settlements	4	1.4%	7	18.9%	11	3.4%
Withdrawals or No Complaints Filed	73	25.3%	12	32.4%	85	26.2%
Complaints Filed*					222	68.3%
Decision to File Complaint Pending at End of FY					7	2.2%

*Includes only complaints filed in FY 2012 where counseling was also completed during FY 2012.

Agency Use of ADR for EEO Dispute Resolution in FY 2012

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	325	28.3%	11.4%
Complaint Closures	432	3%	3%

Bases Most Frequently Alleged in FY 2012 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 2012

	Total #	# Timely	% Timely	FY 2011 APD*	FY 2012 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	325	275	84.6%				
All Investigations	183	166	90.7%	227	188	-17.2%	187
All Complaint Closures	432			289	465	60.9%	388
Merit Decisions (no AJ)	189	26	13.8%	451	569	26.2%	462
Dismissal Decisions (no AJ)	49			102	66	-35.3%	92

*APD =Average Processing Days

Outcomes of Complaints in FY 2012

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	222							
Total Closures	432							
Settlements	74	17.1%						
Withdrawals	12	2.8%						
Total Final Agency Actions	346	80.1%	238	68.8%	106	30.6%	2	0.6%
Dismissals	57	16.5%	49	86%	8	14%	0	0%
Merit Decisions	289	83.5%	189	65.4%	98	33.9%	2	0.7%
Finding Discrimination	8	2.8%	1	12.5%	6	75%	1	12.5%
Finding No Discrimination	281	97.2%	188	66.9%	92	32.7%	1	0.4%

Costs Associated With EEO Process in FY 2012

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	1	\$25,000	\$25,000
ADR Settlements w/ Monetary Benefits	1	\$25,000	\$25,000
Investigation Costs	183	\$1,045,662	\$5,714
Complaint Closures with Monetary Benefits	61	\$1,054,737	\$17,290
ADR Settlements w/ Monetary Benefits	1	\$15,000	\$15,000

EEOC FY 2012 Annual Report on the Federal Work Force Part I

Commodity Futures Trading Commission (CFTC) FY 2012 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2012

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

*Includes only complaints filed in FY 2012 where counseling was also completed during FY 2012.

Agency Use of ADR for EEO Dispute Resolution in FY 2012

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	1	100%	0%
Complaint Closures	2	0%	0%

Bases Most Frequently Alleged in FY 2012 Filed Complaints

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

Timeliness in FY 2012

	Total #	# Timely	% Timely	FY 2011 APD*	FY 2012 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	1	1	100%				
All Investigations	1	1	100%	330	110	-66.7%	187
All Complaint Closures	2			0	314	NA%	388
Merit Decisions (no AJ)	2	1	50%	0	314	NA%	462
Dismissal Decisions (no AJ)	0			0	0	NA%	92

*APD =Average Processing Days

Outcomes of Complaints in FY 2012

	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 2012

	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	\$6,750	\$6,750
Complaint Closures with Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2012 Annual Report on the Federal Work Force Part I

Consumer Financial Protection Bureau (CFPB) FY 2012 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2012

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	8		7		15	
Settlements	0	0%	2	28.6%	2	13.3%
Withdrawals or No Complaints Filed	1	12.5%	1	14.3%	2	13.3%
Complaints Filed*					11	73.3%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2012 where counseling was also completed during FY 2012.

Agency Use of ADR for EEO Dispute Resolution in FY 2012

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	15	86.7%	46.7%
Complaint Closures	7	85.7%	14.3%

Bases Most Frequently Alleged in FY 2012 Filed Complaints

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

Timeliness in FY 2012

	Total #	# Timely	% Timely	FY 2011 APD*	FY 2012 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	15	11	73.3%				
All Investigations	3	3	100%	0	209	NA%	187
All Complaint Closures	7			0	181	NA%	388
Merit Decisions (no AJ)	3	3	100%	0	301	NA%	462
Dismissal Decisions (no AJ)	0			0	0	NA%	92

*APD =Average Processing Days

Outcomes of Complaints in FY 2012

	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	7							
Settlements	3	42.9%						
Withdrawals	1	14.3%						
Total Final Agency Actions	3	42.9%	3	100%	0	0%	0	0%
Dismissals	0	NA%	0	NA%	0	0%	0	0%
Merit Decisions	3	100%	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 2012

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	3	\$23,469	\$7,823
Complaint Closures with Monetary Benefits	2	\$40,000	\$20,000
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2012 Annual Report on the Federal Work Force Part I

Consumer Product Safety Commission (CPSC) FY 2012 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2012

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

*Includes only complaints filed in FY 2012 where counseling was also completed during FY 2012.

Agency Use of ADR for EEO Dispute Resolution in FY 2012

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

Bases Most Frequently Alleged in FY 2012 Filed Complaints

	Top Basis 1	Top Basis 2	Top Basis 3
Bases of Alleged Discrimination	Reprisal	Race (American Indian or Alaska Native)	Sex (Female)

Timeliness in FY 2012

	Total #	# Timely	% Timely	FY 2011 APD*	FY 2012 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	3	2	66.7%				
All Investigations	4	4	100%	122	142	16.4%	187
All Complaint Closures	2			365	380	4.1%	388
Merit Decisions (no AJ)	1	1	100%	672	416	-38.1%	462
Dismissal Decisions (no AJ)	0			115	0	-100%	92

*APD =Average Processing Days

Outcomes of Complaints in FY 2012

	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	1	50%						
Withdrawals	0	0%						
Total Final Agency Actions	1	50%	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 2012

	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	\$19,616	\$4,904
Complaint Closures with Monetary Benefits	1	\$500	\$500
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2012 Annual Report on the Federal Work Force Part I

Corporation for National and Community Service (CNCS) FY 2012 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2012

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	7		0		7	
Settlements	0	0%	0	0%	0	0%
Withdrawals or No Complaints Filed	3	42.9%	0	0%	3	42.9%
Complaints Filed*					4	57.1%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2012 where counseling was also completed during FY 2012.

Agency Use of ADR for EEO Dispute Resolution in FY 2012

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

Bases Most Frequently Alleged in FY 2012 Filed Complaints

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

Timeliness in FY 2012

	Total #	# Timely	% Timely	FY 2011 APD*	FY 2012 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	7	3	42.9%				
All Investigations	6	6	100%	51	109	113.7%	187
All Complaint Closures	3			613	432	-29.5%	388
Merit Decisions (no AJ)	3	0	0%	0	432	NA%	462
Dismissal Decisions (no AJ)	0			0	0	NA%	92

*APD =Average Processing Days

Outcomes of Complaints in FY 2012

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	5							
Total Closures	3							
Settlements	0	0%						
Withdrawals	0	0%						
Total Final Agency Actions	3	100%	3	100%	0	0%	0	0%
Dismissals	0	NA%	0	NA%	0	0%	0	0%
Merit Decisions	3	100%	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 2012

	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	\$27,107	\$4,517
Complaint Closures with Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2012 Annual Report on the Federal Work Force Part I

Court Services and Offender Supervision Agency for the District of Columbia (CSOSA) FY 2012 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2012

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	20		4		24	
Settlements	1	5%	2	50%	3	12.5%
Withdrawals or No Complaints Filed	9	45%	2	50%	11	45.8%
Complaints Filed*					10	41.7%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2012 where counseling was also completed during FY 2012.

Agency Use of ADR for EEO Dispute Resolution in FY 2012

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	24	37.5%	16.7%
Complaint Closures	15	0%	0%

Bases Most Frequently Alleged in FY 2012 Filed Complaints

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

Timeliness in FY 2012

	Total #	# Timely	% Timely	FY 2011 APD*	FY 2012 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	24	13	54.2%				
All Investigations	6	4	66.7%	187	165	-11.8%	187
All Complaint Closures	15			343	757	120.7%	388
Merit Decisions (no AJ)	2	2	100%	237	393	65.8%	462
Dismissal Decisions (no AJ)	2			0	85	NA%	92

*APD =Average Processing Days

Outcomes of Complaints in FY 2012

	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	15							
Settlements	5	33.3%						
Withdrawals	1	6.7%						
Total Final Agency Actions	9	60%	4	44.4%	5	55.6%	0	0%
Dismissals	2	22.2%	2	100%	0	0%	0	0%
Merit Decisions	7	77.8%	2	28.6%	5	71.4%	0	0%
Finding Discrimination	1	14.3%	0	0%	1	100%	0	0%
Finding No Discrimination	6	85.7%	2	33.3%	4	66.7%	0	0%

Costs Associated With EEO Process in FY 2012

	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	\$22,512	\$3,752
Complaint Closures with Monetary Benefits	5	\$62,740	\$12,548
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2012 Annual Report on the Federal Work Force Part I

Defense Commissary Agency (DeCA) FY 2012 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2012

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	105		122		227	
Settlements	1	1%	9	7.4%	10	4.4%
Withdrawals or No Complaints Filed	42	40%	33	27.1%	75	33%
Complaints Filed*					138	60.8%
Decision to File Complaint Pending at End of FY					4	1.8%

*Includes only complaints filed in FY 2012 where counseling was also completed during FY 2012.

Agency Use of ADR for EEO Dispute Resolution in FY 2012

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	227	81.1%	53.7%
Complaint Closures	120	18.3%	15.8%

Bases Most Frequently Alleged in FY 2012 Filed Complaints

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

Timeliness in FY 2012

	Total #	# Timely	% Timely	FY 2011 APD*	FY 2012 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	227	198	87.2%				
All Investigations	58	14	24.1%	198	257	29.8%	187
All Complaint Closures	120			250	319	27.6%	388
Merit Decisions (no AJ)	27	26	96.3%	325	349	7.4%	462
Dismissal Decisions (no AJ)	22			25	13	-48%	92

*APD =Average Processing Days

Outcomes of Complaints in FY 2012

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	140							
Total Closures	120							
Settlements	36	30%						
Withdrawals	17	14.2%						
Total Final Agency Actions	67	55.8%	49	73.1%	18	26.9%	0	0%
Dismissals	22	32.8%	22	100%	0	0%	0	0%
Merit Decisions	45	67.2%	27	60%	18	40%	0	0%
Finding Discrimination	1	2.2%	0	0%	1	100%	0	0%
Finding No Discrimination	44	97.8%	27	61.4%	17	38.6%	0	0%

Costs Associated With EEO Process in FY 2012

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	58	\$257,328	\$4,436
Complaint Closures with Monetary Benefits	19	\$818,779	\$43,093
ADR Settlements w/ Monetary Benefits	4	\$21,887	\$5,471

EEOC FY 2012 Annual Report on the Federal Work Force Part I

Defense Contract Audit Agency (DCAA) FY 2012 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2012

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	40		5		45	
Settlements	0	0%	4	80%	4	8.9%
Withdrawals or No Complaints Filed	9	22.5%	1	20%	10	22.2%
Complaints Filed*					28	62.2%
Decision to File Complaint Pending at End of FY					3	6.7%

*Includes only complaints filed in FY 2012 where counseling was also completed during FY 2012.

Agency Use of ADR for EEO Dispute Resolution in FY 2012

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	45	15.6%	11.1%
Complaint Closures	32	28.1%	28.1%

Bases Most Frequently Alleged in FY 2012 Filed Complaints

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

Timeliness in FY 2012

	Total #	# Timely	% Timely	FY 2011 APD*	FY 2012 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	45	26	57.8%				
All Investigations	12	3	25%	175	264	50.9%	187
All Complaint Closures	32			321	252	-21.5%	388
Merit Decisions (no AJ)	7	5	71.4%	273	358	31.1%	462
Dismissal Decisions (no AJ)	4			0	41	NA%	92

*APD =Average Processing Days

Outcomes of Complaints in FY 2012

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	28							
Total Closures	32							
Settlements	12	37.5%						
Withdrawals	6	18.8%						
Total Final Agency Actions	14	43.8%	11	78.6%	3	21.4%	0	0%
Dismissals	4	28.6%	4	100%	0	0%	0	0%
Merit Decisions	10	71.4%	7	70%	3	30%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	10	100%	7	70%	3	30%	0	0%

Costs Associated With EEO Process in FY 2012

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	12	\$53,240	\$4,436
Complaint Closures with Monetary Benefits	7	\$21,850	\$3,121
ADR Settlements w/ Monetary Benefits	6	\$21,450	\$3,575

EEOC FY 2012 Annual Report on the Federal Work Force Part I

Defense Contract Management Agency (DCMA) FY 2012 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2012

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	49		36		85	
Settlements	2	4.1%	4	11.1%	6	7.1%
Withdrawals or No Complaints Filed	21	42.9%	15	41.7%	36	42.4%
Complaints Filed*					41	48.2%
Decision to File Complaint Pending at End of FY					2	2.4%

*Includes only complaints filed in FY 2012 where counseling was also completed during FY 2012.

Agency Use of ADR for EEO Dispute Resolution in FY 2012

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	85	44.7%	42.4%
Complaint Closures	38	18.4%	18.4%

Bases Most Frequently Alleged in FY 2012 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 2012

	Total #	# Timely	% Timely	FY 2011 APD*	FY 2012 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	85	85	100%				
All Investigations	3	0	0%	202	329	62.9%	187
All Complaint Closures	38			446	345	-22.6%	388
Merit Decisions (no AJ)	8	8	100%	708	497	-29.8%	462
Dismissal Decisions (no AJ)	16			54	120	122.2%	92

*APD =Average Processing Days

Outcomes of Complaints in FY 2012

	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	38							
Settlements	9	23.7%						
Withdrawals	5	13.2%						
Total Final Agency Actions	24	63.2%	24	100%	0	0%	0	0%
Dismissals	16	66.7%	16	100%	0	0%	0	0%
Merit Decisions	8	33.3%	8	100%	0	0%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	8	100%	8	100%	0	0%	0	0%

Costs Associated With EEO Process in FY 2012

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	2	\$11,900	\$5,950
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	3	\$13,310	\$4,436
Complaint Closures with Monetary Benefits	4	\$68,239	\$17,059
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2012 Annual Report on the Federal Work Force Part I

Department of Defense Education Activity (DODEA) FY 2012 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2012

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	107		29		136	
Settlements	3	2.8%	7	24.1%	10	7.4%
Withdrawals or No Complaints Filed	43	40.2%	9	31%	52	38.2%
Complaints Filed*					72	52.9%
Decision to File Complaint Pending at End of FY					2	1.5%

*Includes only complaints filed in FY 2012 where counseling was also completed during FY 2012.

Agency Use of ADR for EEO Dispute Resolution in FY 2012

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	136	38.2%	21.3%
Complaint Closures	55	16.4%	9.1%

Bases Most Frequently Alleged in FY 2012 Filed Complaints

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

Timeliness in FY 2012

	Total #	# Timely	% Timely	FY 2011 APD*	FY 2012 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	136	134	98.5%				
All Investigations	54	50	92.6%	178	176	-1.1%	187
All Complaint Closures	55			287	406	41.5%	388
Merit Decisions (no AJ)	12	7	58.3%	299	386	29.1%	462
Dismissal Decisions (no AJ)	10			91	54	-40.7%	92

*APD =Average Processing Days

Outcomes of Complaints in FY 2012

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	79							
Total Closures	55							
Settlements	23	41.8%						
Withdrawals	4	7.3%						
Total Final Agency Actions	28	50.9%	22	78.6%	6	21.4%	0	0%
Dismissals	10	35.7%	10	100%	0	0%	0	0%
Merit Decisions	18	64.3%	12	66.7%	6	33.3%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	18	100%	12	66.7%	6	33.3%	0	0%

Costs Associated With EEO Process in FY 2012

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	1	\$1,380	\$1,380
ADR Settlements w/ Monetary Benefits	1	\$1,380	\$1,380
Investigation Costs	54	\$186,303	\$3,450
Complaint Closures with Monetary Benefits	17	\$390,604	\$22,976
ADR Settlements w/ Monetary Benefits	1	\$21,804	\$21,804

EEOC FY 2012 Annual Report on the Federal Work Force Part I

Defense Finance and Accounting Service (DFAS) FY 2012 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2012

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	37		55		92	
Settlements	1	2.7%	22	40%	23	25%
Withdrawals or No Complaints Filed	15	40.5%	14	25.5%	29	31.5%
Complaints Filed*					36	39.1%
Decision to File Complaint Pending at End of FY					4	4.4%

*Includes only complaints filed in FY 2012 where counseling was also completed during FY 2012.

Agency Use of ADR for EEO Dispute Resolution in FY 2012

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	92	77.2%	59.8%
Complaint Closures	39	0%	0%

Bases Most Frequently Alleged in FY 2012 Filed Complaints

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

Timeliness in FY 2012

	Total #	# Timely	% Timely	FY 2011 APD*	FY 2012 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	92	92	100%				
All Investigations	20	11	55%	196	245	25%	187
All Complaint Closures	39			262	353	34.7%	388
Merit Decisions (no AJ)	8	8	100%	247	309	25.1%	462
Dismissal Decisions (no AJ)	9			7	12	71.4%	92

*APD =Average Processing Days

Outcomes of Complaints in FY 2012

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	38							
Total Closures	39							
Settlements	13	33.3%						
Withdrawals	3	7.7%						
Total Final Agency Actions	23	59%	17	73.9%	6	26.1%	0	0%
Dismissals	9	39.1%	9	100%	0	0%	0	0%
Merit Decisions	14	60.9%	8	57.1%	6	42.9%	0	0%
Finding Discrimination	1	7.1%	1	100%	0	0%	0	0%
Finding No Discrimination	13	92.9%	7	53.8%	6	46.2%	0	0%

Costs Associated With EEO Process in FY 2012

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	1	\$340	\$340
ADR Settlements w/ Monetary Benefits	1	\$340	\$340
Investigation Costs	20	\$88,733	\$4,436
Complaint Closures with Monetary Benefits	11	\$189,976	\$17,270
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2012 Annual Report on the Federal Work Force Part I

Defense Human Resources Activity (DHRA) FY 2012 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2012

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

*Includes only complaints filed in FY 2012 where counseling was also completed during FY 2012.

Agency Use of ADR for EEO Dispute Resolution in FY 2012

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	8	87.5%	75%
Complaint Closures	5	100%	80%

Bases Most Frequently Alleged in FY 2012 Filed Complaints

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

Timeliness in FY 2012

	Total #	# Timely	% Timely	FY 2011 APD*	FY 2012 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	8	6	75%				
All Investigations	0	0	NA%	284	0	-100%	187
All Complaint Closures	5			507	149	-70.6%	388
Merit Decisions (no AJ)	0	0	0%	507	0	-100%	462
Dismissal Decisions (no AJ)	1			0	32	NA%	92

*APD =Average Processing Days

Outcomes of Complaints in FY 2012

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

Costs Associated With EEO Process in FY 2012

	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	\$20,000	\$20,000
ADR Settlements w/ Monetary Benefits	1	\$20,000	\$20,000

EEOC FY 2012 Annual Report on the Federal Work Force Part I

Defense Information Systems Agency (DISA) FY 2012 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2012

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	29		1		30	
Settlements	0	0%	0	0%	0	0%
Withdrawals or No Complaints Filed	12	41.4%	1	100%	13	43.3%
Complaints Filed*					17	56.7%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2012 where counseling was also completed during FY 2012.

Agency Use of ADR for EEO Dispute Resolution in FY 2012

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	30	100%	3.3%
Complaint Closures	8	0%	0%

Bases Most Frequently Alleged in FY 2012 Filed Complaints

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

Timeliness in FY 2012

	Total #	# Timely	% Timely	FY 2011 APD*	FY 2012 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	29	29	100%				
All Investigations	4	0	0%	306	261	-14.7%	187
All Complaint Closures	8			680	687	1%	388
Merit Decisions (no AJ)	0	0	0%	696	0	-100%	462
Dismissal Decisions (no AJ)	5			0	996	NA%	92

*APD =Average Processing Days

Outcomes of Complaints in FY 2012

	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	8							
Settlements	2	25%						
Withdrawals	1	12.5%						
Total Final Agency Actions	5	62.5%	5	100%	0	0%	0	0%
Dismissals	5	100%	5	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 2012

	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	\$28,003	\$7,000
Complaint Closures with Monetary Benefits	1	\$25,000	\$25,000
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2012 Annual Report on the Federal Work Force Part I

Defense Office of the Inspector General (DOIG) FY 2012 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2012

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	7		2		9	
Settlements	1	14.3%	1	50%	2	22.2%
Withdrawals or No Complaints Filed	0	0%	0	0%	0	0%
Complaints Filed*					6	66.7%
Decision to File Complaint Pending at End of FY					1	11.1%

*Includes only complaints filed in FY 2012 where counseling was also completed during FY 2012.

Agency Use of ADR for EEO Dispute Resolution in FY 2012

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	9	100%	22.2%
Complaint Closures	3	0%	0%

Bases Most Frequently Alleged in FY 2012 Filed Complaints

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

Timeliness in FY 2012

	Total #	# Timely	% Timely	FY 2011 APD*	FY 2012 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	9	9	100%				
All Investigations	1	1	100%	208	255	22.6%	187
All Complaint Closures	3			210	469	123.3%	388
Merit Decisions (no AJ)	0	0	0%	296	0	-100%	462
Dismissal Decisions (no AJ)	1			49	8	-83.7%	92

*APD =Average Processing Days

Outcomes of Complaints in FY 2012

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

Costs Associated With EEO Process in FY 2012

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	1	\$15,000	\$15,000
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	1	\$9,895	\$9,895
Complaint Closures with Monetary Benefits	2	\$97,500	\$48,750
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2012 Annual Report on the Federal Work Force Part I

Defense Joint Task Force National Capital Region Medical (DJTFNCRM) FY 2012 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2012

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	67		17		84	
Settlements	0	0%	6	35.3%	6	7.1%
Withdrawals or No Complaints Filed	43	64.2%	2	11.8%	45	53.6%
Complaints Filed*					33	39.3%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2012 where counseling was also completed during FY 2012.

Agency Use of ADR for EEO Dispute Resolution in FY 2012

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	84	100%	20.2%
Complaint Closures	7	85.7%	85.7%

Bases Most Frequently Alleged in FY 2012 Filed Complaints

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

Timeliness in FY 2012

	Total #	# Timely	% Timely	FY 2011 APD*	FY 2012 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	84	53	63.1%				
All Investigations	1	0	0%	0	315	NA%	187
All Complaint Closures	7			0	92	NA%	388
Merit Decisions (no AJ)	0	0	0%	0	0	NA%	462
Dismissal Decisions (no AJ)	5			0	53	NA%	92

*APD =Average Processing Days

Outcomes of Complaints in FY 2012

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	33							
Total Closures	7							
Settlements	0	0%						
Withdrawals	2	28.6%						
Total Final Agency Actions	5	71.4%	5	100%	0	0%	0	0%
Dismissals	5	100%	5	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 2012

	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	\$3,025	\$3,025
Complaint Closures with Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2012 Annual Report on the Federal Work Force Part I

Defense Logistics Agency (DLA) FY 2012 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2012

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	121		191		312	
Settlements	2	1.7%	58	30.4%	60	19.2%
Withdrawals or No Complaints Filed	52	43%	80	41.9%	132	42.3%
Complaints Filed*					114	36.5%
Decision to File Complaint Pending at End of FY					6	1.9%

*Includes only complaints filed in FY 2012 where counseling was also completed during FY 2012.

Agency Use of ADR for EEO Dispute Resolution in FY 2012

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	312	95.2%	61.2%
Complaint Closures	136	25.7%	21.3%

Bases Most Frequently Alleged in FY 2012 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 2012

	Total #	# Timely	% Timely	FY 2011 APD*	FY 2012 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	312	276	88.5%				
All Investigations	52	12	23.1%	270	272	0.7%	187
All Complaint Closures	136			458	463	1.1%	388
Merit Decisions (no AJ)	38	3	7.9%	591	494	-16.4%	462
Dismissal Decisions (no AJ)	14			46	82	78.3%	92

*APD =Average Processing Days

Outcomes of Complaints in FY 2012

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	121							
Total Closures	136							
Settlements	49	36%						
Withdrawals	12	8.8%						
Total Final Agency Actions	75	55.2%	52	69.3%	23	30.7%	0	0%
Dismissals	14	18.7%	14	100%	0	0%	0	0%
Merit Decisions	61	81.3%	38	62.3%	23	37.7%	0	0%
Finding Discrimination	2	3.3%	2	100%	0	0%	0	0%
Finding No Discrimination	59	96.7%	36	61%	23	39%	0	0%

Costs Associated With EEO Process in FY 2012

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	5	\$9,052	\$1,810
ADR Settlements w/ Monetary Benefits	4	\$7,334	\$1,833
Investigation Costs	52	\$464,213	\$8,927
Complaint Closures with Monetary Benefits	26	\$498,486	\$19,172
ADR Settlements w/ Monetary Benefits	5	\$106,808	\$21,361

EEOC FY 2012 Annual Report on the Federal Work Force Part I

Defense Media Activity (DMA) FY 2012 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2012

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

*Includes only complaints filed in FY 2012 where counseling was also completed during FY 2012.

Agency Use of ADR for EEO Dispute Resolution in FY 2012

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	3	66.7%	0%
Complaint Closures	3	66.7%	66.7%

Bases Most Frequently Alleged in FY 2012 Filed Complaints

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

Timeliness in FY 2012

	Total #	# Timely	% Timely	FY 2011 APD*	FY 2012 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	3	3	100%				
All Investigations	0	0	NA%	66	0	-100%	187
All Complaint Closures	3			66	453	586.4%	388
Merit Decisions (no AJ)	0	0	0%	0	0	NA%	462
Dismissal Decisions (no AJ)	0			66	0	-100%	92

*APD =Average Processing Days

Outcomes of Complaints in FY 2012

	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	2	66.7%						
Withdrawals	1	33.3%						
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 2012

	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	\$54,000	\$54,000
ADR Settlements w/ Monetary Benefits	2	\$54,000	\$27,000

EEOC FY 2012 Annual Report on the Federal Work Force Part I

Defense Missile Defense Agency (DMDA) FY 2012 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2012

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	10		1		11	
Settlements	1	10%	0	0%	1	9.1%
Withdrawals or No Complaints Filed	2	20%	1	100%	3	27.3%
Complaints Filed*					4	36.4%
Decision to File Complaint Pending at End of FY					3	27.3%

*Includes only complaints filed in FY 2012 where counseling was also completed during FY 2012.

Agency Use of ADR for EEO Dispute Resolution in FY 2012

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	11	36.4%	9.1%
Complaint Closures	0	0%	0%

Bases Most Frequently Alleged in FY 2012 Filed Complaints

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

Timeliness in FY 2012

	Total #	# Timely	% Timely	FY 2011 APD*	FY 2012 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	11	3	27.3%				
All Investigations	1	0	0%	224	237	5.8%	187
All Complaint Closures	0			30	0	-100%	388
Merit Decisions (no AJ)	0	0	0%	0	0	NA%	462
Dismissal Decisions (no AJ)	0			30	0	-100%	92

*APD =Average Processing Days

Outcomes of Complaints in FY 2012

	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 2012

	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	\$4,437	\$4,437
Complaint Closures with Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2012 Annual Report on the Federal Work Force Part I

Defense National Guard Bureau (DNGB) FY 2012 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2012

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	66		47		113	
Settlements	10	15.2%	37	78.7%	47	41.6%
Withdrawals or No Complaints Filed	28	42.4%	6	12.8%	34	30.1%
Complaints Filed*					26	23%
Decision to File Complaint Pending at End of FY					6	5.3%

*Includes only complaints filed in FY 2012 where counseling was also completed during FY 2012.

Agency Use of ADR for EEO Dispute Resolution in FY 2012

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	113	73.5%	41.6%
Complaint Closures	33	30.3%	15.2%

Bases Most Frequently Alleged in FY 2012 Filed Complaints

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

Timeliness in FY 2012

	Total #	# Timely	% Timely	FY 2011 APD*	FY 2012 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	113	97	85.8%				
All Investigations	0	0	NA%	0	0	NA%	187
All Complaint Closures	33			394	327	-17%	388
Merit Decisions (no AJ)	3	0	0%	0	362	NA%	462
Dismissal Decisions (no AJ)	23			0	355	NA%	92

*APD =Average Processing Days

Outcomes of Complaints in FY 2012

	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	33							
Settlements	6	18.2%						
Withdrawals	1	3%						
Total Final Agency Actions	26	78.8%	26	100%	0	0%	0	0%
Dismissals	23	88.5%	23	100%	0	0%	0	0%
Merit Decisions	3	11.5%	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 2012

	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	2	\$559,011	\$279,505
ADR Settlements w/ Monetary Benefits	2	\$559,011	\$279,505

EEOC FY 2012 Annual Report on the Federal Work Force Part I

Defense Office of the Secretary - Wash. Hqtrs. Services (OSD) FY 2012 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2012

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	36		9		45	
Settlements	0	0%	2	22.2%	2	4.4%
Withdrawals or No Complaints Filed	16	44.4%	2	22.2%	18	40%
Complaints Filed*					25	55.6%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2012 where counseling was also completed during FY 2012.

Agency Use of ADR for EEO Dispute Resolution in FY 2012

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	45	20%	20%
Complaint Closures	45	4.4%	4.4%

Bases Most Frequently Alleged in FY 2012 Filed Complaints

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

Timeliness in FY 2012

	Total #	# Timely	% Timely	FY 2011 APD*	FY 2012 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	45	45	100%				
All Investigations	19	15	78.9%	253	248	-2%	187
All Complaint Closures	45			464	570	22.8%	388
Merit Decisions (no AJ)	6	0	0%	443	664	49.9%	462
Dismissal Decisions (no AJ)	13			135	245	81.5%	92

*APD =Average Processing Days

Outcomes of Complaints in FY 2012

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	27							
Total Closures	45							
Settlements	12	26.7%						
Withdrawals	7	15.6%						
Total Final Agency Actions	26	57.8%	19	73.1%	7	26.9%	0	0%
Dismissals	13	50%	13	100%	0	0%	0	0%
Merit Decisions	13	50%	6	46.2%	7	53.8%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	13	100%	6	46.2%	7	53.8%	0	0%

Costs Associated With EEO Process in FY 2012

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	19	\$172,330	\$9,070
Complaint Closures with Monetary Benefits	8	\$288,118	\$36,014
ADR Settlements w/ Monetary Benefits	1	\$40,000	\$40,000

EEOC FY 2012 Annual Report on the Federal Work Force Part I

Defense Security Service (DSS) FY 2012 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2012

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	16		2		18	
Settlements	0	0%	2	100%	2	11.1%
Withdrawals or No Complaints Filed	3	18.8%	0	0%	3	16.7%
Complaints Filed*					8	44.4%
Decision to File Complaint Pending at End of FY					5	27.8%

*Includes only complaints filed in FY 2012 where counseling was also completed during FY 2012.

Agency Use of ADR for EEO Dispute Resolution in FY 2012

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	18	38.9%	11.1%
Complaint Closures	6	0%	0%

Bases Most Frequently Alleged in FY 2012 Filed Complaints

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

Timeliness in FY 2012

	Total #	# Timely	% Timely	FY 2011 APD*	FY 2012 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	18	18	100%				
All Investigations	5	0	0%	233	193	-17.2%	187
All Complaint Closures	6			411	167	-59.4%	388
Merit Decisions (no AJ)	3	3	100%	428	200	-53.3%	462
Dismissal Decisions (no AJ)	2			36	100	177.8%	92

*APD =Average Processing Days

Outcomes of Complaints in FY 2012

	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	1	16.7%						
Withdrawals	0	0%						
Total Final Agency Actions	5	83.3%	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 2012

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	5	\$22,185	\$4,437
Complaint Closures with Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2012 Annual Report on the Federal Work Force Part I

Defense Threat Reduction Agency (DTRA) FY 2012 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2012

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	12		7		19	
Settlements	0	0%	3	42.9%	3	15.8%
Withdrawals or No Complaints Filed	4	33.3%	3	42.9%	7	36.8%
Complaints Filed*					9	47.4%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2012 where counseling was also completed during FY 2012.

Agency Use of ADR for EEO Dispute Resolution in FY 2012

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	19	100%	36.8%
Complaint Closures	8	0%	0%

Bases Most Frequently Alleged in FY 2012 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 2012

	Total #	# Timely	% Timely	FY 2011 APD*	FY 2012 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	19	18	94.7%				
All Investigations	0	0	NA%	209	0	-100%	187
All Complaint Closures	8			170	743	337.1%	388
Merit Decisions (no AJ)	0	0	0%	414	0	-100%	462
Dismissal Decisions (no AJ)	4			53	869	1,539.6%	92

*APD =Average Processing Days

Outcomes of Complaints in FY 2012

	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	8							
Settlements	4	50%						
Withdrawals	0	0%						
Total Final Agency Actions	4	50%	4	100%	0	0%	0	0%
Dismissals	4	100%	4	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 2012

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	1	\$2,000	\$2,000
ADR Settlements w/ Monetary Benefits	1	\$2,000	\$2,000
Investigation Costs	0	\$0	\$0
Complaint Closures with Monetary Benefits	3	\$121,000	\$40,333
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2012 Annual Report on the Federal Work Force Part I

Defense TRICARE Management Activity (DTMA) FY 2012 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2012

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	17		1		18	
Settlements	0	0%	0	0%	0	0%
Withdrawals or No Complaints Filed	7	41.2%	1	100%	8	44.4%
Complaints Filed*					10	55.6%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2012 where counseling was also completed during FY 2012.

Agency Use of ADR for EEO Dispute Resolution in FY 2012

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	18	83.3%	5.6%
Complaint Closures	7	71.4%	71.4%

Bases Most Frequently Alleged in FY 2012 Filed Complaints

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

Timeliness in FY 2012

	Total #	# Timely	% Timely	FY 2011 APD*	FY 2012 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	18	7	38.9%				
All Investigations	2	1	50%	0	368	NA%	187
All Complaint Closures	7			221	217	-1.8%	388
Merit Decisions (no AJ)	0	0	0%	0	0	NA%	462
Dismissal Decisions (no AJ)	5			0	108	NA%	92

*APD =Average Processing Days

Outcomes of Complaints in FY 2012

	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	7							
Settlements	1	14.3%						
Withdrawals	1	14.3%						
Total Final Agency Actions	5	71.4%	5	100%	0	0%	0	0%
Dismissals	5	100%	5	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 2012

	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	\$6,094	\$3,047
Complaint Closures with Monetary Benefits	1	\$35,000	\$35,000
ADR Settlements w/ Monetary Benefits	1	\$35,000	\$35,000

EEOC FY 2012 Annual Report on the Federal Work Force Part I

Defense Uniformed Services University (DUSU) FY 2012 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2012

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	5		0		5	
Settlements	0	0%	0	0%	0	0%
Withdrawals or No Complaints Filed	3	60%	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 2012 where counseling was also completed during FY 2012.

Agency Use of ADR for EEO Dispute Resolution in FY 2012

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

Bases Most Frequently Alleged in FY 2012 Filed Complaints

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

Timeliness in FY 2012

	Total #	# Timely	% Timely	FY 2011 APD*	FY 2012 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	5	5	100%				
All Investigations	0	0	NA%	0	0	NA%	187
All Complaint Closures	0			45	0	-100%	388
Merit Decisions (no AJ)	0	0	0%	0	0	NA%	462
Dismissal Decisions (no AJ)	0			0	0	NA%	92

*APD =Average Processing Days

Outcomes of Complaints in FY 2012

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

Costs Associated With EEO Process in FY 2012

	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 2012 Annual Report on the Federal Work Force Part I

Department of Education (ED) FY 2012 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2012

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	38		10		48	
Settlements	1	2.6%	1	10%	2	4.2%
Withdrawals or No Complaints Filed	8	21.1%	5	50%	13	27.1%
Complaints Filed*					32	66.7%
Decision to File Complaint Pending at End of FY					1	2.1%

*Includes only complaints filed in FY 2012 where counseling was also completed during FY 2012.

Agency Use of ADR for EEO Dispute Resolution in FY 2012

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	48	89.6%	20.8%
Complaint Closures	46	45.7%	4.4%

Bases Most Frequently Alleged in FY 2012 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 2012

	Total #	# Timely	% Timely	FY 2011 APD*	FY 2012 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	48	47	97.9%				
All Investigations	26	26	100%	192	179	-6.8%	187
All Complaint Closures	46			430	566	31.6%	388
Merit Decisions (no AJ)	17	17	100%	385	358	-7%	462
Dismissal Decisions (no AJ)	2			54	92	70.4%	92

*APD =Average Processing Days

Outcomes of Complaints in FY 2012

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	33							
Total Closures	46							
Settlements	10	21.7%						
Withdrawals	5	10.9%						
Total Final Agency Actions	31	67.4%	19	61.3%	12	38.7%	0	0%
Dismissals	2	6.5%	2	100%	0	0%	0	0%
Merit Decisions	29	93.5%	17	58.6%	12	41.4%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	29	100%	17	58.6%	12	41.4%	0	0%

Costs Associated With EEO Process in FY 2012

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	26	\$90,427	\$3,477
Complaint Closures with Monetary Benefits	6	\$36,800	\$6,133
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2012 Annual Report on the Federal Work Force Part I

Department of Energy (DOE) FY 2012 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2012

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	95		29		124	
Settlements	7	7.4%	5	17.2%	12	9.7%
Withdrawals or No Complaints Filed	33	34.7%	4	13.8%	37	29.8%
Complaints Filed*					72	58.1%
Decision to File Complaint Pending at End of FY					3	2.4%

*Includes only complaints filed in FY 2012 where counseling was also completed during FY 2012.

Agency Use of ADR for EEO Dispute Resolution in FY 2012

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	124	63.7%	23.4%
Complaint Closures	63	55.6%	14.3%

Bases Most Frequently Alleged in FY 2012 Filed Complaints

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

Timeliness in FY 2012

	Total #	# Timely	% Timely	FY 2011 APD*	FY 2012 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	124	66	53.2%				
All Investigations	51	42	82.4%	DNF	179	NA	187
All Complaint Closures	63			DNF	345	NA	388
Merit Decisions (no AJ)	18	5	27.8%	DNF	372	NA	462
Dismissal Decisions (no AJ)	6			DNF	242	NA	92

*APD =Average Processing Days DNF = Did Not File a FY 2011 report.

Outcomes of Complaints in FY 2012

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	72							
Total Closures	63							
Settlements	27	42.9%						
Withdrawals	9	14.3%						
Total Final Agency Actions	27	42.9%	24	88.9%	3	11.1%	0	0%
Dismissals	6	22.2%	6	100%	0	0%	0	0%
Merit Decisions	21	77.8%	18	85.7%	3	14.3%	0	0%
Finding Discrimination	2	9.5%	2	100%	0	0%	0	0%
Finding No Discrimination	19	90.5%	16	84.2%	3	15.8%	0	0%

Costs Associated With EEO Process in FY 2012

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	1	\$5,418	\$5,418
ADR Settlements w/ Monetary Benefits	1	\$5,418	\$5,418
Investigation Costs	51	\$133,184	\$2,611
Complaint Closures with Monetary Benefits	23	\$919,109	\$39,961
ADR Settlements w/ Monetary Benefits	4	\$94,000	\$23,500

EEOC FY 2012 Annual Report on the Federal Work Force Part I

Environmental Protection Agency (EPA) FY 2012 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2012

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	70		28		98	
Settlements	2	2.9%	2	7.1%	4	4.1%
Withdrawals or No Complaints Filed	17	24.3%	2	7.1%	19	19.4%
Complaints Filed*					70	71.4%
Decision to File Complaint Pending at End of FY					5	5.1%

*Includes only complaints filed in FY 2012 where counseling was also completed during FY 2012.

Agency Use of ADR for EEO Dispute Resolution in FY 2012

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	98	84.7%	28.6%
Complaint Closures	49	2%	2%

Bases Most Frequently Alleged in FY 2012 Filed Complaints

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

Timeliness in FY 2012

	Total #	# Timely	% Timely	FY 2011 APD*	FY 2012 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	98	68	69.4%				
All Investigations	61	9	14.8%	247	355	43.7%	187
All Complaint Closures	49			697	712	2.2%	388
Merit Decisions (no AJ)	13	0	0%	741	899	21.3%	462
Dismissal Decisions (no AJ)	2			331	229	-30.8%	92

*APD =Average Processing Days

Outcomes of Complaints in FY 2012

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	78							
Total Closures	49							
Settlements	12	24.5%						
Withdrawals	11	22.5%						
Total Final Agency Actions	26	53.1%	15	57.7%	11	42.3%	0	0%
Dismissals	3	11.5%	2	66.7%	1	33.3%	0	0%
Merit Decisions	23	88.5%	13	56.5%	10	43.5%	0	0%
Finding Discrimination	1	4.4%	1	100%	0	0%	0	0%
Finding No Discrimination	22	95.7%	12	54.5%	10	45.5%	0	0%

Costs Associated With EEO Process in FY 2012

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	61	\$138,948	\$2,277
Complaint Closures with Monetary Benefits	9	\$635,892	\$70,654
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2012 Annual Report on the Federal Work Force Part I

Equal Employment Opportunity Commission (EEOC) FY 2012 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2012

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	24		17		41	
Settlements	1	4.2%	1	5.9%	2	4.9%
Withdrawals or No Complaints Filed	12	50%	4	23.5%	16	39%
Complaints Filed*					23	56.1%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2012 where counseling was also completed during FY 2012.

Agency Use of ADR for EEO Dispute Resolution in FY 2012

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	41	92.7%	41.5%
Complaint Closures	20	10%	10%

Bases Most Frequently Alleged in FY 2012 Filed Complaints

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

Timeliness in FY 2012

	Total #	# Timely	% Timely	FY 2011 APD*	FY 2012 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	41	40	97.6%				
All Investigations	13	12	92.3%	150	240	60%	187
All Complaint Closures	20			322	329	2.2%	388
Merit Decisions (no AJ)	5	0	0%	464	530	14.2%	462
Dismissal Decisions (no AJ)	5			96	161	67.7%	92

*APD =Average Processing Days

Outcomes of Complaints in FY 2012

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	25							
Total Closures	20							
Settlements	6	30%						
Withdrawals	1	5%						
Total Final Agency Actions	13	65%	10	76.9%	3	23.1%	0	0%
Dismissals	5	38.5%	5	100%	0	0%	0	0%
Merit Decisions	8	61.5%	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 2012

	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	\$84,000	\$6,461
Complaint Closures with Monetary Benefits	4	\$19,650	\$4,912
ADR Settlements w/ Monetary Benefits	1	\$8,000	\$8,000

EEOC FY 2012 Annual Report on the Federal Work Force Part I

Federal Communications Commission (FCC) FY 2012 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2012

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

*Includes only complaints filed in FY 2012 where counseling was also completed during FY 2012.

Agency Use of ADR for EEO Dispute Resolution in FY 2012

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	15	0%	0%
Complaint Closures	2	0%	0%

Bases Most Frequently Alleged in FY 2012 Filed Complaints

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

Timeliness in FY 2012

	Total #	# Timely	% Timely	FY 2011 APD*	FY 2012 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	15	10	66.7%				
All Investigations	10	10	100%	61	39	-36.1%	187
All Complaint Closures	2			30	90	200%	388
Merit Decisions (no AJ)	0	0	0%	0	0	NA%	462
Dismissal Decisions (no AJ)	2			0	90	NA%	92

*APD =Average Processing Days

Outcomes of Complaints in FY 2012

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	10							
Total Closures	2							
Settlements	0	0%						
Withdrawals	0	0%						
Total Final Agency Actions	2	100%	2	100%	0	0%	0	0%
Dismissals	2	100%	2	100%	0	0%	0	0%
Merit Decisions	0	NA%	0	NA%	0	NA%	0	NA%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	0	NA%	0	NA%	0	NA%	0	NA%

Costs Associated With EEO Process in FY 2012

	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	\$36,000	\$3,600
Complaint Closures with Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2012 Annual Report on the Federal Work Force Part I

Federal Deposit Insurance Corporation (FDIC) FY 2012 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2012

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	43		39		82	
Settlements	2	4.7%	9	23.1%	11	13.4%
Withdrawals or No Complaints Filed	17	39.5%	6	15.4%	23	28.1%
Complaints Filed*					44	53.7%
Decision to File Complaint Pending at End of FY					4	4.9%

*Includes only complaints filed in FY 2012 where counseling was also completed during FY 2012.

Agency Use of ADR for EEO Dispute Resolution in FY 2012

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	82	86.6%	47.6%
Complaint Closures	42	40.5%	19.1%

Bases Most Frequently Alleged in FY 2012 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 2012

	Total #	# Timely	% Timely	FY 2011 APD*	FY 2012 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	82	80	97.6%				
All Investigations	29	29	100%	207	224	8.2%	187
All Complaint Closures	42			255	291	14.1%	388
Merit Decisions (no AJ)	12	12	100%	450	407	-9.6%	462
Dismissal Decisions (no AJ)	11			44	133	202.3%	92

*APD =Average Processing Days

Outcomes of Complaints in FY 2012

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	44							
Total Closures	42							
Settlements	14	33.3%						
Withdrawals	2	4.8%						
Total Final Agency Actions	26	61.9%	23	88.5%	3	11.5%	0	0%
Dismissals	12	46.2%	11	91.7%	1	8.3%	0	0%
Merit Decisions	14	53.8%	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 2012

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	1	\$1,750	\$1,750
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	29	\$165,049	\$5,691
Complaint Closures with Monetary Benefits	8	\$343,256	\$42,907
ADR Settlements w/ Monetary Benefits	2	\$25,442	\$12,721

EEOC FY 2012 Annual Report on the Federal Work Force Part I

Federal Energy Regulatory Commission (FERC) FY 2012 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2012

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	7	53.8%	0	0%	7	53.9%
Complaints Filed*					6	46.2%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2012 where counseling was also completed during FY 2012.

Agency Use of ADR for EEO Dispute Resolution in FY 2012

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	13	0%	0%
Complaint Closures	10	30%	30%

Bases Most Frequently Alleged in FY 2012 Filed Complaints

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

Timeliness in FY 2012

	Total #	# Timely	% Timely	FY 2011 APD*	FY 2012 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	13	13	100%				
All Investigations	6	6	100%	0	180	NA%	187
All Complaint Closures	10			180	152	-15.6%	388
Merit Decisions (no AJ)	6	6	100%	180	200	11.1%	462
Dismissal Decisions (no AJ)	2			180	60	-66.7%	92

*APD =Average Processing Days

Outcomes of Complaints in FY 2012

	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	10							
Settlements	1	10%						
Withdrawals	1	10%						
Total Final Agency Actions	8	80%	8	100%	0	0%	0	0%
Dismissals	2	25%	2	100%	0	0%	0	0%
Merit Decisions	6	75%	6	100%	0	0%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	6	100%	6	100%	0	0%	0	0%

Costs Associated With EEO Process in FY 2012

	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	\$21,000	\$3,500
Complaint Closures with Monetary Benefits	1	\$25,000	\$25,000
ADR Settlements w/ Monetary Benefits	1	\$25,000	\$25,000

EEOC FY 2012 Annual Report on the Federal Work Force Part I

Federal Housing Finance Agency (FHFA) FY 2012 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2012

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	4		13		17	
Settlements	0	0%	2	15.4%	2	11.8%
Withdrawals or No Complaints Filed	2	50%	4	30.8%	6	35.3%
Complaints Filed*					9	52.9%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2012 where counseling was also completed during FY 2012.

Agency Use of ADR for EEO Dispute Resolution in FY 2012

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	17	94.1%	76.5%
Complaint Closures	6	83.3%	33.3%

Bases Most Frequently Alleged in FY 2012 Filed Complaints

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

Timeliness in FY 2012

	Total #	# Timely	% Timely	FY 2011 APD*	FY 2012 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	16	15	93.8%				
All Investigations	3	2	66.7%	0	225	NA%	187
All Complaint Closures	6			565	200	-64.6%	388
Merit Decisions (no AJ)	0	0	0%	865	0	-100%	462
Dismissal Decisions (no AJ)	1			0	170	NA%	92

*APD =Average Processing Days

Outcomes of Complaints in FY 2012

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

Costs Associated With EEO Process in FY 2012

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	1	\$11,920	\$11,920
ADR Settlements w/ Monetary Benefits	1	\$11,920	\$11,920
Investigation Costs	3	\$14,509	\$4,836
Complaint Closures with Monetary Benefits	4	\$191,210	\$47,802
ADR Settlements w/ Monetary Benefits	2	\$181,934	\$90,967

EEOC FY 2012 Annual Report on the Federal Work Force Part I

Federal Reserve System--Board of Governors (FRSBG) FY 2012 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2012

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	53		1		54	
Settlements	0	0%	0	0%	0	0%
Withdrawals or No Complaints Filed	42	79.2%	0	0%	42	77.8%
Complaints Filed*					12	22.2%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2012 where counseling was also completed during FY 2012.

Agency Use of ADR for EEO Dispute Resolution in FY 2012

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	54	100%	1.9%
Complaint Closures	6	0%	0%

Bases Most Frequently Alleged in FY 2012 Filed Complaints

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

Timeliness in FY 2012

	Total #	# Timely	% Timely	FY 2011 APD*	FY 2012 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	54	54	100%				
All Investigations	5	5	100%	198	151	-23.7%	187
All Complaint Closures	6			36	310	761.1%	388
Merit Decisions (no AJ)	0	0	0%	0	0	NA%	462
Dismissal Decisions (no AJ)	0			0	0	NA%	92

*APD =Average Processing Days

Outcomes of Complaints in FY 2012

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	12							
Total Closures	6							
Settlements	2	33.3%						
Withdrawals	3	50%						
Total Final Agency Actions	1	16.7%	0	0%	1	100%	0	0%
Dismissals	0	NA%	0	NA%	0	0%	0	0%
Merit Decisions	1	100%	0	0%	1	100%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	1	100%	0	0%	1	100%	0	0%

Costs Associated With EEO Process in FY 2012

	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	\$41,956	\$8,391
Complaint Closures with Monetary Benefits	2	\$74,512	\$37,256
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2012 Annual Report on the Federal Work Force Part I

Federal Trade Commission (FTC) FY 2012 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2012

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

*Includes only complaints filed in FY 2012 where counseling was also completed during FY 2012.

Agency Use of ADR for EEO Dispute Resolution in FY 2012

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	10	100%	0%
Complaint Closures	1	0%	0%

Bases Most Frequently Alleged in FY 2012 Filed Complaints

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

Timeliness in FY 2012

	Total #	# Timely	% Timely	FY 2011 APD*	FY 2012 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	10	10	100%				
All Investigations	0	0	NA%	0	0	NA%	187
All Complaint Closures	1			0	1,115	NA%	388
Merit Decisions (no AJ)	0	0	0%	0	0	NA%	462
Dismissal Decisions (no AJ)	0			0	0	NA%	92

*APD =Average Processing Days

Outcomes of Complaints in FY 2012

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

Costs Associated With EEO Process in FY 2012

	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 2012 Annual Report on the Federal Work Force Part I

General Services Administration (GSA) FY 2012 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2012

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	92		66		158	
Settlements	4	4.3%	5	7.6%	9	5.7%
Withdrawals or No Complaints Filed	28	30.4%	22	33.3%	50	31.7%
Complaints Filed*					92	58.2%
Decision to File Complaint Pending at End of FY					7	4.4%

*Includes only complaints filed in FY 2012 where counseling was also completed during FY 2012.

Agency Use of ADR for EEO Dispute Resolution in FY 2012

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	158	92.4%	41.8%
Complaint Closures	85	3.5%	2.4%

Bases Most Frequently Alleged in FY 2012 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 2012

	Total #	# Timely	% Timely	FY 2011 APD*	FY 2012 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	158	156	98.7%				
All Investigations	77	44	57.1%	263	266	1.1%	187
All Complaint Closures	85			411	425	3.4%	388
Merit Decisions (no AJ)	21	15	71.4%	424	398	-6.1%	462
Dismissal Decisions (no AJ)	11			53	43	-18.9%	92

*APD =Average Processing Days

Outcomes of Complaints in FY 2012

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	96							
Total Closures	85							
Settlements	18	21.2%						
Withdrawals	12	14.1%						
Total Final Agency Actions	55	64.7%	32	58.2%	23	41.8%	0	0%
Dismissals	11	20%	11	100%	0	0%	0	0%
Merit Decisions	44	80%	21	47.7%	23	52.3%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	44	100%	21	47.7%	23	52.3%	0	0%

Costs Associated With EEO Process in FY 2012

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	1	\$628	\$628
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	77	\$230,204	\$2,989
Complaint Closures with Monetary Benefits	13	\$279,370	\$21,490
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2012 Annual Report on the Federal Work Force Part I

Government Printing Office (GPO) FY 2012 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2012

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	70		0		70	
Settlements	0	0%	0	0%	0	0%
Withdrawals or No Complaints Filed	42	60%	0	0%	42	60%
Complaints Filed*					27	38.6%
Decision to File Complaint Pending at End of FY					1	1.4%

*Includes only complaints filed in FY 2012 where counseling was also completed during FY 2012.

Agency Use of ADR for EEO Dispute Resolution in FY 2012

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	70	100%	0%
Complaint Closures	29	0%	0%

Bases Most Frequently Alleged in FY 2012 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 2012

	Total #	# Timely	% Timely	FY 2011 APD*	FY 2012 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	70	66	94.3%				
All Investigations	26	12	46.2%	214	274	28%	187
All Complaint Closures	29			280	330	17.9%	388
Merit Decisions (no AJ)	11	3	27.3%	355	358	0.8%	462
Dismissal Decisions (no AJ)	5			130	34	-73.8%	92

*APD =Average Processing Days

Outcomes of Complaints in FY 2012

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	27							
Total Closures	29							
Settlements	10	34.5%						
Withdrawals	1	3.5%						
Total Final Agency Actions	18	62.1%	16	88.9%	2	11.1%	0	0%
Dismissals	5	27.8%	5	100%	0	0%	0	0%
Merit Decisions	13	72.2%	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 2012

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	26	\$79,107	\$3,042
Complaint Closures with Monetary Benefits	7	\$155,200	\$22,171
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2012 Annual Report on the Federal Work Force Part I

Department of Health and Human Services (HHS) FY 2012 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2012

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	472		202		674	
Settlements	10	2.1%	16	7.9%	26	3.9%
Withdrawals or No Complaints Filed	116	24.6%	52	25.7%	168	24.9%
Complaints Filed*					371	55%
Decision to File Complaint Pending at End of FY					109	16.2%

*Includes only complaints filed in FY 2012 where counseling was also completed during FY 2012.

Agency Use of ADR for EEO Dispute Resolution in FY 2012

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	674	95.7%	30%
Complaint Closures	409	25.7%	9.8%

Bases Most Frequently Alleged in FY 2012 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 2012

	Total #	# Timely	% Timely	FY 2011 APD*	FY 2012 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	674	613	91%				
All Investigations	288	269	93.4%	148	153	3.4%	187
All Complaint Closures	409			309	341	10.4%	388
Merit Decisions (no AJ)	96	54	56.3%	344	404	17.4%	462
Dismissal Decisions (no AJ)	94			82	62	-24.4%	92

*APD =Average Processing Days

Outcomes of Complaints in FY 2012

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	382							
Total Closures	409							
Settlements	156	38.1%						
Withdrawals	28	6.9%						
Total Final Agency Actions	225	55%	190	84.4%	35	15.6%	0	0%
Dismissals	95	42.2%	94	98.9%	1	1.1%	0	0%
Merit Decisions	130	57.8%	96	73.8%	34	26.2%	0	0%
Finding Discrimination	4	3.1%	2	50%	2	50%	0	0%
Finding No Discrimination	126	96.9%	94	74.6%	32	25.4%	0	0%

Costs Associated With EEO Process in FY 2012

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	2	\$60,583	\$30,291
ADR Settlements w/ Monetary Benefits	1	\$7,500	\$7,500
Investigation Costs	288	\$1,233,362	\$4,282
Complaint Closures with Monetary Benefits	115	\$2,890,067	\$25,131
ADR Settlements w/ Monetary Benefits	10	\$111,356	\$11,135

EEOC FY 2012 Annual Report on the Federal Work Force Part I

Department of Homeland Security (DHS) FY 2012 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2012

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	1,095		936		2,031	
Settlements	18	1.6%	137	14.6%	155	7.6%
Withdrawals or No Complaints Filed	378	34.5%	303	32.4%	681	33.5%
Complaints Filed*					1,142	56.2%
Decision to File Complaint Pending at End of FY					53	2.6%

*Includes only complaints filed in FY 2012 where counseling was also completed during FY 2012.

Agency Use of ADR for EEO Dispute Resolution in FY 2012

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	2,031	80.3%	46.1%
Complaint Closures	1,097	26.5%	5.3%

Bases Most Frequently Alleged in FY 2012 Filed Complaints

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

Timeliness in FY 2012

	Total #	# Timely	% Timely	FY 2011 APD*	FY 2012 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	2,031	1,718	84.6%				
All Investigations	1,046	596	57%	243	230	-5.3%	187
All Complaint Closures	1,097			511	462	-9.6%	388
Merit Decisions (no AJ)	337	163	48.4%	579	494	-14.7%	462
Dismissal Decisions (no AJ)	164			153	128	-16.3%	92

*APD =Average Processing Days

Outcomes of Complaints in FY 2012

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	1,198							
Total Closures	1,097							
Settlements	244	22.2%						
Withdrawals	118	10.8%						
Total Final Agency Actions	735	67%	501	68.2%	231	31.4%	3	0.4%
Dismissals	180	24.5%	164	91.1%	16	8.9%	0	0%
Merit Decisions	555	75.5%	337	60.7%	215	38.7%	3	0.5%
Finding Discrimination	13	2.3%	1	7.7%	9	69.2%	3	23.1%
Finding No Discrimination	542	97.7%	336	62%	206	38%	0	0%

Costs Associated With EEO Process in FY 2012

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	19	\$544,996	\$28,684
ADR Settlements w/ Monetary Benefits	15	\$407,743	\$27,182
Investigation Costs	1,046	\$4,963,672	\$4,745
Complaint Closures with Monetary Benefits	133	\$3,032,436	\$22,800
ADR Settlements w/ Monetary Benefits	5	\$133,750	\$26,750

EEOC FY 2012 Annual Report on the Federal Work Force Part I

Department of Housing and Urban Development (HUD) FY 2012 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2012

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	85		21		106	
Settlements	0	0%	0	0%	0	0%
Withdrawals or No Complaints Filed	29	34.1%	5	23.8%	34	32.1%
Complaints Filed*					63	59.4%
Decision to File Complaint Pending at End of FY					9	8.5%

*Includes only complaints filed in FY 2012 where counseling was also completed during FY 2012.

Agency Use of ADR for EEO Dispute Resolution in FY 2012

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	106	100%	19.8%
Complaint Closures	73	86.3%	6.9%

Bases Most Frequently Alleged in FY 2012 Filed Complaints

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

Timeliness in FY 2012

	Total #	# Timely	% Timely	FY 2011 APD*	FY 2012 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	106	68	64.2%				
All Investigations	77	26	33.8%	326	285	-12.6%	187
All Complaint Closures	73			398	594	49.2%	388
Merit Decisions (no AJ)	25	2	8%	335	624	86.3%	462
Dismissal Decisions (no AJ)	3			119	394	231.1%	92

*APD =Average Processing Days

Outcomes of Complaints in FY 2012

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	63							
Total Closures	73							
Settlements	23	31.5%						
Withdrawals	7	9.6%						
Total Final Agency Actions	43	58.9%	28	65.1%	15	34.9%	0	0%
Dismissals	3	7%	3	100%	0	0%	0	0%
Merit Decisions	40	93%	25	62.5%	15	37.5%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	40	100%	25	62.5%	15	37.5%	0	0%

Costs Associated With EEO Process in FY 2012

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	77	\$201,354	\$2,614
Complaint Closures with Monetary Benefits	20	\$569,242	\$28,462
ADR Settlements w/ Monetary Benefits	3	\$96,960	\$32,320

EEOC FY 2012 Annual Report on the Federal Work Force Part I

Department of the Interior (DOI) FY 2012 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2012

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	437		155		592	
Settlements	27	6.2%	32	20.7%	59	10%
Withdrawals or No Complaints Filed	133	30.4%	43	27.7%	176	29.7%
Complaints Filed*					339	57.3%
Decision to File Complaint Pending at End of FY					18	3%

*Includes only complaints filed in FY 2012 where counseling was also completed during FY 2012.

Agency Use of ADR for EEO Dispute Resolution in FY 2012

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	592	78.4%	26.2%
Complaint Closures	307	63.8%	9.1%

Bases Most Frequently Alleged in FY 2012 Filed Complaints

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

Timeliness in FY 2012

	Total #	# Timely	% Timely	FY 2011 APD*	FY 2012 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	592	473	79.9%				
All Investigations	238	123	51.7%	234	270	15.4%	187
All Complaint Closures	307			493	487	-1.2%	388
Merit Decisions (no AJ)	104	12	11.5%	468	574	22.6%	462
Dismissal Decisions (no AJ)	30			260	148	-43.1%	92

*APD =Average Processing Days

Outcomes of Complaints in FY 2012

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	352							
Total Closures	307							
Settlements	107	34.9%						
Withdrawals	23	7.5%						
Total Final Agency Actions	177	57.7%	134	75.7%	43	24.3%	0	0%
Dismissals	31	17.5%	30	96.8%	1	3.2%	0	0%
Merit Decisions	146	82.5%	104	71.2%	42	28.8%	0	0%
Finding Discrimination	3	2.1%	2	66.7%	1	33.3%	0	0%
Finding No Discrimination	143	98%	102	71.3%	41	28.7%	0	0%

Costs Associated With EEO Process in FY 2012

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	17	\$109,994	\$6,470
ADR Settlements w/ Monetary Benefits	12	\$80,449	\$6,704
Investigation Costs	238	\$781,905	\$3,285
Complaint Closures with Monetary Benefits	75	\$1,076,120	\$14,348
ADR Settlements w/ Monetary Benefits	6	\$96,921	\$16,153

EEOC FY 2012 Annual Report on the Federal Work Force Part I

John F. Kennedy Center for the Performing Arts (JFKCPA) FY 2012 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2012

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

*Includes only complaints filed in FY 2012 where counseling was also completed during FY 2012.

Agency Use of ADR for EEO Dispute Resolution in FY 2012

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

Bases Most Frequently Alleged in FY 2012 Filed Complaints

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

Timeliness in FY 2012

	Total #	# Timely	% Timely	FY 2011 APD*	FY 2012 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	2	2	100%				
All Investigations	1	1	100%	0	61	NA%	187
All Complaint Closures	0			192	0	-100%	388
Merit Decisions (no AJ)	0	0	0%	375	0	-100%	462
Dismissal Decisions (no AJ)	0			100	0	-100%	92

*APD =Average Processing Days

Outcomes of Complaints in FY 2012

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	1							
Total Closures	0							
Settlements	0	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 2012

	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	\$3,974	\$3,974
Complaint Closures with Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2012 Annual Report on the Federal Work Force Part I

Department of Justice (DOJ) FY 2012 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2012

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	1,130		242		1,372	
Settlements	28	2.5%	54	22.3%	82	6%
Withdrawals or No Complaints Filed	475	42%	58	24%	533	38.9%
Complaints Filed*					737	53.7%
Decision to File Complaint Pending at End of FY					20	1.5%

*Includes only complaints filed in FY 2012 where counseling was also completed during FY 2012.

Agency Use of ADR for EEO Dispute Resolution in FY 2012

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	1,372	84.8%	17.6%
Complaint Closures	857	13.7%	6.5%

Bases Most Frequently Alleged in FY 2012 Filed Complaints

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

Timeliness in FY 2012

	Total #	# Timely	% Timely	FY 2011 APD*	FY 2012 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	1,372	1,242	90.5%				
All Investigations	614	483	78.7%	196	202	3.1%	187
All Complaint Closures	857			727	592	-18.6%	388
Merit Decisions (no AJ)	362	28	7.7%	960	776	-19.2%	462
Dismissal Decisions (no AJ)	110			163	136	-16.6%	92

*APD =Average Processing Days

Outcomes of Complaints in FY 2012

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	761							
Total Closures	857							
Settlements	148	17.3%						
Withdrawals	93	10.9%						
Total Final Agency Actions	616	71.9%	472	76.6%	140	22.7%	4	0.6%
Dismissals	110	17.9%	110	100%	0	0%	0	0%
Merit Decisions	506	82.1%	362	71.5%	140	27.7%	4	0.8%
Finding Discrimination	17	3.4%	10	58.8%	4	23.5%	3	17.6%
Finding No Discrimination	489	96.6%	352	72%	136	27.8%	1	0.2%

Costs Associated With EEO Process in FY 2012

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	22	\$315,868	\$14,357
ADR Settlements w/ Monetary Benefits	13	\$267,535	\$20,579
Investigation Costs	614	\$2,575,296	\$4,194
Complaint Closures with Monetary Benefits	107	\$2,210,345	\$20,657
ADR Settlements w/ Monetary Benefits	15	\$96,052	\$6,403

EEOC FY 2012 Annual Report on the Federal Work Force Part I

Department of Labor (DOL) FY 2012 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2012

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	102		104		206	
Settlements	0	0%	12	11.5%	12	5.8%
Withdrawals or No Complaints Filed	37	36.3%	15	14.4%	52	25.2%
Complaints Filed*					133	64.6%
Decision to File Complaint Pending at End of FY					9	4.4%

*Includes only complaints filed in FY 2012 where counseling was also completed during FY 2012.

Agency Use of ADR for EEO Dispute Resolution in FY 2012

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	206	100%	50.5%
Complaint Closures	134	100%	36.6%

Bases Most Frequently Alleged in FY 2012 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 2012

	Total #	# Timely	% Timely	FY 2011 APD*	FY 2012 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	206	193	93.7%				
All Investigations	85	83	97.6%	195	204	4.6%	187
All Complaint Closures	134			359	505	40.7%	388
Merit Decisions (no AJ)	44	38	86.4%	309	357	15.5%	462
Dismissal Decisions (no AJ)	11			187	86	-54%	92

*APD =Average Processing Days

Outcomes of Complaints in FY 2012

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	133							
Total Closures	134							
Settlements	49	36.6%						
Withdrawals	10	7.5%						
Total Final Agency Actions	75	56%	55	73.3%	20	26.7%	0	0%
Dismissals	19	25.3%	11	57.9%	8	42.1%	0	0%
Merit Decisions	56	74.7%	44	78.6%	12	21.4%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	56	100%	44	78.6%	12	21.4%	0	0%

Costs Associated With EEO Process in FY 2012

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	2	\$23,500	\$11,750
ADR Settlements w/ Monetary Benefits	2	\$23,500	\$11,750
Investigation Costs	85	\$262,000	\$3,082
Complaint Closures with Monetary Benefits	35	\$535,712	\$15,306
ADR Settlements w/ Monetary Benefits	35	\$495,812	\$14,166

EEOC FY 2012 Annual Report on the Federal Work Force Part I

National Aeronautics and Space Administration (NASA) FY 2012 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2012

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	56		21		77	
Settlements	2	3.6%	6	28.6%	8	10.4%
Withdrawals or No Complaints Filed	23	41.1%	7	33.3%	30	39%
Complaints Filed*					37	48.1%
Decision to File Complaint Pending at End of FY					2	2.6%

*Includes only complaints filed in FY 2012 where counseling was also completed during FY 2012.

Agency Use of ADR for EEO Dispute Resolution in FY 2012

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	77	42.9%	27.3%
Complaint Closures	38	21.1%	7.9%

Bases Most Frequently Alleged in FY 2012 Filed Complaints

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

Timeliness in FY 2012

	Total #	# Timely	% Timely	FY 2011 APD*	FY 2012 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	77	61	79.2%				
All Investigations	21	17	81%	174	194	11.5%	187
All Complaint Closures	38			427	565	32.3%	388
Merit Decisions (no AJ)	11	0	0%	626	516	-17.6%	462
Dismissal Decisions (no AJ)	9			263	99	-62.4%	92

*APD =Average Processing Days

Outcomes of Complaints in FY 2012

	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	7	18.4%						
Withdrawals	1	2.6%						
Total Final Agency Actions	30	79%	20	66.7%	10	33.3%	0	0%
Dismissals	9	30%	9	100%	0	0%	0	0%
Merit Decisions	21	70%	11	52.4%	10	47.6%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	21	100%	11	52.4%	10	47.6%	0	0%

Costs Associated With EEO Process in FY 2012

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	4	\$44,000	\$11,000
ADR Settlements w/ Monetary Benefits	3	\$19,000	\$6,333
Investigation Costs	21	\$91,245	\$4,345
Complaint Closures with Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2012 Annual Report on the Federal Work Force Part I

National Archives and Records Administration (NARA) FY 2012 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2012

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	23		10		33	
Settlements	6	26.1%	7	70%	13	39.4%
Withdrawals or No Complaints Filed	14	60.9%	2	20%	16	48.5%
Complaints Filed*					3	9.1%
Decision to File Complaint Pending at End of FY					1	3%

*Includes only complaints filed in FY 2012 where counseling was also completed during FY 2012.

Agency Use of ADR for EEO Dispute Resolution in FY 2012

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	33	72.7%	30.3%
Complaint Closures	11	0%	0%

Bases Most Frequently Alleged in FY 2012 Filed Complaints

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

Timeliness in FY 2012

	Total #	# Timely	% Timely	FY 2011 APD*	FY 2012 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	33	30	90.9%				
All Investigations	3	3	100%	168	170	1.2%	187
All Complaint Closures	11			486	685	40.9%	388
Merit Decisions (no AJ)	3	3	100%	574	636	10.8%	462
Dismissal Decisions (no AJ)	2			69	64	-7.2%	92

*APD =Average Processing Days

Outcomes of Complaints in FY 2012

	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	11							
Settlements	3	27.3%						
Withdrawals	0	0%						
Total Final Agency Actions	8	72.7%	5	62.5%	3	37.5%	0	0%
Dismissals	2	25%	2	100%	0	0%	0	0%
Merit Decisions	6	75%	3	50%	3	50%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	6	100%	3	50%	3	50%	0	0%

Costs Associated With EEO Process in FY 2012

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	1	\$1,650	\$1,650
ADR Settlements w/ Monetary Benefits	1	\$1,650	\$1,650
Investigation Costs	3	\$11,477	\$3,825
Complaint Closures with Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2012 Annual Report on the Federal Work Force Part I

National Credit Union Administration (NCUA) FY 2012 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2012

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	7		0		7	
Settlements	0	0%	0	0%	0	0%
Withdrawals or No Complaints Filed	4	57.1%	0	0%	4	57.1%
Complaints Filed*					3	42.9%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2012 where counseling was also completed during FY 2012.

Agency Use of ADR for EEO Dispute Resolution in FY 2012

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

Bases Most Frequently Alleged in FY 2012 Filed Complaints

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

Timeliness in FY 2012

	Total #	# Timely	% Timely	FY 2011 APD*	FY 2012 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	7	7	100%				
All Investigations	3	2	66.7%	191	217	13.6%	187
All Complaint Closures	7			240	425	77.1%	388
Merit Decisions (no AJ)	1	0	0%	0	541	NA%	462
Dismissal Decisions (no AJ)	0			0	0	NA%	92

*APD =Average Processing Days

Outcomes of Complaints in FY 2012

	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	7							
Settlements	6	85.7%						
Withdrawals	0	0%						
Total Final Agency Actions	1	14.3%	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 2012

	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	\$15,830	\$5,276
Complaint Closures with Monetary Benefits	5	\$209,777	\$41,955
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2012 Annual Report on the Federal Work Force Part I

National Gallery of Art (NGA) FY 2012 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2012

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

*Includes only complaints filed in FY 2012 where counseling was also completed during FY 2012.

Agency Use of ADR for EEO Dispute Resolution in FY 2012

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	3	100%	0%
Complaint Closures	6	0%	0%

Bases Most Frequently Alleged in FY 2012 Filed Complaints

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

Timeliness in FY 2012

	Total #	# Timely	% Timely	FY 2011 APD*	FY 2012 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	3	3	100%				
All Investigations	0	0	NA%	315	0	-100%	187
All Complaint Closures	6			493	817	65.7%	388
Merit Decisions (no AJ)	3	0	0%	510	761	49.2%	462
Dismissal Decisions (no AJ)	1			32	21	-34.4%	92

*APD =Average Processing Days

Outcomes of Complaints in FY 2012

	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	6							
Settlements	2	33.3%						
Withdrawals	0	0%						
Total Final Agency Actions	4	66.7%	4	100%	0	0%	0	0%
Dismissals	1	25%	1	100%	0	0%	0	0%
Merit Decisions	3	75%	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 2012

	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	2	\$28,000	\$14,000
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2012 Annual Report on the Federal Work Force Part I

National Labor Relations Board (NLRB) FY 2012 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2012

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	17		2		19	
Settlements	1	5.9%	0	0%	1	5.3%
Withdrawals or No Complaints Filed	8	47.1%	1	50%	9	47.4%
Complaints Filed*					8	42.1%
Decision to File Complaint Pending at End of FY					1	5.3%

*Includes only complaints filed in FY 2012 where counseling was also completed during FY 2012.

Agency Use of ADR for EEO Dispute Resolution in FY 2012

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	19	94.7%	10.5%
Complaint Closures	8	100%	12.5%

Bases Most Frequently Alleged in FY 2012 Filed Complaints

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

Timeliness in FY 2012

	Total #	# Timely	% Timely	FY 2011 APD*	FY 2012 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	19	15	79%				
All Investigations	3	3	100%	235	167	-28.9%	187
All Complaint Closures	8			276	289	4.7%	388
Merit Decisions (no AJ)	2	2	100%	270	234	-13.3%	462
Dismissal Decisions (no AJ)	1			18	22	22.2%	92

*APD =Average Processing Days

Outcomes of Complaints in FY 2012

	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	8							
Settlements	3	37.5%						
Withdrawals	1	12.5%						
Total Final Agency Actions	4	50%	3	75%	1	25%	0	0%
Dismissals	1	25%	1	100%	0	0%	0	0%
Merit Decisions	3	75%	2	66.7%	1	33.3%	0	0%
Finding Discrimination	1	33.3%	1	100%	0	0%	0	0%
Finding No Discrimination	2	66.7%	1	50%	1	50%	0	0%

Costs Associated With EEO Process in FY 2012

	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	\$29,953	\$9,984
Complaint Closures with Monetary Benefits	3	\$51,985	\$17,328
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2012 Annual Report on the Federal Work Force Part I

National Science Foundation (NSF) FY 2012 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2012

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	8		7		15	
Settlements	0	0%	2	28.6%	2	13.3%
Withdrawals or No Complaints Filed	4	50%	0	0%	4	26.7%
Complaints Filed*					9	60%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2012 where counseling was also completed during FY 2012.

Agency Use of ADR for EEO Dispute Resolution in FY 2012

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	15	86.7%	46.7%
Complaint Closures	6	33.3%	33.3%

Bases Most Frequently Alleged in FY 2012 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 2012

	Total #	# Timely	% Timely	FY 2011 APD*	FY 2012 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	15	14	93.3%				
All Investigations	4	0	0%	195	372	90.8%	187
All Complaint Closures	6			631	364	-42.3%	388
Merit Decisions (no AJ)	0	0	0%	486	0	-100%	462
Dismissal Decisions (no AJ)	0			0	0	NA%	92

*APD =Average Processing Days

Outcomes of Complaints in FY 2012

	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	6							
Settlements	6	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 2012

	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	\$11,940	\$2,985
Complaint Closures with Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2012 Annual Report on the Federal Work Force Part I

Department of the Navy (NAVY) FY 2012 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2012

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	757		774		1,531	
Settlements	25	3.3%	203	26.2%	228	14.9%
Withdrawals or No Complaints Filed	332	43.9%	262	33.9%	594	38.8%
Complaints Filed*					696	45.5%
Decision to File Complaint Pending at End of FY					13	0.9%

*Includes only complaints filed in FY 2012 where counseling was also completed during FY 2012.

Agency Use of ADR for EEO Dispute Resolution in FY 2012

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	1,531	99.7%	50.6%
Complaint Closures	904	3.2%	2.2%

Bases Most Frequently Alleged in FY 2012 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 2012

	Total #	# Timely	% Timely	FY 2011 APD*	FY 2012 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	1,530	1,394	91.1%				
All Investigations	409	162	39.6%	263	277	5.3%	187
All Complaint Closures	904			365	332	-9%	388
Merit Decisions (no AJ)	117	117	100%	503	477	-5.2%	462
Dismissal Decisions (no AJ)	147			66	57	-13.6%	92

*APD =Average Processing Days

Outcomes of Complaints in FY 2012

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	696							
Total Closures	904							
Settlements	423	46.8%						
Withdrawals	141	15.6%						
Total Final Agency Actions	340	37.6%	264	77.6%	75	22.1%	1	0.3%
Dismissals	147	43.2%	147	100%	0	0%	0	0%
Merit Decisions	193	56.8%	117	60.6%	75	38.9%	1	0.5%
Finding Discrimination	8	4.2%	0	0%	7	87.5%	1	12.5%
Finding No Discrimination	185	95.9%	117	63.2%	68	36.8%	0	0%

Costs Associated With EEO Process in FY 2012

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	25	\$161,418	\$6,456
ADR Settlements w/ Monetary Benefits	16	\$40,654	\$2,540
Investigation Costs	409	\$3,715,910	\$9,085
Complaint Closures with Monetary Benefits	303	\$3,900,925	\$12,874
ADR Settlements w/ Monetary Benefits	1	\$1,500	\$1,500

EEOC FY 2012 Annual Report on the Federal Work Force Part I

Nuclear Regulatory Commission (NRC) FY 2012 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2012

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	26		9		35	
Settlements	4	15.4%	5	55.6%	9	25.7%
Withdrawals or No Complaints Filed	9	34.6%	1	11.1%	10	28.6%
Complaints Filed*					16	45.7%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2012 where counseling was also completed during FY 2012.

Agency Use of ADR for EEO Dispute Resolution in FY 2012

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	35	100%	25.7%
Complaint Closures	16	100%	6.3%

Bases Most Frequently Alleged in FY 2012 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 2012

	Total #	# Timely	% Timely	FY 2011 APD*	FY 2012 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	35	33	94.3%				
All Investigations	9	7	77.8%	199	209	5%	187
All Complaint Closures	16			172	298	73.3%	388
Merit Decisions (no AJ)	0	0	0%	282	0	-100%	462
Dismissal Decisions (no AJ)	0			66	0	-100%	92

*APD =Average Processing Days

Outcomes of Complaints in FY 2012

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	16							
Total Closures	16							
Settlements	11	68.8%						
Withdrawals	4	25%						
Total Final Agency Actions	1	6.3%	0	0%	1	100%	0	0%
Dismissals	0	NA%	0	NA%	0	0%	0	0%
Merit Decisions	1	100%	0	0%	1	100%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	1	100%	0	0%	1	100%	0	0%

Costs Associated With EEO Process in FY 2012

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	4	\$29,500	\$7,375
ADR Settlements w/ Monetary Benefits	2	\$9,500	\$4,750
Investigation Costs	9	\$45,000	\$5,000
Complaint Closures with Monetary Benefits	7	\$197,411	\$28,201
ADR Settlements w/ Monetary Benefits	1	\$3,700	\$3,700

EEOC FY 2012 Annual Report on the Federal Work Force Part I

Office of Personnel Management (OPM) FY 2012 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2012

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	79		9		88	
Settlements	0	0%	1	11.1%	1	1.1%
Withdrawals or No Complaints Filed	30	38%	8	88.9%	38	43.2%
Complaints Filed*					44	50%
Decision to File Complaint Pending at End of FY					5	5.7%

*Includes only complaints filed in FY 2012 where counseling was also completed during FY 2012.

Agency Use of ADR for EEO Dispute Resolution in FY 2012

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	88	90.9%	10.2%
Complaint Closures	28	0%	0%

Bases Most Frequently Alleged in FY 2012 Filed Complaints

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

Timeliness in FY 2012

	Total #	# Timely	% Timely	FY 2011 APD*	FY 2012 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	88	87	98.9%				
All Investigations	25	25	100%	102	103	1%	187
All Complaint Closures	28			353	505	43.1%	388
Merit Decisions (no AJ)	8	0	0%	360	1,128	213.3%	462
Dismissal Decisions (no AJ)	6			44	131	197.7%	92

*APD =Average Processing Days

Outcomes of Complaints in FY 2012

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	44							
Total Closures	28							
Settlements	3	10.7%						
Withdrawals	6	21.4%						
Total Final Agency Actions	19	67.9%	14	73.7%	5	26.3%	0	0%
Dismissals	6	31.6%	6	100%	0	0%	0	0%
Merit Decisions	13	68.4%	8	61.5%	5	38.5%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	13	100%	8	61.5%	5	38.5%	0	0%

Costs Associated With EEO Process in FY 2012

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	1	\$11,000	\$11,000
ADR Settlements w/ Monetary Benefits	1	\$11,000	\$11,000
Investigation Costs	25	\$191,010	\$7,640
Complaint Closures with Monetary Benefits	3	\$44,000	\$14,666
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2012 Annual Report on the Federal Work Force Part I

Peace Corps (PC) FY 2012 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2012

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	5		1		6	
Settlements	0	0%	0	0%	0	0%
Withdrawals or No Complaints Filed	2	40%	0	0%	2	33.3%
Complaints Filed*					4	66.7%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2012 where counseling was also completed during FY 2012.

Agency Use of ADR for EEO Dispute Resolution in FY 2012

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	6	100%	16.7%
Complaint Closures	4	100%	0%

Bases Most Frequently Alleged in FY 2012 Filed Complaints

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

Timeliness in FY 2012

	Total #	# Timely	% Timely	FY 2011 APD*	FY 2012 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	6	6	100%				
All Investigations	4	4	100%	234	157	-32.9%	187
All Complaint Closures	4			463	509	9.9%	388
Merit Decisions (no AJ)	3	1	33.3%	454	367	-19.2%	462
Dismissal Decisions (no AJ)	0			0	0	NA%	92

*APD =Average Processing Days

Outcomes of Complaints in FY 2012

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	4							
Total Closures	4							
Settlements	0	0%						
Withdrawals	0	0%						
Total Final Agency Actions	4	100%	3	75%	1	25%	0	0%
Dismissals	1	25%	0	0%	1	100%	0	0%
Merit Decisions	3	75%	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 2012

	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	\$16,786	\$4,196
Complaint Closures with Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2012 Annual Report on the Federal Work Force Part I

Pension Benefit Guaranty Corporation (PBGC) FY 2012 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2012

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	19		1		20	
Settlements	0	0%	0	0%	0	0%
Withdrawals or No Complaints Filed	8	42.1%	0	0%	8	40%
Complaints Filed*					12	60%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2012 where counseling was also completed during FY 2012.

Agency Use of ADR for EEO Dispute Resolution in FY 2012

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	20	100%	5%
Complaint Closures	20	65%	0%

Bases Most Frequently Alleged in FY 2012 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 2012

	Total #	# Timely	% Timely	FY 2011 APD*	FY 2012 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	20	13	65%				
All Investigations	7	6	85.7%	202	194	-4%	187
All Complaint Closures	20			216	437	102.3%	388
Merit Decisions (no AJ)	5	5	100%	110	362	229.1%	462
Dismissal Decisions (no AJ)	6			51	34	-33.3%	92

*APD =Average Processing Days

Outcomes of Complaints in FY 2012

	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	20							
Settlements	1	5%						
Withdrawals	2	10%						
Total Final Agency Actions	17	85%	11	64.7%	5	29.4%	1	5.9%
Dismissals	6	35.3%	6	100%	0	0%	0	0%
Merit Decisions	11	64.7%	5	45.5%	5	45.5%	1	9.1%
Finding Discrimination	2	18.2%	1	50%	0	0%	1	50%
Finding No Discrimination	9	81.8%	4	44.4%	5	55.6%	0	0%

Costs Associated With EEO Process in FY 2012

	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	\$18,000	\$2,571
Complaint Closures with Monetary Benefits	2	\$12,567	\$6,283
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2012 Annual Report on the Federal Work Force Part I

Railroad Retirement Board (RRB) FY 2012 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2012

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

*Includes only complaints filed in FY 2012 where counseling was also completed during FY 2012.

Agency Use of ADR for EEO Dispute Resolution in FY 2012

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	6	66.7%	33.3%
Complaint Closures	1	0%	0%

Bases Most Frequently Alleged in FY 2012 Filed Complaints

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

Timeliness in FY 2012

	Total #	# Timely	% Timely	FY 2011 APD*	FY 2012 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	6	6	100%				
All Investigations	4	4	100%	164	178	8.5%	187
All Complaint Closures	1			390	660	69.2%	388
Merit Decisions (no AJ)	0	0	0%	210	0	-100%	462
Dismissal Decisions (no AJ)	0			0	0	NA%	92

*APD =Average Processing Days

Outcomes of Complaints in FY 2012

	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 2012

	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	\$8,090	\$2,022
Complaint Closures with Monetary Benefits	1	\$3,500	\$3,500
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2012 Annual Report on the Federal Work Force Part I

Securities and Exchange Commission (SEC) FY 2012 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2012

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	26		4		30	
Settlements	0	0%	0	0%	0	0%
Withdrawals or No Complaints Filed	10	38.5%	0	0%	10	33.3%
Complaints Filed*					20	66.7%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2012 where counseling was also completed during FY 2012.

Agency Use of ADR for EEO Dispute Resolution in FY 2012

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	30	53.3%	13.3%
Complaint Closures	4	0%	0%

Bases Most Frequently Alleged in FY 2012 Filed Complaints

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

Timeliness in FY 2012

	Total #	# Timely	% Timely	FY 2011 APD*	FY 2012 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	30	25	83.3%				
All Investigations	10	8	80%	175	260	48.6%	187
All Complaint Closures	4			228	308	35.1%	388
Merit Decisions (no AJ)	2	1	50%	374	334	-10.7%	462
Dismissal Decisions (no AJ)	1			42	66	57.1%	92

*APD =Average Processing Days

Outcomes of Complaints in FY 2012

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	20							
Total Closures	4							
Settlements	0	0%						
Withdrawals	0	0%						
Total Final Agency Actions	4	100%	3	75%	1	25%	0	0%
Dismissals	2	50%	1	50%	1	50%	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 2012

	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	\$36,258	\$3,625
Complaint Closures with Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2012 Annual Report on the Federal Work Force Part I

Small Business Administration (SBA) FY 2012 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2012

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	67		8		75	
Settlements	1	1.5%	3	37.5%	4	5.3%
Withdrawals or No Complaints Filed	32	47.8%	2	25%	34	45.3%
Complaints Filed*					35	46.7%
Decision to File Complaint Pending at End of FY					2	2.7%

*Includes only complaints filed in FY 2012 where counseling was also completed during FY 2012.

Agency Use of ADR for EEO Dispute Resolution in FY 2012

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	75	10.7%	10.7%
Complaint Closures	38	2.6%	2.6%

Bases Most Frequently Alleged in FY 2012 Filed Complaints

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

Timeliness in FY 2012

	Total #	# Timely	% Timely	FY 2011 APD*	FY 2012 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	75	50	66.7%				
All Investigations	33	30	90.9%	202	204	1%	187
All Complaint Closures	38			257	313	21.8%	388
Merit Decisions (no AJ)	7	6	85.7%	140	329	135%	462
Dismissal Decisions (no AJ)	14			25	21	-16%	92

*APD =Average Processing Days

Outcomes of Complaints in FY 2012

	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	38							
Settlements	11	29%						
Withdrawals	1	2.6%						
Total Final Agency Actions	26	68.4%	21	80.8%	5	19.2%	0	0%
Dismissals	14	53.8%	14	100%	0	0%	0	0%
Merit Decisions	12	46.2%	7	58.3%	5	41.7%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	12	100%	7	58.3%	5	41.7%	0	0%

Costs Associated With EEO Process in FY 2012

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	1	\$9,788	\$9,788
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	33	\$111,641	\$3,383
Complaint Closures with Monetary Benefits	6	\$190,200	\$31,700
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2012 Annual Report on the Federal Work Force Part I

Smithsonian Institution (SI) FY 2012 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2012

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	5		33		38	
Settlements	0	0%	1	3%	1	2.6%
Withdrawals or No Complaints Filed	0	0%	10	30.3%	10	26.3%
Complaints Filed*					11	29%
Decision to File Complaint Pending at End of FY					16	42.1%

*Includes only complaints filed in FY 2012 where counseling was also completed during FY 2012.

Agency Use of ADR for EEO Dispute Resolution in FY 2012

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	38	100%	86.8%
Complaint Closures	15	93.3%	46.7%

Bases Most Frequently Alleged in FY 2012 Filed Complaints

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

Timeliness in FY 2012

	Total #	# Timely	% Timely	FY 2011 APD*	FY 2012 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	38	38	100%				
All Investigations	8	8	100%	160	174	8.8%	187
All Complaint Closures	15			200	500	150%	388
Merit Decisions (no AJ)	5	5	100%	246	213	-13.4%	462
Dismissal Decisions (no AJ)	4			64	38	-40.6%	92

*APD =Average Processing Days

Outcomes of Complaints in FY 2012

	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	15							
Settlements	3	20%						
Withdrawals	0	0%						
Total Final Agency Actions	12	80%	9	75%	3	25%	0	0%
Dismissals	4	33.3%	4	100%	0	0%	0	0%
Merit Decisions	8	66.7%	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 2012

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	1	\$618	\$618
ADR Settlements w/ Monetary Benefits	1	\$618	\$618
Investigation Costs	8	\$19,250	\$2,406
Complaint Closures with Monetary Benefits	3	\$255,260	\$85,086
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2012 Annual Report on the Federal Work Force Part I

Social Security Administration (SSA) FY 2012 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2012

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	511		406		917	
Settlements	15	2.9%	62	15.3%	77	8.4%
Withdrawals or No Complaints Filed	282	55.2%	61	15%	343	37.4%
Complaints Filed*					474	51.7%
Decision to File Complaint Pending at End of FY					23	2.5%

*Includes only complaints filed in FY 2012 where counseling was also completed during FY 2012.

Agency Use of ADR for EEO Dispute Resolution in FY 2012

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	917	85.7%	44.3%
Complaint Closures	414	81.6%	8.7%

Bases Most Frequently Alleged in FY 2012 Filed Complaints

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

Timeliness in FY 2012

	Total #	# Timely	% Timely	FY 2011 APD*	FY 2012 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	916	871	95.1%				
All Investigations	339	279	82.3%	190	195	2.6%	187
All Complaint Closures	414			418	506	21.1%	388
Merit Decisions (no AJ)	136	36	26.5%	392	460	17.3%	462
Dismissal Decisions (no AJ)	49			41	58	41.5%	92

*APD =Average Processing Days

Outcomes of Complaints in FY 2012

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	494							
Total Closures	414							
Settlements	50	12.1%						
Withdrawals	54	13%						
Total Final Agency Actions	310	74.9%	185	59.7%	117	37.7%	8	2.6%
Dismissals	58	18.7%	49	84.5%	9	15.5%	0	0%
Merit Decisions	252	81.3%	136	54%	108	42.9%	8	3.2%
Finding Discrimination	12	4.8%	0	0%	4	33.3%	8	66.7%
Finding No Discrimination	240	95.2%	136	56.7%	104	43.3%	0	0%

Costs Associated With EEO Process in FY 2012

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	2	\$28,500	\$14,250
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	339	\$1,520,762	\$4,486
Complaint Closures with Monetary Benefits	26	\$959,990	\$36,922
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2012 Annual Report on the Federal Work Force Part I

Department of State (STATE) FY 2012 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2012

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	206		65		271	
Settlements	8	3.9%	10	15.4%	18	6.6%
Withdrawals or No Complaints Filed	103	50%	16	24.6%	119	43.9%
Complaints Filed*					126	46.5%
Decision to File Complaint Pending at End of FY					8	3%

*Includes only complaints filed in FY 2012 where counseling was also completed during FY 2012.

Agency Use of ADR for EEO Dispute Resolution in FY 2012

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	271	67.9%	24%
Complaint Closures	110	13.6%	13.6%

Bases Most Frequently Alleged in FY 2012 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 2012

	Total #	# Timely	% Timely	FY 2011 APD*	FY 2012 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	270	199	73.7%				
All Investigations	97	52	53.6%	271	245	-9.6%	187
All Complaint Closures	110			466	413	-11.4%	388
Merit Decisions (no AJ)	40	1	2.5%	424	461	8.7%	462
Dismissal Decisions (no AJ)	16			81	24	-70.4%	92

*APD =Average Processing Days

Outcomes of Complaints in FY 2012

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	134							
Total Closures	110							
Settlements	27	24.6%						
Withdrawals	13	11.8%						
Total Final Agency Actions	70	63.6%	56	80%	13	18.6%	1	1.4%
Dismissals	16	22.9%	16	100%	0	0%	0	0%
Merit Decisions	54	77.1%	40	74.1%	13	24.1%	1	1.9%
Finding Discrimination	3	5.6%	0	0%	2	66.7%	1	33.3%
Finding No Discrimination	51	94.4%	40	78.4%	11	21.6%	0	0%

Costs Associated With EEO Process in FY 2012

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	97	\$284,655	\$2,934
Complaint Closures with Monetary Benefits	15	\$573,865	\$38,257
ADR Settlements w/ Monetary Benefits	5	\$252,704	\$50,540

EEOC FY 2012 Annual Report on the Federal Work Force Part I

Tennessee Valley Authority (TVA) FY 2012 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2012

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	66		20		86	
Settlements	7	10.6%	1	5%	8	9.3%
Withdrawals or No Complaints Filed	9	13.6%	0	0%	9	10.5%
Complaints Filed*					58	67.4%
Decision to File Complaint Pending at End of FY					11	12.8%

*Includes only complaints filed in FY 2012 where counseling was also completed during FY 2012.

Agency Use of ADR for EEO Dispute Resolution in FY 2012

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	86	90.7%	23.3%
Complaint Closures	58	100%	0%

Bases Most Frequently Alleged in FY 2012 Filed Complaints

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

Timeliness in FY 2012

	Total #	# Timely	% Timely	FY 2011 APD*	FY 2012 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	86	85	98.8%				
All Investigations	44	44	100%	124	138	11.3%	187
All Complaint Closures	58			329	330	0.3%	388
Merit Decisions (no AJ)	20	20	100%	321	236	-26.5%	462
Dismissal Decisions (no AJ)	5			9	17	88.9%	92

*APD =Average Processing Days

Outcomes of Complaints in FY 2012

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	58							
Total Closures	58							
Settlements	12	20.7%						
Withdrawals	7	12.1%						
Total Final Agency Actions	39	67.2%	25	64.1%	14	35.9%	0	0%
Dismissals	5	12.8%	5	100%	0	0%	0	0%
Merit Decisions	34	87.2%	20	58.8%	14	41.2%	0	0%
Finding Discrimination	1	2.9%	1	100%	0	0%	0	0%
Finding No Discrimination	33	97.1%	19	57.6%	14	42.4%	0	0%

Costs Associated With EEO Process in FY 2012

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	6	\$94,279	\$15,713
ADR Settlements w/ Monetary Benefits	1	\$2,368	\$2,368
Investigation Costs	44	\$83,258	\$1,892
Complaint Closures with Monetary Benefits	12	\$184,580	\$15,381
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2012 Annual Report on the Federal Work Force Part I

Department of Transportation (DOT) FY 2012 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2012

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	299		242		541	
Settlements	9	3%	54	22.3%	63	11.7%
Withdrawals or No Complaints Filed	102	34.1%	71	29.3%	173	32%
Complaints Filed*					292	54%
Decision to File Complaint Pending at End of FY					13	2.4%

*Includes only complaints filed in FY 2012 where counseling was also completed during FY 2012.

Agency Use of ADR for EEO Dispute Resolution in FY 2012

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	541	67.7%	44.7%
Complaint Closures	335	2.1%	2.1%

Bases Most Frequently Alleged in FY 2012 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 2012

	Total #	# Timely	% Timely	FY 2011 APD*	FY 2012 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	541	506	93.5%				
All Investigations	216	214	99.1%	146	136	-6.8%	187
All Complaint Closures	335			321	411	28%	388
Merit Decisions (no AJ)	89	47	52.8%	305	414	35.7%	462
Dismissal Decisions (no AJ)	85			42	122	190.5%	92

*APD =Average Processing Days

Outcomes of Complaints in FY 2012

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	315							
Total Closures	335							
Settlements	93	27.8%						
Withdrawals	13	3.9%						
Total Final Agency Actions	229	68.4%	174	76%	55	24%	0	0%
Dismissals	87	38%	85	97.7%	2	2.3%	0	0%
Merit Decisions	142	62%	89	62.7%	53	37.3%	0	0%
Finding Discrimination	3	2.1%	0	0%	3	100%	0	0%
Finding No Discrimination	139	97.9%	89	64%	50	36%	0	0%

Costs Associated With EEO Process in FY 2012

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	4	\$9,950	\$2,487
ADR Settlements w/ Monetary Benefits	4	\$9,950	\$2,487
Investigation Costs	216	\$1,376,310	\$6,371
Complaint Closures with Monetary Benefits	68	\$936,044	\$13,765
ADR Settlements w/ Monetary Benefits	1	\$21,552	\$21,552

EEOC FY 2012 Annual Report on the Federal Work Force Part I

Department of the Treasury (TREAS) FY 2012 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2012

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	317		429		746	
Settlements	14	4.4%	138	32.2%	152	20.4%
Withdrawals or No Complaints Filed	110	34.7%	104	24.2%	214	28.7%
Complaints Filed*					367	49.2%
Decision to File Complaint Pending at End of FY					13	1.7%

*Includes only complaints filed in FY 2012 where counseling was also completed during FY 2012.

Agency Use of ADR for EEO Dispute Resolution in FY 2012

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	746	97.5%	57.5%
Complaint Closures	407	81.1%	10.1%

Bases Most Frequently Alleged in FY 2012 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 2012

	Total #	# Timely	% Timely	FY 2011 APD*	FY 2012 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	746	721	96.7%				
All Investigations	285	248	87%	170	198	16.5%	187
All Complaint Closures	407			475	468	-1.5%	388
Merit Decisions (no AJ)	123	108	87.8%	405	355	-12.3%	462
Dismissal Decisions (no AJ)	44			125	130	4%	92

*APD =Average Processing Days

Outcomes of Complaints in FY 2012

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	406							
Total Closures	407							
Settlements	96	23.6%						
Withdrawals	34	8.4%						
Total Final Agency Actions	277	68.1%	167	60.3%	110	39.7%	0	0%
Dismissals	51	18.4%	44	86.3%	7	13.7%	0	0%
Merit Decisions	226	81.6%	123	54.4%	103	45.6%	0	0%
Finding Discrimination	6	2.7%	5	83.3%	1	16.7%	0	0%
Finding No Discrimination	220	97.4%	118	53.6%	102	46.4%	0	0%

Costs Associated With EEO Process in FY 2012

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	10	\$65,250	\$6,525
ADR Settlements w/ Monetary Benefits	9	\$60,250	\$6,694
Investigation Costs	285	\$2,229,613	\$7,823
Complaint Closures with Monetary Benefits	61	\$792,477	\$12,991
ADR Settlements w/ Monetary Benefits	3	\$41,087	\$13,695

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U.S. Postal Service (USPS) FY 2012 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2012

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	3,963		9,180		13,143	
Settlements	120	3%	3,119	34%	3,239	24.6%
Withdrawals or No Complaints Filed	1,577	39.8%	3,786	41.2%	5,363	40.8%
Complaints Filed*					4,324	32.9%
Decision to File Complaint Pending at End of FY					217	1.7%

*Includes only complaints filed in FY 2012 where counseling was also completed during FY 2012.

Agency Use of ADR for EEO Dispute Resolution in FY 2012

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	13,143	92.5%	69.9%
Complaint Closures	4,579	8.2%	7%

Bases Most Frequently Alleged in FY 2012 Filed Complaints

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

Timeliness in FY 2012

	Total #	# Timely	% Timely	FY 2011 APD*	FY 2012 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	13,121	12,906	98.4%				
All Investigations	2,660	2,636	99.1%	110	113	2.7%	187
All Complaint Closures	4,579			249	275	10.4%	388
Merit Decisions (no AJ)	1,088	1,062	97.6%	263	277	5.3%	462
Dismissal Decisions (no AJ)	1,570			43	48	11.6%	92

*APD =Average Processing Days

Outcomes of Complaints in FY 2012

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	4,532							
Total Closures	4,579							
Settlements	815	17.8%						
Withdrawals	240	5.2%						
Total Final Agency Actions	3,524	77%	2,658	75.4%	863	24.5%	3	0.1%
Dismissals	1,588	45.1%	1,570	98.9%	18	1.1%	0	0%
Merit Decisions	1,936	54.9%	1,088	56.2%	845	43.6%	3	0.2%
Finding Discrimination	50	2.6%	0	0%	47	94%	3	6%
Finding No Discrimination	1,886	97.4%	1,088	57.7%	798	42.3%	0	0%

Costs Associated With EEO Process in FY 2012

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	455	\$558,750	\$1,228
ADR Settlements w/ Monetary Benefits	425	\$491,996	\$1,157
Investigation Costs	2,660	\$4,395,336	\$1,652
Complaint Closures with Monetary Benefits	663	\$6,195,246	\$9,344
ADR Settlements w/ Monetary Benefits	158	\$114,964	\$727

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Department of Veterans Affairs (VA) FY 2012 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2012

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	1,904		2,580		4,484	
Settlements	34	1.8%	319	12.4%	353	7.9%
Withdrawals or No Complaints Filed	845	44.4%	886	34.3%	1,731	38.6%
Complaints Filed*					2,280	50.9%
Decision to File Complaint Pending at End of FY					120	2.7%

*Includes only complaints filed in FY 2012 where counseling was also completed during FY 2012.

Agency Use of ADR for EEO Dispute Resolution in FY 2012

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	4,484	98.5%	57.5%
Complaint Closures	2,123	4.5%	4.5%

Bases Most Frequently Alleged in FY 2012 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 2012

	Total #	# Timely	% Timely	FY 2011 APD*	FY 2012 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	4,484	4,407	98.3%				
All Investigations	1,583	1,391	87.9%	180	165	-8.3%	187
All Complaint Closures	2,123			373	394	5.6%	388
Merit Decisions (no AJ)	597	30	5%	434	464	6.9%	462
Dismissal Decisions (no AJ)	392			68	88	29.4%	92

*APD =Average Processing Days

Outcomes of Complaints in FY 2012

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	2,347							
Total Closures	2,123							
Settlements	520	24.5%						
Withdrawals	224	10.6%						
Total Final Agency Actions	1,379	65%	989	71.7%	387	28.1%	3	0.2%
Dismissals	406	29.4%	392	96.6%	14	3.5%	0	0%
Merit Decisions	973	70.6%	597	61.4%	373	38.3%	3	0.3%
Finding Discrimination	42	4.3%	16	38.1%	23	54.8%	3	7.1%
Finding No Discrimination	931	95.7%	581	62.4%	350	37.6%	0	0%

Costs Associated With EEO Process in FY 2012

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	48	\$485,766	\$10,120
ADR Settlements w/ Monetary Benefits	44	\$474,631	\$10,787
Investigation Costs	1,583	\$9,137,264	\$5,772
Complaint Closures with Monetary Benefits	308	\$8,717,951	\$28,305
ADR Settlements w/ Monetary Benefits	41	\$802,936	\$19,583

APPENDIX I

APPENDIX I

GLOSSARY / DEFINITIONS

Administrative Support Workers - See "Occupational Categories."

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

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

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

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

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

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

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

Appeal Closures – The number of appeals decided by the EEOC during the fiscal year.

Appeal Receipts – The number of appeals filed with the EEOC during the fiscal year.

Appeals Inventory – The number of appeals on hand at the end of the fiscal year.

Average Age of Open Pending Inventory – Average number of days of all complaints, hearings or appeals which are not yet resolved at the end of the reporting period.

Average Processing Time – The total number of days divided by the number of investigations, complaint closures, hearing closures, or appeal closures.

Central Personnel Data File (CPDF) - This is a computer data file created and maintained by the OPM. The file is based on personnel action information submitted directly to the OPM by Executive Branch federal agency appointing offices, and is updated monthly. Some Executive Branch agencies do not submit data to the CPDF including the following: the Tennessee Valley Authority, United States Postal Service, Army & Air Force Exchange Service, Central Intelligence Agency, Defense Intelligence Agency, National Geospatial-Intelligence Agency, and the National Security Agency.

Civilian Labor Force (CLF) - Data derived from the decennial census reflecting persons, 16 years of age or older who were employed or seeking employment, excluding those in the Armed Services. CLF data used in this report is based on the 2000 Census.

Complainants – Individuals, either employees or applicants, who filed a formal complaint against a federal agency during the fiscal year.

Complaint Closures – The number of complaints that were completed in the formal complaint process during the fiscal year.

Complainant Rate – The percentage of individuals who filed a complaint per the total work force.

Complaints Filed – The number of complaints that were filed against the federal government during the fiscal year.

Completed/Ended Counselings – The number of counselings which were concluded/closed, either by a written settlement agreement, a written withdrawal from the counseling process, the issuance of a notice of right to file a formal complaint, the forwarding of a counseling to an Administrative Judge when requested/ordered by the Administrative Judge, or the filing of a complaint after the regulatory counseling period has expired even though not all counseling duties have been performed during the fiscal year.

Counseling Rate – The percentage of individuals who completed counseling per the total work force.

Counselings Initiated – The number of new counselings that began during the current fiscal year.

Craft Workers - See “Occupational Categories.”

Data from 2000 Census Special EEO File - Data derived from the 2000 decennial census (www.census.gov/eeo2000/).

Decision to File Complaint Pending – The number of completed counselings in which (1) the agency did not receive a complaint, and (2) the 15-day period for filing a complaint had not expired at the end of the fiscal year.

Disability - A physical or mental impairment that substantially limits one or more major life activities.

Dismissals – An agency's final action on a complaint of discrimination which meets the criteria set forth in 29 C.F.R. § 1614.107(a).

EEOC Form 4 62 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 than an administrative judge has been appointed to conduct a hearing, but not later than 30 days prior to a hearing.

Such offer of resolution must be in writing and include a notice explaining the possible consequences of failing to accept the offer. If the complainant fails to accept the offer within 30 days of receipt, and the relief awarded in the final decision on the complaint is not more favorable than the offer, then the complainant shall not receive payment from the agency of attorney's fees or costs incurred after the expiration of the 30-day acceptance period. 29 C.F.R. Section 1614.109(c).

G. Hearings

Requests for a hearing must be sent by the complainant to the EEOC office indicated in the agency's acknowledgment letter, with a copy to the agency's EEO office. Within 15 days of receipt of the request for a hearing, the agency must provide a copy of the complaint file to EEOC. The EEOC will then appoint an AJ to conduct a hearing. 29 C.F.R. Section 1614.108(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 weather related closures in October 2012, the Form 462 was considered timely filed if certified by appropriate agency personnel on or before November 5, 2012, unless the agency requested and was granted an extension. No additional extensions were granted for the FY 2012 Form 462 report submission.

EEOC FY 2012 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 11/5/2012 / No			
DNF Did Not File			
African Development Foundation	√	√	√
Agency for International Development	√	√	√
American Battle Monuments Commission	√	■	√
Architectural & Transportation Barriers Compliance Board	√	√	■
Armed Forces Retirement Home	√	√	■
Broadcasting Board of Governors	√	√	√
Central Intelligence Agency	√	■	√
Chemical Safety and Hazard Investigation Board	√	√	√
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 Human Resources Activity	√	√	√
Defense Information Systems Agency	√	■	√
Defense Intelligence Agency	√	√	√
Defense Joint Task Force Nat'l Capital Region Medical	√	■	√
Defense Logistics Agency	√	■	√
Defense Media Activity	√	√	√
Defense Missile Defense Agency	√	√	√
Defense National Geospatial-Intelligence Agency	√	√	√
Defense National Guard Bureau	■	■	√
Defense National Security Agency	√	√	√
Defense Nuclear Facilities Safety Board	√	√	√
Defense Office of the Inspector General	√	√	√
Defense Office of the Secretary/Wash. Hqtrs. Services	√	√	√
Defense Security Service	√	√	√
Defense Technical Information Center	√	√	√
Defense Threat Reduction Agency	√	■	√
Defense TRICARE Management Activity	√	■	√
Defense Uniformed Services University	√	√	√
Department of Agriculture	■	√	√
Agricultural Marketing Service	√	√	√
Agricultural Research Service	√	√	√
Agriculture Headquarters	■	√	√
Animal & Plant Health Inspection Service	√	√	√
National Institute of Food & Agriculture	√	√	√
Economic Research Service	√	■	√
Farm Service Agency	√	√	√

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DEPARTMENT OR AGENCY	Form 462 Report Timely Filed	EEO Director Reports to Agency Head	Provided EEO Staff with Training
Second Level Reporting Component			
√ Timely Filed / Yes			
■ Filed After 11/5/2012 / 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	√	√	√
National Appeals Division	■	√	■
Natural Resources Conservation Service	■	√	√
Office Of Inspector General	√	■	√
Office Of The Chief Financial Officer	■	■	√
Risk Management Agency	√	√	√
Rural Development	√	√	√
Department of Commerce	√	■	√
All Other Commerce Bureaus	√	■	√
Bureau of Census	√	■	√
Decennial Census	√	■	√
International Trade Administration	√	■	■
National Institute of Standards & Technology	√	■	√
National Oceanic & Atmospheric Admin	√	■	√
U. S. Patent and Trademark Office	√	√	√
Department of Defense Education Activity	√	√	√
Department of Education	√	■	√
Department of Energy	√	√	√
Department of Health and Human Services	√	√	√
Administration for Children and Families	√	■	√
Agency for Healthcare Research & Quality	√	■	√
Centers for Disease Control & Prevention	√	√	√
Centers for Medicare & Medicaid Services	√	√	√
Food and Drug Administration	√	■	√
Health Resources & Services Administration	√	√	√
Indian Health Service	√	■	√
National Institutes of Health	√	√	√
Office of the Secretary of HHS	√	√	√
Program Support Center	√	■	√
Substance Abuse & Mental Health Services Admin.	√	■	√
Department of Homeland Security	√	■	√
DHS Headquarters	√	■	√
Federal Emergency Management Ag	√	√	√
Federal Law Enforcement Training Center	√	√	√
Transportation Security Administration	√	√	√
U.S. Citizenship & Immigration Services	√	■	√
U.S. Coast Guard	√	√	√
U.S. Customs and Border Protection	√	√	√
U.S. Immigration & Customs Enforcement	√	√	√
U.S. Secret Service	√	√	√
Department of Housing and Urban Development	√	■	√

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DEPARTMENT OR AGENCY	Form 462 Report Timely Filed	EEO Director Reports to Agency Head	Provided EEO Staff with Training
Second Level Reporting Component			
√ Timely Filed / Yes			
■ Filed After 11/5/2012 / 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 2012 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 11/5/2012 / 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	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	√	■	√

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DEPARTMENT OR AGENCY	Form 462 Report Timely Filed	EEO Director Reports to Agency Head	Provided EEO Staff with Training
Second Level Reporting Component			
√ Timely Filed / Yes			
■ Filed After 11/5/2012 / No			
DNF Did Not File			
Marine Mammal Commission	√	■	■
Merit Systems Protection Board	√	√	√
Millennium Challenge Corporation	√	√	√
National Aeronautics and Space Administration	√	√	√
National Archives and Records Administration	√	√	√
National Capital Planning Commission	√	√	√
National Council on Disability	√	√	■
National Credit Union Administration	√	√	√
National Endowment for the Arts	√	√	√
National Endowment for the Humanities	√	√	√
National Gallery of Art	√	■	√
National Indian Gaming Commission	√	√	√
National Labor Relations Board	√	■	√
National Mediation Board	√	√	√
National Reconnaissance Office	√	√	√
National Science Foundation	√	√	√
National Transportation Safety Board	■	√	√
Navajo and Hopi Indian Relocation Commission	√	√	√
Nuclear Regulatory Commission	√	√	√
Occupational Safety and Health Review Commission	√	√	√
Office of Government Ethics	√	√	■
Office of Personnel Management	√	√	√
Office of Special Counsel	√	√	√
Office of the Director of National Intelligence	√	√	√
Overseas Private Investment Corporation	√	√	√
Peace Corps	√	√	√
Pension Benefit Guaranty Corporation	√	√	√
Postal Regulatory Commission	√	√	√
Railroad Retirement Board	√	√	√
Securities and Exchange Commission	√	√	√
Selective Service System	■	√	√
Small Business Administration	√	■	√
Smithsonian Institution	√	√	√
Social Security Administration	√	■	√
Tennessee Valley Authority	√	■	√
Trade and Development Agency	√	√	√
U.S. Postal Service	√	■	√
Capital Metro Area Operations	√	■	√
Eastern Area	√	■	√
Great Lakes Area	√	■	√
Headquarters	√	■	√
Northeast Area	√	■	√
Office of the Inspector General	√	■	√
Pacific Area	√	■	√
Southern Area	√	■	√
Western Area	√	■	√

APPENDIX IV

APPENDIX IV

FY 2012 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)

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Table B-2a	All Timely Completed Counselings – Sub Component-Data
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Table B-8b	Complaints Filed Bases and Issues - Medium Size Agencies
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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 2012 Total Work Force, Counselings, and Complaints

Agency or Department	Total Work Force	Number Completed/ Ended Counselings	Number Individuals with Completed/ Ended Counselings	Counseled Individuals as % of Total Work Force	Number Complaints Filed	Number Complainants	Number Complainants as % of Total Work Force
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Foundation	73	0	0	0.00%	0	0	0.00%
Agency for International Development	3,983	34	32	0.80%	14	13	0.33%
American Battle Monuments Commission	76	1	1	1.32%	1	1	1.32%
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural and Transportation Barriers Compliance Board	28	0	0	0.00%	0	0	0.00%
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	282	5	5	1.77%	4	4	1.42%
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	1,675	53	45	2.69%	12	12	0.72%
Central Intelligence Agency *	0	42	38	0.00%	27	24	0.00%
Chemical Safety and Hazard Investigation Board	46	2	2	4.35%	1	1	2.17%
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission of Fine Arts	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission on Civil Rights	44	0	0	0.00%	0	0	0.00%
Committee for Purchase from People Who Are Blind or Severely Disabled	31	0	0	0.00%	0	0	0.00%
Commodity Futures Trading Commission	707	1	1	0.14%	1	1	0.14%
Consumer Financial Protection Bureau	970	15	14	1.44%	11	11	1.13%
Consumer Product Safety Commission	522	3	3	0.57%	2	2	0.38%
Corporation for National and Community Service	615	7	7	1.14%	5	4	0.65%
Court Services and Offender Supervision Agency for the District of Columbia	1,242	24	22	1.77%	10	9	0.72%
Defense Army and Air Force Exchange	34,273	336	325	0.95%	101	99	0.29%
Defense Commissary Agency	14,382	227	226	1.57%	140	139	0.97%
Defense Contract Audit Agency	5,181	45	45	0.87%	28	28	0.54%
Defense Contract Management Agency	10,452	85	78	0.75%	45	41	0.39%

Table B-1 FY 2012 Total Work Force, Counselings, and Complaints

Agency or Department	Total Work Force	Number Completed/ Ended Counselings	Number Individuals with Completed/ Ended Counselings	Counseled Individuals as % of Total Work Force	Number Complaints Filed	Number Complainants	Number Complainants as % of Total Work Force
Defense Finance and Accounting Service	11,982	92	88	0.73%	38	36	0.30%
Defense Human Resources Activity	1,176	8	8	0.68%	4	4	0.34%
Defense Information Systems Agency	6,304	30	30	0.48%	17	17	0.27%
Defense Intelligence Agency *	0	89	88	0.00%	42	42	0.00%
Defense JTF National Capital Region Medical	4,417	84	83	1.88%	33	33	0.75%
Defense Logistics Agency	25,229	312	296	1.17%	121	117	0.46%
Defense Media Activity	2,000	3	3	0.15%	1	1	0.05%
Defense Missile Defense Agency	2,326	11	11	0.47%	5	5	0.21%
Defense National Geospatial-Intelligence Agency *	0	31	29	0.00%	20	18	0.00%
Defense National Guard Bureau	57,511	113	111	0.19%	26	25	0.04%
Defense National Security Agency *	0	69	65	0.00%	19	18	0.00%
Defense Nuclear Facilities Safety Board	116	0	0	0.00%	0	0	0.00%
Defense Office of the Inspector General	1,600	9	9	0.56%	6	6	0.38%
Defense Office of the Secretary - Wash. Hqtrs. Services	6,766	45	44	0.65%	27	27	0.40%
Defense Security Service	874	18	13	1.49%	8	8	0.92%
Defense Technical Information Center	204	1	1	0.49%	0	0	0.00%
Defense Threat Reduction Agency	1,299	19	19	1.46%	9	9	0.69%
Defense TRICARE Management Activity	842	18	18	2.14%	10	10	1.19%
Defense Uniformed Services University	794	5	5	0.63%	2	2	0.25%
Department of Agriculture	103,822	975	937	0.90%	524	508	0.49%
Department of Commerce	45,766	325	304	0.66%	222	205	0.45%
Department of Defense Education Activity	16,346	136	135	0.83%	79	79	0.48%
Department of Education	4,373	48	48	1.10%	33	32	0.73%
Department of Energy	15,680	124	124	0.79%	72	72	0.46%
Department of Health and Human Services	83,123	674	649	0.78%	382	375	0.45%
Department of Homeland Security	200,559	2,031	1,946	0.97%	1,198	1,159	0.58%
Department of Housing and Urban Development	9,061	106	105	1.16%	63	62	0.68%
Department of Justice	116,973	1,372	1,333	1.14%	761	749	0.64%

Table B-1 FY 2012 Total Work Force, Counselings, and Complaints

Agency or Department	Total Work Force	Number Completed/ Ended Counselings	Number Individuals with Completed/ Ended Counselings	Counseled Individuals as % of Total Work Force	Number Complaints Filed	Number Complainants	Number Complainants as % of Total Work Force
Department of Labor	16,819	206	201	1.20%	133	129	0.77%
Department of State	69,885	271	262	0.37%	134	132	0.19%
Department of the Air Force	173,807	1,002	934	0.54%	473	456	0.26%
Department of the Army	250,617	2,301	2,139	0.85%	1,226	1,157	0.46%
Department of the Interior	78,779	592	577	0.73%	352	348	0.44%
Department of the Navy	245,574	1,531	1,503	0.61%	696	679	0.28%
Department of the Treasury	115,292	746	688	0.60%	406	370	0.32%
Department of Transportation	57,187	541	505	0.88%	315	297	0.52%
Department of Veterans Affairs	323,154	4,484	4,060	1.26%	2,347	2,165	0.67%
Election Assistance Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Environmental Protection Agency	17,001	98	95	0.56%	78	78	0.46%
Equal Employment Opportunity Commission	2,291	41	40	1.75%	25	22	0.96%
Export-Import Bank of the U.S.	408	2	2	0.49%	1	1	0.25%
Farm Credit Administration	302	1	1	0.33%	0	0	0.00%
Farm Credit System Insurance Corporation	12	0	0	0.00%	0	0	0.00%
Federal Communications Commission	1,788	15	15	0.84%	10	10	0.56%
Federal Deposit Insurance Corporation	7,846	82	71	0.90%	44	37	0.47%
Federal Election Commission	355	4	4	1.13%	0	0	0.00%
Federal Energy Regulatory Commission	1,483	13	11	0.74%	6	4	0.27%
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	706	17	17	2.41%	9	9	1.27%
Federal Labor Relations Authority	138	3	3	2.17%	1	1	0.72%
Federal Maritime Commission	124	3	3	2.42%	2	2	1.61%
Federal Mediation and Conciliation Service	243	2	2	0.82%	4	4	1.65%
Federal Mine Safety & Health Review Commission	78	0	0	0.00%	0	0	0.00%
Federal Reserve System--Board of Governors	2,412	54	54	2.24%	12	12	0.50%
Federal Retirement Thrift Investment Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Trade Commission	1,178	10	10	0.85%	0	0	0.00%
General Services Administration	12,416	158	143	1.15%	96	87	0.70%

Table B-1 FY 2012 Total Work Force, Counselings, and Complaints

Agency or Department	Total Work Force	Number Completed/ Ended Counselings	Number Individuals with Completed/ Ended Counselings	Counseled Individuals as % of Total Work Force	Number Complaints Filed	Number Complainants	Number Complainants as % of Total Work Force
Government Printing Office	1,879	70	53	2.82%	27	23	1.22%
Harry S. Truman Scholarship Foundation	5	0	0	0.00%	0	0	0.00%
Holocaust Memorial Museum U.S.	397	0	0	0.00%	0	0	0.00%
Institute of Museum and Library Services	88	0	0	0.00%	0	0	0.00%
Inter-American Foundation	43	0	0	0.00%	0	0	0.00%
International Boundary and Water Commission	258	2	2	0.78%	0	0	0.00%
International Joint Commission: U.S. & Canada	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	397	2	2	0.50%	2	2	0.50%
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	2,250	2	2	0.09%	1	1	0.04%
Marine Mammal Commission	14	0	0	0.00%	0	0	0.00%
Merit Systems Protection Board	208	3	3	1.44%	1	1	0.48%
Millennium Challenge Corporation	288	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	NRF
National Aeronautics and Space Administration	18,416	77	73	0.40%	39	38	0.21%
National Archives and Records Administration	3,381	33	32	0.95%	4	3	0.09%
National Capital Planning Commission	39	0	0	0.00%	0	0	0.00%
National Council on Disability	26	0	0	0.00%	0	0	0.00%
National Credit Union Administration	1,195	7	7	0.59%	3	3	0.25%
National Endowment for the Arts	174	8	8	4.60%	1	1	0.57%
National Endowment for the Humanities	199	0	0	0.00%	0	0	0.00%
National Foundation on the Arts & the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	834	3	3	0.36%	2	2	0.24%
National Indian Gaming Commission	97	1	1	1.03%	0	0	0.00%
National Labor Relations Board	1,702	19	19	1.12%	9	8	0.47%
National Mediation Board	50	0	0	0.00%	0	0	0.00%
National Reconnaissance Office *	0	7	7	0.00%	3	3	0.00%

Table B-1 FY 2012 Total Work Force, Counselings, and Complaints

Agency or Department	Total Work Force	Number Completed/ Ended Counselings	Number Individuals with Completed/ Ended Counselings	Counseled Individuals as % of Total Work Force	Number Complaints Filed	Number Complainants	Number Complainants as % of Total Work Force
National Science Foundation	1,663	15	15	0.90%	11	10	0.60%
National Transportation Safety Board	413	3	3	0.73%	2	2	0.48%
Navajo and Hopi Indian Relocation Commission	38	0	0	0.00%	0	0	0.00%
Nuclear Regulatory Commission	3,775	35	33	0.87%	16	16	0.42%
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety & Health Review Commission	58	0	0	0.00%	0	0	0.00%
Office of Government Ethics	69	10	5	7.25%	0	0	0.00%
Office of Personnel Management	5,843	88	77	1.32%	44	39	0.67%
Office of Special Counsel	129	0	0	0.00%	0	0	0.00%
Office of the Director of National Intelligence *	0	5	5	0.00%	4	4	0.00%
Overseas Private Investment Corporation	241	2	2	0.83%	0	0	0.00%
Peace Corps	896	6	6	0.67%	4	4	0.45%
Pension Benefit Guaranty Corporation	971	20	18	1.85%	13	10	1.03%
Postal Regulatory Commission	73	1	1	1.37%	0	0	0.00%
Presidio Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	945	6	6	0.63%	2	2	0.21%
Securities and Exchange Commission	3,826	30	27	0.71%	20	17	0.44%
Selective Service System	121	2	2	1.65%	2	2	1.65%
Small Business Administration	5,228	75	70	1.34%	36	35	0.67%
Smithsonian Institution	6,057	38	35	0.58%	13	13	0.21%
Social Security Administration	65,474	917	816	1.25%	494	451	0.69%
Tennessee Valley Authority	12,762	86	84	0.66%	58	56	0.44%
Trade and Development Agency	46	0	0	0.00%	0	0	0.00%
U.S. Postal Service	625,701	13,143	11,976	1.91%	4,532	4,272	0.68%

Table B-1 FY 2012 Total Work Force, Counselings, and Complaints							
Agency or Department	Total Work Force	Number Completed/ Ended Counselings	Number Individuals with Completed/ Ended Counselings	Counseled Individuals as % of Total Work Force	Number Complaints Filed	Number Complainants	Number Complainants as % of Total Work Force
Utah Reclamation Mitigation & Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Level Subtotal	2,740,130	32,258	30,021	1.10%	14,650	13,931	0.51%
Midsize Agencies Subtotal	152,013	1,634	1,478	0.97%	913	845	0.56%
Small Agencies Subtotal	46,564	615	571	1.23%	272	248	0.53%
Micro Agencies Subtotal	1,186	14	9	0.75%	2	2	0.17%
Government-wide	2,939,893	34,521	32,079	1.09%	15,837	15,026	0.51%

NRF = No Report Filed

* Total work force numbers do not include employees not reported for national security reasons.

Table B-1a FY 2012 Total Work Force, Counselings, and Complaints - Sub-Component Data

Agency or Department	Total Work Force	Number Completed/ Ended Counselings	Number Individuals with Completed/ Ended Counselings	Counseled Individuals as % of Total Work Force	Number Complaints Filed	Number Complainants	Number Complainants as % of Total Work Force
Defense Logistics Agency Wide	25,229	312	296	1.17%	121	117	0.46%
DLA Aviation	3,589	54	54	1.50%	22	22	0.61%
DLA Disposition Services	1,350	10	9	0.67%	3	3	0.22%
DLA Distribution	7,911	151	141	1.78%	52	50	0.63%
DLA Headquarters Operations Division	4,690	53	52	1.11%	27	26	0.55%
DLA Land and Maritime	4,394	20	20	0.46%	13	13	0.30%
DLA Logistics Information Service	959	2	2	0.21%	0	0	0.00%
DLA Troop Support	2,336	22	18	0.77%	4	3	0.13%
Defense National Guard Bureau Wide	57,511	113	111	0.19%	26	25	0.04%
Defense National Guard Bureau Headquarters	2	0	0	0.00%	0	0	0.00%
Alabama National Guard	1,210	1	1	0.08%	0	0	0.00%
Alaska National Guard	693	0	0	0.00%	0	0	0.00%
Arizona National Guard	2,371	6	5	0.21%	2	2	0.08%
Arkansas National Guard	968	3	3	0.31%	0	0	0.00%
California National Guard	2,316	17	16	0.69%	8	7	0.30%
Colorado National Guard	695	1	1	0.14%	1	1	0.14%
Connecticut National Guard	729	0	0	0.00%	0	0	0.00%
DC National Guard	447	1	1	0.22%	1	1	0.22%
Delaware National Guard	432	0	0	0.00%	0	0	0.00%
Florida National Guard	1,044	1	1	0.10%	1	1	0.10%
Georgia National Guard	1,200	0	0	0.00%	0	0	0.00%
Guam National Guard	0	0	0	0.00%	0	0	0.00%
Hawaii National Guard	1,123	0	0	0.00%	0	0	0.00%
Idaho National Guard	811	0	0	0.00%	0	0	0.00%
Illinois National Guard	1,143	0	0	0.00%	0	0	0.00%
Indiana National Guard	1,125	1	1	0.09%	1	1	0.09%
Iowa National Guard	1,013	34	34	3.36%	0	0	0.00%

Table B-1a FY 2012 Total Work Force, Counselings, and Complaints - Sub-Component Data

Agency or Department	Total Work Force	Number Completed/ Ended Counselings	Number Individuals with Completed/ Ended Counselings	Counseled Individuals as % of Total Work Force	Number Complaints Filed	Number Complainants	Number Complainants as % of Total Work Force
Kansas National Guard	1,059	1	1	0.09%	0	0	0.00%
Kentucky National Guard	894	0	0	0.00%	0	0	0.00%
Louisiana National Guard	957	0	0	0.00%	0	0	0.00%
Maine National Guard	498	0	0	0.00%	0	0	0.00%
Maryland National Guard	799	0	0	0.00%	0	0	0.00%
Massachusetts National Guard	892	4	4	0.45%	0	0	0.00%
Michigan National Guard	1,113	5	5	0.45%	1	1	0.09%
Minnesota National Guard	1,029	1	1	0.10%	0	0	0.00%
Mississippi National Guard	1,294	1	1	0.08%	0	0	0.00%
Missouri National Guard	1,315	1	1	0.08%	1	1	0.08%
Montana National Guard	598	1	1	0.17%	0	0	0.00%
Nebraska National Guard	552	0	0	0.00%	0	0	0.00%
Nevada National Guard	587	2	2	0.34%	2	2	0.34%
New Hampshire National Guard	413	0	0	0.00%	0	0	0.00%
New Jersey National Guard	933	0	0	0.00%	0	0	0.00%
New Mexico National Guard	891	0	0	0.00%	0	0	0.00%
New York National Guard	2,099	6	6	0.29%	2	2	0.10%
North Carolina National Guard	1,066	0	0	0.00%	0	0	0.00%
North Dakota National Guard	643	1	1	0.16%	0	0	0.00%
Ohio National Guard	1,972	0	0	0.00%	0	0	0.00%
Oklahoma National Guard	965	0	0	0.00%	0	0	0.00%
Oregon National Guard	1,157	0	0	0.00%	0	0	0.00%
Pennsylvania National Guard	3,710	1	1	0.03%	0	0	0.00%
Puerto Rico National Guard	832	6	6	0.72%	0	0	0.00%
Rhode Island National Guard	479	0	0	0.00%	0	0	0.00%
South Carolina National Guard	1,050	1	1	0.10%	1	1	0.10%
South Dakota National Guard	600	0	0	0.00%	0	0	0.00%
Tennessee National Guard	1,792	1	1	0.06%	1	1	0.06%
Texas National Guard	1,781	1	1	0.06%	1	1	0.06%

Table B-1a FY 2012 Total Work Force, Counselings, and Complaints - Sub-Component Data

Agency or Department	Total Work Force	Number Completed/ Ended Counselings	Number Individuals with Completed/ Ended Counselings	Counseled Individuals as % of Total Work Force	Number Complaints Filed	Number Complainants	Number Complainants as % of Total Work Force
Utah National Guard	697	4	4	0.57%	1	1	0.14%
Vermont National Guard	498	0	0	0.00%	0	0	0.00%
Virgin Islands National Guard	241	0	0	0.00%	0	0	0.00%
Virginia National Guard	794	2	2	0.25%	0	0	0.00%
Washington State National Guard	882	3	3	0.34%	2	2	0.23%
West Virginia National Guard	913	4	4	0.44%	0	0	0.00%
Wisconsin National Guard	994	0	0	0.00%	0	0	0.00%
Wyoming National Guard	3,200	2	2	0.06%	0	0	0.00%
Department of Agriculture Wide	103,822	975	937	0.90%	524	508	0.49%
USDA Agricultural Marketing Service	4,074	26	25	0.61%	21	20	0.49%
USDA Agricultural Research Service	8,369	40	40	0.48%	30	30	0.36%
USDA Agriculture Headquarters	3,056	51	51	1.67%	27	27	0.88%
USDA Animal and Plant Health Inspection Service	8,316	87	87	1.05%	47	47	0.57%
USDA Economic Research Service	351	1	1	0.28%	1	1	0.28%
USDA Farm Service Agency	4,622	47	47	1.02%	22	22	0.48%
USDA Food and Nutrition Service	1,392	12	12	0.86%	7	7	0.50%
USDA Food Safety And Inspection Service	9,984	180	171	1.71%	67	66	0.66%
USDA Foreign Agricultural Service	954	13	13	1.36%	10	10	1.05%
USDA Forest Service	41,093	302	274	0.67%	170	156	0.38%
USDA Grain Inspection,Packers & Stockyards Admin	765	15	15	1.96%	9	9	1.18%
USDA National Agricultural Statistics Service	1,160	4	4	0.34%	1	1	0.09%
USDA National Appeals Division	94	0	0	0.00%	0	0	0.00%
USDA National Institute of Food and Agriculture	380	2	2	0.53%	1	1	0.26%
USDA Natural Resources Conservation Service	11,821	74	74	0.63%	39	39	0.33%
USDA Office Of The Chief Financial Officer	1,271	41	41	3.23%	23	23	1.81%
USDA Office Of Inspector General	547	10	10	1.83%	8	8	1.46%
USDA Risk Management Agency	479	14	14	2.92%	5	5	1.04%
USDA Rural Development	5,094	56	56	1.10%	36	36	0.71%

Table B-1a FY 2012 Total Work Force, Counselings, and Complaints - Sub-Component Data							
Agency or Department	Total Work Force	Number Completed/ Ended Counselings	Number Individuals with Completed/ Ended Counselings	Counseled Individuals as % of Total Work Force	Number Complaints Filed	Number Complainants	Number Complainants as % of Total Work Force
Department of Commerce Wide	45,766	325	304	0.66%	222	205	0.45%
DOC All Other Commerce Bureaus	2,774	30	29	1.05%	24	23	0.83%
DOC Bureau of the Census	14,084	114	106	0.75%	67	63	0.45%
DOC Decennial Census	0	5	5	0.00%	4	4	0.00%
DOC International Trade Administration	1,468	11	11	0.75%	5	5	0.34%
DOC National Institute of Standards & Technology	3,199	24	24	0.75%	13	13	0.41%
DOC National Oceanic & Atmospheric Admin.	12,630	82	77	0.61%	65	60	0.48%
DOC U. S. Patent and Trademark Office	11,611	59	52	0.45%	44	37	0.32%
Department of Energy Wide	15,680	124	124	0.79%	72	72	0.46%
DOE Bonneville Power Administration	3,090	28	28	0.91%	11	11	0.36%
DOE Chicago Operations Office	301	1	1	0.33%	1	1	0.33%
DOE EM Consolidated Business Center	295	4	4	1.36%	2	2	0.68%
DOE Golden Field Office	153	5	5	3.27%	2	2	1.31%
DOE Headquarters	5,649	32	32	0.57%	20	20	0.35%
DOE Idaho Operations Office	238	3	3	1.26%	1	1	0.42%
DOE National Energy Technology Lab	587	2	2	0.34%	2	2	0.34%
DOE NNSA Service Center	2,659	21	21	0.79%	17	17	0.64%
DOE Oak Ridge Operations	218	2	2	0.92%	2	2	0.92%
DOE OSTI	43	0	0	0.00%	0	0	0.00%
DOE Richland Operations Office	393	1	1	0.25%	0	0	0.00%
DOE Savannah River Operations	287	6	6	2.09%	3	3	1.05%
DOE Southeastern Power Administration	43	0	0	0.00%	0	0	0.00%
DOE Southwestern Power Administration	184	3	3	1.63%	1	1	0.54%
DOE Strategic Petroleum Reserve	95	0	0	0.00%	0	0	0.00%
DOE Western Area Power Administration	1,445	16	16	1.11%	10	10	0.69%

Table B-1a FY 2012 Total Work Force, Counselings, and Complaints - Sub-Component Data							
Agency or Department	Total Work Force	Number Completed/ Ended Counselings	Number Individuals with Completed/ Ended Counselings	Counseled Individuals as % of Total Work Force	Number Complaints Filed	Number Complainants	Number Complainants as % of Total Work Force
Department of Health and Human Services Wide	83,123	674	649	0.78%	382	375	0.45%
HHS Administration for Children and Families	1,351	12	12	0.89%	9	9	0.67%
HHS Agency for Healthcare Research and Quality	301	3	2	0.66%	3	2	0.66%
HHS Centers for Disease Control and Prevention	11,229	127	127	1.13%	81	81	0.72%
HHS Centers for Medicare & Medicaid Services	5,610	38	37	0.66%	24	23	0.41%
HHS Food and Drug Administration	12,989	123	115	0.89%	70	68	0.52%
HHS Health Resources & Services Admin.	1,690	20	20	1.18%	12	12	0.71%
HHS Indian Health Service	13,722	198	189	1.38%	79	78	0.57%
HHS National Institutes of Health	18,560	99	93	0.50%	70	68	0.37%
HHS Office of the Sec. of Health & Human Svcs	16,498	44	44	0.27%	24	24	0.15%
HHS Program Support Center	619	7	7	1.13%	7	7	1.13%
HHS Substance Abuse & Mental Health Svcs Admin	554	3	3	0.54%	3	3	0.54%
Department of Homeland Security Wide	200,559	2,031	1,946	0.97%	1,198	1,159	0.58%
DHS Federal Emergency Management Agency	16,967	242	234	1.38%	137	135	0.80%
DHS Federal Law Enforcement Training Center	1,113	18	18	1.62%	11	11	0.99%
DHS Headquarters	7,752	77	75	0.97%	55	54	0.70%
DHS Transportation Security Administration	65,470	658	643	0.98%	391	382	0.58%
DHS U.S. Citizenship and Immigration Services	11,200	186	173	1.54%	114	108	0.96%
DHS U.S. Coast Guard	10,309	96	88	0.85%	45	43	0.42%
DHS U.S. Customs and Border Protection	60,668	464	439	0.72%	260	248	0.41%

Table B-1a FY 2012 Total Work Force, Counselings, and Complaints - Sub-Component Data

Agency or Department	Total Work Force	Number Completed/ Ended Counselings	Number Individuals with Completed/ Ended Counselings	Counseled Individuals as % of Total Work Force	Number Complaints Filed	Number Complainants	Number Complainants as % of Total Work Force
DHS U.S. Immigration and Customs Enforcement	20,307	242	236	1.16%	154	152	0.75%
DHS U.S. Secret Service	6,773	48	40	0.59%	31	26	0.38%
Department of Justice Wide	116,973	1,372	1,333	1.14%	761	749	0.64%
DOJ Alcohol, Tobacco, Firearms and Explosives	4,816	67	67	1.39%	40	40	0.83%
DOJ Bureau of Prisons	38,327	838	815	2.13%	433	429	1.12%
DOJ Drug Enforcement Administration	9,764	44	40	0.41%	28	28	0.29%
DOJ Executive Office for Immigration Review	1,417	16	16	1.13%	15	15	1.06%
DOJ Executive Office for U.S. Attorneys	11,589	37	35	0.30%	26	24	0.21%
DOJ Federal Bureau of Investigation	36,188	221	221	0.61%	130	130	0.36%
DOJ Office of Justice Programs	609	18	14	2.30%	15	14	2.30%
DOJ Offices, Boards, and Divisions	8,619	46	46	0.53%	21	21	0.24%
DOJ U.S. Marshals Service	5,644	85	79	1.40%	53	48	0.85%
Department of Labor Wide	16,819	206	201	1.20%	133	129	0.77%
DOL (DM and others)	4,952	73	71	1.43%	42	40	0.81%
DOL Bureau of Labor Statistics	2,461	6	6	0.24%	6	6	0.24%
DOL Employment and Training Administration	1,164	17	16	1.37%	15	14	1.20%
DOL Mine Safety and Health Administration	2,430	31	30	1.23%	16	16	0.66%
DOL Occupational Safety & Health Admin.	2,276	22	22	0.97%	15	15	0.66%
DOL Office of Workers Compensation Programs	1,644	25	25	1.52%	15	15	0.91%
DOL Wage and Hour Division	1,892	32	31	1.64%	24	23	1.22%
Department of the Army Wide	250,617	2,301	2,139	0.85%	1,226	1,157	0.46%
Headquarters, Department of Army	13,988	171	160	1.14%	100	93	0.66%
U.S. Army Corps of Engineers	36,924	248	221	0.60%	147	133	0.36%

Table B-1a FY 2012 Total Work Force, Counselings, and Complaints - Sub-Component Data

Agency or Department	Total Work Force	Number Completed/ Ended Counselings	Number Individuals with Completed/ Ended Counselings	Counseled Individuals as % of Total Work Force	Number Complaints Filed	Number Complainants	Number Complainants as % of Total Work Force
U.S. Army Europe	1,890	18	17	0.90%	6	6	0.32%
U.S. Army Forces Command	13,265	175	168	1.27%	86	84	0.63%
U.S. Army Installation Management Command	55,682	545	504	0.91%	281	268	0.48%
U.S. Army Intelligence and Security Command	3,384	22	20	0.59%	14	13	0.38%
U.S. Army Material Command	65,339	508	467	0.71%	281	264	0.40%
U.S. Army Medical Command	27,226	424	400	1.47%	211	200	0.73%
U.S. Army Network Enterprise Tech. Command	6,029	26	25	0.41%	17	16	0.27%
U.S. Army Pacific (USARPAC)	1,491	2	2	0.13%	2	2	0.13%
U.S. Army Space and Missile Defense Command	917	1	1	0.11%	1	1	0.11%
U.S. Army Special Ops Command (USASOC)	1,722	16	16	0.93%	7	7	0.41%
U.S. Army Test and Evaluation Command	4,032	16	16	0.40%	9	9	0.22%
U.S. Army Training and Doctrine Command	18,257	127	120	0.66%	62	59	0.32%
Department of the Interior Wide	78,779	592	577	0.73%	352	348	0.44%
Bureau of Ocean Energy Management	559	7	6	1.07%	4	4	0.72%
Bureau of Safety and Environmental Enforcement	680	7	7	1.03%	7	7	1.03%
DOI Bureau Of Indian Affairs	9,007	56	56	0.62%	35	35	0.39%
DOI Bureau Of Land Management	11,878	81	79	0.67%	46	44	0.37%
DOI Bureau Of Reclamation	5,489	78	75	1.37%	50	49	0.89%
DOI Fish And Wildlife Service	10,378	56	55	0.53%	36	36	0.35%
DOI Geological Survey	9,209	22	22	0.24%	13	13	0.14%
DOI National Park Service	26,674	208	200	0.75%	114	113	0.42%
DOI Office Of Surface Mining, Reclamation and Enforcement	511	6	6	1.17%	5	5	0.98%
DOI-Office Of The Secretary	4,394	71	71	1.62%	42	42	0.96%

Table B-1a FY 2012 Total Work Force, Counselings, and Complaints - Sub-Component Data

Agency or Department	Total Work Force	Number Completed/ Ended Counselings	Number Individuals with Completed/ Ended Counselings	Counseled Individuals as % of Total Work Force	Number Complaints Filed	Number Complainants	Number Complainants as % of Total Work Force
Department of the Navy Wide	245,574	1,531	1,503	0.61%	696	679	0.28%
Chief Of Naval Operations	4,627	27	27	0.58%	12	12	0.26%
Commander Naval Installations Command	33,284	270	267	0.80%	111	109	0.33%
Commander Naval Reserve	465	0	0	0.00%	0	0	0.00%
Commander Pacific Fleet	18,967	125	123	0.65%	41	40	0.21%
DON Assistant for Administration	4,895	54	52	1.06%	29	29	0.59%
DON Bureau of Medicine & Surgery	12,042	120	120	1.00%	50	50	0.42%
DON SPAWAR	9,084	25	23	0.25%	8	6	0.07%
DON Strategic Systems Project Office	1,067	7	7	0.66%	7	7	0.66%
Fleet Cyber Command	0	16	15	0.00%	6	6	0.00%
Fleet Forces Command	22,743	88	87	0.38%	39	38	0.17%
Marine Corps HQ	33,293	233	233	0.70%	99	99	0.30%
Military Sealift Command	6,936	56	54	0.78%	37	35	0.50%
Naval Air Systems Command	24,739	162	162	0.65%	80	80	0.32%
Naval Education & Training Command	4,526	31	30	0.66%	14	14	0.31%
Naval Sea Systems Command	26,612	71	67	0.25%	36	34	0.13%
Naval Special Warfare Command	1,161	5	5	0.43%	3	3	0.26%
Naval Supply Systems Command	18,328	95	94	0.51%	44	43	0.23%
Naval Systems Management Activity	2	0	0	0.00%	0	0	0.00%
Navy Facilities & Engineering Command	16,203	118	110	0.68%	57	52	0.32%
Navy Military Personnel Command	1,770	9	9	0.51%	7	7	0.40%
Office Of Naval Intelligence	1,680	15	14	0.83%	13	12	0.71%
Office Of Naval Research	3,150	4	4	0.13%	3	3	0.10%
Department of the Treasury Wide	115,292	746	688	0.60%	406	370	0.32%
Treas Alcohol and Tobacco Tax and Trade Bureau	485	1	1	0.21%	1	1	0.21%
Treas Bureau of Engraving and Printing	1,934	31	31	1.60%	24	24	1.24%
Treas Bureau of the Public Debt	1,998	14	11	0.55%	4	4	0.20%

Table B-1a FY 2012 Total Work Force, Counselings, and Complaints - Sub-Component Data

Agency or Department	Total Work Force	Number Completed/ Ended Counselings	Number Individuals with Completed/ Ended Counselings	Counseled Individuals as % of Total Work Force	Number Complaints Filed	Number Complainants	Number Complainants as % of Total Work Force
Treas Departmental Offices	1,934	16	16	0.83%	9	9	0.47%
Treas Financial Crimes Enforcement Network	305	5	5	1.64%	2	2	0.66%
Treas Financial Management Service	1,577	15	15	0.95%	12	12	0.76%
Treas Inspector General For Tax Administration	797	2	2	0.25%	2	2	0.25%
Treas Internal Revenue Service	97,942	587	535	0.55%	303	272	0.28%
Treas Office of the Comptroller of the Currency	3,823	17	17	0.44%	12	9	0.24%
Treas Special Inspector General for the Trouble Assets Relief Program	164	0	0	0.00%	0	0	0.00%
Treas U. S. Mint	1,778	50	47	2.64%	33	31	1.74%
Treas IRS Office of the Chief Counsel	2,380	7	7	0.29%	3	3	0.13%
Treas- Office of the Inspector General	175	1	1	0.57%	1	1	0.57%
Department of Transportation Wide	57,187	541	505	0.88%	315	297	0.52%
DOT Federal Aviation Administration	47,739	437	404	0.85%	256	238	0.50%
DOT Federal Highway Administration	2,951	27	25	0.85%	9	9	0.30%
DOT Federal Motor Carrier Safety Administration	1,104	8	8	0.72%	5	5	0.45%
DOT Federal Railroad Administration	874	4	4	0.46%	3	3	0.34%
DOT Federal Transit Administration	564	11	11	1.95%	7	7	1.24%
DOT Maritime Administration	844	13	13	1.54%	11	11	1.30%
DOT National Highway Traffic Safety Admin	595	10	10	1.68%	10	10	1.68%
DOT Office of Inspector General	436	3	3	0.69%	1	1	0.23%
DOT Office of the Secretary	795	11	11	1.38%	4	4	0.50%
DOT Pipeline & Hazardous Materials Safety Admin	447	8	7	1.57%	4	4	0.89%
DOT Research & Innovative Technology Administration	709	9	9	1.27%	5	5	0.71%
DOT St. Lawrence Development Corporation	129	0	0	0.00%	0	0	0.00%

Table B-1a FY 2012 Total Work Force, Counselings, and Complaints - Sub-Component Data

Agency or Department	Total Work Force	Number Completed/ Ended Counselings	Number Individuals with Completed/ Ended Counselings	Counseled Individuals as % of Total Work Force	Number Complaints Filed	Number Complainants	Number Complainants as % of Total Work Force
Department of Veterans Affairs Wide	323,154	4,484	4,060	1.26%	2,347	2,165	0.67%
VA HQ and Others	12,448	165	152	1.22%	105	97	0.78%
VA National Cemetary Administration	1,717	50	38	2.21%	27	19	1.11%
VA Veterans Benefits Administration	20,739	295	272	1.31%	155	148	0.71%
VA Veterans Health Administration	288,250	3,974	3,598	1.25%	2,060	1,901	0.66%
Federal Housing Finance Agency Wide	706	17	17	2.41%	9	9	1.27%
Federal Housing Finance Agency Hqtrs	573	14	14	2.44%	9	9	1.57%
Federal Housing Finance Agency OIG	133	3	3	2.26%	0	0	0.00%
General Services Administration Wide	12,416	158	143	1.15%	96	87	0.70%
GSA Central Office	3,356	40	38	1.13%	21	21	0.63%
GSA National Capital Region	1,655	16	15	0.91%	9	9	0.54%
GSA Region 1	305	3	3	0.98%	1	1	0.33%
GSA Region 10	456	2	2	0.44%	2	2	0.44%
GSA Region 2	664	19	17	2.56%	14	12	1.81%
GSA Region 3	911	11	10	1.10%	4	3	0.33%
GSA Region 4	998	19	19	1.90%	12	12	1.20%
GSA Region 5	888	5	4	0.45%	4	3	0.34%
GSA Region 6	756	7	7	0.93%	3	3	0.40%
GSA Region 7	1,059	6	6	0.57%	3	3	0.28%
GSA Region 8	414	3	3	0.72%	3	3	0.72%
GSA Region 9	954	27	19	1.99%	20	15	1.57%

Table B-1a FY 2012 Total Work Force, Counselings, and Complaints - Sub-Component Data

Agency or Department	Total Work Force	Number Completed/ Ended Counselings	Number Individuals with Completed/ Ended Counselings	Counseled Individuals as % of Total Work Force	Number Complaints Filed	Number Complainants	Number Complainants as % of Total Work Force
U.S. Postal Service Wide	625,701	13,143	11,976	1.91%	4,532	4,272	0.68%
USPS Capital Metro Area Operations	63,963	1,615	1,471	2.30%	559	538	0.84%
USPS Eastern Area	97,013	1,727	1,588	1.64%	696	649	0.67%
USPS Great Lakes Area	79,691	1,480	1,377	1.73%	517	494	0.62%
USPS Headquarters	9,976	140	129	1.29%	85	79	0.79%
USPS Northeast Area	91,597	1,554	1,441	1.57%	463	438	0.48%
USPS Office of Inspector General	1,169	21	19	1.63%	17	14	1.20%
USPS Pacific Area	66,700	1,825	1,638	2.46%	531	495	0.74%
USPS Southern Area	113,559	3,285	2,909	2.56%	1,128	1,055	0.93%
USPS Western Area	102,033	1,496	1,404	1.38%	536	510	0.50%

Table B-2 FY 2012 All Timely Completed Counselings

Agency or Department	Total Number Completed / Ended Counselings	Total Number Completed / Ended Counselings (excluding remands)	Number Timely within 30 Days	Number Timely with Written Extension	Number Timely with ADR Participation	Total Number Timely Completed / Ended Counselings	% Timely Completed/ Ended Counselings (excluding remands)
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Foundation	0	0	0	0	0	0	0.00%
Agency for International Development	34	34	16	6	1	23	67.65%
American Battle Monuments Commission	1	1	1	0	0	1	100.00%
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural & 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	5	5	1	3	0	4	80.00%
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	53	53	47	2	2	51	96.23%
Central Intelligence Agency	42	42	16	14	3	33	78.57%
Chemical Safety and Hazard Investigation Board	2	2	0	2	0	2	100.00%
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission of Fine Arts	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission on Civil Rights	0	0	0	0	0	0	0.00%
Committee for Purchase from People Who Are Blind or Severely Disabled	0	0	0	0	0	0	0.00%
Commodity Futures Trading Commission	1	1	1	0	0	1	100.00%
Consumer Financial Protection Bureau	15	15	4	4	3	11	73.33%
Consumer Product Safety Commission	3	3	2	0	0	2	66.67%
Corporation for National and Community Service	7	7	1	2	0	3	42.86%
Court Services and Offender Supervision Agency for the District of Columbia	24	24	10	2	1	13	54.17%
Defense Army and Air Force Exchange	336	336	149	52	54	255	75.89%
Defense Commissary Agency	227	227	165	7	26	198	87.22%
Defense Contract Audit Agency	45	45	15	7	4	26	57.78%
Defense Contract Management Agency	85	85	49	0	36	85	100.00%
Defense Finance and Accounting Service	92	92	34	9	49	92	100.00%
Defense Human Resources Activity	8	8	1	0	5	6	75.00%

Table B-2 FY 2012 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 Information Systems Agency	30	29	24	4	1	29	100.00%
Defense Intelligence Agency	89	89	35	29	19	83	93.26%
Defense Joint Task Force National Capital Region Medical	84	84	21	26	6	53	63.10%
Defense Logistics Agency	312	312	122	23	131	276	88.46%
Defense Media Activity	3	3	2	1	0	3	100.00%
Defense Missile Defense Agency	11	11	0	3	0	3	27.27%
Defense National Geospatial-Intelligence Agency	31	31	15	10	2	27	87.10%
Defense National Guard Bureau	113	113	58	2	37	97	85.84%
Defense National Security Agency	69	69	27	28	11	66	95.65%
Defense Nuclear Facilities Safety Board	0	0	0	0	0	0	0.00%
Defense Office of the Inspector General	9	9	8	0	1	9	100.00%
Defense Office of the Secretary - Wash. Hqtrs. Services	45	45	26	11	8	45	100.00%
Defense Security Service	18	18	16	0	2	18	100.00%
Defense Technical Information Center	1	1	0	0	0	0	0.00%
Defense Threat Reduction Agency	19	19	11	2	5	18	94.74%
Defense TRICARE Management Activity	18	18	3	3	1	7	38.89%
Defense Uniformed Services University	5	5	5	0	0	5	100.00%
Department of Agriculture	975	975	255	265	193	713	73.13%
Department of Commerce	325	325	145	118	12	275	84.62%
Department of Defense Education Activity	136	136	93	15	26	134	98.53%
Department of Education	48	48	14	26	7	47	97.92%
Department of Energy	124	124	37	19	10	66	53.23%
Department of Health and Human Services	674	674	318	148	147	613	90.95%
Department of Homeland Security	2,031	2,031	627	331	760	1,718	84.59%
Department of Housing and Urban Development	106	106	30	21	17	68	64.15%
Department of Justice	1,372	1,372	569	522	151	1,242	90.52%
Department of Labor	206	206	102	0	91	193	93.69%
Department of State	271	270	143	27	29	199	73.70%
Department of the Air Force	1,002	996	337	211	349	897	90.06%

Table B-2 FY 2012 All Timely Completed Counselings

Agency or Department	Total Number Completed / Ended Counselings	Total Number Completed / Ended Counselings (excluding remands)	Number Timely within 30 Days	Number Timely with Written Extension	Number Timely with ADR Participation	Total Number Timely Completed / Ended Counselings	% Timely Completed/ Ended Counselings (excluding remands)
Department of the Army	2,301	2,299	1,448	203	357	2,008	87.34%
Department of the Interior	592	592	163	183	127	473	79.90%
Department of the Navy	1,531	1,530	357	458	579	1,394	91.11%
Department of the Treasury	746	746	279	114	328	721	96.65%
Department of Transportation	541	541	187	95	224	506	93.53%
Department of Veterans Affairs	4,484	4,484	1,985	113	2,309	4,407	98.28%
Election Assistance Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Environmental Protection Agency	98	98	42	15	11	68	69.39%
Equal Employment Opportunity Commission	41	41	8	16	16	40	97.56%
Export-Import Bank of the US	2	2	2	0	0	2	100.00%
Farm Credit Administration	1	1	0	1	0	1	100.00%
Farm Credit System Insurance Corporation	0	0	0	0	0	0	0.00%
Federal Communications Commission	15	15	5	5	0	10	66.67%
Federal Deposit Insurance Corporation	82	82	35	6	39	80	97.56%
Federal Election Commission	4	4	4	0	0	4	100.00%
Federal Energy Regulatory Commission	13	13	10	3	0	13	100.00%
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	17	16	4	1	10	15	93.75%
Federal Labor Relations Authority	3	3	1	1	1	3	100.00%
Federal Maritime Commission	3	3	3	0	0	3	100.00%
Federal Mediation and Conciliation Service	2	2	2	0	0	2	100.00%
Federal Mine Safety & Health Review Commission	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	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Trade Commission	10	10	8	2	0	10	100.00%
General Services Administration	158	158	60	54	42	156	98.73%
Government Printing Office	70	70	53	13	0	66	94.29%
Harry S. Truman Scholarship Foundation	0	0	0	0	0	0	0.00%
Holocaust Memorial Museum U.S.	0	0	0	0	0	0	0.00%
Institute of Museum and Library Services	0	0	0	0	0	0	0.00%
Inter-American Foundation	0	0	0	0	0	0	0.00%

Table B-2 FY 2012 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)
International Boundary and Water Commission	2	2	2	0	0	2	100.00%
International Joint Commission: US and Canada	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	2	2	1	0	1	2	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	2	2	2	0	0	2	100.00%
Marine Mammal Commission	0	0	0	0	0	0	0.00%
Merit Systems Protection Board	3	3	0	0	3	3	100.00%
Millennium Challenge Corporation	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
National Aeronautics and Space Administration	77	77	22	22	17	61	79.22%
National Archives and Records Administration	33	33	18	2	10	30	90.91%
National Capital Planning Commission	0	0	0	0	0	0	0.00%
National Council on Disability	0	0	0	0	0	0	0.00%
National Credit Union Administration	7	7	6	1	0	7	100.00%
National Endowment for the Arts	8	8	8	0	0	8	100.00%
National Endowment for the Humanities	0	0	0	0	0	0	0.00%
National Foundation on the Arts & the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	3	3	1	2	0	3	100.00%
National Indian Gaming Commission	1	1	0	0	0	0	0.00%
National Labor Relations Board	19	19	8	7	0	15	78.95%
National Mediation Board	0	0	0	0	0	0	0.00%
National Reconnaissance Office	7	7	4	3	0	7	100.00%
National Science Foundation	15	15	8	0	6	14	93.33%
National Transportation Safety Board	3	3	3	0	0	3	100.00%
Navajo and Hopi Indian Relocation Commission	0	0	0	0	0	0	0.00%
Nuclear Regulatory Commission	35	35	16	8	9	33	94.29%
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety& Health Review Commission	0	0	0	0	0	0	0.00%
Office of Government Ethics	10	10	8	0	2	10	100.00%

Table B-2 FY 2012 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)
Office of Personnel Management	88	88	75	10	2	87	98.86%
Office of Special Counsel	0	0	0	0	0	0	0.00%
Office of the Director of National Intelligence	5	5	0	5	0	5	100.00%
Overseas Private Investment Corporation	2	2	2	0	0	2	100.00%
Peace Corps	6	6	3	2	1	6	100.00%
Pension Benefit Guaranty Corporation	20	20	5	8	0	13	65.00%
Postal Regulatory Commission	1	1	1	0	0	1	100.00%
Presidio Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	6	6	0	4	2	6	100.00%
Securities and Exchange Commission	30	30	6	16	3	25	83.33%
Selective Service System	2	2	2	0	0	2	100.00%
Small Business Administration	75	75	45	0	5	50	66.67%
Smithsonian Institution	38	38	3	2	33	38	100.00%
Social Security Administration	917	916	338	309	224	871	95.09%
Tennessee Valley Authority	86	86	36	29	20	85	98.84%
Trade and Development Agency	0	0	0	0	0	0	0.00%
U.S. Postal Service	13,143	13,121	2,077	2,421	8,408	12,906	98.36%
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Level Subtotal	32,258	32,225	9,952	5,507	14,522	29,981	93.04%
Midsized Agencies Subtotal	1,634	1,633	660	451	396	1,507	92.28%
Small Agencies Subtotal	615	614	343	129	69	541	88.11%
Micro Agencies Subtotal	14	14	10	2	2	14	100.00%
Government-wide	34,521	34,486	10,965	6,089	14,989	32,043	92.92%

NRF = No Report Filed

Table B-2a FY 2012 All Timely Completed Counselings - Sub-Component Data

Agency or Department	Total Number Completed / Ended Counselings	Total Number Completed / Ended Counselings (excluding remands)	Number Timely within 30 Days	Number Timely with Written Extension	Number Timely with ADR Participation	Total Number Timely Completed/ Ended Counselings	% Timely Completed/ Ended Counselings (excluding remands)
Defense Logistics Agency Wide	312	312	122	23	131	276	88.46%
DLA Aviation	54	54	33	1	14	48	88.89%
DLA Disposition Services	10	10	6	0	1	7	70.00%
DLA Distribution	151	151	58	9	73	140	92.72%
DLA Headquarters Operations Division	53	53	12	6	25	43	81.13%
DLA Land and Maritime	20	20	5	7	3	15	75.00%
DLA Logistics Information Service	2	2	2	0	0	2	100.00%
DLA Troop Support	22	22	6	0	15	21	95.45%
Defense National Guard Bureau Wide	113	113	58	2	37	97	85.84%
Alabama National Guard	1	1	1	0	0	1	100.00%
Alaska National Guard	0	0	0	0	0	0	0.00%
Arizona National Guard	6	6	3	0	3	6	100.00%
Arkansas National Guard	3	3	3	0	0	3	100.00%
California National Guard	17	17	11	1	0	12	70.59%
Colorado National Guard	1	1	1	0	0	1	100.00%
Connecticut National Guard	0	0	0	0	0	0	0.00%
DC National Guard	1	1	1	0	0	1	100.00%
Delaware National Guard	0	0	0	0	0	0	0.00%
Florida National Guard	1	1	1	0	0	1	100.00%
Georgia National Guard	0	0	0	0	0	0	0.00%
Guam National Guard	0	0	0	0	0	0	0.00%
Hawaii National Guard	0	0	0	0	0	0	0.00%
Idaho National Guard	0	0	0	0	0	0	0.00%
Illinois National Guard	0	0	0	0	0	0	0.00%
Indiana National Guard	1	1	1	0	0	1	100.00%
Iowa National Guard	34	34	3	0	30	33	97.06%

Table B-2a FY 2012 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)
Kansas National Guard	1	1	1	0	0	1	100.00%
Kentucky National Guard	0	0	0	0	0	0	0.00%
Louisiana National Guard	0	0	0	0	0	0	0.00%
Maine National Guard	0	0	0	0	0	0	0.00%
Maryland National Guard	0	0	0	0	0	0	0.00%
Massachusetts National Guard	4	4	4	0	0	4	100.00%
Michigan National Guard	5	5	1	0	2	3	60.00%
Minnesota National Guard	1	1	1	0	0	1	100.00%
Mississippi National Guard	1	1	1	0	0	1	100.00%
Missouri National Guard	1	1	1	0	0	1	100.00%
Montana National Guard	1	1	1	0	0	1	100.00%
Nebraska National Guard	0	0	0	0	0	0	0.00%
Nevada National Guard	2	2	0	1	0	1	50.00%
New Hampshire National Guard	0	0	0	0	0	0	0.00%
New Jersey National Guard	0	0	0	0	0	0	0.00%
New Mexico National Guard	0	0	0	0	0	0	0.00%
New York National Guard	6	6	0	0	0	0	0.00%
North Carolina National Guard	0	0	0	0	0	0	0.00%
North Dakota National Guard	1	1	1	0	0	1	100.00%
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	0	0	0	0	0	0	0.00%
Pennsylvania National Guard	1	1	1	0	0	1	100.00%
Puerto Rico National Guard	6	6	6	0	0	6	100.00%
Rhode Island National Guard	0	0	0	0	0	0	0.00%
South Carolina National Guard	1	1	1	0	0	1	100.00%
South Dakota National Guard	0	0	0	0	0	0	0.00%
Tennessee National Guard	1	1	1	0	0	1	100.00%
Texas National Guard	1	1	1	0	0	1	100.00%

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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)
Utah National Guard	4	4	4	0	0	4	100.00%
Vermont National Guard	0	0	0	0	0	0	0.00%
Virgin Islands National Guard	0	0	0	0	0	0	0.00%
Virginia National Guard	2	2	2	0	0	2	100.00%
Washington State National Guard	3	3	3	0	0	3	100.00%
West Virginia National Guard	4	4	2	0	2	4	100.00%
Wisconsin National Guard	0	0	0	0	0	0	0.00%
Wyoming National Guard	2	2	1	0	0	1	50.00%
Department of Agriculture Wide	975	975	255	265	193	713	73.13%
USDA Agricultural Marketing Service	26	26	7	5	14	26	100.00%
USDA Agricultural Research Service	40	40	13	19	6	38	95.00%
USDA Agriculture Headquarters	51	51	8	3	4	15	29.41%
USDA Animal and Plant Health Inspection Service	87	87	5	18	8	31	35.63%
USDA Economic Research Service	1	1	0	1	0	1	100.00%
USDA Farm Service Agency	47	47	21	15	9	45	95.74%
USDA Food and Nutrition Service	12	12	6	5	1	12	100.00%
USDA Food Safety And Inspection Service	180	180	79	35	57	171	95.00%
USDA Foreign Agricultural Service	13	13	1	2	3	6	46.15%
USDA Forest Service	302	302	84	139	26	249	82.45%
USDA Grain Inspection, Packers & Stockyards Admin	15	15	0	1	5	6	40.00%
USDA National Agricultural Statistics Service	4	4	2	1	1	4	100.00%
USDA National Appeals Division	0	0	0	0	0	0	0.00%
USDA National Institute of Food and Agriculture	2	2	1	1	0	2	100.00%
USDA Natural Resources Conservation Service	74	74	13	3	39	55	74.32%
USDA Office Of The Chief Financial Officer	41	41	7	14	7	28	68.29%
USDA Office Of Inspector General	10	10	2	2	3	7	70.00%
USDA Risk Management Agency	14	14	1	1	7	9	64.29%
USDA Rural Development	56	56	5	0	3	8	14.29%

Table B-2a FY 2012 All Timely Completed Counselings - Sub-Component Data

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Department of Commerce Wide	325	325	145	118	12	275	84.62%
DOC All Other Commerce Bureaus	30	30	7	1	1	9	30.00%
DOC Bureau of the Census	114	114	69	34	2	105	92.11%
DOC Decennial Census	5	5	5	0	0	5	100.00%
DOC International Trade Administration	11	11	2	5	0	7	63.64%
DOC National Institute of Standards & Technology	24	24	5	18	0	23	95.83%
DOC National Oceanic & Atmospheric Administration	82	82	39	27	5	71	86.59%
DOC U. S. Patent and Trademark Office	59	59	18	33	4	55	93.22%
Department of Energy Wide	124	124	37	19	10	66	53.23%
DOE Bonneville Power Administration	28	28	0	4	3	7	25.00%
DOE Chicago Operations Office	1	1	1	0	0	1	100.00%
DOE EM Consolidated Business Center	4	4	0	1	0	1	25.00%
DOE Golden Field Office	5	5	4	1	0	5	100.00%
DOE Headquarters	32	32	9	0	2	11	34.38%
DOE Idaho Operations Office	3	3	1	2	0	3	100.00%
DOE National Energy Technology Lab	2	2	1	0	0	1	50.00%
DOE NNSA Service Center	21	21	6	5	1	12	57.14%
DOE Oak Ridge Operations	2	2	2	0	0	2	100.00%
DOE OSTI	0	0	0	0	0	0	0.00%
DOE Richland Operations Office	1	1	0	1	0	1	100.00%
DOE Savannah River Operations	6	6	1	0	4	5	83.33%
DOE Southeastern Power Administration	0	0	0	0	0	0	0.00%
DOE Southwestern Power Administration	3	3	2	1	0	3	100.00%
DOE Strategic Petroleum Reserve	0	0	0	0	0	0	0.00%
DOE Western Area Power Administration	16	16	10	4	0	14	87.50%

Table B-2a FY 2012 All Timely Completed Counselings - Sub-Component Data

Agency or Department	Total Number Completed / Ended Counselings	Total Number Completed / Ended Counselings (excluding remands)	Number Timely within 30 Days	Number Timely with Written Extension	Number Timely with ADR Participation	Total Number Timely Completed/ Ended Counselings	% Timely Completed/ Ended Counselings (excluding remands)
Department of Health & Human Services Wide	674	674	318	148	147	613	90.95%
HHS Administration for Children and Families	12	12	3	2	3	8	66.67%
HHS Agency for Healthcare Research and Quality	3	3	3	0	0	3	100.00%
HHS Centers for Disease Control and Prevention	127	127	44	25	52	121	95.28%
HHS Centers for Medicare & Medicaid Services	38	38	3	24	9	36	94.74%
HHS Food and Drug Administration	123	123	55	35	32	122	99.19%
HHS Health Resources and Services Administration	20	20	6	10	4	20	100.00%
HHS Indian Health Service	198	198	104	41	27	172	86.87%
HHS National Institutes of Health	99	99	71	2	15	88	88.89%
HHS Office of the Sec. of Health & Human Svcs	44	44	24	7	3	34	77.27%
HHS Program Support Center	7	7	4	1	1	6	85.71%
HHS Substance Abuse & Mental Health Svcs Admin	3	3	1	1	1	3	100.00%
Department of Homeland Security Wide	2,031	2,031	627	331	760	1,718	84.59%
DHS Federal Emergency Management Agency	242	242	116	64	2	182	75.21%
DHS Federal Law Enforcement Training Center	18	18	9	5	4	18	100.00%
DHS Headquarters	77	77	21	29	4	54	70.13%
DHS Transportation Security Administration	658	658	123	126	309	558	84.80%
DHS U.S. Citizenship and Immigration Services	186	186	59	42	84	185	99.46%
DHS U.S. Coast Guard	96	96	55	13	26	94	97.92%
DHS U.S. Customs and Border Protection	464	464	184	1	279	464	100.00%
DHS U.S. Immigration and Customs Enforcement	242	242	15	50	51	116	47.93%
DHS U.S. Secret Service	48	48	45	1	1	47	97.92%

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Department of Justice Wide	1,372	1,372	569	522	151	1,242	90.52%
DOJ Alcohol, Tobacco, Firearms and Explosives	67	67	21	15	17	53	79.10%
DOJ Bureau of Prisons	838	838	328	394	98	820	97.85%
DOJ Drug Enforcement Administration	44	44	12	14	1	27	61.36%
DOJ Executive Office for Immigration Review	16	16	8	8	0	16	100.00%
DOJ Executive Office for U.S. Attorneys	37	37	30	0	7	37	100.00%
DOJ Federal Bureau of Investigation	221	221	91	46	13	150	67.87%
DOJ Office of Justice Programs	18	18	4	5	9	18	100.00%
DOJ Offices, Boards, and Divisions	46	46	11	20	6	37	80.43%
DOJ U.S. Marshals Service	85	85	64	20	0	84	98.82%
Department of Labor Wide	206	206	102	0	91	193	93.69%
DOL (DM and others)	73	73	39	0	30	69	94.52%
DOL Bureau of Labor Statistics	6	6	2	0	4	6	100.00%
DOL Employment and Training Administration	17	17	10	0	6	16	94.12%
DOL Mine Safety and Health Administration	31	31	9	0	19	28	90.32%
DOL Occupational Safety and Health Administration	22	22	11	0	9	20	90.91%
DOL Office of Workers Compensation Programs	25	25	14	0	9	23	92.00%
DOL Wage and Hour Division	32	32	17	0	14	31	96.88%
Department of the Army Wide	2,301	2,299	1,448	203	357	2,008	87.34%
Eighth U.S. Army (KOREA)	2	2	0	0	0	0	0.00%
Headquarters, Department of Army	171	171	117	10	24	151	88.30%
U.S. Army Corps of Engineers	248	248	154	43	19	216	87.10%

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U.S. Army Europe	18	18	17	0	1	18	100.00%
U.S. Army Forces Command	175	175	163	4	4	171	97.71%
U.S. Army Installation Management Command	545	544	346	51	85	482	88.60%
U.S. Army Intelligence and Security Command	22	22	13	1	4	18	81.82%
U.S. Army Material Command	508	507	276	53	119	448	88.36%
U.S. Army Medical Command	424	424	260	30	66	356	83.96%
U.S. Army Network Enterprise Technology Command	26	26	14	2	4	20	76.92%
U.S. Army Pacific (USARPAC)	2	2	1	0	1	2	100.00%
U.S. Army Space and Missile Defense Command	1	1	0	1	0	1	100.00%
U.S. Army Special Operations Command (USASOC)	16	16	6	0	6	12	75.00%
U.S. Army Test and Evaluation Command	16	16	8	0	4	12	75.00%
U.S. Army Training and Doctrine Command	127	127	73	8	20	101	79.53%
Department of the Interior Wide	592	592	163	183	127	473	79.90%
Bureau of Ocean Energy Management	7	7	2	0	2	4	57.14%
Bureau of Safety and Environmental Enforcement	7	7	1	0	1	2	28.57%
DOI Bureau Of Indian Affairs	56	56	3	36	17	56	100.00%
DOI Bureau Of Land Management	81	81	24	19	22	65	80.25%
DOI Bureau Of Reclamation	78	78	31	24	8	63	80.77%
DOI Fish And Wildlife Service	56	56	17	27	6	50	89.29%
DOI Geological Survey	22	22	8	8	6	22	100.00%
DOI National Park Service	208	208	61	39	37	137	65.87%
DOI Office Of Surface Mining, Reclamation & Enforce.	6	6	2	1	1	4	66.67%
DOI-Office Of The Secretary	71	71	14	29	27	70	98.59%

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Department of the Navy Wide	1,531	1,530	357	458	579	1,394	91.11%
Chief Of Naval Operations	27	27	8	6	12	26	96.30%
Commander Naval Installations Command	270	270	59	66	124	249	92.22%
Commander Naval Reserve	0	0	0	0	0	0	0.00%
Commander Pacific Fleet	125	124	39	26	56	121	97.58%
DON Assistant for Administration	54	54	11	24	13	48	88.89%
DON Bureau of Medicine & Surgery	120	120	27	27	49	103	85.83%
DON SPAWAR	25	25	4	6	7	17	68.00%
DON Strategic Systems Project Office	7	7	0	6	1	7	100.00%
Fleet Cyber Command	16	16	5	5	5	15	93.75%
Fleet Forces Command	88	88	27	13	41	81	92.05%
Marine Corps HQ	233	233	48	91	62	201	86.27%
Military Sealift Command	56	56	3	14	38	55	98.21%
Naval Air Systems Command	162	162	44	66	43	153	94.44%
Naval Education & Training Command	31	31	3	9	15	27	87.10%
Naval Sea Systems Command	71	71	21	28	17	66	92.96%
Naval Special Warfare Command	5	5	0	2	2	4	80.00%
Naval Supply Systems Command	95	95	20	40	26	86	90.53%
Naval Systems Management Activity	0	0	0	0	0	0	0.00%
Navy Facilities & Engineering Command	118	118	33	24	53	110	93.22%
Navy Military Personnel Command	9	9	3	1	3	7	77.78%
Office Of Naval Intelligence	15	15	1	4	9	14	93.33%
Office Of Naval Research	4	4	1	0	3	4	100.00%
Department of the Treasury Wide	746	746	279	114	328	721	96.65%
Treas - Alcohol and Tobacco Tax and Trade Bureau	1	1	0	1	0	1	100.00%
Treas - Bureau of Engraving and Printing	31	31	24	1	3	28	90.32%
Treas - Bureau of the Public Debt	14	14	10	1	3	14	100.00%

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Treas - Departmental Offices	16	16	9	0	6	15	93.75%
Treas - Financial Crimes Enforcement Network	5	5	2	1	2	5	100.00%
Treas - Financial Management Service	15	15	1	0	1	2	13.33%
Treas - Inspector General For Tax Administration	2	2	2	0	0	2	100.00%
Treas - Internal Revenue Service	587	587	201	89	292	582	99.15%
Treas - Office of the Comptroller of the Currency	17	17	6	6	5	17	100.00%
Treas - Special Inspector General for the Trouble Assets Relief Program	0	0	0	0	0	0	0.00%
Treas - U. S. Mint	50	50	21	11	15	47	94.00%
Treas -Internal Revenue Service Office of the Chief Counsel	7	7	2	4	1	7	100.00%
Treas- Office of the Inspector General	1	1	1	0	0	1	100.00%
Department of Transportation Wide	541	541	187	95	224	506	93.53%
DOT Federal Aviation Administration	437	437	166	57	209	432	98.86%
DOT Federal Highway Administration	27	27	5	11	11	27	100.00%
DOT Federal Motor Carrier Safety Administration	8	8	0	7	1	8	100.00%
DOT Federal Railroad Administration	4	4	0	0	0	0	0.00%
DOT Federal Transit Administration	11	11	3	6	1	10	90.91%
DOT Maritime Administration	13	13	1	2	0	3	23.08%
DOT National Highway Traffic Safety Administration	10	10	4	3	0	7	70.00%
DOT Office of Inspector General	3	3	2	1	0	3	100.00%
DOT Office of the Secretary	11	11	5	4	2	11	100.00%
DOT Pipeline &Hazardous Materials Safety Admin	8	8	1	1	0	2	25.00%
DOT Research & Innovative Technology Administration	9	9	0	3	0	3	33.33%
DOT St. Lawrence Development Corporation	0	0	0	0	0	0	0.00%

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Department of Veterans Affairs Wide	4,484	4,484	1,985	113	2,309	4,407	98.28%
VA-HQ and Others	165	165	63	8	92	163	98.79%
VA-NCA	50	50	15	3	31	49	98.00%
VA-Veterans Benefits Administration	295	295	134	4	153	291	98.64%
VA-Veterans Health Administration	3,974	3,974	1,773	98	2,033	3,904	98.24%
Federal Housing Finance Agency Wide	17	16	4	1	10	15	93.75%
Federal Housing Finance Agency Hqtrs	14	13	1	1	10	12	92.31%
Federal Housing Finance Agency OIG	3	3	3	0	0	3	100.00%
General Services Administration Wide	158	158	60	54	42	156	98.73%
GSA Central Office	40	40	11	16	13	40	100.00%
GSA National Capital Region	16	16	5	6	5	16	100.00%
GSA Region 1	3	3	0	1	2	3	100.00%
GSA Region 10	2	2	2	0	0	2	100.00%
GSA Region 2	19	19	7	6	6	19	100.00%
GSA Region 3	11	11	4	4	3	11	100.00%
GSA Region 4	19	19	6	10	1	17	89.47%
GSA Region 5	5	5	0	5	0	5	100.00%
GSA Region 6	7	7	1	0	6	7	100.00%
GSA Region 7	6	6	4	0	2	6	100.00%
GSA Region 8	3	3	1	0	2	3	100.00%
GSA Region 9	27	27	19	6	2	27	100.00%

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U.S. Postal Service Wide	13,143	13,121	2,077	2,421	8,408	12,906	98.36%
USPS Capital Metro Area Operations	1,615	1,613	249	300	1,047	1,596	98.95%
USPS Eastern Area	1,727	1,726	251	495	940	1,686	97.68%
USPS Great Lakes Area	1,480	1,477	201	301	952	1,454	98.44%
USPS Headquarters	140	140	28	49	58	135	96.43%
USPS Northeast Area	1,554	1,553	153	354	1,015	1,522	98.00%
USPS Office of Inspector General	21	21	12	4	5	21	100.00%
USPS Pacific Area	1,825	1,823	240	185	1,379	1,804	98.96%
USPS Southern Area	3,285	3,275	733	448	2,044	3,225	98.47%
USPS Western Area	1,496	1,493	210	285	968	1,463	97.99%

Table B-3 FY 2012 Outcomes of All Pre-Complaint Closures

Agency or Department	Number Completed / Ended Counselings	Number Completed/ Ended by Settlements	% Settlements	Number Completed/ Ended by Withdrawals/No Complaints Filed	% Withdrawals/No Complaints Filed	Total Number Completed/ Ended by Resolution	% Resolutions	Number Completed/ Ended by Filing Complaint	% Complaints	Number Decision to File Complaint Pending	% Decision to File Complaint Pending
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Foundation	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Agency for International Development	34	1	2.94%	17	50.00%	18	52.94%	14	41.18%	2	5.88%
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	5	0	0.00%	1	20.00%	1	20.00%	4	80.00%	0	0.00%
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	53	5	9.43%	36	67.92%	41	77.36%	12	22.64%	0	0.00%
Central Intelligence Agency	42	1	2.38%	15	35.71%	16	38.10%	26	61.90%	0	0.00%
Chemical Safety and Hazard Investigation Board	2	0	0.00%	1	50.00%	1	50.00%	1	50.00%	0	0.00%
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission of Fine Arts	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission on Civil Rights	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Committee for Purchase from People Who Are Blind or Severely Disabled	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Commodity Futures Trading Commission	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%	0	0.00%
Consumer Financial Protection Bureau	15	2	13.33%	2	13.33%	4	26.67%	11	73.33%	0	0.00%
Consumer Product Safety Commission	3	0	0.00%	0	0.00%	0	0.00%	2	66.67%	1	33.33%
Corporation for National and Community Service	7	0	0.00%	3	42.86%	3	42.86%	4	57.14%	0	0.00%
Court Services and Offender Supervision Agency for the District of Columbia	24	3	12.50%	11	45.83%	14	58.33%	10	41.67%	0	0.00%
Defense Army and Air Force Exchange	336	26	7.74%	204	60.71%	230	68.45%	98	29.17%	8	2.38%
Defense Commissary Agency	227	10	4.41%	75	33.04%	85	37.44%	138	60.79%	4	1.76%
Defense Contract Audit Agency	45	4	8.89%	10	22.22%	14	31.11%	28	62.22%	3	6.67%
Defense Contract Management Agency	85	6	7.06%	36	42.35%	42	49.41%	41	48.24%	2	2.35%
Defense Finance and Accounting Service	92	23	25.00%	29	31.52%	52	56.52%	36	39.13%	4	4.35%
Defense Human Resources Activity	8	1	12.50%	4	50.00%	5	62.50%	3	37.50%	0	0.00%
Defense Information Systems Agency	30	0	0.00%	13	43.33%	13	43.33%	17	56.67%	0	0.00%
Defense Intelligence Agency	89	7	7.87%	39	43.82%	46	51.69%	39	43.82%	4	4.49%
Defense Joint Task Force National Capital Region Medical	84	6	7.14%	45	53.57%	51	60.71%	33	39.29%	0	0.00%
Defense Logistics Agency	312	60	19.23%	132	42.31%	192	61.54%	114	36.54%	6	1.92%
Defense Media Activity	3	0	0.00%	2	66.67%	2	66.67%	1	33.33%	0	0.00%
Defense Missile Defense Agency	11	1	9.09%	3	27.27%	4	36.36%	4	36.36%	3	27.27%
Defense National Geospatial-Intelligence Agency	31	6	19.35%	7	22.58%	13	41.94%	16	51.61%	2	6.45%
Defense National Guard Bureau	113	47	41.59%	34	30.09%	81	71.68%	26	23.01%	6	5.31%
Defense National Security Agency	69	6	8.70%	43	62.32%	49	71.01%	18	26.09%	2	2.90%
Defense Nuclear Facilities Safety Board	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Defense Office of the Inspector General	9	2	22.22%	0	0.00%	2	22.22%	6	66.67%	1	11.11%

Table B-3 FY 2012 Outcomes of All Pre-Complaint Closures

Agency or Department	Number Completed / Ended Counselings	Number Completed/ Ended by Settlements	% Settlements	Number Completed/ Ended by Withdrawals/No Complaints Filed	% Withdrawals/No Complaints Filed	Total Number Completed/ Ended by Resolution	% Resolutions	Number Completed/ Ended by Filing Complaint	% Complaints	Number Decision to File Complaint Pending	% Decision to File Complaint Pending
Defense Office of the Secretary - Wash. Hqtrs. Services	45	2	4.44%	18	40.00%	20	44.44%	25	55.56%	0	0.00%
Defense Security Service	18	2	11.11%	3	16.67%	5	27.78%	8	44.44%	5	27.78%
Defense Technical Information Center	1	0	0.00%	1	100.00%	1	100.00%	0	0.00%	0	0.00%
Defense Threat Reduction Agency	19	3	15.79%	7	36.84%	10	52.63%	9	47.37%	0	0.00%
Defense TRICARE Management Activity	18	0	0.00%	8	44.44%	8	44.44%	10	55.56%	0	0.00%
Defense Uniformed Services University	5	0	0.00%	3	60.00%	3	60.00%	2	40.00%	0	0.00%
Department of Agriculture	975	97	9.95%	355	36.41%	452	46.36%	496	50.87%	27	2.77%
Department of Commerce	325	11	3.38%	85	26.15%	96	29.54%	222	68.31%	7	2.15%
Department of Defense Education Activity	136	10	7.35%	52	38.24%	62	45.59%	72	52.94%	2	1.47%
Department of Education	48	2	4.17%	13	27.08%	15	31.25%	32	66.67%	1	2.08%
Department of Energy	124	12	9.68%	37	29.84%	49	39.52%	72	58.06%	3	2.42%
Department of Health and Human Services	674	26	3.86%	168	24.93%	194	28.78%	371	55.04%	109	16.17%
Department of Homeland Security	2,031	155	7.63%	681	33.53%	836	41.16%	1,142	56.23%	53	2.61%
Department of Housing and Urban Development	106	0	0.00%	34	32.08%	34	32.08%	63	59.43%	9	8.49%
Department of Justice	1,372	82	5.98%	533	38.85%	615	44.83%	737	53.72%	20	1.46%
Department of Labor	206	12	5.83%	52	25.24%	64	31.07%	133	64.56%	9	4.37%
Department of State	271	18	6.64%	119	43.91%	137	50.55%	126	46.49%	8	2.95%
Department of the Air Force	1,002	186	18.56%	343	34.23%	529	52.79%	458	45.71%	15	1.50%
Department of the Army	2,301	264	11.47%	785	34.12%	1,049	45.59%	1,179	51.24%	73	3.17%
Department of the Interior	592	59	9.97%	176	29.73%	235	39.70%	339	57.26%	18	3.04%
Department of the Navy	1,531	228	14.89%	594	38.80%	822	53.69%	696	45.46%	13	0.85%
Department of the Treasury	746	152	20.38%	214	28.69%	366	49.06%	367	49.20%	13	1.74%
Department of Transportation	541	63	11.65%	173	31.98%	236	43.62%	292	53.97%	13	2.40%
Department of Veterans Affairs	4,484	353	7.87%	1,731	38.60%	2,084	46.48%	2,280	50.85%	120	2.68%
Election Assistance Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Environmental Protection Agency	98	4	4.08%	19	19.39%	23	23.47%	70	71.43%	5	5.10%
Equal Employment Opportunity Commission	41	2	4.88%	16	39.02%	18	43.90%	23	56.10%	0	0.00%
Export-Import Bank of the US	2	1	50.00%	0	0.00%	1	50.00%	1	50.00%	0	0.00%
Farm Credit Administration	1	0	0.00%	1	100.00%	1	100.00%	0	0.00%	0	0.00%
Farm Credit System Insurance Corporation	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Federal Communications Commission	15	0	0.00%	5	33.33%	5	33.33%	10	66.67%	0	0.00%
Federal Deposit Insurance Corporation	82	11	13.41%	23	28.05%	34	41.46%	44	53.66%	4	4.88%
Federal Election Commission	4	0	0.00%	4	100.00%	4	100.00%	0	0.00%	0	0.00%
Federal Energy Regulatory Commission	13	0	0.00%	7	53.85%	7	53.85%	6	46.15%	0	0.00%
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	17	2	11.76%	6	35.29%	8	47.06%	9	52.94%	0	0.00%
Federal Labor Relations Authority	3	1	33.33%	1	33.33%	2	66.67%	1	33.33%	0	0.00%
Federal Maritime Commission	3	1	33.33%	0	0.00%	1	33.33%	2	66.67%	0	0.00%
Federal Mediation and Conciliation Service	2	0	0.00%	0	0.00%	0	0.00%	2	100.00%	0	0.00%
Federal Mine Safety & Health Review Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Federal Reserve System--Board of Governors	54	0	0.00%	42	77.78%	42	77.78%	12	22.22%	0	0.00%
Federal Retirement Thrift Investment Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Trade Commission	10	1	10.00%	9	90.00%	10	100.00%	0	0.00%	0	0.00%

Table B-3 FY 2012 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
General Services Administration	158	9	5.70%	50	31.65%	59	37.34%	92	58.23%	7	4.43%
Government Printing Office	70	0	0.00%	42	60.00%	42	60.00%	27	38.57%	1	1.43%
Harry S. Truman Scholarship Foundation	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Holocaust Memorial Museum U.S.	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Institute of Museum and Library Services	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Inter-American Foundation	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
International Boundary and Water Commission	2	0	0.00%	2	100.00%	2	100.00%	0	0.00%	0	0.00%
International Joint Commission: US and Canada	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	2	0	0.00%	0	0.00%	0	0.00%	2	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	2	0	0.00%	1	50.00%	1	50.00%	1	50.00%	0	0.00%
Marine Mammal Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Merit Systems Protection Board	3	1	33.33%	1	33.33%	2	66.67%	1	33.33%	0	0.00%
Millennium Challenge Corporation	0	0	0.00%	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
National Aeronautics and Space Administration	77	8	10.39%	30	38.96%	38	49.35%	37	48.05%	2	2.60%
National Archives and Records Administration	33	13	39.39%	16	48.48%	29	87.88%	3	9.09%	1	3.03%
National Capital Planning Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
National Council on Disability	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
National Credit Union Administration	7	0	0.00%	4	57.14%	4	57.14%	3	42.86%	0	0.00%
National Endowment for the Arts	8	0	0.00%	7	87.50%	7	87.50%	1	12.50%	0	0.00%
National Endowment for the Humanities	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
National Foundation on the Arts & the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	3	0	0.00%	1	33.33%	1	33.33%	2	66.67%	0	0.00%
National Indian Gaming Commission	1	1	100.00%	0	0.00%	1	100.00%	0	0.00%	0	0.00%
National Labor Relations Board	19	1	5.26%	9	47.37%	10	52.63%	8	42.11%	1	5.26%
National Mediation Board	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
National Reconnaissance Office	7	1	14.29%	3	42.86%	4	57.14%	3	42.86%	0	0.00%
National Science Foundation	15	2	13.33%	4	26.67%	6	40.00%	9	60.00%	0	0.00%
National Transportation Safety Board	3	0	0.00%	1	33.33%	1	33.33%	2	66.67%	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%
Nuclear Regulatory Commission	35	9	25.71%	10	28.57%	19	54.29%	16	45.71%	0	0.00%
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety & Health Review Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Office of Government Ethics	10	0	0.00%	10	100.00%	10	100.00%	0	0.00%	0	0.00%
Office of Personnel Management	88	1	1.14%	38	43.18%	39	44.32%	44	50.00%	5	5.68%
Office of Special Counsel	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Office of the Director of National Intelligence	5	0	0.00%	1	20.00%	1	20.00%	4	80.00%	0	0.00%
Overseas Private Investment Corporation	2	0	0.00%	2	100.00%	2	100.00%	0	0.00%	0	0.00%
Peace Corps	6	0	0.00%	2	33.33%	2	33.33%	4	66.67%	0	0.00%
Pension Benefit Guaranty Corporation	20	0	0.00%	8	40.00%	8	40.00%	12	60.00%	0	0.00%
Postal Regulatory Commission	1	0	0.00%	1	100.00%	1	100.00%	0	0.00%	0	0.00%

Table B-3 FY 2012 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
Presidio Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	6	1	16.67%	3	50.00%	4	66.67%	2	33.33%	0	0.00%
Securities and Exchange Commission	30	0	0.00%	10	33.33%	10	33.33%	20	66.67%	0	0.00%
Selective Service System	2	0	0.00%	1	50.00%	1	50.00%	1	50.00%	0	0.00%
Small Business Administration	75	4	5.33%	34	45.33%	38	50.67%	35	46.67%	2	2.67%
Smithsonian Institution	38	1	2.63%	10	26.32%	11	28.95%	11	28.95%	16	42.11%
Social Security Administration	917	77	8.40%	343	37.40%	420	45.80%	474	51.69%	23	2.51%
Tennessee Valley Authority	86	8	9.30%	9	10.47%	17	19.77%	58	67.44%	11	12.79%
Trade and Development Agency	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
U.S. Postal Service	13,143	3,239	24.64%	5,363	40.80%	8,602	65.45%	4,324	32.90%	217	1.65%
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Level Subtotal	32,258	5,181	16.06%	12,224	37.89%	17,405	53.96%	14,073	43.63%	780	2.42%
Midsize Agencies Subtotal	1,634	125	7.65%	558	34.15%	683	41.80%	876	53.61%	75	4.59%
Small Agencies Subtotal	615	47	7.64%	302	49.11%	349	56.75%	260	42.28%	6	0.98%
Micro Agencies Subtotal	14	0	0.00%	12	80.00%	12	80.00%	2	13.33%	1	6.67%
Government-wide	34,521	5,353	15.51%	13,096	37.94%	18,449	53.44%	15,211	44.06%	862	2.50%

NRF = No Report Filed

Table B-3a FY 2012 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
Defense Logistics Agency Wide	312	60	19.23%	132	42.31%	192	61.54%	114	36.54%	6	1.92%
DLA Aviation	54	9	16.67%	21	38.89%	30	55.56%	22	40.74%	2	3.70%
DLA Disposition Services	10	0	0.00%	7	70.00%	7	70.00%	3	30.00%	0	0.00%
DLA Distribution	151	33	21.85%	70	46.36%	103	68.21%	47	31.13%	1	0.66%
DLA Headquarters Operations Division	53	7	13.21%	16	30.19%	23	43.40%	27	50.94%	3	5.66%
DLA Land and Maritime	20	1	5.00%	8	40.00%	9	45.00%	11	55.00%	0	0.00%
DLA Logistics Information Service	2	1	50.00%	1	50.00%	2	100.00%	0	0.00%	0	0.00%
DLA Troop Support	22	9	40.91%	9	40.91%	18	81.82%	4	18.18%	0	0.00%
Defense National Guard Bureau Wide	113	47	41.59%	34	30.09%	81	71.68%	26	23.01%	6	5.31%
Alabama National Guard	1	0	0.00%	1	100.00%	1	100.00%	0	0.00%	0	0.00%
Alaska National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Arizona National Guard	6	3	50.00%	0	0.00%	3	50.00%	2	33.33%	1	16.67%
Arkansas National Guard	3	3	100.00%	0	0.00%	3	100.00%	0	0.00%	0	0.00%
California National Guard	17	0	0.00%	8	47.06%	8	47.06%	8	47.06%	1	5.88%
Colorado National Guard	1	0	0.00%	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%	0	0.00%
DC National Guard	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%	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	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%	0	0.00%
Georgia National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Guam National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Hawaii National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Idaho National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Illinois National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Indiana National Guard	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%	0	0.00%
Iowa National Guard	34	30	88.24%	4	11.76%	34	100.00%	0	0.00%	0	0.00%
Kansas National Guard	1	0	0.00%	1	100.00%	1	100.00%	0	0.00%	0	0.00%
Kentucky National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Louisiana National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Maine National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Maryland National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Massachusetts National Guard	4	4	100.00%	0	0.00%	4	100.00%	0	0.00%	0	0.00%
Michigan National Guard	5	1	20.00%	1	20.00%	2	40.00%	1	20.00%	2	40.00%
Minnesota National Guard	1	0	0.00%	1	100.00%	1	100.00%	0	0.00%	0	0.00%
Mississippi National Guard	1	0	0.00%	1	100.00%	1	100.00%	0	0.00%	0	0.00%
Missouri National Guard	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%	0	0.00%
Montana National Guard	1	0	0.00%	1	100.00%	1	100.00%	0	0.00%	0	0.00%
Nebraska National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Nevada National Guard	2	0	0.00%	0	0.00%	0	0.00%	2	100.00%	0	0.00%

Table B-3a FY 2012 Outcomes of All Pre-Complaint Closures - Sub-Component Data

Agency or Department	Number Completed / Ended Counselings	Number Completed/ Ended by Settlements	% Settlements	Number Completed/ Ended by Withdrawals/No Complaints Filed	% Withdrawals/No Complaints Filed	Total Number Completed/ Ended by Resolution	% Resolutions	Number Completed/ Ended by Filing Complaint	% Complaints	Number Decision to File Complaint Pending	% Decision to File Complaint Pending
New 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	6	0	0.00%	4	66.67%	4	66.67%	2	33.33%	0	0.00%
North Carolina National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
North Dakota National Guard	1	0	0.00%	1	100.00%	1	100.00%	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	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Pennsylvania National Guard	1	0	0.00%	1	100.00%	1	100.00%	0	0.00%	0	0.00%
Puerto Rico National Guard	6	0	0.00%	6	100.00%	6	100.00%	0	0.00%	0	0.00%
Rhode Island National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
South Carolina National Guard	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%	0	0.00%
South Dakota National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Tennessee National Guard	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%	0	0.00%
Texas National Guard	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%	0	0.00%
Utah National Guard	4	3	75.00%	0	0.00%	3	75.00%	1	25.00%	0	0.00%
Vermont National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Virgin Islands National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Virginia National Guard	2	0	0.00%	2	100.00%	2	100.00%	0	0.00%	0	0.00%
Washington State National Guard	3	1	33.33%	0	0.00%	1	33.33%	2	66.67%	0	0.00%
West Virginia National Guard	4	2	50.00%	0	0.00%	2	50.00%	0	0.00%	2	50.00%
Wisconsin National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Wyoming National Guard	2	0	0.00%	2	100.00%	2	100.00%	0	0.00%	0	0.00%
Department of Agriculture Wide	975	97	9.95%	355	36.41%	452	46.36%	496	50.87%	27	2.77%
USDA Agricultural Marketing Service	26	4	15.38%	1	3.85%	5	19.23%	21	80.77%	0	0.00%
USDA Agricultural Research Service	40	5	12.50%	5	12.50%	10	25.00%	29	72.50%	1	2.50%
USDA Agriculture Headquarters	51	7	13.73%	17	33.33%	24	47.06%	27	52.94%	0	0.00%
USDA Animal and Plant Health Inspection Service	87	6	6.90%	32	36.78%	38	43.68%	47	54.02%	2	2.30%
USDA Economic Research Service	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%	0	0.00%
USDA Farm Service Agency	47	8	17.02%	16	34.04%	24	51.06%	22	46.81%	1	2.13%
USDA Food and Nutrition Service	12	1	8.33%	3	25.00%	4	33.33%	7	58.33%	1	8.33%
USDA Food Safety And Inspection Service	180	22	12.22%	95	52.78%	117	65.00%	61	33.89%	2	1.11%
USDA Foreign Agricultural Service	13	2	15.38%	1	7.69%	3	23.08%	10	76.92%	0	0.00%
USDA Forest Service	302	13	4.30%	120	39.74%	133	44.04%	161	53.31%	8	2.65%
USDA Grain Inspection, Packers & Stockyards Admin	15	3	20.00%	3	20.00%	6	40.00%	9	60.00%	0	0.00%
USDA National Agricultural Statistics Service	4	0	0.00%	3	75.00%	3	75.00%	1	25.00%	0	0.00%
USDA National Appeals Division	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
USDA National Institute of Food and Agriculture	2	0	0.00%	1	50.00%	1	50.00%	1	50.00%	0	0.00%

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USDA Natural Resources Conservation Service	74	9	12.16%	21	28.38%	30	40.54%	38	51.35%	6	8.11%
USDA Office Of The Chief Financial Officer	41	6	14.63%	13	31.71%	19	46.34%	22	53.66%	0	0.00%
USDA - Office Of Inspector General	10	1	10.00%	2	20.00%	3	30.00%	7	70.00%	0	0.00%
USDA Risk Management Agency	14	4	28.57%	3	21.43%	7	50.00%	5	35.71%	2	14.29%
USDA Rural Development	56	6	10.71%	19	33.93%	25	44.64%	27	48.21%	4	7.14%
Department of Commerce Wide	325	11	3.38%	85	26.15%	96	29.54%	222	68.31%	7	2.15%
DOC All Other Commerce Bureaus	30	3	10.00%	3	10.00%	6	20.00%	24	80.00%	0	0.00%
DOC Bureau of the Census	114	2	1.75%	40	35.09%	42	36.84%	67	58.77%	5	4.39%
DOC Decennial Census	5	0	0.00%	1	20.00%	1	20.00%	4	80.00%	0	0.00%
DOC International Trade Administration	11	3	27.27%	3	27.27%	6	54.55%	5	45.45%	0	0.00%
DOC National Institute of Standards & Technology	24	2	8.33%	8	33.33%	10	41.67%	13	54.17%	1	4.17%
DOC National Oceanic & Atmospheric Admin	82	1	1.22%	16	19.51%	17	20.73%	65	79.27%	0	0.00%
DOC U. S. Patent and Trademark Office	59	0	0.00%	14	23.73%	14	23.73%	44	74.58%	1	1.69%
Department of Energy Wide	124	12	9.68%	37	29.84%	49	39.52%	72	58.06%	3	2.42%
DOE Bonneville Power Administration	28	2	7.14%	15	53.57%	17	60.71%	11	39.29%	0	0.00%
DOE Chicago Operations Office	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%	0	0.00%
DOE EM Consolidated Business Center	4	1	25.00%	1	25.00%	2	50.00%	2	50.00%	0	0.00%
DOE Golden Field Office	5	0	0.00%	2	40.00%	2	40.00%	2	40.00%	1	20.00%
DOE Headquarters	32	4	12.50%	6	18.75%	10	31.25%	20	62.50%	2	6.25%
DOE Idaho Operations Office	3	0	0.00%	2	66.67%	2	66.67%	1	33.33%	0	0.00%
DOE National Energy Technology Lab	2	0	0.00%	0	0.00%	0	0.00%	2	100.00%	0	0.00%
DOE NNSA Service Center	21	3	14.29%	1	4.76%	4	19.05%	17	80.95%	0	0.00%
DOE Oak Ridge Operations	2	0	0.00%	0	0.00%	0	0.00%	2	100.00%	0	0.00%
DOE OSTI	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
DOE Richland Operations Office	1	0	0.00%	1	100.00%	1	100.00%	0	0.00%	0	0.00%
DOE Savannah River Operations	6	1	16.67%	2	33.33%	3	50.00%	3	50.00%	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	3	0	0.00%	2	66.67%	2	66.67%	1	33.33%	0	0.00%
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	1	6.25%	5	31.25%	6	37.50%	10	62.50%	0	0.00%

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Department of Health and Human Services Wide	674	26	3.86%	168	24.93%	194	28.78%	371	55.04%	109	16.17%
HHS Administration for Children and Families	12	2	16.67%	1	8.33%	3	25.00%	9	75.00%	0	0.00%
HHS Agency for Healthcare Research and Quality	3	0	0.00%	1	33.33%	1	33.33%	2	66.67%	0	0.00%
HHS Centers for Disease Control and Prevention	127	2	1.57%	41	32.28%	43	33.86%	81	63.78%	3	2.36%
HHS Centers for Medicare & Medicaid Services	38	0	0.00%	14	36.84%	14	36.84%	22	57.89%	2	5.26%
HHS Food and Drug Administration	123	5	4.07%	51	41.46%	56	45.53%	64	52.03%	3	2.44%
HHS Health Resources & Services Administration	20	4	20.00%	4	20.00%	8	40.00%	12	60.00%	0	0.00%
HHS Indian Health Service	198	11	5.56%	11	5.56%	22	11.11%	79	39.90%	97	48.99%
HHS National Institutes of Health	99	0	0.00%	29	29.29%	29	29.29%	68	68.69%	2	2.02%
HHS Office of the Sec of Health & Human Svcs	44	2	4.55%	16	36.36%	18	40.91%	24	54.55%	2	4.55%
HHS Program Support Center	7	0	0.00%	0	0.00%	0	0.00%	7	100.00%	0	0.00%
HHS Substance Abuse & Mental Health Svcs Admin	3	0	0.00%	0	0.00%	0	0.00%	3	100.00%	0	0.00%
Department of Homeland Security Wide	2,031	155	7.63%	681	33.53%	836	41.16%	1,142	56.23%	53	2.61%
DHS Federal Emergency Management Agency	242	7	2.89%	101	41.74%	108	44.63%	129	53.31%	5	2.07%
DHS Federal Law Enforcement Training Center	18	3	16.67%	3	16.67%	6	33.33%	11	61.11%	1	5.56%
DHS Headquarters	77	1	1.30%	20	25.97%	21	27.27%	55	71.43%	1	1.30%
DHS Transportation Security Administration	658	68	10.33%	202	30.70%	270	41.03%	373	56.69%	15	2.28%
DHS U.S. Citizenship and Immigration Services	186	20	10.75%	48	25.81%	68	36.56%	113	60.75%	5	2.69%
DHS U.S. Coast Guard	96	17	17.71%	36	37.50%	53	55.21%	41	42.71%	2	2.08%
DHS U.S. Customs and Border Protection	464	24	5.17%	184	39.66%	208	44.83%	243	52.37%	13	2.80%
DHS U.S. Immigration and Customs Enforcement	242	15	6.20%	73	30.17%	88	36.36%	148	61.16%	6	2.48%
DHS U.S. Secret Service	48	0	0.00%	14	29.17%	14	29.17%	29	60.42%	5	10.42%
Department of Justice Wide	1,372	82	5.98%	533	38.85%	615	44.83%	737	53.72%	20	1.46%
DOJ Alcohol, Tobacco, Firearms and Explosives	67	6	8.96%	19	28.36%	25	37.31%	40	59.70%	2	2.99%
DOJ Bureau of Prisons	838	50	5.97%	366	43.68%	416	49.64%	415	49.52%	7	0.84%
DOJ Drug Enforcement Administration	44	2	4.55%	12	27.27%	14	31.82%	28	63.64%	2	4.55%
DOJ Executive Office for Immigration Review	16	0	0.00%	1	6.25%	1	6.25%	14	87.50%	1	6.25%
DOJ Executive Office for U.S. Attorneys	37	3	8.11%	10	27.03%	13	35.14%	24	64.86%	0	0.00%
DOJ Federal Bureau of Investigation	221	12	5.43%	77	34.84%	89	40.27%	130	58.82%	2	0.90%
DOJ Office of Justice Programs	18	1	5.56%	2	11.11%	3	16.67%	15	83.33%	0	0.00%
DOJ Offices, Boards, and Divisions	46	8	17.39%	16	34.78%	24	52.17%	21	45.65%	1	2.17%
DOJ U.S. Marshals Service	85	0	0.00%	30	35.29%	30	35.29%	50	58.82%	5	5.88%

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Department of Labor Wide	206	12	5.83%	52	25.24%	64	31.07%	133	64.56%	9	4.37%
DOL (DM and others)	73	5	6.85%	22	30.14%	27	36.99%	42	57.53%	4	5.48%
DOL Bureau of Labor Statistics	6	0	0.00%	0	0.00%	0	0.00%	6	100.00%	0	0.00%
DOL Employment and Training Administration	17	0	0.00%	1	5.88%	1	5.88%	15	88.24%	1	5.88%
DOL Mine Safety and Health Administration	31	5	16.13%	8	25.81%	13	41.94%	16	51.61%	2	6.45%
DOL Occupational Safety and Health Administration	22	1	4.55%	6	27.27%	7	31.82%	15	68.18%	0	0.00%
DOL Office of Workers Compensation Programs	25	1	4.00%	8	32.00%	9	36.00%	15	60.00%	1	4.00%
DOL Wage and Hour Division	32	0	0.00%	7	21.88%	7	21.88%	24	75.00%	1	3.13%
Department of the Army Wide	2,301	264	11.47%	785	34.12%	1,049	45.59%	1,179	51.24%	73	3.17%
Eighth U.S. Army (KOREA)	2	0	0.00%	0	0.00%	0	0.00%	2	100.00%	0	0.00%
Headquarters, Department of Army	171	15	8.77%	55	32.16%	70	40.94%	95	55.56%	6	3.51%
U.S. Army Corps of Engineers	248	26	10.48%	77	31.05%	103	41.53%	138	55.65%	7	2.82%
U.S. Army Europe	18	2	11.11%	10	55.56%	12	66.67%	6	33.33%	0	0.00%
U.S. Army Forces Command	175	5	2.86%	80	45.71%	85	48.57%	83	47.43%	7	4.00%
U.S. Army Installation Management Command	545	67	12.29%	189	34.68%	256	46.97%	275	50.46%	14	2.57%
U.S. Army Intelligence and Security Command	22	1	4.55%	6	27.27%	7	31.82%	14	63.64%	1	4.55%
U.S. Army Material Command	508	57	11.22%	168	33.07%	225	44.29%	267	52.56%	16	3.15%
U.S. Army Medical Command	424	58	13.68%	147	34.67%	205	48.35%	201	47.41%	18	4.25%
U.S. Army Network Enterprise Technology Command	26	2	7.69%	6	23.08%	8	30.77%	17	65.38%	1	3.85%
U.S. Army Pacific (USARPAC)	2	0	0.00%	0	0.00%	0	0.00%	2	100.00%	0	0.00%
U.S. Army Space and Missile Defense Command	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%	0	0.00%
U.S. Army Special Operations Command (USASOC)	16	6	37.50%	3	18.75%	9	56.25%	7	43.75%	0	0.00%
U.S. Army Test and Evaluation Command	16	4	25.00%	3	18.75%	7	43.75%	9	56.25%	0	0.00%
U.S. Army Training and Doctrine Command	127	21	16.54%	41	32.28%	62	48.82%	62	48.82%	3	2.36%
Department of the Interior Wide	592	59	9.97%	176	29.73%	235	39.70%	339	57.26%	18	3.04%
Bureau of Ocean Energy Management	7	0	0.00%	2	28.57%	2	28.57%	4	57.14%	1	14.29%
Bureau of Safety and Environmental Enforcement	7	0	0.00%	0	0.00%	0	0.00%	7	100.00%	0	0.00%
DOI Bureau Of Indian Affairs	56	1	1.79%	18	32.14%	19	33.93%	33	58.93%	4	7.14%
DOI Bureau Of Land Management	81	9	11.11%	25	30.86%	34	41.98%	46	56.79%	1	1.23%
DOI Bureau Of Reclamation	78	4	5.13%	22	28.21%	26	33.33%	50	64.10%	2	2.56%
DOI Fish And Wildlife Service	56	9	16.07%	12	21.43%	21	37.50%	35	62.50%	0	0.00%
DOI Geological Survey	22	2	9.09%	6	27.27%	8	36.36%	13	59.09%	1	4.55%
DOI National Park Service	208	27	12.98%	71	34.13%	98	47.12%	107	51.44%	3	1.44%
DOI Office Of Surface Mining, Reclamation & Enforce.	6	0	0.00%	1	16.67%	1	16.67%	5	83.33%	0	0.00%
DOI-Office Of The Secretary	71	7	9.86%	19	26.76%	26	36.62%	39	54.93%	6	8.45%

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Department of the Navy Wide	1,531	228	14.89%	594	38.80%	822	53.69%	696	45.46%	13	0.85%
Chief Of Naval Operations	27	2	7.41%	13	48.15%	15	55.56%	12	44.44%	0	0.00%
Commander Naval Installations Command	270	56	20.74%	102	37.78%	158	58.52%	111	41.11%	1	0.37%
Commander Naval Reserve	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Commander Pacific Fleet	125	23	18.40%	59	47.20%	82	65.60%	41	32.80%	2	1.60%
DON Assistant for Administration	54	7	12.96%	18	33.33%	25	46.30%	29	53.70%	0	0.00%
DON Bureau of Medicine & Surgery	120	23	19.17%	47	39.17%	70	58.33%	50	41.67%	0	0.00%
DON SPAWAR	25	6	24.00%	10	40.00%	16	64.00%	8	32.00%	1	4.00%
DON Strategic Systems Project Office	7	0	0.00%	0	0.00%	0	0.00%	7	100.00%	0	0.00%
Fleet Cyber Command	16	2	12.50%	8	50.00%	10	62.50%	6	37.50%	0	0.00%
Fleet Forces Command	88	14	15.91%	34	38.64%	48	54.55%	39	44.32%	1	1.14%
Marine Corps HQ	233	34	14.59%	100	42.92%	134	57.51%	99	42.49%	0	0.00%
Military Sealift Command	56	0	0.00%	19	33.93%	19	33.93%	37	66.07%	0	0.00%
Naval Air Systems Command	162	18	11.11%	64	39.51%	82	50.62%	80	49.38%	0	0.00%
Naval Education & Training Command	31	7	22.58%	6	19.35%	13	41.94%	14	45.16%	4	12.90%
Naval Sea Systems Command	71	6	8.45%	28	39.44%	34	47.89%	36	50.70%	1	1.41%
Naval Special Warfare Command	5	1	20.00%	0	0.00%	1	20.00%	3	60.00%	1	20.00%
Naval Supply Systems Command	95	13	13.68%	38	40.00%	51	53.68%	44	46.32%	0	0.00%
Naval Systems Management Activity	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Navy Facilities & Engineering Command	118	15	12.71%	44	37.29%	59	50.00%	57	48.31%	2	1.69%
Navy Military Personnel Command	9	1	11.11%	1	11.11%	2	22.22%	7	77.78%	0	0.00%
Office Of Naval Intelligence	15	0	0.00%	2	13.33%	2	13.33%	13	86.67%	0	0.00%
Office Of Naval Research	4	0	0.00%	1	25.00%	1	25.00%	3	75.00%	0	0.00%
Department of the Treasury Wide	746	152	20.38%	214	28.69%	366	49.06%	367	49.20%	13	1.74%
Treas - Alcohol and Tobacco Tax and Trade Bureau	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%	0	0.00%
Treas - Bureau of Engraving and Printing	31	0	0.00%	9	29.03%	9	29.03%	22	70.97%	0	0.00%
Treas - Bureau of the Public Debt	14	2	14.29%	8	57.14%	10	71.43%	4	28.57%	0	0.00%
Treas - Departmental Offices	16	3	18.75%	4	25.00%	7	43.75%	9	56.25%	0	0.00%
Treas - Financial Crimes Enforcement Network	5	1	20.00%	2	40.00%	3	60.00%	2	40.00%	0	0.00%
Treas - Financial Management Service	15	1	6.67%	2	13.33%	3	20.00%	12	80.00%	0	0.00%
Treas - Inspector General For Tax Administration	2	0	0.00%	0	0.00%	0	0.00%	2	100.00%	0	0.00%
Treas - Internal Revenue Service	587	132	22.49%	173	29.47%	305	51.96%	272	46.34%	10	1.70%
Treas - Office of the Comptroller of the Currency	17	2	11.76%	6	35.29%	8	47.06%	6	35.29%	3	17.65%
Treas - Special Inspector General for the Trouble Assets Relief Program	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Treas - U. S. Mint	50	9	18.00%	8	16.00%	17	34.00%	33	66.00%	0	0.00%
Treas -Internal Revenue Service Office of the Chief Counsel	7	2	28.57%	2	28.57%	4	57.14%	3	42.86%	0	0.00%
Treas- Office of the Inspector General	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%	0	0.00%

Table B-3a FY 2012 Outcomes of All Pre-Complaint Closures - Sub-Component Data

Agency or Department	Number Completed / Ended Counselings	Number Completed/ Ended by Settlements	% Settlements	Number Completed/ Ended by Withdrawals/No Complaints Filed	% Withdrawals/No Complaints Filed	Total Number Completed/ Ended by Resolution	% Resolutions	Number Completed/ Ended by Filing Complaint	% Complaints	Number Decision to File Complaint Pending	% Decision to File Complaint Pending
Department of Transportation Wide	541	63	11.65%	173	31.98%	236	43.62%	292	53.97%	13	2.40%
DOT Federal Aviation Administration	437	55	12.59%	135	30.89%	190	43.48%	235	53.78%	12	2.75%
DOT Federal Highway Administration	27	6	22.22%	12	44.44%	18	66.67%	9	33.33%	0	0.00%
DOT Federal Motor Carrier Safety Administration	8	1	12.50%	2	25.00%	3	37.50%	5	62.50%	0	0.00%
DOT Federal Railroad Administration	4	0	0.00%	1	25.00%	1	25.00%	3	75.00%	0	0.00%
DOT Federal Transit Administration	11	1	9.09%	3	27.27%	4	36.36%	7	63.64%	0	0.00%
DOT Maritime Administration	13	0	0.00%	3	23.08%	3	23.08%	9	69.23%	1	7.69%
DOT National Highway Traffic Safety Administration	10	0	0.00%	0	0.00%	0	0.00%	10	100.00%	0	0.00%
DOT Office of Inspector General	3	0	0.00%	2	66.67%	2	66.67%	1	33.33%	0	0.00%
DOT Office of the Secretary	11	0	0.00%	7	63.64%	7	63.64%	4	36.36%	0	0.00%
DOT Pipeline& Hazardous Materials Safety Admin	8	0	0.00%	4	50.00%	4	50.00%	4	50.00%	0	0.00%
DOT Research & Innovative Technology Administration	9	0	0.00%	4	44.44%	4	44.44%	5	55.56%	0	0.00%
DOT St. Lawrence Development Corporation	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Department of Veterans Affairs Wide	4,484	353	7.87%	1,731	38.60%	2,084	46.48%	2,280	50.85%	120	2.68%
VA-HQ and Others	165	10	6.06%	53	32.12%	63	38.18%	99	60.00%	3	1.82%
VA-NCA	50	5	10.00%	15	30.00%	20	40.00%	27	54.00%	3	6.00%
VA-Veterans Benefits Administration	295	28	9.49%	101	34.24%	129	43.73%	153	51.86%	13	4.41%
VA-Veterans Health Administration	3,974	310	7.80%	1,562	39.31%	1,872	47.11%	2,001	50.35%	101	2.54%
Federal Housing Finance Agency Wide	17	2	11.76%	6	35.29%	8	47.06%	9	52.94%	0	0.00%
Federal Housing Finance Agency Hqtrs	14	1	7.14%	4	28.57%	5	35.71%	9	64.29%	0	0.00%
Federal Housing Finance Agency OIG	3	1	33.33%	2	66.67%	3	100.00%	0	0.00%	0	0.00%
General Services Administration Wide	158	9	5.70%	50	31.65%	59	37.34%	92	58.23%	7	4.43%
GSA Central Office	40	3	7.50%	15	37.50%	18	45.00%	19	47.50%	3	7.50%
GSA National Capital Region	16	0	0.00%	9	56.25%	9	56.25%	7	43.75%	0	0.00%
GSA Region 1	3	0	0.00%	2	66.67%	2	66.67%	1	33.33%	0	0.00%
GSA Region 10	2	0	0.00%	0	0.00%	0	0.00%	2	100.00%	0	0.00%
GSA Region 2	19	1	5.26%	4	21.05%	5	26.32%	14	73.68%	0	0.00%
GSA Region 3	11	1	9.09%	2	18.18%	3	27.27%	4	36.36%	4	36.36%
GSA Region 4	19	0	0.00%	7	36.84%	7	36.84%	12	63.16%	0	0.00%
GSA Region 5	5	1	20.00%	0	0.00%	1	20.00%	4	80.00%	0	0.00%
GSA Region 6	7	3	42.86%	1	14.29%	4	57.14%	3	42.86%	0	0.00%
GSA Region 7	6	0	0.00%	3	50.00%	3	50.00%	3	50.00%	0	0.00%
GSA Region 8	3	0	0.00%	0	0.00%	0	0.00%	3	100.00%	0	0.00%
GSA Region 9	27	0	0.00%	7	25.93%	7	25.93%	20	74.07%	0	0.00%

Table B-3a FY 2012 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
U.S. Postal Service Wide	13,143	3,239	24.64%	5,363	40.80%	8,602	65.45%	4,324	32.90%	217	1.65%
USPS Capital Metro Area Operations	1,615	381	23.59%	671	41.55%	1,052	65.14%	535	33.13%	28	1.73%
USPS Eastern Area	1,727	238	13.78%	782	45.28%	1,020	59.06%	674	39.03%	33	1.91%
USPS Great Lakes Area	1,480	313	21.15%	645	43.58%	958	64.73%	493	33.31%	29	1.96%
USPS Headquarters	140	13	9.29%	44	31.43%	57	40.71%	81	57.86%	2	1.43%
USPS Northeast Area	1,554	345	22.20%	742	47.75%	1,087	69.95%	436	28.06%	31	1.99%
USPS Office of Inspector General	21	2	9.52%	4	19.05%	6	28.57%	15	71.43%	0	0.00%
USPS Pacific Area	1,825	675	36.99%	624	34.19%	1,299	71.18%	505	27.67%	21	1.15%
USPS Southern Area	3,285	887	27.00%	1,278	38.90%	2,165	65.91%	1,071	32.60%	49	1.49%
USPS Western Area	1,496	385	25.74%	573	38.30%	958	64.04%	514	34.36%	24	1.60%

Table B-4 FY 2012 Pre-Complaint ADR Offers, Rejections, and Acceptances

Agency or Department	Number Completed / Ended Counselings	Number Completed / Ended Counselings Offered ADR	% Completed / Ended Counselings Offered ADR (Offer Rate)	Number Offers Rejected by Individual	Total Completed / Ended Counselings Accepted/Participated in ADR Program	% Completed / Ended Counselings Accepted into ADR Program (Participation Rate)
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF
African Development Foundation	0	0	0.00%	0	0	0.00%
Agency for International Development	34	29	85.29%	24	5	14.71%
American Battle Monuments Commission	1	1	100.00%	1	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	5	4	80.00%	4	0	0.00%
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	53	53	100.00%	51	2	3.77%
Central Intelligence Agency	42	38	90.48%	28	10	23.81%
Chemical Safety and Hazard Investigation Board	2	2	100.00%	2	0	0.00%
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF
Commission of Fine Arts	NRF	NRF	NRF	NRF	NRF	NRF
Commission on Civil Rights	0	0	0.00%	0	0	0.00%
Committee for Purchase from People Who Are Blind or Severely Disabled	0	0	0.00%	0	0	0.00%
Commodity Futures Trading Commission	1	1	100.00%	1	0	0.00%
Consumer Financial Protection Bureau	15	13	86.67%	6	7	46.67%
Consumer Product Safety Commission	3	3	100.00%	2	1	33.33%
Corporation for National and Community Service	7	0	0.00%	0	0	0.00%
Court Services and Offender Supervision Agency for the District of Columbia	24	9	37.50%	5	4	16.67%
Defense Army and Air Force Exchange	336	336	100.00%	254	76	22.62%
Defense Commissary Agency	227	184	81.06%	62	122	53.74%
Defense Contract Audit Agency	45	7	15.56%	2	5	11.11%
Defense Contract Management Agency	85	38	44.71%	2	36	42.35%
Defense Finance and Accounting Service	92	71	77.17%	16	55	59.78%
Defense Human Resources Activity	8	7	87.50%	1	6	75.00%

Table B-4 FY 2012 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 Information Systems Agency	30	30	100.00%	29	1	3.33%
Defense Intelligence Agency	89	78	87.64%	55	23	25.84%
Defense Joint Task Force National Capital Region Medical	84	84	100.00%	67	17	20.24%
Defense Logistics Agency	312	297	95.19%	106	191	61.22%
Defense Media Activity	3	2	66.67%	2	0	0.00%
Defense Missile Defense Agency	11	4	36.36%	3	1	9.09%
Defense National Geospatial-Intelligence Agency	31	29	93.55%	25	4	12.90%
Defense National Guard Bureau	113	83	73.45%	36	47	41.59%
Defense National Security Agency	69	69	100.00%	58	11	15.94%
Defense Nuclear Facilities Safety Board	0	0	0.00%	0	0	0.00%
Defense Office of the Inspector General	9	9	100.00%	7	2	22.22%
Defense Office of the Secretary - Wash. Hqtrs. Services	45	9	20.00%	0	9	20.00%
Defense Security Service	18	7	38.89%	5	2	11.11%
Defense Technical Information Center	1	1	100.00%	1	0	0.00%
Defense Threat Reduction Agency	19	19	100.00%	12	7	36.84%
Defense TRICARE Management Activity	18	15	83.33%	14	1	5.56%
Defense Uniformed Services University	5	0	0.00%	0	0	0.00%
Department of Agriculture	975	749	76.82%	494	255	26.15%
Department of Commerce	325	92	28.31%	55	37	11.38%
Department of Defense Education Activity	136	52	38.24%	23	29	21.32%
Department of Education	48	43	89.58%	33	10	20.83%
Department of Energy	124	79	63.71%	50	29	23.39%
Department of Health and Human Services	674	645	95.70%	443	202	29.97%
Department of Homeland Security	2,031	1,631	80.31%	695	936	46.09%
Department of Housing and Urban Development	106	106	100.00%	85	21	19.81%
Department of Justice	1,372	1,164	84.84%	922	242	17.64%
Department of Labor	206	206	100.00%	102	104	50.49%
Department of State	271	184	67.90%	119	65	23.99%
Department of the Air Force	1,002	743	74.15%	304	439	43.81%

Table B-4 FY 2012 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)
Department of the Army	2,301	995	43.24%	442	553	24.03%
Department of the Interior	592	464	78.38%	309	155	26.18%
Department of the Navy	1,531	1,527	99.74%	753	774	50.56%
Department of the Treasury	746	727	97.45%	298	429	57.51%
Department of Transportation	541	366	67.65%	124	242	44.73%
Department of Veterans Affairs	4,484	4,416	98.48%	1,836	2,580	57.54%
Election Assistance Commission	NRF	NRF	NRF	NRF	NRF	NRF
Environmental Protection Agency	98	83	84.69%	55	28	28.57%
Equal Employment Opportunity Commission	41	38	92.68%	21	17	41.46%
Export-Import Bank of the US	2	2	100.00%	2	0	0.00%
Farm Credit Administration	1	1	100.00%	1	0	0.00%
Farm Credit System Insurance Corporation	0	0	0.00%	0	0	0.00%
Federal Communications Commission	15	0	0.00%	0	0	0.00%
Federal Deposit Insurance Corporation	82	71	86.59%	32	39	47.56%
Federal Election Commission	4	4	100.00%	4	0	0.00%
Federal Energy Regulatory Commission	13	0	0.00%	0	0	0.00%
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	17	16	94.12%	3	13	76.47%
Federal Labor Relations Authority	3	3	100.00%	2	1	33.33%
Federal Maritime Commission	3	3	100.00%	3	0	0.00%
Federal Mediation and Conciliation Service	2	0	0.00%	0	0	0.00%
Federal Mine Safety & Health Review Commission	0	0	0.00%	0	0	0.00%
Federal Reserve System--Board of Governors	54	54	100.00%	53	1	1.85%
Federal Retirement Thrift Investment Board	NRF	NRF	NRF	NRF	NRF	NRF
Federal Trade Commission	10	10	100.00%	10	0	0.00%
General Services Administration	158	146	92.41%	80	66	41.77%
Government Printing Office	70	70	100.00%	70	0	0.00%
Harry S. Truman Scholarship Foundation	0	0	0.00%	0	0	0.00%
Holocaust Memorial Museum U.S.	0	0	0.00%	0	0	0.00%
Institute of Museum and Library Services	0	0	0.00%	0	0	0.00%
Inter-American Foundation	0	0	0.00%	0	0	0.00%

Table B-4 FY 2012 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)
International Boundary and Water Commission	2	2	100.00%	2	0	0.00%
International Joint Commission: US & Canada	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	2	2	100.00%	1	1	50.00%
James Madison Memorial Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF
Japan-United States Friendship Commission	0	0	0.00%	0	0	0.00%
John F. Kennedy Center for the Performing Arts	2	2	100.00%	2	0	0.00%
Marine Mammal Commission	0	0	0.00%	0	0	0.00%
Merit Systems Protection Board	3	3	100.00%	0	3	100.00%
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	77	33	42.86%	12	21	27.27%
National Archives and Records Administration	33	24	72.73%	14	10	30.30%
National Capital Planning Commission	0	0	0.00%	0	0	0.00%
National Council on Disability	0	0	0.00%	0	0	0.00%
National Credit Union Administration	7	7	100.00%	7	0	0.00%
National Endowment for the Arts	8	1	12.50%	0	1	12.50%
National Endowment for the Humanities	0	0	0.00%	0	0	0.00%
National Foundation on the Arts & the Humanities	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	3	3	100.00%	3	0	0.00%
National Indian Gaming Commission	1	1	100.00%	0	1	100.00%
National Labor Relations Board	19	18	94.74%	16	2	10.53%
National Mediation Board	0	0	0.00%	0	0	0.00%
National Reconnaissance Office	7	4	57.14%	2	2	28.57%
National Science Foundation	15	13	86.67%	6	7	46.67%
National Transportation Safety Board	3	2	66.67%	2	0	0.00%
Navajo and Hopi Indian Relocation Commission	0	0	0.00%	0	0	0.00%
Nuclear Regulatory Commission	35	35	100.00%	26	9	25.71%
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety & Health Review Commission	0	0	0.00%	0	0	0.00%
Office of Government Ethics	10	10	100.00%	0	10	100.00%

Table B-4 FY 2012 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)
Office of Personnel Management	88	80	90.91%	71	9	10.23%
Office of Special Counsel	0	0	0.00%	0	0	0.00%
Office of the Director of National Intelligence	5	4	80.00%	4	0	0.00%
Overseas Private Investment Corporation	2	0	0.00%	0	0	0.00%
Peace Corps	6	6	100.00%	5	1	16.67%
Pension Benefit Guaranty Corporation	20	20	100.00%	19	1	5.00%
Postal Regulatory Commission	1	0	0.00%	0	0	0.00%
Presidio Trust	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	6	4	66.67%	2	2	33.33%
Securities and Exchange Commission	30	16	53.33%	12	4	13.33%
Selective Service System	2	0	0.00%	0	0	0.00%
Small Business Administration	75	8	10.67%	0	8	10.67%
Smithsonian Institution	38	38	100.00%	5	33	86.84%
Social Security Administration	917	786	85.71%	380	406	44.27%
Tennessee Valley Authority	86	78	90.70%	58	20	23.26%
Trade and Development Agency	0	0	0.00%	0	0	0.00%
U.S. Postal Service	13,143	12,155	92.48%	2,975	9,180	69.85%
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Level Subtotal	32,258	27,723	85.94%	10,819	16,898	52.38%
Midsize Agencies Subtotal	1,634	1,336	81.76%	699	637	38.98%
Small Agencies Subtotal	615	505	82.11%	407	98	15.93%
Micro Agencies Subtotal	15	13	86.67%	3	10	66.67%
Government-wide	34,521	29,577	85.68%	11,928	17,643	51.11%

NRF = No Report Filed

Table B-5 FY 2012 ADR Pre-Complaint Resolutions (Informal Phase)							
Agency or Department	Number ADR Closures	Number ADR Settlements	% ADR Settlements	Number ADR Withdrawals/ No Complaints Filed	% ADR Withdrawals No Complaints Filed	Number ADR Resolutions	% ADR Resolutions (Resolution Rate)
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Foundation	0	0	0.00%	0	0.00%	0	0.00%
Agency for International Development	5	1	20.00%	3	60.00%	4	80.00%
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	0	0	0.00%	0	0.00%	0	0.00%
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	2	0	0.00%	2	100.00%	2	100.00%
Central Intelligence Agency	10	0	0.00%	4	40.00%	4	40.00%
Chemical Safety and Hazard Investigation Board	0	0	0.00%	0	0.00%	0	0.00%
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission of Fine Arts	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission on Civil Rights	0	0	0.00%	0	0.00%	0	0.00%
Committee for Purchase from People Who Are Blind or Severely Disabled	0	0	0.00%	0	0.00%	0	0.00%
Commodity Futures Trading Commission	0	0	0.00%	0	0.00%	0	0.00%
Consumer Financial Protection Bureau	7	2	28.57%	1	14.29%	3	42.86%
Consumer Product Safety Commission	1	0	0.00%	0	0.00%	0	0.00%
Corporation for National and Community Service	0	0	0.00%	0	0.00%	0	0.00%
Court Services and Offender Supervision Agency for the District of Columbia	4	2	50.00%	2	50.00%	4	100.00%
Defense Army and Air Force Exchange	76	18	23.68%	33	43.42%	51	67.11%
Defense Commissary Agency	122	9	7.38%	33	27.05%	42	34.43%
Defense Contract Audit Agency	5	4	80.00%	1	20.00%	5	100.00%
Defense Contract Management Agency	36	4	11.11%	15	41.67%	19	52.78%
Defense Finance and Accounting Service	55	22	40.00%	14	25.45%	36	65.45%
Defense Human Resources Activity	6	1	16.67%	3	50.00%	4	66.67%
Defense Information Systems Agency	1	0	0.00%	1	100.00%	1	100.00%

Table B-5 FY 2012 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 Intelligence Agency	23	7	30.43%	12	52.17%	19	82.61%
Defense Joint Task Force National Capital Region Medical	17	6	35.29%	2	11.76%	8	47.06%
Defense Logistics Agency	191	58	30.37%	80	41.88%	138	72.25%
Defense Media Activity	0	0	0.00%	0	0.00%	0	0.00%
Defense Missile Defense Agency	1	0	0.00%	1	100.00%	1	100.00%
Defense National Geospatial-Intelligence Agency	4	2	50.00%	1	25.00%	3	75.00%
Defense National Guard Bureau	47	37	78.72%	6	12.77%	43	91.49%
Defense National Security Agency	11	6	54.55%	2	18.18%	8	72.73%
Defense Nuclear Facilities Safety Board	0	0	0.00%	0	0.00%	0	0.00%
Defense Office of the Inspector General	2	1	50.00%	0	0.00%	1	50.00%
Defense Office of the Secretary - Wash. Hqtrs. Services	9	2	22.22%	2	22.22%	4	44.44%
Defense Security Service	2	2	100.00%	0	0.00%	2	100.00%
Defense Technical Information Center	0	0	0.00%	0	0.00%	0	0.00%
Defense Threat Reduction Agency	7	3	42.86%	3	42.86%	6	85.71%
Defense TRICARE Management Activity	1	0	0.00%	1	100.00%	1	100.00%
Defense Uniformed Services University	0	0	0.00%	0	0.00%	0	0.00%
Department of Agriculture	255	55	21.57%	78	30.59%	133	52.16%
Department of Commerce	37	7	18.92%	12	32.43%	19	51.35%
Department of Defense Education Activity	29	7	24.14%	9	31.03%	16	55.17%
Department of Education	10	1	10.00%	5	50.00%	6	60.00%
Department of Energy	29	5	17.24%	4	13.79%	9	31.03%
Department of Health and Human Services	202	16	7.92%	52	25.74%	68	33.66%
Department of Homeland Security	936	137	14.64%	303	32.37%	440	47.01%
Department of Housing and Urban Development	21	0	0.00%	5	23.81%	5	23.81%
Department of Justice	242	54	22.31%	58	23.97%	112	46.28%
Department of Labor	104	12	11.54%	15	14.42%	27	25.96%
Department of State	65	10	15.38%	16	24.62%	26	40.00%
Department of the Air Force	439	162	36.90%	59	13.44%	221	50.34%
Department of the Army	553	175	31.65%	177	32.01%	352	63.65%
Department of the Interior	155	32	20.65%	43	27.74%	75	48.39%

Table B-5 FY 2012 ADR Pre-Complaint Resolutions (Informal Phase)							
Agency or Department	Number ADR Closures	Number ADR Settlements	% ADR Settlements	Number ADR Withdrawals/ No Complaints Filed	% ADR Withdrawals No Complaints Filed	Number ADR Resolutions	% ADR Resolutions (Resolution Rate)
Department of the Navy	774	203	26.23%	262	33.85%	465	60.08%
Department of the Treasury	429	138	32.17%	104	24.24%	242	56.41%
Department of Transportation	242	54	22.31%	71	29.34%	125	51.65%
Department of Veterans Affairs	2,580	319	12.36%	886	34.34%	1,205	46.71%
Election Assistance Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Environmental Protection Agency	28	2	7.14%	2	7.14%	4	14.29%
Equal Employment Opportunity Commission	17	1	5.88%	4	23.53%	5	29.41%
Export-Import Bank of the US	0	0	0.00%	0	0.00%	0	0.00%
Farm Credit Administration	0	0	0.00%	0	0.00%	0	0.00%
Farm Credit System Insurance Corporation	0	0	0.00%	0	0.00%	0	0.00%
Federal Communications Commission	0	0	0.00%	0	0.00%	0	0.00%
Federal Deposit Insurance Corporation	39	9	23.08%	6	15.38%	15	38.46%
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	13	2	15.38%	4	30.77%	6	46.15%
Federal Labor Relations Authority	1	0	0.00%	1	100.00%	1	100.00%
Federal Maritime Commission	0	0	0.00%	0	0.00%	0	0.00%
Federal Mediation and Conciliation Service	0	0	0.00%	0	0.00%	0	0.00%
Federal Mine Safety & Health Review Commission	0	0	0.00%	0	0.00%	0	0.00%
Federal Reserve System--Board of Governors	1	0	0.00%	0	0.00%	0	0.00%
Federal Retirement Thrift Investment Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Trade Commission	0	0	0.00%	0	0.00%	0	0.00%
General Services Administration	66	5	7.58%	22	33.33%	27	40.91%
Government Printing Office	0	0	0.00%	0	0.00%	0	0.00%
Harry S. Truman Scholarship Foundation	0	0	0.00%	0	0.00%	0	0.00%
Holocaust Memorial Museum U.S.	0	0	0.00%	0	0.00%	0	0.00%
Institute of Museum and Library Services	0	0	0.00%	0	0.00%	0	0.00%
Inter-American Foundation	0	0	0.00%	0	0.00%	0	0.00%
International Boundary and Water Commission	0	0	0.00%	0	0.00%	0	0.00%
International Joint Commission: US and Canada	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	1	0	0.00%	0	0.00%	0	0.00%

Table B-5 FY 2012 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)
James Madison Memorial Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Japan-United States Friendship Commission	0	0	0.00%	0	0.00%	0	0.00%
John F. Kennedy Center for the Performing Arts	0	0	0.00%	0	0.00%	0	0.00%
Marine Mammal Commission	0	0	0.00%	0	0.00%	0	0.00%
Merit Systems Protection Board	3	1	33.33%	0	0.00%	1	33.33%
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	21	6	28.57%	7	33.33%	13	61.90%
National Archives and Records Administration	10	7	70.00%	2	20.00%	9	90.00%
National Capital Planning Commission	0	0	0.00%	0	0.00%	0	0.00%
National Council on Disability	0	0	0.00%	0	0.00%	0	0.00%
National Credit Union Administration	0	0	0.00%	0	0.00%	0	0.00%
National Endowment for the Arts	1	0	0.00%	0	0.00%	0	0.00%
National Endowment for the Humanities	0	0	0.00%	0	0.00%	0	0.00%
National Foundation on the Arts & the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	0	0	0.00%	0	0.00%	0	0.00%
National Indian Gaming Commission	1	1	100.00%	0	0.00%	1	100.00%
National Labor Relations Board	2	0	0.00%	1	50.00%	1	50.00%
National Mediation Board	0	0	0.00%	0	0.00%	0	0.00%
National Reconnaissance Office	2	1	50.00%	1	50.00%	2	100.00%
National Science Foundation	7	2	28.57%	0	0.00%	2	28.57%
National Transportation Safety Board	0	0	0.00%	0	0.00%	0	0.00%
Navajo and Hopi Indian Relocation Commission	0	0	0.00%	0	0.00%	0	0.00%
Nuclear Regulatory Commission	9	5	55.56%	1	11.11%	6	66.67%
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety & Health Review Commission	0	0	0.00%	0	0.00%	0	0.00%
Office of Government Ethics	10	0	0.00%	10	100.00%	10	100.00%
Office of Personnel Management	9	1	11.11%	8	88.89%	9	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%
Overseas Private Investment Corporation	0	0	0.00%	0	0.00%	0	0.00%

Table B-5 FY 2012 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)
Peace Corps	1	0	0.00%	0	0.00%	0	0.00%
Pension Benefit Guaranty Corporation	1	0	0.00%	0	0.00%	0	0.00%
Postal Regulatory Commission	0	0	0.00%	0	0.00%	0	0.00%
Presidio Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	2	1	50.00%	1	50.00%	2	100.00%
Securities and Exchange Commission	4	0	0.00%	0	0.00%	0	0.00%
Selective Service System	0	0	0.00%	0	0.00%	0	0.00%
Small Business Administration	8	3	37.50%	2	25.00%	5	62.50%
Smithsonian Institution	33	1	3.03%	10	30.30%	11	33.33%
Social Security Administration	406	62	15.27%	61	15.02%	123	30.30%
Tennessee Valley Authority	20	1	5.00%	0	0.00%	1	5.00%
Trade and Development Agency	0	0	0.00%	0	0.00%	0	0.00%
U.S. Postal Service	9,180	3,119	33.98%	3,786	41.24%	6,905	75.22%
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Level Subtotal	16,898	4,688	27.74%	6,155	36.42%	10,843	64.17%
Midsized Agencies Subtotal	637	92	14.44%	119	18.68%	211	33.12%
Small Agencies Subtotal	98	24	24.49%	26	26.53%	50	51.02%
Micro Agencies Subtotal	10	0	0.00%	10	100.00%	10	100.00%
Government-wide	17,643	4,804	27.23%	6,310	35.76%	11,114	62.99%

NRF = No Report Filed

Table B-6 FY 2012 Benefits Provided in All Pre-Complaint Settlements

Agency or Department	Total Number Completed/ Ended Counselings	Total Number Settlements	Number Completed/ Ended Counselings with Non-Monetary Benefits	% Completed/ Ended Counselings with Non-Monetary Benefits	Number Completed/ Ended Counselings with Monetary Benefits	% Completed/ Ended Counselings with Monetary Benefits	Total Amount of Monetary Benefits	Average Monetary Benefits Per Total Settlements	Ave Monetary Benefits Per Settlements With Monetary Benefits
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Foundation	0	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Agency for International Development	34	1	1	100.00%	1	100.00%	\$6,000.00	\$6,000.00	\$6,000.00
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	5	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	53	5	5	100.00%	1	20.00%	\$1,000.00	\$200.00	\$1,000.00
Central Intelligence Agency	42	1	1	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Chemical Safety and Hazard Investigation Board	2	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission of Fine Arts	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission on Civil Rights	0	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Committee for Purchase from People Who Are Blind or Severely Disabled	0	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Commodity Futures Trading Commission	1	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Consumer Financial Protection Bureau	15	2	2	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Consumer Product Safety Commission	3	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Corporation for National and Community Service	7	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Court Services and Offender Supervision Agency for the District of Columbia	24	3	3	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Defense Army and Air Force Exchange	336	26	23	88.46%	3	11.54%	\$2,569.06	\$98.81	\$856.35
Defense Commissary Agency	227	10	10	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Defense Contract Audit Agency	45	4	4	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Defense Contract Management Agency	85	6	5	83.33%	2	33.33%	\$11,900.00	\$1,983.33	\$5,950.00
Defense Finance and Accounting Service	92	23	23	100.00%	1	4.35%	\$340.00	\$14.78	\$340.00
Defense Human Resources Activity	8	1	1	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Defense Information Systems Agency	30	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Defense Intelligence Agency	89	7	7	100.00%	2	28.57%	\$15,000.00	\$2,142.86	\$7,500.00
Defense Joint Task Force National Capital Region Medical	84	6	6	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00

Table B-6 FY 2012 Benefits Provided in All Pre-Complaint Settlements

Agency or Department	Total Number Completed/ Ended Counselings	Total Number Settlements	Number Completed/ Ended Counselings with Non-Monetary Benefits	% Completed/ Ended Counselings with Non-Monetary Benefits	Number Completed/ Ended Counselings with Monetary Benefits	% Completed/ Ended Counselings with Monetary Benefits	Total Amount of Monetary Benefits	Average Monetary Benefits Per Total Settlements	Ave Monetary Benefits Per Settlements With Monetary Benefits
Defense Logistics Agency	312	60	58	96.67%	5	8.33%	\$9,052.64	\$150.88	\$1,810.53
Defense Media Activity	3	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Defense Missile Defense Agency	11	1	1	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Defense National Geospatial-Intelligence Agency	31	6	6	100.00%	3	50.00%	\$35,203.80	\$5,867.30	\$11,734.60
Defense National Guard Bureau	113	47	47	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Defense National Security Agency	69	6	5	83.33%	1	16.67%	\$500.00	\$83.33	\$500.00
Defense Nuclear Facilities Safety Board	0	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Defense Office of the Inspector General	9	2	1	50.00%	1	50.00%	\$15,000.00	\$7,500.00	\$15,000.00
Defense Office of the Secretary - Wash. Hqtrs. Services	45	2	2	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Defense Security Service	18	2	2	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Defense Technical Information Center	1	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Defense Threat Reduction Agency	19	3	2	66.67%	1	33.33%	\$2,000.00	\$666.67	\$2,000.00
Defense TRICARE Management Activity	18	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Defense Uniformed Services University	5	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Department of Agriculture	975	97	87	89.69%	29	29.90%	\$341,933.32	\$3,525.09	\$11,790.80
Department of Commerce	325	11	11	100.00%	1	9.09%	\$25,000.00	\$2,272.73	\$25,000.00
Department of Defense Education Activity	136	10	9	90.00%	1	10.00%	\$1,380.20	\$138.02	\$1,380.20
Department of Education	48	2	2	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Department of Energy	124	12	11	91.67%	1	8.33%	\$5,418.00	\$451.50	\$5,418.00
Department of Health and Human Services	674	26	24	92.31%	2	7.69%	\$60,583.75	\$2,330.14	\$30,291.88
Department of Homeland Security	2,031	155	152	98.06%	19	12.26%	\$544,996.21	\$3,516.10	\$28,684.01
Department of Housing and Urban Development	106	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Department of Justice	1,372	82	73	89.02%	22	26.83%	\$315,868.64	\$3,852.06	\$14,357.67
Department of Labor	206	12	10	83.33%	2	16.67%	\$23,500.00	\$1,958.33	\$11,750.00
Department of State	271	18	18	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Department of the Air Force	1,002	186	186	100.00%	18	9.68%	\$172,541.20	\$927.64	\$9,585.62
Department of the Army	2,301	264	248	93.94%	41	15.53%	\$208,167.58	\$788.51	\$5,077.26
Department of the Interior	592	59	49	83.05%	17	28.81%	\$109,994.37	\$1,864.31	\$6,470.26
Department of the Navy	1,531	228	213	93.42%	25	10.96%	\$161,418.00	\$707.97	\$6,456.72
Department of the Treasury	746	152	151	99.34%	10	6.58%	\$65,250.00	\$429.28	\$6,525.00
Department of Transportation	541	63	62	98.41%	4	6.35%	\$9,950.00	\$157.94	\$2,487.50
Department of Veterans Affairs	4,484	353	321	90.93%	48	13.60%	\$485,766.66	\$1,376.11	\$10,120.14
Election Assistance Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF

Table B-6 FY 2012 Benefits Provided in All Pre-Complaint Settlements

Agency or Department	Total Number Completed/ Ended Counselings	Total Number Settlements	Number Completed/ Ended Counselings with Non-Monetary Benefits	% Completed/ Ended Counselings with Non-Monetary Benefits	Number Completed/ Ended Counselings with Monetary Benefits	% Completed/ Ended Counselings with Monetary Benefits	Total Amount of Monetary Benefits	Average Monetary Benefits Per Total Settlements	Ave Monetary Benefits Per Settlements With Monetary Benefits
Environmental Protection Agency	98	4	4	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Equal Employment Opportunity Commission	41	2	2	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Export-Import Bank of the US	2	1	1	100.00%	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	15	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Federal Deposit Insurance Corporation	82	11	11	100.00%	1	9.09%	\$1,750.00	\$159.09	\$1,750.00
Federal Election Commission	4	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Federal Energy Regulatory Commission	13	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	17	2	2	100.00%	1	50.00%	\$11,920.00	\$5,960.00	\$11,920.00
Federal Labor Relations Authority	3	1	1	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Federal Maritime Commission	3	1	1	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Federal Mediation and Conciliation Service	2	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Federal Mine Safety & Health Review Commission	0	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Federal Reserve System--Board of Governors	54	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Federal Retirement Thrift Investment Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Trade Commission	10	1	1	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
General Services Administration	158	9	8	88.89%	1	11.11%	\$628.38	\$69.82	\$628.38
Government Printing Office	70	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Harry S. Truman Scholarship Foundation	0	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Holocaust Memorial Museum U.S.	0	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Institute of Museum and Library Services	0	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Inter-American Foundation	0	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
International Boundary and Water Commission	2	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
International Joint Commission: US and Canada	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	2	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
James Madison Memorial Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Japan-United States Friendship Commission	0	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
John F. Kennedy Center for the Performing Arts	2	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Marine Mammal Commission	0	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Merit Systems Protection Board	3	1	1	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Millennium Challenge Corporation	0	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00

Table B-6 FY 2012 Benefits Provided in All Pre-Complaint Settlements

Agency or Department	Total Number Completed/ Ended Counselings	Total Number Settlements	Number Completed/ Ended Counselings with Non-Monetary Benefits	% Completed/ Ended Counselings with Non-Monetary Benefits	Number Completed/ Ended Counselings with Monetary Benefits	% Completed/ Ended Counselings with Monetary Benefits	Total Amount of Monetary Benefits	Average Monetary Benefits Per Total Settlements	Ave Monetary Benefits Per Settlements With Monetary Benefits
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	77	8	5	62.50%	4	50.00%	\$44,000.00	\$5,500.00	\$11,000.00
National Archives and Records Administration	33	13	13	100.00%	1	7.69%	\$1,650.00	\$126.92	\$1,650.00
National Capital Planning Commission	0	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
National Council on Disability	0	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
National Credit Union Administration	7	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
National Endowment for the Arts	8	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
National Endowment for the Humanities	0	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
National Foundation on the Arts & the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	3	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
National Indian Gaming Commission	1	1	1	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
National Labor Relations Board	19	1	1	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
National Mediation Board	0	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
National Reconnaissance Office	7	1	0	0.00%	1	100.00%	\$20,000.00	\$20,000.00	\$20,000.00
National Science Foundation	15	2	2	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
National Transportation Safety Board	3	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Navajo and Hopi Indian Relocation Commission	0	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Nuclear Regulatory Commission	35	9	5	55.56%	4	44.44%	\$29,500.00	\$3,277.78	\$7,375.00
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety & Health Review Commission	0	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Office of Government Ethics	10	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Office of Personnel Management	88	1	0	0.00%	1	100.00%	\$11,000.00	\$11,000.00	\$11,000.00
Office of Special Counsel	0	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Office of the Director of National Intelligence	5	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Overseas Private Investment Corporation	2	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Peace Corps	6	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Pension Benefit Guaranty Corporation	20	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Postal Regulatory Commission	1	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Presidio Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	6	1	1	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Securities and Exchange Commission	30	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Selective Service System	2	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Small Business Administration	75	4	4	100.00%	1	25.00%	\$9,788.00	\$2,447.00	\$9,788.00

Table B-6 FY 2012 Benefits Provided in All Pre-Complaint Settlements

Agency or Department	Total Number Completed/ Ended Counselings	Total Number Settlements	Number Completed/ Ended Counselings with Non-Monetary Benefits	% Completed/ Ended Counselings with Non-Monetary Benefits	Number Completed/ Ended Counselings with Monetary Benefits	% Completed/ Ended Counselings with Monetary Benefits	Total Amount of Monetary Benefits	Average Monetary Benefits Per Total Settlements	Ave Monetary Benefits Per Settlements With Monetary Benefits
Smithsonian Institution	38	1	0	0.00%	1	100.00%	\$618.49	\$618.49	\$618.49
Social Security Administration	917	77	77	100.00%	2	2.60%	\$28,500.00	\$370.13	\$14,250.00
Tennessee Valley Authority	86	8	8	100.00%	6	75.00%	\$94,279.96	\$11,785.00	\$15,713.33
Trade and Development Agency	0	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
U.S. Postal Service	13,143	3,239	3,031	93.58%	455	14.05%	\$558,750.39	\$172.51	\$1,228.02
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Level Subtotal	32,258	5,181	4,861	93.82%	714	13.78%	\$3,182,083.82	\$614.18	\$4,456.70
Midsized Agencies Subtotal	1,634	125	119	95.20%	17	13.60%	\$190,564.83	\$1,524.52	\$11,209.70
Small Agencies Subtotal	615	47	42	89.36%	9	19.15%	\$70,070.00	\$1,490.85	\$7,785.56
Micro Agencies Subtotal	15	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Government-wide	34,521	5,353	5,022	93.82%	740	13.82%	\$3,442,718.65	\$643.14	\$4,652.32

NRF = No Report Filed

Table B-7 FY 2012 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
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Foundation	0	0	0.00%	0	0	0.00%	0	3	845	0	0	0.00%	0	0
Agency for International Development	34	23	67.65%	13	1	7.69%	282.38	16	398.81	1	0	0.00%	62	830
American Battle Monuments Commission	1	1	100.00%	0	0	0.00%	0	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	5	4	80.00%	0	0	0.00%	0	4	243.5	4	4	100.00%	48.25	243.5
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	53	51	96.23%	5	5	100.00%	161.2	14	356.29	2	2	100.00%	51	326
Central Intelligence Agency	42	33	78.57%	14	1	7.14%	345.57	39	585.38	6	4	66.67%	59.67	590.33
Chemical Safety and Hazard Investigation Board	2	2	100.00%	0	0	0.00%	0	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 of Fine Arts	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission on Civil Rights	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Committee for Purchase from People Who Are Blind or Severely Disabled	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Commodity Futures Trading Commission	1	1	100.00%	1	1	100.00%	110	2	314	2	1	50.00%	68.5	314
Consumer Financial Protection Bureau	15	11	73.33%	3	3	100.00%	209	7	181.29	3	3	100.00%	57	301
Consumer Product Safety Commission	3	2	66.67%	4	4	100.00%	142.25	2	380	1	1	100.00%	25	416
Corporation for National and Community Service	7	3	42.86%	6	6	100.00%	108.67	3	431.67	3	0	0.00%	169.33	431.67
Court Services and Offender Supervision Agency for the District of Columbia	24	13	54.17%	6	4	66.67%	165	15	756.93	2	2	100.00%	46	393
Defense Army and Air Force Exchange	336	255	75.89%	38	5	13.16%	234.79	89	318.17	14	13	92.86%	59.07	346.29
Defense Commissary Agency	227	198	87.22%	58	14	24.14%	256.97	120	318.85	27	26	96.30%	29.81	349.44
Defense Contract Audit Agency	45	26	57.78%	12	3	25.00%	264	32	252.25	7	5	71.43%	67.71	357.57
Defense Contract Management Agency	85	85	100.00%	3	0	0.00%	328.67	38	345.03	8	8	100.00%	21.88	496.63
Defense Finance and Accounting Service	92	92	100.00%	20	11	55.00%	244.55	39	352.74	8	8	100.00%	37.75	309.25
Defense Human Resources Activity	8	6	75.00%	0	0	0.00%	0	5	149	0	0	0.00%	0	0
Defense Information Systems Agency	29	29	100.00%	4	0	0.00%	260.75	8	686.75	0	0	0.00%	0	0
Defense Intelligence Agency	89	83	93.26%	14	5	35.71%	314.36	34	518.88	7	1	14.29%	239.57	681.29
Defense Joint Task Force National Capital Region														
Medical	84	53	63.10%	1	0	0.00%	315	7	92	0	0	0.00%	0	0
Defense Logistics Agency	312	276	88.46%	52	12	23.08%	272.19	136	463.1	38	3	7.89%	195.84	493.92
Defense Media Activity	3	3	100.00%	0	0	0.00%	0	3	453	0	0	0.00%	0	0
Defense Missile Defense Agency	11	3	27.27%	1	0	0.00%	237	0	0	0	0	0.00%	0	0
Defense National Geospatial-Intelligence Agency	31	27	87.10%	17	17	100.00%	179.47	20	427.3	4	4	100.00%	42.25	666.75
Defense National Guard Bureau	113	97	85.84%	0	0	0.00%	0	33	327.39	3	0	0.00%	321.67	361.67
Defense National Security Agency	69	66	95.65%	30	21	70.00%	332.5	17	636.29	5	5	100.00%	60	376.4
Defense Nuclear Facilities Safety Board	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Defense Office of the Inspector General	9	9	100.00%	1	1	100.00%	255	3	468.67	0	0	0.00%	0	0
Defense Office of the Secretary - Wash. Hqtrs. Services	45	45	100.00%	19	15	78.95%	247.68	45	569.62	6	0	0.00%	157.5	663.5

Table B-7 FY 2012 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 Security Service	18	18	100.00%	5	0	0.00%	193	6	166.67	3	3	100.00%	57.67	200
Defense Technical Information Center	1	0	0.00%	0	0	0.00%	0	1	599	0	0	0.00%	0	0
Defense Threat Reduction Agency	19	18	94.74%	0	0	0.00%	0	8	742.75	0	0	0.00%	0	0
Defense TRICARE Management Activity	18	7	38.89%	2	1	50.00%	368.5	7	217.29	0	0	0.00%	0	0
Defense Uniformed Services University	5	5	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Department of Agriculture	975	713	73.13%	437	217	49.66%	241.59	453	633.2	151	42	27.81%	244.41	638.32
Department of Commerce	325	275	84.62%	183	166	90.71%	188.25	432	465.11	189	26	13.76%	242.79	569.24
Department of Defense Education Activity	136	134	98.53%	54	50	92.59%	176.35	55	405.89	12	7	58.33%	58.33	385.67
Department of Education	48	47	97.92%	26	26	100.00%	179	46	565.93	17	17	100.00%	36.12	358.24
Department of Energy	124	66	53.23%	51	42	82.35%	178.84	63	344.75	18	5	27.78%	91.72	371.67
Department of Health and Human Services	674	613	90.95%	288	269	93.40%	153.41	409	340.52	96	54	56.25%	63.85	404.14
Department of Homeland Security	2,031	1,718	84.59%	1,046	596	56.98%	229.94	1,097	461.88	337	163	48.37%	142.91	493.66
Department of Housing and Urban Development	106	68	64.15%	77	26	33.77%	285.31	73	594.14	25	2	8.00%	190.32	624.24
Department of Justice	1,372	1,242	90.52%	614	483	78.66%	202.46	857	591.89	362	28	7.73%	382.55	775.83
Department of Labor	206	193	93.69%	85	83	97.65%	204.12	134	505.19	44	38	86.36%	59.48	357.14
Department of State	270	199	73.70%	97	52	53.61%	245.01	110	413.4	40	1	2.50%	167.78	460.58
Department of the Air Force	996	897	90.06%	305	53	17.38%	263.15	500	482.59	96	12	12.50%	455.29	839.44
Department of the Army	2,299	2,008	87.34%	484	114	23.55%	258.31	1,116	324.63	181	21	11.60%	108.17	528.11
Department of the Interior	592	473	79.90%	238	123	51.68%	270.06	307	487.03	104	12	11.54%	173.24	574.44
Department of the Navy	1,530	1,394	91.11%	409	162	39.61%	276.71	904	332.14	117	117	100.00%	53.45	477.23
Department of the Treasury	746	721	96.65%	285	248	87.02%	197.5	407	468.29	123	108	87.80%	41.02	355.41
Department of Transportation	541	506	93.53%	216	214	99.07%	136.06	335	411.26	89	47	52.81%	75.36	413.53
Department of Veterans Affairs	4,484	4,407	98.28%	1,583	1,391	87.87%	164.52	2,123	393.83	597	30	5.03%	177.88	464.04
Election Assistance Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Environmental Protection Agency	98	68	69.39%	61	9	14.75%	354.98	49	712.04	13	0	0.00%	476.77	899.31
Equal Employment Opportunity Commission	41	40	97.56%	13	12	92.31%	239.69	20	329.05	5	0	0.00%	155.4	529.8
Export-Import Bank of the US	2	2	100.00%	1	1	100.00%	240	1	330	0	0	0.00%	0	0
Farm Credit Administration	1	1	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Farm Credit System Insurance Corporation	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Federal Communications Commission	15	10	66.67%	10	10	100.00%	39	2	90	0	0	0.00%	0	0
Federal Deposit Insurance Corporation	82	80	97.56%	29	29	100.00%	224.21	42	291.31	12	12	100.00%	49.83	407.42
Federal Election Commission	4	4	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Federal Energy Regulatory Commission	13	13	100.00%	6	6	100.00%	180	10	152.3	6	6	100.00%	60	200
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	16	15	93.75%	3	2	66.67%	225	6	199.83	0	0	0.00%	0	0
Federal Labor Relations Authority	3	3	100.00%	1	1	100.00%	248	0	0	0	0	0.00%	0	0
Federal Maritime Commission	3	3	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Federal Mediation and Conciliation Service	2	2	100.00%	0	0	0.00%	0	2	15	0	0	0.00%	0	0
Federal Mine Safety & 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%	5	5	100.00%	151	6	310.17	0	0	0.00%	0	0
Federal Retirement Thrift Investment Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Trade Commission	10	10	100.00%	0	0	0.00%	0	1	1,115.00	0	0	0.00%	0	0
General Services Administration	158	156	98.73%	77	44	57.14%	265.82	85	425.05	21	15	71.43%	59.19	397.57
Government Printing Office	70	66	94.29%	26	12	46.15%	274.27	29	329.86	11	3	27.27%	158.55	358.45
Harry S. Truman Scholarship Foundation	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0

Table B-7 FY 2012 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
Holocaust Memorial Museum U.S.	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Institute of Museum and Library Services	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Inter-American Foundation	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
International Boundary and Water Commission	2	2	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
International Joint Commission: US and Canada	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	2	2	100.00%	2	1	50.00%	161.5	1	195	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	2	2	100.00%	1	1	100.00%	61	0	0	0	0	0.00%	0	0
Marine Mammal Commission	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Merit Systems Protection Board	3	3	100.00%	1	1	100.00%	148	1	231	0	0	0.00%	0	0
Millennium Challenge Corporation	0	0	0.00%	0	0	0.00%	0	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	77	61	79.22%	21	17	80.95%	193.57	38	565.26	11	0	0.00%	181	516.36
National Archives and Records Administration	33	30	90.91%	3	3	100.00%	170	11	685.27	3	3	100.00%	58.33	636
National Capital Planning Commission	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
National Council on Disability	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
National Credit Union Administration	7	7	100.00%	3	2	66.67%	217	7	424.57	1	0	0.00%	75	541
National Endowment for the Arts	8	8	100.00%	0	0	0.00%	0	3	324.33	0	0	0.00%	0	0
National Endowment for the Humanities	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
National Foundation on the Arts&the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	3	3	100.00%	0	0	0.00%	0	6	817.33	3	0	0.00%	89.33	760.67
National Indian Gaming Commission	1	0	0.00%	2	1	50.00%	266	1	304	0	0	0.00%	0	0
National Labor Relations Board	19	15	78.95%	3	3	100.00%	167.33	8	288.88	2	2	100.00%	55.5	234.5
National Mediation Board	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
National Reconnaissance Office	7	7	100.00%	0	0	0.00%	0	7	542.14	2	1	50.00%	84.5	333.5
National Science Foundation	15	14	93.33%	4	0	0.00%	371.75	6	364	0	0	0.00%	0	0
National Transportation Safety Board	3	3	100.00%	2	2	100.00%	111	2	176	1	1	100.00%	40	276
Navajo and Hopi Indian Relocation Commission	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Nuclear Regulatory Commission	35	33	94.29%	9	7	77.78%	209.44	16	298.19	0	0	0.00%	0	0
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety & Health Review Commission	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Office of Government Ethics	10	10	100.00%	0	0	0.00%	0	2	15	0	0	0.00%	0	0
Office of Personnel Management	88	87	98.86%	25	25	100.00%	103.4	28	504.64	8	0	0.00%	353.88	1,128.25
Office of Special Counsel	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Office of the Director of National Intelligence	5	5	100.00%	0	0	0.00%	0	4	474	1	1	100.00%	27	269
Overseas Private Investment Corporation	2	2	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Peace Corps	6	6	100.00%	4	4	100.00%	156.75	4	508.75	3	1	33.33%	130	367
Pension Benefit Guaranty Corporation	20	13	65.00%	7	6	85.71%	194.14	20	437.2	5	5	100.00%	40.4	361.8
Postal Regulatory Commission	1	1	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Presidio Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	6	6	100.00%	4	4	100.00%	178	1	660	0	0	0.00%	0	0
Securities and Exchange Commission	30	25	83.33%	10	8	80.00%	259.7	4	308.25	2	1	50.00%	66.5	334.5
Selective Service System	2	2	100.00%	2	2	100.00%	288	2	288	0	0	0.00%	0	0

Table B-7 FY 2012 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
Small Business Administration	75	50	66.67%	33	30	90.91%	204.09	38	313.29	7	6	85.71%	25.14	329
Smithsonian Institution	38	38	100.00%	8	8	100.00%	173.5	15	500.27	5	5	100.00%	41.4	213.2
Social Security Administration	916	871	95.09%	339	279	82.30%	194.84	414	506.13	136	36	26.47%	175.1	459.63
Tennessee Valley Authority	86	85	98.84%	44	44	100.00%	138.2	58	330.36	20	20	100.00%	56.2	236.25
Trade and Development Agency	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
U.S. Postal Service	13,121	12,906	98.36%	2,660	2,636	99.10%	112.86	4,579	275.45	1,088	1,062	97.61%	32.41	277.48
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
Cabinet Level Subtotal Including USPS	32,225	29,981	93.04%	9,415	7,056	74.94%	184.54	14,651	382.46	3,816	1,868	48.95%	143.51	462.61
Midsize Agencies Subtotal	1,633	1,507	92.28%	640	488	76.25%	212.74	774	475.76	236	97	41.10%	162.51	470.94
Small Agencies Subtotal	614	541	88.11%	171	116	67.84%	219.08	276	424.89	66	38	57.58%	90.12	407.67
Micro Agencies Subtotal	14	14	100.00%	0	0	0.00%	0	5	513	0	0	0.00%	0	0
Government-wide Including USPS	34,486	32,043	92.92%	10,226	7,660	74.91%	186.89	15,706	387.84	4,118	2,003	48.64%	143.74	462.21
USPS Percentage of Cabinet Sub Total	40.72%	43.05%		28.25%	37.36%			31.25%		28.51%	56.85%			
USPS Percentage of Government-wide	38.05%	40.28%		26.01%	34.41%			29.15%		26.42%	53.02%			
Cabinet Level Subtotal Minus USPS	19,104	17,075	89.38%	6,755	4,420	65.43%	212.77	10,072	431.1	2,728	806	29.55%	187.82	647.11
Government-wide Minus USPS	21,365	19,138	89.57%	7,566	5,024	66.40%	212.91	11,127	434.09	3,030	941	31.06%	183.72	628.17

NRF = No Report Filed

Table B-7a FY 2012 Profile Agency Timeliness Indicators

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 Logistics Agency Wide	312	276	88.46%	52	12	23.08%	272.19	136	463.1	38	3	7.89%	195.84	493.92
DLA Aviation	54	48	88.89%	10	2	20.00%	238.8	20	398.8	7	1	14.29%	160.86	452.71
DLA Disposition Services	10	7	70.00%	5	0	0.00%	328.8	9	638.56	6	1	16.67%	214.33	576.17
DLA Distribution	151	140	92.72%	19	6	31.58%	276.42	56	416.79	14	1	7.14%	249.86	549.14
DLA Headquarters Operations Division	53	43	81.13%	7	2	28.57%	264.14	22	586.32	1	0	0.00%	163	419
DLA Land and Maritime	20	15	75.00%	6	0	0.00%	321	16	450.06	3	0	0.00%	156.33	432.67
DLA Logistics Information Service	2	2	100.00%	2	0	0.00%	288.5	4	454.25	4	0	0.00%	156.25	454.25
DLA Troop Support	22	21	95.45%	3	2	66.67%	172.67	9	444.56	3	0	0.00%	91.67	307
Defense National Guard Bureau Wide	113	97	85.84%	0	0	0.00%	0	33	327.39	3	0	0.00%	321.67	361.67
Alabama National Guard	1	1	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Alaska National Guard	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Arizona National Guard	6	6	100.00%	0	0	0.00%	0	3	103	0	0	0.00%	0	0
Arkansas National Guard	3	3	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
California National Guard	17	12	70.59%	0	0	0.00%	0	7	307.43	0	0	0.00%	0	0
Colorado National Guard	1	1	100.00%	0	0	0.00%	0	1	180	0	0	0.00%	0	0
Connecticut National Guard	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
DC National Guard	1	1	100.00%	0	0	0.00%	0	1	30	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	1	1	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Georgia National Guard	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Guam National Guard	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Hawaii National Guard	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Idaho National Guard	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Illinois National Guard	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Indiana National Guard	1	1	100.00%	0	0	0.00%	0	1	400	0	0	0.00%	0	0
Iowa National Guard	34	33	97.06%	0	0	0.00%	0	1	458	0	0	0.00%	0	0
Kansas National Guard	1	1	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Kentucky National Guard	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Louisiana National Guard	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Maine National Guard	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Maryland National Guard	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Massachusetts National Guard	4	4	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Michigan National Guard	5	3	60.00%	0	0	0.00%	0	1	315	0	0	0.00%	0	0
Minnesota National Guard	1	1	100.00%	0	0	0.00%	0	1	444	0	0	0.00%	0	0
Mississippi National Guard	1	1	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Missouri National Guard	1	1	100.00%	0	0	0.00%	0	2	410.5	0	0	0.00%	0	0
Montana National Guard	1	1	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Nebraska National Guard	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Nevada National Guard	2	1	50.00%	0	0	0.00%	0	1	500	0	0	0.00%	0	0
New Hampshire National Guard	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
New Jersey National Guard	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
New Mexico National Guard	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
New York National Guard	6	0	0.00%	0	0	0.00%	0	3	121.67	0	0	0.00%	0	0

Table B-7a FY 2012 Profile Agency Timeliness Indicators

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
North Carolina National Guard	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
North Dakota National Guard	1	1	100.00%	0	0	0.00%	0	1	239	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	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Pennsylvania National Guard	1	1	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Puerto Rico National Guard	6	6	100.00%	0	0	0.00%	0	1	731	0	0	0.00%	0	0
Rhode Island National Guard	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
South Carolina National Guard	1	1	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
South Dakota National Guard	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Tennessee National Guard	1	1	100.00%	0	0	0.00%	0	3	361.67	3	0	0.00%	321.67	361.67
Texas National Guard	1	1	100.00%	0	0	0.00%	0	5	468.8	0	0	0.00%	0	0
Utah National Guard	4	4	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Vermont National Guard	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Virgin Islands National Guard	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Virginia National Guard	2	2	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Washington State National Guard	3	3	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
West Virginia National Guard	4	4	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Wisconsin National Guard	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Wyoming National Guard	2	1	50.00%	0	0	0.00%	0	1	431	0	0	0.00%	0	0
Department of Agriculture Wide	975	713	73.13%	437	217	49.66%	241.59	453	633.2	151	42	27.81%	244.41	638.32
USDA - Office Of Inspector General	10	7	70.00%	6	6	100.00%	154.17	2	1,188.50	2	0	0.00%	269	1,188.50
USDA Agricultural Marketing Service	26	26	100.00%	15	13	86.67%	146.8	21	1,152.76	5	0	0.00%	115.6	298.2
USDA Agricultural Research Service	40	38	95.00%	21	11	52.38%	286.29	27	438.19	9	0	0.00%	337.56	486.33
USDA Agriculture Headquarters	51	15	29.41%	14	4	28.57%	259.79	23	710.09	7	7	100.00%	44	1,243.57
USDA Animal and Plant Health Inspection Service	87	31	35.63%	39	21	53.85%	195.41	43	470.88	17	7	41.18%	276.76	602.76
USDA Economic Research Service	1	1	100.00%	3	1	33.33%	534	1	1,264.00	0	0	0.00%	0	0
USDA Farm Service Agency	47	45	95.74%	23	23	100.00%	95.87	28	804.89	9	2	22.22%	637.11	931.33
USDA Food and Nutrition Service	12	12	100.00%	3	2	66.67%	190.33	8	557.38	2	0	0.00%	126.5	356
USDA Food Safety And Inspection Service	180	171	95.00%	70	33	47.14%	247.21	77	906.78	19	6	31.58%	130.47	525.11
USDA Foreign Agricultural Service	13	6	46.15%	3	2	66.67%	182.33	4	312.75	1	1	100.00%	55	499
USDA Forest Service	302	249	82.45%	137	72	52.55%	210.57	128	453.45	45	11	24.44%	215.71	570.91
USDA Grain Inspection, Packers& Stockyards Admin	15	6	40.00%	6	5	83.33%	149.5	7	543.14	3	0	0.00%	373.33	761.67
USDA National Agricultural Statistics Service	4	4	100.00%	2	1	50.00%	215.5	1	181	0	0	0.00%	0	0
USDA National Appeals Division	0	0	0.00%	0	0	0.00%	0	1	718	0	0	0.00%	0	0
USDA National Institute of Food and Agriculture	2	2	100.00%	0	0	0.00%	0	2	309	0	0	0.00%	0	0
USDA Natural Resources Conservation Service	74	55	74.32%	22	16	72.73%	188.73	22	488.55	8	4	50.00%	295.88	602.75
USDA Office Of The Chief Financial Officer	41	28	68.29%	22	3	13.64%	384.95	14	449.5	6	0	0.00%	527.67	527.67
USDA Risk Management Agency	14	9	64.29%	7	1	14.29%	396.14	6	513.5	3	3	100.00%	43.67	755.33
USDA Rural Development	56	8	14.29%	44	3	6.82%	394.91	38	763.87	15	1	6.67%	181.8	759.27

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Department of Commerce Wide	325	275	84.62%	183	166	90.71%	188.25	432	465.11	189	26	13.76%	242.79	569.24
DOC All Other Commerce Bureaus	30	9	30.00%	21	21	100.00%	185.57	26	352	7	2	28.57%	176.71	461.29
DOC Bureau of the Census	114	105	92.11%	66	60	90.91%	181.77	52	314.9	22	3	13.64%	214.27	476.36
DOC Decennial Census	5	5	100.00%	3	3	100.00%	192	249	567.55	125	9	7.20%	278.11	631.04
DOC International Trade Administration	11	7	63.64%	7	6	85.71%	206.71	6	211.33	2	0	0.00%	156.5	360
DOC National Institute of Standards & Technology	24	23	95.83%	8	7	87.50%	197.63	14	279.71	5	1	20.00%	202.6	457
DOC National Oceanic & Atmospheric Administration	82	71	86.59%	61	52	85.25%	191.23	53	324.3	19	2	10.53%	176.47	409.37
DOC U. S. Patent and Trademark Office	59	55	93.22%	17	17	100.00%	193.29	32	365.91	9	9	100.00%	54.78	468.22
Department of Energy Wide	124	66	53.23%	51	42	82.35%	178.84	63	344.75	18	5	27.78%	91.72	371.67
DOE Bonneville Power Administration	28	7	25.00%	6	1	16.67%	228.17	13	234.77	3	0	0.00%	146.33	354
DOE Chicago Operations Office	1	1	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
DOE EM Consolidated Business Center	4	1	25.00%	1	0	0.00%	398	1	300	0	0	0.00%	0	0
DOE Golden Field Office	5	5	100.00%	1	0	0.00%	330	1	229	0	0	0.00%	0	0
DOE Headquarters	32	11	34.38%	12	12	100.00%	219.42	18	473.94	5	0	0.00%	121.2	525.2
DOE Idaho Operations Office	3	3	100.00%	1	1	100.00%	91	0	0	0	0	0.00%	0	0
DOE National Energy Technology Lab	2	1	50.00%	1	0	0.00%	207	1	87	0	0	0.00%	0	0
DOE NNSA Service Center	21	12	57.14%	19	18	94.74%	122.63	9	266.56	3	1	33.33%	75	294.33
DOE Oak Ridge Operations	2	2	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
DOE OSTI	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	6	5	83.33%	0	0	0.00%	0	2	352	2	2	100.00%	38	352
DOE Southeastern Power Administration	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
DOE Southwestern Power Administration	3	3	100.00%	0	0	0.00%	0	3	153.33	1	1	100.00%	60	400
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 Administration	16	14	87.50%	10	10	100.00%	176.3	15	397.13	4	1	25.00%	61.25	253.75
Department of Health and Human Services Wide	674	613	90.95%	288	269	93.40%	153.41	409	340.52	96	54	56.25%	63.85	404.14
HHS Administration for Children and Families	12	8	66.67%	4	2	50.00%	197.25	5	593.8	3	2	66.67%	94.67	920
HHS Agency for Healthcare Research and Quality	3	3	100.00%	3	3	100.00%	141	0	0	0	0	0.00%	0	0
HHS Centers for Disease Control and Prevention	127	121	95.28%	47	42	89.36%	157.83	69	263.43	11	8	72.73%	64.09	423.27
HHS Centers for Medicare & Medicaid Services	38	36	94.74%	24	24	100.00%	136.17	38	531.18	8	5	62.50%	61	518.5
HHS Food and Drug Administration	123	122	99.19%	58	56	96.55%	176.79	60	398.6	5	0	0.00%	122.8	557.6
HHS Health Resources and Services Administration	20	20	100.00%	7	7	100.00%	127.43	13	404.92	7	6	85.71%	31.14	341.71
HHS Indian Health Service	198	172	86.87%	57	56	98.25%	116.07	105	208.22	29	22	75.86%	28	268.59
HHS National Institutes of Health	99	88	88.89%	51	46	90.20%	162.88	82	379.46	21	3	14.29%	101.9	404.95
HHS Office of the Secretary of Health & Human Svcs	44	34	77.27%	30	27	90.00%	174.23	30	483.13	11	8	72.73%	72.27	493.27
HHS Program Support Center	7	6	85.71%	3	3	100.00%	120.33	1	26	0	0	0.00%	0	0
HHS Substance Abuse & Mental Health Svcs Admin	3	3	100.00%	4	3	75.00%	157	6	210.67	1	0	0.00%	74	334

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Department of Homeland Security Wide	2,031	1,718	84.59%	1,046	596	56.98%	229.94	1,097	461.88	337	163	48.37%	142.91	493.66
DHS Federal Emergency Management Agency	242	182	75.21%	110	13	11.82%	360.8	96	674.99	36	8	22.22%	233.78	811.06
DHS Federal Law Enforcement Training Center	18	18	100.00%	9	8	88.89%	222.33	16	403.75	1	0	0.00%	78	292
DHS Headquarters	77	54	70.13%	24	21	87.50%	226.13	24	379.33	10	5	50.00%	100.7	455.5
DHS Transportation Security Administration	658	558	84.80%	429	190	44.29%	224.57	373	442.47	109	55	50.46%	111.5	461.31
DHS U.S. Citizenship and Immigration Services	186	185	99.46%	74	73	98.65%	141.64	78	435.5	19	11	57.89%	75.84	383.42
DHS U.S. Coast Guard	96	94	97.92%	39	39	100.00%	205.79	51	391.43	17	13	76.47%	60.29	313.53
DHS U.S. Customs and Border Protection	464	464	100.00%	252	241	95.63%	175.54	294	395.88	91	54	59.34%	157.2	400.19
DHS U.S. Immigration and Customs Enforcement	242	116	47.93%	81	6	7.41%	301.32	133	580.21	42	13	30.95%	212.33	638.21
DHS U.S. Secret Service	48	47	97.92%	28	5	17.86%	354.07	32	430.88	12	4	33.33%	68	516.42
Department of Justice Wide	1,372	1,242	90.52%	614	483	78.66%	202.46	857	591.89	362	28	7.73%	382.55	775.83
DOJ Alcohol, Tobacco, Firearms and Explosives	67	53	79.10%	34	9	26.47%	314.74	52	454.65	19	2	10.53%	217.63	362.11
DOJ Bureau of Prisons	838	820	97.85%	350	309	88.29%	160.57	412	555.18	143	8	5.59%	491.06	737.02
DOJ Drug Enforcement Administration	44	27	61.36%	23	8	34.78%	313.35	32	551.97	17	0	0.00%	382	769.29
DOJ Executive Office for Immigration Review	16	16	100.00%	10	9	90.00%	215.8	11	485.64	9	0	0.00%	130.33	526.44
DOJ Executive Office for U.S. Attorneys	37	37	100.00%	22	21	95.45%	208.91	42	638.4	19	2	10.53%	384.89	812.11
DOJ Federal Bureau of Investigation	221	150	67.87%	128	98	76.56%	239.77	203	704.71	115	10	8.70%	312.7	916.68
DOJ Office of Justice Programs	18	18	100.00%	9	9	100.00%	227.22	9	193.33	1	1	100.00%	60	376
DOJ Offices, Boards, and Divisions	46	37	80.43%	14	6	42.86%	280.57	34	475.24	8	1	12.50%	85	400
DOJ U.S. Marshals Service	85	84	98.82%	24	14	58.33%	282.67	62	711.35	31	4	12.90%	401.45	849.52
Department of Labor Wide	206	193	93.69%	85	83	97.65%	204.12	134	505.19	44	38	86.36%	59.48	357.14
DOL (DM and others)	73	69	94.52%	28	27	96.43%	196	51	319.92	17	13	76.47%	61.82	335.35
DOL Bureau of Labor Statistics	6	6	100.00%	1	1	100.00%	176	4	535.5	0	0	0.00%	0	0
DOL Employment and Training Administration	17	16	94.12%	10	10	100.00%	180.2	18	360.94	8	8	100.00%	58.63	441.38
DOL Mine Safety and Health Administration	31	28	90.32%	9	9	100.00%	196.44	15	392.53	4	3	75.00%	66.25	296
DOL Occupational Safety and Health Administration	22	20	90.91%	14	14	100.00%	188.86	18	1,594.89	4	3	75.00%	54.25	295.5
DOL Office of Workers Compensation Programs	25	23	92.00%	9	9	100.00%	228.22	15	277.4	8	8	100.00%	54.38	356.63
DOL Wage and Hour Division	32	31	96.88%	14	13	92.86%	244.14	13	306.46	3	3	100.00%	60	421
Department of the Army Wide	2,299	2,008	87.34%	484	114	23.55%	258.31	1,116	324.63	181	21	11.60%	108.17	528.11
Eighth U.S. Army (KOREA)	2	0	0.00%	2	0	0.00%	324.5	5	236	1	0	0.00%	101	364
Headquarters, Department of Army	171	151	88.30%	41	3	7.32%	292.93	66	363.88	14	1	7.14%	108.14	468.43
U.S. Army Corps of Engineers	248	216	87.10%	57	14	24.56%	262.04	135	292.41	20	4	20.00%	92.25	487.8
U.S. Army Europe	18	18	100.00%	1	1	100.00%	197	4	85.25	0	0	0.00%	0	0
U.S. Army Forces Command	175	171	97.71%	24	8	33.33%	233.13	85	250.75	11	2	18.18%	113.09	357.36
U.S. Army Installation Management Command	544	482	88.60%	112	29	25.89%	240.04	279	371.59	39	3	7.69%	111.44	537.59
U.S. Army Intelligence and Security Command	22	18	81.82%	9	2	22.22%	241.56	12	299.75	4	1	25.00%	87.5	337.75
U.S. Army Material Command	507	448	88.36%	103	26	25.24%	256.47	259	287.01	34	3	8.82%	106.68	529.79
U.S. Army Medical Command	424	356	83.96%	86	18	20.93%	268	175	329.58	34	5	14.71%	108.06	608.35
U.S. Army Network Enterprise Technology Command	26	20	76.92%	11	5	45.45%	270.73	10	302.9	2	0	0.00%	132	379

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U.S. Army Pacific (USARPAC)	2	2	100.00%	0	0	0.00%	0	1	6	0	0	0.00%	0	0
U.S. Army Space and Missile Defense Command	1	1	100.00%	4	1	25.00%	269.75	5	893.2	0	0	0.00%	0	0
U.S. Army Special Operations Command (USASOC)	16	12	75.00%	0	0	0.00%	0	7	237.29	0	0	0.00%	0	0
U.S. Army Test and Evaluation Command	16	12	75.00%	10	3	30.00%	262.7	12	357.08	3	0	0.00%	104.33	817.67
U.S. Army Training and Doctrine Command	127	101	79.53%	24	4	16.67%	267.83	61	380.93	19	2	10.53%	121.05	566
Department of the Interior Wide	592	473	79.90%	238	123	51.68%	270.06	307	487.03	104	12	11.54%	173.24	574.44
Bureau of Ocean Energy Management	7	4	57.14%	2	2	100.00%	245.5	0	0	0	0	0.00%	0	0
Bureau of Safety and Environmental Enforcement	7	2	28.57%	3	2	66.67%	193	0	0	0	0	0.00%	0	0
DOI Bureau Of Indian Affairs	56	56	100.00%	52	13	25.00%	369.54	49	686.98	20	5	25.00%	197.5	873.95
DOI Bureau Of Land Management	81	65	80.25%	33	30	90.91%	158.15	36	367.47	12	2	16.67%	158	389.33
DOI Bureau Of Reclamation	78	63	80.77%	28	25	89.29%	150.96	49	345.53	16	0	0.00%	150.63	378.94
DOI Fish And Wildlife Service	56	50	89.29%	22	22	100.00%	178.18	27	279.11	11	0	0.00%	122.45	317.55
DOI Geological Survey	22	22	100.00%	6	4	66.67%	279.83	18	285.72	3	0	0.00%	78	337.67
DOI National Park Service	208	137	65.87%	65	7	10.77%	345.51	74	580.51	22	1	4.55%	217.73	724.5
DOI Office Of Surface Mining, Reclamation & Enforce	6	4	66.67%	4	4	100.00%	149	5	420.8	0	0	0.00%	0	0
DOI-Office Of The Secretary	71	70	98.59%	23	14	60.87%	256.04	49	570.49	20	4	20.00%	169.5	554.15
Department of the Navy Wide	1,530	1,394	91.11%	409	162	39.61%	276.71	904	332.14	117	117	100.00%	53.45	477.23
Chief Of Naval Operations	27	26	96.30%	9	4	44.44%	252	12	325.75	5	5	100.00%	57.8	325.8
Commander Naval Installations Command	270	249	92.22%	40	16	40.00%	256.75	171	233.65	17	17	100.00%	55.65	515.18
Commander Naval Reserve	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Commander Pacific Fleet	124	121	97.58%	28	18	64.29%	262.71	39	393.05	8	8	100.00%	54.25	339.63
DON Assistant for Administration	54	48	88.89%	16	6	37.50%	308.44	20	374.35	6	6	100.00%	51.5	444.67
DON Bureau of Medicine & Surgery	120	103	85.83%	32	12	37.50%	304.59	58	404.72	12	12	100.00%	48.75	519.5
DON SPAWAR	25	17	68.00%	5	2	40.00%	264.2	6	311.33	1	1	100.00%	58	334
DON Strategic Systems Project Office	7	7	100.00%	3	1	33.33%	359	3	421.67	0	0	0.00%	0	0
Fleet Cyber Command	16	15	93.75%	1	1	100.00%	160	1	93	0	0	0.00%	0	0
Fleet Forces Command	88	81	92.05%	22	6	27.27%	282.23	36	357.64	5	5	100.00%	53	428
Marine Corps HQ	233	201	86.27%	64	18	28.13%	287	321	345.67	21	21	100.00%	51.1	501.33
Military Sealift Command	56	55	98.21%	18	6	33.33%	296.5	23	141.35	2	2	100.00%	59	419.5
Naval Air Systems Command	162	153	94.44%	42	19	45.24%	265.95	57	279.51	10	10	100.00%	53.3	490.2
Naval Education & Training Command	31	27	87.10%	11	1	9.09%	446.82	15	339.27	1	1	100.00%	53	307
Naval Sea Systems Command	71	66	92.96%	30	12	40.00%	249.73	36	502.08	7	7	100.00%	52.57	467.71
Naval Special Warfare Command	5	4	80.00%	1	0	0.00%	312	3	72.67	0	0	0.00%	0	0
Naval Supply Systems Command	95	86	90.53%	29	15	51.72%	260	41	387.59	10	10	100.00%	58.5	476.7
Naval Systems Management Activity	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Navy Facilities & Engineering Command	118	110	93.22%	47	19	40.43%	250.98	56	414.5	9	9	100.00%	53.44	617.33
Navy Military Personnel Command	9	7	77.78%	5	2	40.00%	277.6	2	203.5	1	1	100.00%	41	378
Office Of Naval Intelligence	15	14	93.33%	5	3	60.00%	252.2	2	292	1	1	100.00%	56	464
Office Of Naval Research	4	4	100.00%	1	1	100.00%	252	2	191	1	1	100.00%	60	341
Department of the Treasury Wide	746	721	96.65%	285	248	87.02%	197.5	407	468.29	123	108	87.80%	41.02	355.41
Treas - Alcohol and Tobacco Tax and Trade Bureau	1	1	100.00%	0	0	0.00%	0	3	966.67	0	0	0.00%	0	0

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Treas - Bureau of Engraving and Printing	31	28	90.32%	13	12	92.31%	160.85	16	478.94	3	2	66.67%	98.33	301.33
Treas - Bureau of the Public Debt	14	14	100.00%	3	2	66.67%	251	2	152.5	1	1	100.00%	55	240
Treas - Departmental Offices	16	15	93.75%	8	8	100.00%	156.75	16	454.94	4	3	75.00%	38.25	242
Treas - Financial Crimes Enforcement Network	5	5	100.00%	1	1	100.00%	173	2	515	2	2	100.00%	32.5	515
Treas - Financial Management Service	15	2	13.33%	6	5	83.33%	149.17	7	647	2	1	50.00%	57	321
Treas - Inspector General For Tax Administration	2	2	100.00%	1	1	100.00%	185	1	917	0	0	0.00%	0	0
Treas - Internal Revenue Service	587	582	99.15%	225	193	85.78%	204.01	283	460.39	95	85	89.47%	39.08	368.08
Treas - Office of the Comptroller of the Currency	17	17	100.00%	5	5	100.00%	100.8	9	278.78	2	2	100.00%	27	185.5
Treas - Special Inspector General for the Troubled Assets Relief Program	0	0	0.00%	0	0	0.00%	0	1	478	0	0	0.00%	0	0
Treas - U. S. Mint	50	47	94.00%	17	16	94.12%	205.47	57	488.35	12	10	83.33%	44.58	341.17
Treas - Internal Revenue Service Office of the Chief	7	7	100.00%	4	4	100.00%	164.25	9	487.22	2	2	100.00%	30.5	249.5
Treas - Office of the Inspector General	1	1	100.00%	2	1	50.00%	189.5	1	472	0	0	0.00%	0	0
Department of Transportation Wide	541	506	93.53%	216	214	99.07%	136.06	335	411.26	89	47	52.81%	75.36	413.53
DOT Federal Aviation Administration	437	432	98.86%	178	176	98.88%	136.69	268	408.8	75	35	46.67%	79.64	417.48
DOT Federal Highway Administration	27	27	100.00%	7	7	100.00%	117	10	518.4	4	2	50.00%	62.25	426
DOT Federal Motor Carrier Safety Administration	8	8	100.00%	2	2	100.00%	143.5	7	484.14	2	2	100.00%	41.5	221
DOT Federal Railroad Administration	4	0	0.00%	2	2	100.00%	133	6	341.5	1	1	100.00%	39	254
DOT Federal Transit Administration	11	10	90.91%	4	4	100.00%	125.75	3	44.67	0	0	0.00%	0	0
DOT Maritime Administration	13	3	23.08%	7	7	100.00%	134.43	11	460.91	1	1	100.00%	48	671
DOT National Highway Traffic Safety Administration	10	7	70.00%	7	7	100.00%	106.29	5	128.2	1	1	100.00%	54	169
DOT Office of Inspector General	3	3	100.00%	1	1	100.00%	175	3	702.67	1	1	100.00%	43	469
DOT Office of the Secretary	11	11	100.00%	1	1	100.00%	128	8	411.88	1	1	100.00%	59	275
DOT Pipeline & Hazardous Materials Safety Admin	8	2	25.00%	1	1	100.00%	177	1	12	0	0	0.00%	0	0
DOT Research & Innovative Technology Admin	9	3	33.33%	6	6	100.00%	170	13	487	3	3	100.00%	53	503
DOT St. Lawrence Development Corporation	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Department of Veterans Affairs Wide	4,484	4,407	98.28%	1,583	1,391	87.87%	164.52	2,123	393.83	597	30	5.03%	177.88	464.04
VA-HQ and Others	165	163	98.79%	71	58	81.69%	168.08	106	327.84	18	2	11.11%	181	402.39
VA-NCA	50	49	98.00%	18	17	94.44%	162.17	20	441.35	6	0	0.00%	175	593.83
VA-Veterans Benefits Administration	295	291	98.64%	108	101	93.52%	162.39	149	349.44	44	4	9.09%	196.05	468.64
VA-Veterans Health Administration	3,974	3,904	98.24%	1,386	1,215	87.66%	164.54	1,848	400.68	529	24	4.54%	176.3	464.29

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Federal Housing Finance Agency Wide	16	15	93.75%	3	2	66.67%	225	6	199.83	0	0	0.00%	0	0
Federal Housing Finance Agency Hqtrs	13	12	92.31%	2	1	50.00%	249	6	199.83	0	0	0.00%	0	0
Federal Housing Finance Agency OIG	3	3	100.00%	1	1	100.00%	177	0	0	0	0	0.00%	0	0
General Services Administration Wide	158	156	98.73%	77	44	57.14%	265.82	85	425.05	21	15	71.43%	59.19	397.57
GSA Central Office	40	40	100.00%	17	6	35.29%	343.82	15	352.93	6	4	66.67%	67.17	478
GSA National Capital Region	16	16	100.00%	11	6	54.55%	260.36	20	512.9	5	3	60.00%	48	388.8
GSA Region 1	3	3	100.00%	1	1	100.00%	148	0	0	0	0	0.00%	0	0
GSA Region 10	2	2	100.00%	2	2	100.00%	134	2	96.5	0	0	0.00%	0	0
GSA Region 2	19	19	100.00%	9	3	33.33%	249.44	7	706.29	0	0	0.00%	0	0
GSA Region 3	11	11	100.00%	5	1	20.00%	396	9	424.67	5	4	80.00%	66.6	398.2
GSA Region 4	19	17	89.47%	6	3	50.00%	313.67	7	532.71	0	0	0.00%	0	0
GSA Region 5	5	5	100.00%	4	4	100.00%	152	6	515.17	1	0	0.00%	90	285
GSA Region 6	7	7	100.00%	6	5	83.33%	230.33	1	228	1	1	100.00%	58	228
GSA Region 7	6	6	100.00%	0	0	0.00%	0	4	208.25	0	0	0.00%	0	0
GSA Region 8	3	3	100.00%	0	0	0.00%	0	1	21	0	0	0.00%	0	0
GSA Region 9	27	27	100.00%	16	13	81.25%	202.88	13	285.85	3	3	100.00%	39.67	344.33
U.S. Postal Service Wide	13,121	12,906	98.36%	2,660	2,636	99.10%	112.86	4,579	275.45	1,088	1,062	97.61%	32.41	277.48
USPS Capital Metro Area Operations	1,613	1,596	98.95%	319	314	98.43%	119.84	617	319.67	132	128	96.97%	36.21	307.36
USPS Eastern Area	1,726	1,686	97.68%	406	404	99.51%	108.4	677	320.16	167	156	93.41%	30.74	306.01
USPS Great Lakes Area	1,477	1,454	98.44%	302	298	98.68%	114.29	550	253.35	146	143	97.95%	36.18	311.41
USPS Headquarters	140	135	96.43%	55	55	100.00%	112.6	86	342.92	21	21	100.00%	32.43	281.52
USPS Northeast Area	1,553	1,522	98.00%	271	270	99.63%	116.3	397	293.33	86	86	100.00%	33.33	277.94
USPS Office of Inspector General	21	21	100.00%	7	7	100.00%	105.57	14	365.64	1	1	100.00%	49	153
USPS Pacific Area	1,823	1,804	98.96%	331	329	99.40%	110.13	493	322.28	101	99	98.02%	29.73	257.64
USPS Southern Area	3,275	3,225	98.47%	641	637	99.38%	112.13	1,126	216.11	288	284	98.61%	30.9	246.79
USPS Western Area	1,493	1,463	97.99%	328	322	98.17%	111.83	619	249.9	146	144	98.63%	31.27	258.17

Table B-8 FY 2012 Complaints Filed Bases and Issues - Grand Total

ISSUES OF ALLEGED DISCRIMINATION	BASES OF ALLEGED DISCRIMINATION																				TOTAL BASES BY ISSUE	TOTAL COMPLAINTS BY ISSUE	TOTAL COMPLAINANTS BY ISSUE
	RACE						COLOR	RELIGION	REPRISAL	SEX		PREGNANCY DISCRIMINATION ACT	NATIONAL	ORIGIN	EQUAL PAY ACT		AGE	DISABILITY		GINA			
	AMERICAN INDIAN / ALASKA NATIVE	ASIAN	NATIVE HAWAIIAN/ OTHER PACIFIC ISLANDER	BLACK/ AFRICAN AMERICAN	WHITE	TWO OR MORE RACES				MALE	FEMALE		HISPANIC	OTHER	MALE	FEMALE		MENTAL	PHYSICAL				
Appointment/Hire	8	26	3	163	52	8	80	25	235	92	126	4	22	72	0	0	290	52	152	0	1,410	683	668
Assignment Of Duties	18	42	6	459	148	16	220	71	784	200	430	11	67	120	0	0	528	118	337	1	3,576	1,558	1,544
Awards	3	8	0	93	12	0	31	9	154	33	66	0	11	22	0	0	77	15	35	1	570	268	266
Conversion To Full Time	1	2	0	6	2	0	7	0	6	4	9	0	2	1	0	0	13	1	6	0	60	29	29
Disciplinary Action	28	78	5	994	327	34	537	200	2,120	554	865	27	134	262	0	0	1,167	394	953	7	8,685	3,789	3,653
A. Demotion	1	2	0	42	8	2	13	4	63	23	34	0	6	8	0	0	53	9	24	0	292	131	130
B. Reprimand	9	28	2	294	100	12	180	63	717	158	306	3	37	77	0	0	401	103	279	5	2,774	1,207	1,199
C. Suspension	8	22	1	278	99	9	155	75	636	165	240	9	42	90	0	0	346	114	285	2	2,576	1,115	998
D. Removal	7	18	1	203	59	5	117	33	391	110	175	5	31	55	0	0	214	105	228	0	1,757	761	756
5. Other	3	8	1	177	61	6	72	25	313	98	110	5	18	32	0	0	153	63	137	0	1,282	575	570
Duty Hours	6	15	1	193	54	5	85	40	344	92	190	3	25	48	0	0	203	53	206	1	1,564	690	685
Evaluation/Appraisal	18	36	3	398	78	18	175	67	800	157	299	5	61	121	0	0	424	111	242	1	3,014	1,341	1,329
Examination/Test	1	1	0	10	2	0	3	2	14	8	10	0	0	3	0	0	17	1	10	0	82	43	43
Harassment	51	163	14	1,576	441	62	674	298	3,427	775	2,051	25	291	452	0	0	1,750	608	1,414	11	14,083	6,482	6,299
A. Non-Sexual	51	163	14	1,576	441	62	674	298	3,292	690	1,670	24	291	452	0	0	1,750	608	1,414	11	13,481	5,991	5,810
B. Sexual									135	85	381	1									602	491	489
Medical Examination	0	3	0	18	5	0	11	4	49	6	14	0	2	4	0	0	24	24	50	0	214	102	101
Pay Including Overtime	6	18	3	259	80	12	139	50	497	118	241	5	32	69	13	33	293	62	250	1	2,181	968	950
Promotion/Non-Selection	14	53	11	710	189	19	264	82	876	323	504	6	122	172	0	0	1,029	111	355	5	4,845	2,250	2,203
Reassignment	9	30	4	222	74	6	116	27	428	108	226	3	36	77	0	0	312	64	198	2	1,942	859	855
A. Denied	3	16	0	76	31	3	50	13	138	40	89	0	12	32	0	0	105	24	75	2	709	305	303
B. Directed	6	14	4	146	43	3	66	14	290	68	137	3	24	45	0	0	207	40	123	0	1,233	554	552
Reasonable Accommodation								61	534									315	1,004	0	1,914	1,283	1,259
Reinstatement	0	1	0	9	0	1	3	1	15	1	6	1	2	3	0	0	13	8	15	0	79	41	41
Retirement	1	2	0	24	11	0	14	6	57	15	19	0	4	8	0	0	76	18	41	0	296	135	135
Termination	13	36	2	314	69	15	134	66	391	139	234	8	51	104	0	0	280	178	340	2	2,376	1,208	1,203
Terms/Conditions Of Employment	17	53	2	594	229	31	360	110	1,365	345	583	14	88	174	0	0	791	217	684	4	5,661	2,506	2,451
Time And Attendance	14	30	8	354	103	14	179	70	821	162	349	10	54	93	0	0	421	201	529	3	3,415	1,479	1,447
Training	6	17	0	211	39	8	99	29	287	81	147	0	28	46	0	0	184	42	135	2	1,361	571	564
U. Other	3	4	1	137	41	8	55	20	309	67	100	5	24	28	0	0	156	54	150	2	1,164	563	550
Total Issues By Bases	217	618	63	6,744	1,956	257	3,186	1,238	13,513	3,280	6,469	122	1,056	1,879	13	33	8,048	2,647	7,106	43	0	0	0
Total Complaints Filed By Bases	123	381	42	4,042	1,178	167	1,844	672	7,457	1,996	3,841	70	665	1,113	13	33	4,915	1,436	3,950	21			
Total Complainants By Bases	120	373	42	3,886	1,146	161	1,768	647	6,983	1,927	3,751	69	640	1,074	13	33	4,761	1,393	3,802	21			

Table B-8a FY 2012 Complaints Filed Bases and Issues - Cabinet Level Agencies

ISSUES OF ALLEGED DISCRIMINATION	BASES OF ALLEGED DISCRIMINATION																				TOTAL BASES BY ISSUE	TOTAL COMPLAINTS BY ISSUE	TOTAL COMPLAINTANTS BY ISSUE
	RACE						COLOR	RELIGION	REPRISAL	SEX		PREGNANCY DISCRIMINATION	NATIONAL ORIGIN		EQUAL PAY ACT		AGE	DISABILITY		GINA			
	AMERICAN INDIAN / ALASKA NATIVE	ASIAN	NATIVE HAWAIIAN/ OTHER PACIFIC ISLANDER	BLACK/ AFRICAN AMERICAN	WHITE	TWO OR MORE RACES				MALE	FEMALE		HISPANIC	OTHER	MALE	FEMALE		MENTAL	PHYSICAL				
Appointment/Hire	6	22	3	137	43	8	66	21	203	82	109	4	22	59	0	0	251	42	136	0	1,214	587	576
Assignment Of Duties	18	37	6	411	125	14	201	63	702	183	384	10	60	101	0	0	462	102	305	1	3,185	1,397	1,386
Awards	3	8	0	73	8	0	27	8	119	22	53	0	9	19	0	0	56	9	26	1	441	215	214
Conversion To Full Time	1	2	0	6	2	0	7	0	6	4	7	0	2	1	0	0	12	1	5	0	56	27	27
Disciplinary Action	28	76	5	936	315	33	518	194	2,028	536	821	27	129	254	0	0	1,111	380	921	7	8,319	3,623	3,490
A. Demotion	1	2	0	32	7	2	11	4	54	21	26	0	6	8	0	0	44	8	22	0	248	114	114
B. Reprimand	9	27	2	276	96	11	170	60	680	153	288	3	34	75	0	0	378	99	268	5	2,634	1,140	1,132
C. Suspension	8	22	1	263	94	9	151	73	610	161	230	9	41	86	0	0	334	108	275	2	2,477	1,068	953
D. Removal	7	17	1	192	57	5	115	33	379	104	171	5	30	53	0	0	206	104	222	0	1,701	740	735
S. Other	3	8	1	173	61	6	71	24	305	97	106	5	18	32	0	0	149	61	134	0	1,254	561	556
Duty Hours	6	15	1	190	52	4	84	36	334	92	182	3	24	44	0	0	197	52	199	1	1,516	672	667
Evaluation/Appraisal	16	31	3	334	62	15	145	55	654	129	253	3	54	96	0	0	337	88	203	1	2,479	1,127	1,118
Examination/Test	1	1	0	8	1	0	2	2	14	8	9	0	0	3	0	0	15	1	10	0	75	40	40
Harassment	46	151	14	1,428	406	60	614	283	3,139	720	1,911	24	268	415	0	0	1,579	544	1,290	10	12,902	5,951	5,793
A. Non-Sexual	46	151	14	1,428	406	60	614	283	3,014	635	1,556	23	268	415	0	0	1,579	544	1,290	10	12,336	5,490	5,334
B. Sexual									125	85	35	1									566	461	459
Medical Examination	0	3	0	17	5	0	10	4	48	6	10	0	2	4	0	0	23	23	50	0	205	96	95
Pay Including Overtime	6	18	3	242	76	11	132	48	475	114	230	5	31	64	11	29	278	54	236	1	2,064	920	903
Promotion/Non-Selection	12	41	9	596	159	16	233	71	743	271	428	6	105	151	0	0	851	95	284	5	4,076	1,921	1,882
Reassignment	9	27	4	205	66	6	111	23	394	99	213	2	33	73	0	0	289	57	181	2	1,794	795	791
A. Denied	3	15	0	65	28	3	48	9	120	37	79	0	10	30	0	0	92	20	68	2	629	271	269
B. Directed	6	12	4	140	38	3	63	14	274	62	134	2	23	43	0	0	197	37	113	0	1,165	524	522
Reasonable Accommodation								57	498									276	927	0	1,758	1,176	1,156
Reinstatement	0	0	0	8	0	0	2	1	14	1	6	1	2	2	0	0	13	8	15	0	73	38	38
Retirement	1	1	0	21	10	0	10	4	51	13	16	0	3	8	0	0	68	14	36	0	256	119	119
Termination	13	32	2	295	63	15	126	60	367	130	218	6	48	96	0	0	262	163	320	1	2,217	1,130	1,125
Terms/Conditions Of Employment	15	49	2	544	215	27	345	99	1,271	331	545	14	84	159	0	0	731	196	636	4	5,267	2,351	2,301
Time And Attendance	14	29	7	320	95	12	165	63	763	153	327	10	50	87	0	0	386	178	495	3	3,157	1,369	1,342
Training	6	14	0	189	33	7	89	27	252	69	132	0	28	40	0	0	158	34	116	2	1,196	504	497
U. Other	2	4	1	128	38	7	52	18	286	65	96	4	24	27	0	0	143	48	139	1	1,083	520	509
Total Issues By Bases	203	561	60	6,088	1,774	235	2,939	1,137	12,361	3,028	5,950	114	978	1,703	11	29	7,222	2,365	6,530	40	0	0	0
Total Complaints Filed By Bases	115	345	39	3,675	1,078	146	1,705	617	6,866	1,849	3,565	64	614	1,026	11	29	4,441	1,300	3,664	19			
Total Complainants By Bases	112	338	39	3,545	1,050	146	1,647	598	6,447	1,788	3,484	64	591	997	11	29	4,310	1,265	3,538	19			

Table B-8b FY 2012 Complaints Filed Bases and Issues - Medium Size Agencies

ISSUES OF ALLEGED DISCRIMINATION	BASES OF ALLEGED DISCRIMINATION																				TOTAL BASES BY ISSUE	TOTAL COMPLAINTS BY ISSUE	TOTAL COMPLAINANTS BY ISSUE
	RACE						COLOR	RELIGION	REPRISAL	SEX		PREGNANCY DISCRIMINATION ACT	NATIONAL ORIGIN		EQUAL PAY ACT		AGE	DISABILITY		GINA			
	AMERICAN INDIAN / ALASKA NATIVE	ASIAN	NATIVE HAWAIIAN/ OTHER PACIFIC ISLANDER	BLACK/ AFRICAN AMERICAN	WHITE	TWO OR MORE RACES				MALE	FEMALE		HISPANIC	OTHER	MALE	FEMALE		MENTAL	PHYSICAL				
Appointment/Hire	1	3	0	20	5	0	9	2	22	6	13	0	0	6	0	29	8	10	0	134	57	54	
Assignment Of Duties	0	4	0	36	13	2	12	5	64	10	33	0	5	13	0	46	13	26	0	282	110	109	
Awards	0	0	0	13	4	0	3	1	28	7	9	0	2	2	0	15	3	9	0	96	37	36	
Conversion To Full Time	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	1	0	1	0	4	2	2	
Disciplinary Action	0	1	0	34	7	0	14	3	70	11	27	0	3	5	0	37	11	24	0	247	107	105	
A. Demotion	0	0	0	7	1	0	2	0	6	1	7	0	0	0	0	8	1	2	0	35	14	13	
B. Reprimand	0	0	0	9	3	0	8	2	27	3	10	0	1	2	0	13	3	6	0	87	36	36	
C. Suspension	0	0	0	9	2	0	2	0	19	3	4	0	1	1	0	6	4	9	0	60	31	30	
D. Removal	0	1	0	7	1	0	1	0	11	4	4	0	1	2	0	6	1	4	0	43	16	16	
S. Other	0	0	0	2	0	0	1	1	7	0	2	0	0	0	0	4	2	3	0	22	10	10	
Duty Hours	0	0	0	2	2	1	1	3	9	0	8	0	1	4	0	6	1	6	0	44	14	14	
Evaluation/Appraisal	1	4	0	47	12	1	22	9	115	20	38	0	5	18	0	68	14	30	0	404	161	159	
Examination/Test	0	0	0	1	1	0	0	0	0	0	1	0	0	0	0	1	0	0	0	4	2	2	
Harassment	3	8	0	111	25	2	49	12	228	37	109	1	20	30	0	130	48	97	0	910	400	379	
A. Non-Sexual	3	8	0	111	25	2	49	12	218	37	88	1	20	30	0	130	48	97	0	879	375	354	
B. Sexual									10	0	21	0								31	25	25	
Medical Examination	0	0	0	1	0	0	1	0	1	0	3	0	0	0	0	0	0	0	0	6	4	4	
Pay Including Overtime	0	0	0	16	3	0	7	2	19	3	10	0	1	5	0	1	13	7	12	0	99	35	34
Promotion/Non-Selection	2	12	2	91	28	1	27	9	116	39	62	0	14	18	0	154	16	66	0	657	275	267	
Reassignment	0	3	0	10	8	0	3	1	26	5	10	0	2	3	0	15	6	13	0	105	45	45	
A. Denied	0	1	0	8	3	0	2	1	15	1	9	0	2	2	0	10	4	6	0	64	26	26	
B. Directed	0	2	0	2	5	0	1	0	11	4	1	0	0	1	0	5	2	7	0	41	19	19	
Reasonable Accommodation								2	23								23	61	0	109	78	76	
Reinstatement	0	1	0	1	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	4	2	2	
Retirement	0	1	0	3	1	0	4	2	6	2	3	0	1	0	0	7	4	5	0	39	15	15	
Termination	0	2	0	12	2	0	3	3	20	6	12	2	3	5	0	12	14	16	0	112	56	56	
Terms/Conditions Of Employment	0	2	0	35	11	2	12	8	74	12	29	0	4	14	0	44	15	38	0	300	106	103	
Time And Attendance	0	1	1	25	7	1	11	5	49	8	17	0	4	6	0	28	19	29	0	211	92	89	
Training	0	2	0	17	5	0	7	2	29	10	11	0	0	6	0	18	8	16	0	131	50	50	
U. Other	1	0	0	5	1	0	1	1	18	1	2	0	0	1	0	6	5	9	0	51	25	23	
Total Issues By Bases	8	44	3	480	135	10	186	70	918	177	399	3	65	137	0	630	215	468	0	0	0	0	
Total Complaints Filed By Bases	5	28	3	271	72	10	109	40	465	102	207	3	44	64	0	374	98	233	0				
Total Complainants By Bases	5	27	3	251	70	4	91	35	417	95	201	3	42	56	0	355	92	216	0				

Table B-8c FY 2012 Complaints Filed Bases and Issues - Small Size Agencies

ISSUES OF ALLEGED DISCRIMINATION	BASES OF ALLEGED DISCRIMINATION																				TOTAL BASES BY ISSUE	TOTAL COMPLAINTS BY ISSUE	TOTAL COMPLAINANTS BY ISSUE			
	RACE						COLOR	RELIGION	REPRISAL	SEX		PREGNANCY DISCRIMINATION ACT	NATIONAL ORIGIN		EQUAL PAY ACT		AGE	DISABILITY		GINA						
	AMERICAN INDIAN / ALASKA NATIVE	ASIAN	NATIVE HAWAIIAN/ OTHER PACIFIC ISLANDER	BLACK/ AFRICAN AMERICAN	WHITE	TWO OR MORE RACES				MALE	FEMALE		HISPANIC	OTHER	MALE	FEMALE		MENTAL	PHYSICAL							
Appointment/Hire	1	1	0	6	4	0	5	2	10	4	4	0	0	7	0	0	10	2	6	0	62	39	38			
Assignment Of Duties	0	1	0	12	10	0	7	3	18	7	13	1	1	6	0	0	19	3	6	0	107	50	48			
Awards	0	0	0	7	0	0	1	0	7	4	4	0	0	1	0	0	6	3	0	0	33	16	16			
Conversion To Full Time	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Disciplinary Action	0	1	0	24	5	1	5	3	22	7	17	0	1	3	0	0	18	3	8	0	118	58	57			
A. Demotion	0	0	0	3	0	0	0	0	3	1	1	0	0	0	0	0	1	0	0	0	9	3	3			
B. Reprimand	0	1	0	9	1	1	2	1	10	2	8	0	1	0	0	0	9	1	5	0	51	30	30			
C. Suspension	0	0	0	6	3	0	2	2	7	1	6	0	0	3	0	0	6	2	1	0	39	16	15			
D. Removal	0	0	0	4	1	0	1	0	1	2	0	0	0	0	0	0	2	0	2	0	13	5	5			
5. Other	0	0	0	2	0	0	0	0	1	1	2	0	0	0	0	0	0	0	0	0	6	4	4			
Duty Hours	0	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	0	1	0	4	4	4			
Evaluation/Appraisal	1	1	0	17	4	2	8	3	31	8	8	2	1	7	0	0	17	9	9	0	128	51	50			
Examination/Test	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	3	1	1			
Harassment	2	4	0	37	10	0	11	3	60	18	31	0	3	7	0	0	41	16	27	1	271	131	127			
A. Non-Sexual	2	4	0	37	10	0	11	3	60	18	26	0	3	7	0	0	41	16	27	1	266	126	122			
B. Sexual										0	0	5	0										5	5	5	
Medical Examination	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	1	0	0	3	2	2			
Pay Including Overtime	0	0	0	1	1	1	0	0	3	1	1	0	0	0	2	3	2	1	2	0	18	13	13			
Promotion/Non-Selection	0	0	0	23	2	2	4	2	17	13	14	0	2	3	0	0	24	0	5	0	111	53	53			
Reassignment	0	0	0	7	0	0	2	3	8	4	3	1	1	1	0	0	8	1	4	0	43	19	19			
A. Denied	0	0	0	3	0	0	0	3	3	2	1	0	0	0	0	0	3	0	1	0	16	8	8			
B. Directed	0	0	0	4	0	0	2	0	5	2	2	1	1	1	0	0	5	1	3	0	27	11	11			
Reasonable Accommodation										2	13										16	16	0	47	29	27
Reinstatement	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	2	1	1			
Retirement	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	1	1			
Termination	0	2	0	7	4	0	5	3	4	3	4	0	0	3	0	0	6	1	4	1	47	22	22			
Terms/Conditions Of Employment	2	2	0	15	3	2	3	3	20	2	9	0	0	1	0	0	16	6	10	0	94	49	47			
Time And Attendance	0	0	0	9	1	1	3	2	9	1	5	0	0	0	0	0	7	4	5	0	47	18	16			
Training	0	1	0	5	1	1	3	0	6	2	4	0	0	0	0	0	8	0	3	0	34	17	17			
U. Other	0	0	0	4	2	1	2	1	5	1	2	1	0	0	0	0	7	1	2	1	30	18	18			
Total Issues By Bases	6	13	0	176	47	12	61	31	234	75	120	5	9	39	2	3	192	67	108	3	0	0	0			
Total Complaints Filed By Bases	3	8	0	96	28	11	30	15	126	45	69	3	6	23	2	3	98	38	53	2						
Total Complainants By Bases	3	8	0	90	26	11	30	14	119	44	66	2	6	21	2	3	94	36	48	2						

Table B-9 FY 2012 Timeliness and Cost of All Completed Complaint Investigations

Agency or Department	Total Number Completed Investigations	Average Processing Days Completed Investigations	Number Timely Completed within 180 Days	Number Timely Completed within 181-360 Days	Total Number Timely Completed Investigations	% Investigations Timely Completed	Total Cost All Completed Investigations	Average Cost All Completed Investigations
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Foundation	0	0	0	0	0	0.00%	\$0.00	\$0.00
Agency for International Development	13	282.38	1	0	1	7.69%	\$30,971.00	\$2,382.38
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 and Transportation Barriers Compliance Board	0	0	0	0	0	0.00%	\$0.00	\$0.00
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	0	0	0	0	0	0.00%	\$0.00	\$0.00
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	5	161.2	4	1	5	100.00%	\$27,000.00	\$5,400.00
Central Intelligence Agency	14	345.57	0	1	1	7.14%	\$272,714.68	\$19,479.62
Chemical Safety and Hazard Investigation Board	0	0	0	0	0	0.00%	\$0.00	\$0.00
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission of Fine Arts	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission on Civil Rights	0	0	0	0	0	0.00%	\$0.00	\$0.00
Committee for Purchase from People Who Are Blind or Severely Disabled	0	0	0	0	0	0.00%	\$0.00	\$0.00
Commodity Futures Trading Commission	1	110	1	0	1	100.00%	\$6,750.00	\$6,750.00
Consumer Financial Protection Bureau	3	209	0	3	3	100.00%	\$23,469.60	\$7,823.20
Consumer Product Safety Commission	4	142.25	4	0	4	100.00%	\$19,616.00	\$4,904.00
Corporation for National and Community Service	6	108.67	5	1	6	100.00%	\$27,107.00	\$4,517.83
Court Services and Offender Supervision Agency for the District of Columbia	6	165	4	0	4	66.67%	\$22,512.00	\$3,752.00
Defense Army and Air Force Exchange	38	234.79	2	3	5	13.16%	\$446,869.22	\$11,759.72
Defense Commissary Agency	58	256.97	12	2	14	24.14%	\$257,328.02	\$4,436.69
Defense Contract Audit Agency	12	264	0	3	3	25.00%	\$53,240.28	\$4,436.69
Defense Contract Management Agency	3	328.67	0	0	0	0.00%	\$13,310.07	\$4,436.69
Defense Finance and Accounting Service	20	244.55	2	9	11	55.00%	\$88,733.80	\$4,436.69
Defense Human Resources Activity	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense Information Systems Agency	4	260.75	0	0	0	0.00%	\$28,003.28	\$7,000.82
Defense Intelligence Agency	14	314.36	0	5	5	35.71%	\$60,876.97	\$4,348.36
Defense Joint Task Force National Capital Region Medical	1	315	0	0	0	0.00%	\$3,025.00	\$3,025.00

Table B-9 FY 2012 Timeliness and Cost of All Completed Complaint Investigations

Agency or Department	Total Number Completed Investigations	Average Processing Days Completed Investigations	Number Timely Completed within 180 Days	Number Timely Completed within 181-360 Days	Total Number Timely Completed Investigations	% Investigations Timely Completed	Total Cost All Completed Investigations	Average Cost All Completed Investigations
Defense Logistics Agency	52	272.19	4	8	12	23.08%	\$464,213.36	\$8,927.18
Defense Media Activity	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense Missile Defense Agency	1	237	0	0	0	0.00%	\$4,437.00	\$4,437.00
Defense National Geospatial-Intelligence Agency	17	179.47	10	7	17	100.00%	\$75,423.73	\$4,436.69
Defense National Guard Bureau	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense National Security Agency	30	332.5	2	19	21	70.00%	\$303,746.90	\$10,124.90
Defense Nuclear Facilities Safety Board	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense Office of the Inspector General	1	255	0	1	1	100.00%	\$9,895.00	\$9,895.00
Defense Office of the Secretary - Wash. Hqtrs. Services	19	247.68	3	12	15	78.95%	\$172,330.74	\$9,070.04
Defense Security Service	5	193	0	0	0	0.00%	\$22,185.00	\$4,437.00
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 TRICARE Management Activity	2	368.5	0	1	1	50.00%	\$6,094.00	\$3,047.00
Defense Uniformed Services University	0	0	0	0	0	0.00%	\$0.00	\$0.00
Department of Agriculture	437	241.59	187	30	217	49.66%	\$1,535,339.78	\$3,513.36
Department of Commerce	183	188.25	95	71	166	90.71%	\$1,045,662.42	\$5,714.00
Department of Defense Education Activity	54	176.35	36	14	50	92.59%	\$186,303.89	\$3,450.07
Department of Education	26	179	17	9	26	100.00%	\$90,427.61	\$3,477.99
Department of Energy	51	178.84	23	19	42	82.35%	\$133,184.06	\$2,611.45
Department of Health and Human Services	288	153.41	232	37	269	93.40%	\$1,233,362.06	\$4,282.51
Department of Homeland Security	1,046	229.94	427	169	596	56.98%	\$4,963,672.94	\$4,745.39
Department of Housing and Urban Development	77	285.31	20	6	26	33.77%	\$201,354.00	\$2,614.99
Department of Justice	614	202.46	302	181	483	78.66%	\$2,575,296.36	\$4,194.29
Department of Labor	85	204.12	51	32	83	97.65%	\$262,000.00	\$3,082.35
Department of State	97	245.01	27	25	52	53.61%	\$284,655.00	\$2,934.59
Department of the Air Force	305	263.15	36	17	53	17.38%	\$1,353,190.40	\$4,436.69
Department of the Army	484	258.31	66	48	114	23.55%	\$3,014,704.36	\$6,228.73
Department of the Interior	238	270.06	87	36	123	51.68%	\$781,905.60	\$3,285.32
Department of the Navy	409	276.71	41	121	162	39.61%	\$3,715,910.00	\$9,085.35
Department of the Treasury	285	197.5	135	113	248	87.02%	\$2,229,613.00	\$7,823.20
Department of Transportation	216	136.06	196	18	214	99.07%	\$1,376,310.00	\$6,371.81
Department of Veterans Affairs	1,583	164.52	1,258	133	1,391	87.87%	\$9,137,264.70	\$5,772.12
Election Assistance Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Environmental Protection Agency	61	354.98	1	8	9	14.75%	\$138,948.50	\$2,277.84

Table B-9 FY 2012 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
Equal Employment Opportunity Commission	13	239.69	4	8	12	92.31%	\$84,000.00	\$6,461.54
Export-Import Bank of the US	1	240	0	1	1	100.00%	\$6,238.58	\$6,238.58
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	10	39	0	10	10	100.00%	\$36,000.00	\$3,600.00
Federal Deposit Insurance Corporation	29	224.21	13	16	29	100.00%	\$165,049.44	\$5,691.36
Federal Election Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Federal Energy Regulatory Commission	6	180	6	0	6	100.00%	\$21,000.00	\$3,500.00
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	3	225	1	1	2	66.67%	\$14,509.00	\$4,836.33
Federal Labor Relations Authority	1	248	0	1	1	100.00%	\$7,649.00	\$7,649.00
Federal Maritime Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Federal Mediation and Conciliation Service	0	0	0	0	0	0.00%	\$0.00	\$0.00
Federal Mine Safety & Health Review Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Federal Reserve System--Board of Governors	5	151	4	1	5	100.00%	\$41,956.10	\$8,391.22
Federal Retirement Thrift Investment Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Trade Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
General Services Administration	77	265.82	23	21	44	57.14%	\$230,204.61	\$2,989.67
Government Printing Office	26	274.27	1	11	12	46.15%	\$79,107.00	\$3,042.58
Harry S. Truman Scholarship Foundation	0	0	0	0	0	0.00%	\$0.00	\$0.00
Holocaust Memorial Museum U.S.	0	0	0	0	0	0.00%	\$0.00	\$0.00
Institute of Museum and Library Services	0	0	0	0	0	0.00%	\$0.00	\$0.00
Inter-American Foundation	0	0	0	0	0	0.00%	\$0.00	\$0.00
International Boundary and Water Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
International Joint Commission: US & Canada	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	2	161.5	1	0	1	50.00%	\$10,344.00	\$5,172.00
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	1	61	1	0	1	100.00%	\$3,974.00	\$3,974.00
Marine Mammal Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Merit Systems Protection Board	1	148	1	0	1	100.00%	\$5,619.00	\$5,619.00
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	21	193.57	10	7	17	80.95%	\$91,245.88	\$4,345.04

Table B-9 FY 2012 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
National Archives and Records Administration	3	170	2	1	3	100.00%	\$11,477.43	\$3,825.81
National Capital Planning Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
National Council on Disability	0	0	0	0	0	0.00%	\$0.00	\$0.00
National Credit Union Administration	3	217	1	1	2	66.67%	\$15,830.00	\$5,276.67
National Endowment for the Arts	0	0	0	0	0	0.00%	\$0.00	\$0.00
National Endowment for the Humanities	0	0	0	0	0	0.00%	\$0.00	\$0.00
National Foundation on the Arts & the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	0	0	0	0	0	0.00%	\$0.00	\$0.00
National Indian Gaming Commission	2	266	0	1	1	50.00%	\$9,903.00	\$4,951.50
National Labor Relations Board	3	167.33	3	0	3	100.00%	\$29,953.00	\$9,984.33
National Mediation Board	0	0	0	0	0	0.00%	\$0.00	\$0.00
National Reconnaissance Office	0	0	0	0	0	0.00%	\$0.00	\$0.00
National Science Foundation	4	371.75	0	0	0	0.00%	\$11,940.00	\$2,985.00
National Transportation Safety Board	2	111	2	0	2	100.00%	\$5,465.00	\$2,732.50
Navajo and Hopi Indian Relocation Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Nuclear Regulatory Commission	9	209.44	6	1	7	77.78%	\$45,000.00	\$5,000.00
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety & Health Review Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Office of Government Ethics	0	0	0	0	0	0.00%	\$0.00	\$0.00
Office of Personnel Management	25	103.4	25	0	25	100.00%	\$191,010.20	\$7,640.41
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
Overseas Private Investment Corporation	0	0	0	0	0	0.00%	\$0.00	\$0.00
Peace Corps	4	156.75	3	1	4	100.00%	\$16,786.00	\$4,196.50
Pension Benefit Guaranty Corporation	7	194.14	3	3	6	85.71%	\$18,000.00	\$2,571.43
Postal Regulatory Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Presidio Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	4	178	4	0	4	100.00%	\$8,090.00	\$2,022.50
Securities and Exchange Commission	10	259.7	4	4	8	80.00%	\$36,258.26	\$3,625.83
Selective Service System	2	288	0	2	2	100.00%	\$3,864.00	\$1,932.00
Small Business Administration	33	204.09	12	18	30	90.91%	\$111,641.00	\$3,383.06
Smithsonian Institution	8	173.5	7	1	8	100.00%	\$19,250.00	\$2,406.25
Social Security Administration	339	194.84	222	57	279	82.30%	\$1,520,762.08	\$4,486.02
Tennessee Valley Authority	44	138.2	44	0	44	100.00%	\$83,258.59	\$1,892.24
Trade and Development Agency	0	0	0	0	0	0.00%	\$0.00	\$0.00

Table B-9 FY 2012 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
U.S. Postal Service	2,660	112.86	2,562	74	2,636	99.10%	\$4,395,336.75	\$1,652.38
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Level Subtotal Including USPS	9,415	184.54	5,833	1,223	7,056	74.94%	\$40,525,205.30	\$4,304.32
Midsized Agencies Subtotal	640	212.74	357	131	488	76.25%	\$2,574,839.90	\$4,023.19
Small Agencies Subtotal	171	219.08	66	50	116	67.84%	\$929,634.05	\$5,436.46
Micro Agencies Subtotal	0	0	0	0	0	0.00%	\$0.00	\$0.00
Government-wide Including USPS	10,226	186.89	6,256	1,404	7,660	74.91%	\$44,029,679.25	\$4,305.66
USPS Percentage of Cabinet Sub Total	28.25%		43.92%	6.05%	37.36%		10.85%	
USPS Percentage of Government-wide	26.01%		40.95%	5.27%	34.41%		9.98%	
Cabinet Level Subtotal Minus USPS	6,755	212.77	3,271	1,149	4,420	65.43%	\$36,129,868.55	\$5,348.61
Government-wide Minus USPS	7,566	212.91	3,694	1,330	5,024	66.40%	\$39,634,342.50	\$5,238.48

NRF= No Report Filed

Table B-9a FY 2012 Timeliness and Cost of Complaint Investigations Completed by Agency Investigators

Agency or Department	Total Number Completed Investigations By Agency	Average Processing Days Completed Investigations By Agency	Number Timely Completed within 180 Days	Number Timely Completed within 181-360 Days	Total Number Timely Completed Investigations By Agency	% Investigations Timely Completed By Agency	Total Cost Completed Investigations By Agency	Average Cost Completed Investigations By Agency
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Foundation	0	0	0	0	0	0.00%	\$0.00	\$0.00
Agency for International Development	2	350	0	0	0	0.00%	\$2,492.00	\$1,246.00
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 and Transportation Barriers Compliance Board	0	0	0	0	0	0.00%	\$0.00	\$0.00
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	0	0	0	0	0	0.00%	\$0.00	\$0.00
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	0	0	0	0	0	0.00%	\$13,500.00	\$0.00
Central Intelligence Agency	11	351.91	0	1	1	9.09%	\$200,555.20	\$18,232.29
Chemical Safety and Hazard Investigation Board	0	0	0	0	0	0.00%	\$0.00	\$0.00
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission of Fine Arts	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission on Civil Rights	0	0	0	0	0	0.00%	\$0.00	\$0.00
Committee for Purchase from People Who Are Blind or Severely Disabled	0	0	0	0	0	0.00%	\$0.00	\$0.00
Commodity Futures Trading Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Consumer Financial Protection Bureau	3	209	0	3	3	100.00%	\$23,469.60	\$7,823.20
Consumer Product Safety Commission	0	0	0	0	0	0.00%	\$9,808.00	\$0.00
Corporation for National and Community Service	0	0	0	0	0	0.00%	\$0.00	\$0.00
Court Services and Offender Supervision Agency for the District of Columbia	2	234.5	0	0	0	0.00%	\$4,452.00	\$2,226.00
Defense Army and Air Force Exchange	38	234.79	2	3	5	13.16%	\$446,869.22	\$11,759.72
Defense Commissary Agency	58	256.97	12	2	14	24.14%	\$257,328.02	\$4,436.69
Defense Contract Audit Agency	12	264	0	3	3	25.00%	\$53,240.28	\$4,436.69
Defense Contract Management Agency	3	328.67	0	0	0	0.00%	\$13,310.07	\$4,436.69
Defense Finance and Accounting Service	20	244.55	2	9	11	55.00%	\$88,733.80	\$4,436.69
Defense Human Resources Activity	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense Information Systems Agency	4	260.75	0	0	0	0.00%	\$28,003.28	\$7,000.82
Defense Intelligence Agency	13	320.77	0	5	5	38.46%	\$57,676.97	\$4,436.69
Defense Joint Task Force National Capital Region Medical	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense Logistics Agency	52	272.19	4	8	12	23.08%	\$464,213.36	\$8,927.18

Table B-9a FY 2012 Timeliness and Cost of Complaint Investigations Completed by Agency Investigators

Agency or Department	Total Number Completed Investigations By Agency	Average Processing Days Completed Investigations By Agency	Number Timely Completed within 180 Days	Number Timely Completed within 181-360 Days	Total Number Timely Completed Investigations By Agency	% Investigations Timely Completed By Agency	Total Cost Completed Investigations By Agency	Average Cost Completed Investigations By Agency
Defense Media Activity	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense Missile Defense Agency	1	237	0	0	0	0.00%	\$4,437.00	\$4,437.00
Defense National Geospatial-Intelligence Agency	17	179.47	10	7	17	100.00%	\$75,423.73	\$4,436.69
Defense National Guard Bureau	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense National Security Agency	30	332.5	2	19	21	70.00%	\$303,746.90	\$10,124.90
Defense Nuclear Facilities Safety Board	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense Office of the Inspector General	1	255	0	1	1	100.00%	\$9,895.00	\$9,895.00
Defense Office of the Secretary - Wash. Hqtrs. Services	19	247.68	3	12	15	78.95%	\$172,330.74	\$9,070.04
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 TRICARE Management Activity	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense Uniformed Services University	0	0	0	0	0	0.00%	\$0.00	\$0.00
Department of Agriculture	0	0	0	0	0	0.00%	\$0.00	\$0.00
Department of Commerce	6	141.5	4	1	5	83.33%	\$21,634.92	\$3,605.82
Department of Defense Education Activity	11	266.91	0	8	8	72.73%	\$48,803.59	\$4,436.69
Department of Education	0	0	0	0	0	0.00%	\$0.00	\$0.00
Department of Energy	0	0	0	0	0	0.00%	\$0.00	\$0.00
Department of Health and Human Services	7	141.71	7	0	7	100.00%	\$14,500.00	\$2,071.43
Department of Homeland Security	321	198.7	202	57	259	80.69%	\$2,744,124.03	\$8,548.67
Department of Housing and Urban Development	0	0	0	0	0	0.00%	\$53,032.00	\$0.00
Department of Justice	155	234.64	42	81	123	79.35%	\$959,092.32	\$6,187.69
Department of Labor	0	0	0	0	0	0.00%	\$0.00	\$0.00
Department of State	7	213	2	4	6	85.71%	\$8,400.00	\$1,200.00
Department of the Air Force	305	263.15	36	17	53	17.38%	\$1,353,190.40	\$4,436.69
Department of the Army	484	258.31	66	48	114	23.55%	\$3,014,704.36	\$6,228.73
Department of the Interior	0	0	0	0	0	0.00%	\$0.00	\$0.00
Department of the Navy	409	276.71	41	121	162	39.61%	\$3,715,910.00	\$9,085.35
Department of the Treasury	285	197.5	135	113	248	87.02%	\$2,229,613.00	\$7,823.20
Department of Transportation	111	142.22	102	8	110	99.10%	\$904,650.00	\$8,150.00
Department of Veterans Affairs	1,042	169.31	779	109	888	85.22%	\$7,457,612.00	\$7,157.02
Election Assistance Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Environmental Protection Agency	37	380.84	1	3	4	10.81%	\$97,979.50	\$2,648.09
Equal Employment Opportunity Commission	13	239.69	4	8	12	92.31%	\$84,000.00	\$6,461.54

Table B-9a FY 2012 Timeliness and Cost of Complaint Investigations Completed by Agency Investigators

Agency or Department	Total Number Completed Investigations By Agency	Average Processing Days Completed Investigations By Agency	Number Timely Completed within 180 Days	Number Timely Completed within 181-360 Days	Total Number Timely Completed Investigations By Agency	% Investigations Timely Completed By Agency	Total Cost Completed Investigations By Agency	Average Cost Completed Investigations By Agency
Export-Import Bank of the US	0	0	0	0	0	0.00%	\$0.00	\$0.00
Farm Credit Administration	0	0	0	0	0	0.00%	\$0.00	\$0.00
Farm Credit System Insurance Corporation	0	0	0	0	0	0.00%	\$0.00	\$0.00
Federal Communications Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Federal Deposit Insurance Corporation	0	0	0	0	0	0.00%	\$0.00	\$0.00
Federal Election Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Federal Energy Regulatory Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	0	0	0	0	0	0.00%	\$0.00	\$0.00
Federal Labor Relations Authority	0	0	0	0	0	0.00%	\$0.00	\$0.00
Federal Maritime Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Federal Mediation and Conciliation Service	0	0	0	0	0	0.00%	\$0.00	\$0.00
Federal Mine Safety & Health Review Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Federal Reserve System--Board of Governors	0	0	0	0	0	0.00%	\$0.00	\$0.00
Federal Retirement Thrift Investment Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Trade Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
General Services Administration	0	0	0	0	0	0.00%	\$0.00	\$0.00
Government Printing Office	0	0	0	0	0	0.00%	\$0.00	\$0.00
Harry S. Truman Scholarship Foundation	0	0	0	0	0	0.00%	\$0.00	\$0.00
Holocaust Memorial Museum U.S.	0	0	0	0	0	0.00%	\$0.00	\$0.00
Institute of Museum and Library Services	0	0	0	0	0	0.00%	\$0.00	\$0.00
Inter-American Foundation	0	0	0	0	0	0.00%	\$0.00	\$0.00
International Boundary and Water Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
International Joint Commission: US and Canada	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
James Madison Memorial Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Japan-United States Friendship Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
John F. Kennedy Center for the Performing Arts	0	0	0	0	0	0.00%	\$0.00	\$0.00
Marine Mammal Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Merit Systems Protection Board	0	0	0	0	0	0.00%	\$0.00	\$0.00
Millennium Challenge Corporation	0	0	0	0	0	0.00%	\$0.00	\$0.00
Morris K. Udall Scholarship and Excellence in National Environmental Policy Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	0	0	0	0	0	0.00%	\$0.00	\$0.00

Table B-9a FY 2012 Timeliness and Cost of Complaint Investigations Completed by Agency Investigators

Agency or Department	Total Number Completed Investigations By Agency	Average Processing Days Completed Investigations By Agency	Number Timely Completed within 180 Days	Number Timely Completed within 181-360 Days	Total Number Timely Completed Investigations By Agency	% Investigations Timely Completed By Agency	Total Cost Completed Investigations By Agency	Average Cost Completed Investigations By Agency
National Archives and Records Administration	0	0	0	0	0	0.00%	\$0.00	\$0.00
National Capital Planning Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
National Council on Disability	0	0	0	0	0	0.00%	\$0.00	\$0.00
National Credit Union Administration	0	0	0	0	0	0.00%	\$0.00	\$0.00
National Endowment for the Arts	0	0	0	0	0	0.00%	\$0.00	\$0.00
National Endowment for the Humanities	0	0	0	0	0	0.00%	\$0.00	\$0.00
National Foundation on the Arts & the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	0	0	0	0	0	0.00%	\$0.00	\$0.00
National Indian Gaming Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
National Labor Relations Board	3	167.33	3	0	3	100.00%	\$29,953.00	\$9,984.33
National Mediation Board	0	0	0	0	0	0.00%	\$0.00	\$0.00
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
Navajo and Hopi Indian Relocation Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Nuclear Regulatory Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety & Health Review Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Office of Government Ethics	0	0	0	0	0	0.00%	\$0.00	\$0.00
Office of Personnel Management	23	101.96	23	0	23	100.00%	\$185,510.20	\$8,065.66
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
Overseas Private Investment Corporation	0	0	0	0	0	0.00%	\$0.00	\$0.00
Peace Corps	0	0	0	0	0	0.00%	\$0.00	\$0.00
Pension Benefit Guaranty Corporation	0	0	0	0	0	0.00%	\$0.00	\$0.00
Postal Regulatory Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Presidio Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	0	0	0	0	0	0.00%	\$0.00	\$0.00
Securities and Exchange Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Selective Service System	0	0	0	0	0	0.00%	\$0.00	\$0.00
Small Business Administration	9	173.56	7	1	8	88.89%	\$5,000.00	\$555.56
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	3	115	3	0	3	100.00%	\$13,000.00	\$4,333.33

Table B-9a FY 2012 Timeliness and Cost of Complaint Investigations Completed by Agency Investigators

Agency or Department	Total Number Completed Investigations By Agency	Average Processing Days Completed Investigations By Agency	Number Timely Completed within 180 Days	Number Timely Completed within 181-360 Days	Total Number Timely Completed Investigations By Agency	% Investigations Timely Completed By Agency	Total Cost Completed Investigations By Agency	Average Cost Completed Investigations By Agency
Trade and Development Agency	0	0	0	0	0	0.00%	\$0.00	\$0.00
U.S. Postal Service	0	0	0	0	0	0.00%	\$0.00	\$0.00
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Level Subtotal	3,411	218.16	1,451	636	2,087	61.18%	\$24,500,474.99	\$7,182.78
Midsized Agencies Subtotal	75	252.93	34	7	41	54.67%	\$324,959.30	\$4,332.79
Small Agencies Subtotal	31	279.29	7	9	16	51.61%	\$344,760.20	\$11,121.30
Micro Agencies Subtotal	0	0	0	0	0	0.00%	\$0.00	\$0.00
Government-wide	3,517	219.44	1,492	652	2,144	60.96%	\$25,170,194.49	\$7,156.72

NRF = No Report Filed

Table B-9b FY 2012 Timeliness and Cost of Complaint Investigations Completed by Contract Investigators

Agency or Department	Total Number Completed Investigations By Contractor	Average Processing Days Completed Investigations By Contractor	Number Timely Completed within 180 Days	Number Timely Completed within 181-360 Days	Total Number Timely Completed Investigations By Contractor	% Investigations Timely Completed By Contractor	Total Cost Completed Investigations By Contractor	Average Cost Completed Investigations By Contractor
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Foundation	0	0	0	0	0	0.00%	\$0.00	\$0.00
Agency for International Development	11	270.09	1	0	1	9.09%	\$28,479.00	\$2,589.00
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 and Transportation Barriers Compliance Board	0	0	0	0	0	0.00%	\$0.00	\$0.00
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	0	0	0	0	0	0.00%	\$0.00	\$0.00
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	5	161.2	4	1	5	100.00%	\$13,500.00	\$2,700.00
Central Intelligence Agency	3	322.33	0	0	0	0.00%	\$72,159.48	\$24,053.16
Chemical Safety and Hazard Investigation Board	0	0	0	0	0	0.00%	\$0.00	\$0.00
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission of Fine Arts	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission on Civil Rights	0	0	0	0	0	0.00%	\$0.00	\$0.00
Committee for Purchase from People Who Are Blind or Severely Disabled	0	0	0	0	0	0.00%	\$0.00	\$0.00
Commodity Futures Trading Commission	1	110	1	0	1	100.00%	\$6,750.00	\$6,750.00
Consumer Financial Protection Bureau	0	0	0	0	0	0.00%	\$0.00	\$0.00
Consumer Product Safety Commission	4	142.25	4	0	4	100.00%	\$9,808.00	\$2,452.00
Corporation for National and Community Service	6	108.67	5	1	6	100.00%	\$27,107.00	\$4,517.83
Court Services and Offender Supervision Agency for the District of Columbia	4	130.25	4	0	4	100.00%	\$18,060.00	\$4,515.00
Defense Army and Air Force Exchange	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense Commissary Agency	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense Contract Audit Agency	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense Contract Management Agency	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense Finance and Accounting Service	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense Human Resources Activity	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense Information Systems Agency	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense Intelligence Agency	1	231	0	0	0	0.00%	\$3,200.00	\$3,200.00
Defense Joint Task Force National Capital Region Medical	1	315	0	0	0	0.00%	\$3,025.00	\$3,025.00

Table B-9b FY 2012 Timeliness and Cost of Complaint Investigations Completed by Contract Investigators

Agency or Department	Total Number Completed Investigations By Contractor	Average Processing Days Completed Investigations By Contractor	Number Timely Completed within 180 Days	Number Timely Completed within 181-360 Days	Total Number Timely Completed Investigations By Contractor	% Investigations Timely Completed By Contractor	Total Cost Completed Investigations By Contractor	Average Cost Completed Investigations By Contractor
Defense Logistics Agency	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense Media Activity	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense Missile Defense Agency	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense National Geospatial-Intelligence Agency	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense National Guard Bureau	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense National Security Agency	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense Nuclear Facilities Safety Board	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense Office of the Inspector General	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense Office of the Secretary - Wash. Hqtrs. Services	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense Security Service	5	193	0	0	0	0.00%	\$22,185.00	\$4,437.00
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 TRICARE Management Activity	2	368.5	0	1	1	50.00%	\$6,094.00	\$3,047.00
Defense Uniformed Services University	0	0	0	0	0	0.00%	\$0.00	\$0.00
Department of Agriculture	437	241.59	187	30	217	49.66%	\$1,535,339.78	\$3,513.36
Department of Commerce	177	189.83	91	70	161	90.96%	\$1,024,027.50	\$5,785.47
Department of Defense Education Activity	43	153.19	36	6	42	97.67%	\$137,500.30	\$3,197.68
Department of Education	26	179	17	9	26	100.00%	\$90,427.61	\$3,477.99
Department of Energy	51	178.84	23	19	42	82.35%	\$133,184.06	\$2,611.45
Department of Health and Human Services	281	153.7	225	37	262	93.24%	\$1,218,862.06	\$4,337.59
Department of Homeland Security	725	243.78	225	112	337	46.48%	\$2,219,548.91	\$3,061.45
Department of Housing and Urban Development	77	285.31	20	6	26	33.77%	\$148,322.00	\$1,926.26
Department of Justice	459	191.59	260	100	360	78.43%	\$1,616,204.04	\$3,521.14
Department of Labor	85	204.12	51	32	83	97.65%	\$262,000.00	\$3,082.35
Department of State	90	247.5	25	21	46	51.11%	\$276,255.00	\$3,069.50
Department of the Air Force	0	0	0	0	0	0.00%	\$0.00	\$0.00
Department of the Army	0	0	0	0	0	0.00%	\$0.00	\$0.00
Department of the Interior	238	270.06	87	36	123	51.68%	\$781,905.60	\$3,285.32
Department of the Navy	0	0	0	0	0	0.00%	\$0.00	\$0.00
Department of the Treasury	0	0	0	0	0	0.00%	\$0.00	\$0.00
Department of Transportation	105	129.56	94	10	104	99.05%	\$471,660.00	\$4,492.00
Department of Veterans Affairs	541	155.29	479	24	503	92.98%	\$1,679,652.70	\$3,104.72
Election Assistance Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Environmental Protection Agency	24	315.13	0	5	5	20.83%	\$40,969.00	\$1,707.04

Table B-9b FY 2012 Timeliness and Cost of Complaint Investigations Completed by Contract Investigators

Agency or Department	Total Number Completed Investigations By Contractor	Average Processing Days Completed Investigations By Contractor	Number Timely Completed within 180 Days	Number Timely Completed within 181-360 Days	Total Number Timely Completed Investigations By Contractor	% Investigations Timely Completed By Contractor	Total Cost Completed Investigations By Contractor	Average Cost Completed Investigations By Contractor
Equal Employment Opportunity Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Export-Import Bank of the US	1	240	0	1	1	100.00%	\$6,238.58	\$6,238.58
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	10	39	0	10	10	100.00%	\$36,000.00	\$3,600.00
Federal Deposit Insurance Corporation	29	224.21	13	16	29	100.00%	\$165,049.44	\$5,691.36
Federal Election Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Federal Energy Regulatory Commission	6	180	6	0	6	100.00%	\$21,000.00	\$3,500.00
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	3	225	1	1	2	66.67%	\$14,509.00	\$4,836.33
Federal Labor Relations Authority	1	248	0	1	1	100.00%	\$7,649.00	\$7,649.00
Federal Maritime Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Federal Mediation and Conciliation Service	0	0	0	0	0	0.00%	\$0.00	\$0.00
Federal Mine Safety & Health Review Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Federal Reserve System--Board of Governors	5	151	4	1	5	100.00%	\$41,956.10	\$8,391.22
Federal Retirement Thrift Investment Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Trade Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
General Services Administration	77	265.82	23	21	44	57.14%	\$230,204.61	\$2,989.67
Government Printing Office	26	274.27	1	11	12	46.15%	\$79,107.00	\$3,042.58
Harry S. Truman Scholarship Foundation	0	0	0	0	0	0.00%	\$0.00	\$0.00
Holocaust Memorial Museum U.S.	0	0	0	0	0	0.00%	\$0.00	\$0.00
Institute of Museum and Library Services	0	0	0	0	0	0.00%	\$0.00	\$0.00
Inter-American Foundation	0	0	0	0	0	0.00%	\$0.00	\$0.00
International Boundary and Water Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
International Joint Commission: US and Canada	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	2	161.5	1	0	1	50.00%	\$10,344.00	\$5,172.00
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	1	61	1	0	1	100.00%	\$3,974.00	\$3,974.00
Marine Mammal Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Merit Systems Protection Board	1	148	1	0	1	100.00%	\$5,619.00	\$5,619.00
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	21	193.57	10	7	17	80.95%	\$91,245.88	\$4,345.04

Table B-9b FY 2012 Timeliness and Cost of Complaint Investigations Completed by Contract Investigators

Agency or Department	Total Number Completed Investigations By Contractor	Average Processing Days Completed Investigations By Contractor	Number Timely Completed within 180 Days	Number Timely Completed within 181-360 Days	Total Number Timely Completed Investigations By Contractor	% Investigations Timely Completed By Contractor	Total Cost Completed Investigations By Contractor	Average Cost Completed Investigations By Contractor
National Archives and Records Administration	3	170	2	1	3	100.00%	\$11,477.43	\$3,825.81
National Capital Planning Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
National Council on Disability	0	0	0	0	0	0.00%	\$0.00	\$0.00
National Credit Union Administration	3	217	1	1	2	66.67%	\$15,830.00	\$5,276.67
National Endowment for the Arts	0	0	0	0	0	0.00%	\$0.00	\$0.00
National Endowment for the Humanities	0	0	0	0	0	0.00%	\$0.00	\$0.00
National Foundation on the Arts & the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	0	0	0	0	0	0.00%	\$0.00	\$0.00
National Indian Gaming Commission	2	266	0	1	1	50.00%	\$9,903.00	\$4,951.50
National Labor Relations Board	0	0	0	0	0	0.00%	\$0.00	\$0.00
National Mediation Board	0	0	0	0	0	0.00%	\$0.00	\$0.00
National Reconnaissance Office	0	0	0	0	0	0.00%	\$0.00	\$0.00
National Science Foundation	4	371.75	0	0	0	0.00%	\$11,940.00	\$2,985.00
National Transportation Safety Board	2	111	2	0	2	100.00%	\$5,465.00	\$2,732.50
Navajo and Hopi Indian Relocation Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Nuclear Regulatory Commission	9	209.44	6	1	7	77.78%	\$45,000.00	\$5,000.00
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety & Health Review Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Office of Government Ethics	0	0	0	0	0	0.00%	\$0.00	\$0.00
Office of Personnel Management	2	120	2	0	2	100.00%	\$5,500.00	\$2,750.00
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
Overseas Private Investment Corporation	0	0	0	0	0	0.00%	\$0.00	\$0.00
Peace Corps	4	156.75	3	1	4	100.00%	\$16,786.00	\$4,196.50
Pension Benefit Guaranty Corporation	7	194.14	3	3	6	85.71%	\$18,000.00	\$2,571.43
Postal Regulatory Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Presidio Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	4	178	4	0	4	100.00%	\$8,090.00	\$2,022.50
Securities and Exchange Commission	10	259.7	4	4	8	80.00%	\$36,258.26	\$3,625.83
Selective Service System	2	288	0	2	2	100.00%	\$3,864.00	\$1,932.00
Small Business Administration	24	215.54	5	17	22	91.67%	\$106,641.00	\$4,443.38
Smithsonian Institution	8	173.5	7	1	8	100.00%	\$19,250.00	\$2,406.25
Social Security Administration	339	194.84	222	57	279	82.30%	\$1,520,762.08	\$4,486.02
Tennessee Valley Authority	41	139.9	41	0	41	100.00%	\$70,258.59	\$1,713.62
Trade and Development Agency	0	0	0	0	0	0.00%	\$0.00	\$0.00

Table B-9b FY 2012 Timeliness and Cost of Complaint Investigations Completed by Contract Investigators

Agency or Department	Total Number Completed Investigations By Contractor	Average Processing Days Completed Investigations By Contractor	Number Timely Completed within 180 Days	Number Timely Completed within 181-360 Days	Total Number Timely Completed Investigations By Contractor	% Investigations Timely Completed By Contractor	Total Cost Completed Investigations By Contractor	Average Cost Completed Investigations By Contractor
U.S. Postal Service	2,660	112.86	2,562	74	2,636	99.10%	\$4,395,336.75	\$1,652.38
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Level Subtotal	6,004	165.45	4,382	587	4,969	82.76%	\$16,024,730.31	\$2,669.01
Midsized Agencies Subtotal	565	207.41	323	124	447	79.12%	\$2,249,880.60	\$3,982.09
Small Agencies Subtotal	140	205.75	59	41	100	71.43%	\$584,873.85	\$4,177.67
Micro Agencies Subtotal	0	0	0	0	0	0.00%	\$0.00	\$0.00
Government-wide	6,709	169.82	4,764	752	5,516	82.22%	\$18,859,484.76	\$2,811.07

NRF = No Report Filed

Table B-9c FY 2012 Timeliness and Cost of All Completed Complaint Investigations

Agency or Department	Total Number Completed Investigations	Average Processing Days Completed Investigations	Number Timely Completed within 180 Days	Number Timely Completed within 181-360 Days	Total Number Timely Completed Investigations	% Investigations Timely Completed	Total Cost All Completed Investigations	Average Cost All Completed Investigations
Defense Logistics Agency Wide	52	272.19	4	8	12	23.08%	\$464,213.36	\$8,927.18
DLA Aviation	10	238.8	0	2	2	20.00%	\$89,271.80	\$8,927.18
DLA Disposition Services	5	328.8	0	0	0	0.00%	\$44,635.90	\$8,927.18
DLA Distribution	19	276.42	2	4	6	31.58%	\$169,616.42	\$8,927.18
DLA Headquarters Operations Division	7	264.14	1	1	2	28.57%	\$62,490.26	\$8,927.18
DLA Land and Maritime	6	321	0	0	0	0.00%	\$53,563.08	\$8,927.18
DLA Logistics Information Service	2	288.5	0	0	0	0.00%	\$17,854.36	\$8,927.18
DLA Troop Support	3	172.67	1	1	2	66.67%	\$26,781.54	\$8,927.18
Defense National Guard Bureau Wide	0	0	0	0	0	0.00%	\$0.00	\$0.00
Alabama National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Alaska National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Arizona National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Arkansas National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
California National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Colorado National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Connecticut National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
DC National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Delaware National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Florida National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Georgia National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Guam National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Hawaii National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Idaho National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Illinois National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Indiana National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Iowa National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Kansas National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Kentucky National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Louisiana National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Maine National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Maryland National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00

Table B-9c FY 2012 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
Massachusetts National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Michigan National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Minnesota National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Mississippi National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Missouri National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Montana National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Nebraska National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Nevada National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
New Hampshire National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
New Jersey National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
New Mexico National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
New York National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
North Carolina National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
North Dakota National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Ohio National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Oklahoma National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Oregon National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Pennsylvania National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Puerto Rico National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Rhode Island National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
South Carolina National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
South Dakota National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Tennessee National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Texas National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Utah National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Vermont National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Virgin Islands National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Virginia National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Washington State National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
West Virginia National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Wisconsin National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Wyoming National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00

Table B-9c FY 2012 Timeliness and Cost of All Completed Complaint Investigations

Agency or Department	Total Number Completed Investigations	Average Processing Days Completed Investigations	Number Timely Completed within 180 Days	Number Timely Completed within 181-360 Days	Total Number Timely Completed Investigations	% Investigations Timely Completed	Total Cost All Completed Investigations	Average Cost All Completed Investigations
Department of Agriculture Wide	437	241.59	187	30	217	49.66%	\$1,535,339.78	\$3,513.36
USDA - Office Of Inspector General	6	154.17	4	2	6	100.00%	\$18,276.00	\$3,046.00
USDA Agricultural Marketing Service	15	146.8	13	0	13	86.67%	\$54,117.00	\$3,607.80
USDA Agricultural Research Service	21	286.29	10	1	11	52.38%	\$54,586.00	\$2,599.33
USDA Agriculture Headquarters	14	259.79	4	0	4	28.57%	\$18,515.00	\$1,322.50
USDA Animal and Plant Health Inspection Service	39	195.41	17	4	21	53.85%	\$147,776.00	\$3,789.13
USDA Economic Research Service	3	534	1	0	1	33.33%	\$9,561.00	\$3,187.00
USDA Farm Service Agency	23	95.87	22	1	23	100.00%	\$107,697.43	\$4,682.50
USDA Food and Nutrition Service	3	190.33	2	0	2	66.67%	\$11,296.00	\$3,765.33
USDA Food Safety And Inspection Service	70	247.21	25	8	33	47.14%	\$265,345.44	\$3,790.65
USDA Foreign Agricultural Service	3	182.33	2	0	2	66.67%	\$8,450.00	\$2,816.67
USDA Forest Service	137	210.57	63	9	72	52.55%	\$539,654.00	\$3,939.08
USDA Grain Inspection, Packers& Stockyards Admin	6	149.5	5	0	5	83.33%	\$24,840.00	\$4,140.00
USDA National Agricultural Statistics Service	2	215.5	1	0	1	50.00%	\$7,118.00	\$3,559.00
USDA National Appeals Division	0	0	0	0	0	0.00%	\$0.00	\$0.00
USDA National Institute of Food and Agriculture	0	0	0	0	0	0.00%	\$0.00	\$0.00
USDA Natural Resources Conservation Service	22	188.73	14	2	16	72.73%	\$56,145.00	\$2,552.05
USDA Office Of The Chief Financial Officer	22	384.95	2	1	3	13.64%	\$63,089.91	\$2,867.72
USDA Risk Management Agency	7	396.14	1	0	1	14.29%	\$17,085.00	\$2,440.71
USDA Rural Development	44	394.91	1	2	3	6.82%	\$131,788.00	\$2,995.18
Department of Commerce Wide	183	188.25	95	71	166	90.71%	\$1,045,662.42	\$5,714.00
DOC All Other Commerce Bureaus	21	185.57	10	11	21	100.00%	\$123,539.00	\$5,882.81
DOC Bureau of the Census	66	181.77	28	32	60	90.91%	\$379,898.32	\$5,756.04
DOC Decennial Census	3	192	2	1	3	100.00%	\$12,328.60	\$4,109.53
DOC International Trade Administration	7	206.71	4	2	6	85.71%	\$44,531.00	\$6,361.57
DOC National Institute of Standards & Technology	8	197.63	6	1	7	87.50%	\$43,411.00	\$5,426.38
DOC National Oceanic & Atmospheric Administration	61	191.23	35	17	52	85.25%	\$371,436.50	\$6,089.12
DOC U. S. Patent and Trademark Office	17	193.29	10	7	17	100.00%	\$70,518.00	\$4,148.12

Table B-9c FY 2012 Timeliness and Cost of All Completed Complaint Investigations

Agency or Department	Total Number Completed Investigations	Average Processing Days Completed Investigations	Number Timely Completed within 180 Days	Number Timely Completed within 181-360 Days	Total Number Timely Completed Investigations	% Investigations Timely Completed	Total Cost All Completed Investigations	Average Cost All Completed Investigations
Department of Energy Wide	51	178.84	23	19	42	82.35%	\$133,184.06	\$2,611.45
DOE Bonneville Power Administration	6	228.17	1	0	1	16.67%	\$20,748.31	\$3,458.05
DOE Chicago Operations Office	0	0	0	0	0	0.00%	\$0.00	\$0.00
DOE EM Consolidated Business Center	1	398	0	0	0	0.00%	\$2,500.00	\$2,500.00
DOE Golden Field Office	1	330	0	0	0	0.00%	\$3,800.00	\$3,800.00
DOE Headquarters	12	219.42	5	7	12	100.00%	\$53,017.75	\$4,418.15
DOE Idaho Operations Office	1	91	1	0	1	100.00%	\$3,450.00	\$3,450.00
DOE National Energy Technology Lab	1	207	0	0	0	0.00%	\$5,362.00	\$5,362.00
DOE NNSA Service Center	19	122.63	9	9	18	94.74%	\$11,463.00	\$603.32
DOE Oak Ridge Operations	0	0	0	0	0	0.00%	\$0.00	\$0.00
DOE OSTI	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	0	0	0	0	0	0.00%	\$0.00	\$0.00
DOE Strategic Petroleum Reserve	0	0	0	0	0	0.00%	\$0.00	\$0.00
DOE Western Area Power Administration	10	176.3	7	3	10	100.00%	\$32,843.00	\$3,284.30
Department of Health and Human Services Wide	288	153.41	232	37	269	93.40%	\$1,233,362.06	\$4,282.51
HHS Administration for Children and Families	4	197.25	2	0	2	50.00%	\$10,686.00	\$2,671.50
HHS Agency for Healthcare Research and Quality	3	141	3	0	3	100.00%	\$11,811.00	\$3,937.00
HHS Centers for Disease Control and Prevention	47	157.83	36	6	42	89.36%	\$164,891.00	\$3,508.32
HHS Centers for Medicare & Medicaid Services	24	136.17	24	0	24	100.00%	\$82,417.41	\$3,434.06
HHS Food and Drug Administration	58	176.79	38	18	56	96.55%	\$314,141.20	\$5,416.23
HHS Health Resources and Services Administration	7	127.43	7	0	7	100.00%	\$49,098.00	\$7,014.00
HHS Indian Health Service	57	116.07	49	7	56	98.25%	\$225,568.25	\$3,957.34
HHS National Institutes of Health	51	162.88	44	2	46	90.20%	\$235,854.20	\$4,624.59
HHS Office of the Secretary of Health&Human Svcs	30	174.23	24	3	27	90.00%	\$107,894.00	\$3,596.47
HHS Program Support Center	3	120.33	3	0	3	100.00%	\$13,570.00	\$4,523.33
HHS Substance Abuse & Mental Health Svcs Admin	4	157	2	1	3	75.00%	\$17,431.00	\$4,357.75

Table B-9c FY 2012 Timeliness and Cost of All Completed Complaint Investigations

Agency or Department	Total Number Completed Investigations	Average Processing Days Completed Investigations	Number Timely Completed within 180 Days	Number Timely Completed within 181-360 Days	Total Number Timely Completed Investigations	% Investigations Timely Completed	Total Cost All Completed Investigations	Average Cost All Completed Investigations
Department of Homeland Security Wide	1,046	229.94	427	169	596	56.98%	\$4,963,672.94	\$4,745.39
DHS Federal Emergency Management Agency	110	360.8	3	10	13	11.82%	\$371,594.90	\$3,378.14
DHS Federal Law Enforcement Training Center	9	222.33	2	6	8	88.89%	\$18,216.92	\$2,024.10
DHS Headquarters	24	226.13	9	12	21	87.50%	\$51,313.32	\$2,138.06
DHS Transportation Security Administration	429	224.57	130	60	190	44.29%	\$1,290,135.00	\$3,007.31
DHS U.S. Citizenship and Immigration Services	74	141.64	63	10	73	98.65%	\$347,884.96	\$4,701.15
DHS U.S. Coast Guard	39	205.79	21	18	39	100.00%	\$139,461.00	\$3,575.92
DHS U.S. Customs and Border Protection	252	175.54	192	49	241	95.63%	\$2,499,109.03	\$9,917.10
DHS U.S. Immigration and Customs Enforcement	81	301.32	4	2	6	7.41%	\$148,065.72	\$1,827.97
DHS U.S. Secret Service	28	354.07	3	2	5	17.86%	\$97,892.09	\$3,496.15
Department of Justice Wide	614	202.46	302	181	483	78.66%	\$2,575,296.36	\$4,194.29
DOJ Alcohol, Tobacco, Firearms and Explosives	34	314.74	4	5	9	26.47%	\$176,414.33	\$5,188.66
DOJ Bureau of Prisons	350	160.57	231	78	309	88.29%	\$1,162,700.00	\$3,322.00
DOJ Drug Enforcement Administration	23	313.35	6	2	8	34.78%	\$81,454.65	\$3,541.51
DOJ Executive Office for Immigration Review	10	215.8	6	3	9	90.00%	\$44,058.60	\$4,405.86
DOJ Executive Office for U.S. Attorneys	22	208.91	15	6	21	95.45%	\$38,742.00	\$1,761.00
DOJ Federal Bureau of Investigation	128	239.77	24	74	98	76.56%	\$913,460.76	\$7,136.41
DOJ Office of Justice Programs	9	227.22	3	6	9	100.00%	\$17,415.00	\$1,935.00
DOJ Offices, Boards, and Divisions	14	280.57	4	2	6	42.86%	\$66,956.49	\$4,782.61
DOJ U.S. Marshals Service	24	282.67	9	5	14	58.33%	\$74,094.53	\$3,087.27
Department of Labor Wide	85	204.12	51	32	83	97.65%	\$262,000.00	\$3,082.35
DOL (DM and others)	28	196	18	9	27	96.43%	\$83,200.00	\$2,971.43
DOL Bureau of Labor Statistics	1	176	1	0	1	100.00%	\$2,500.00	\$2,500.00
DOL Employment and Training Administration	10	180.2	8	2	10	100.00%	\$28,900.00	\$2,890.00
DOL Mine Safety and Health Administration	9	196.44	7	2	9	100.00%	\$27,500.00	\$3,055.56
DOL Occupational Safety and Health Administration	14	188.86	9	5	14	100.00%	\$43,200.00	\$3,085.71
DOL Office of Workers Compensation Programs	9	228.22	4	5	9	100.00%	\$28,800.00	\$3,200.00
DOL Wage and Hour Division	14	244.14	4	9	13	92.86%	\$47,900.00	\$3,421.43

Table B-9c FY 2012 Timeliness and Cost of All Completed Complaint Investigations

Agency or Department	Total Number Completed Investigations	Average Processing Days Completed Investigations	Number Timely Completed within 180 Days	Number Timely Completed within 181-360 Days	Total Number Timely Completed Investigations	% Investigations Timely Completed	Total Cost All Completed Investigations	Average Cost All Completed Investigations
Department of the Army Wide	484	258.31	66	48	114	23.55%	\$3,014,704.36	\$6,228.73
Eighth U.S. Army (KOREA)	2	324.5	0	0	0	0.00%	\$12,718.38	\$6,359.19
Headquarters, Department of Army	41	292.93	1	2	3	7.32%	\$259,215.57	\$6,322.33
U.S. Army Corps of Engineers	57	262.04	6	8	14	24.56%	\$383,721.79	\$6,731.96
U.S. Army Europe	1	197	0	1	1	100.00%	\$10,983.90	\$10,983.90
U.S. Army Forces Command	24	233.13	3	5	8	33.33%	\$145,504.35	\$6,062.68
U.S. Army Installation Management Command	112	240.04	19	10	29	25.89%	\$711,643.16	\$6,353.96
U.S. Army Intelligence and Security Command	9	241.56	1	1	2	22.22%	\$57,042.35	\$6,338.04
U.S. Army Material Command	103	256.47	14	12	26	25.24%	\$607,548.39	\$5,898.53
U.S. Army Medical Command	86	268	13	5	18	20.93%	\$519,431.71	\$6,039.90
U.S. Army Network Enterprise Technology Command	11	270.73	4	1	5	45.45%	\$73,072.49	\$6,642.95
U.S. Army Pacific (USARPAC)	0	0	0	0	0	0.00%	\$0.00	\$0.00
U.S. Army Space and Missile Defense Command	4	269.75	0	1	1	25.00%	\$23,468.60	\$5,867.15
U.S. Army Special Operations Command (USASOC)	0	0	0	0	0	0.00%	\$0.00	\$0.00
U.S. Army Test and Evaluation Command	10	262.7	3	0	3	30.00%	\$62,395.51	\$6,239.55
U.S. Army Training and Doctrine Command	24	267.83	2	2	4	16.67%	\$147,958.16	\$6,164.92
Department of the Interior Wide	238	270.06	87	36	123	51.68%	\$781,905.60	\$3,285.32
Bureau of Ocean Energy Management	2	245.5	1	1	2	100.00%	\$13,072.90	\$6,536.45
Bureau of Safety and Environmental Enforcement	3	193	2	0	2	66.67%	\$7,290.00	\$2,430.00
DOI Bureau Of Indian Affairs	52	369.54	10	3	13	25.00%	\$209,755.00	\$4,033.75
DOI Bureau Of Land Management	33	158.15	21	9	30	90.91%	\$98,439.50	\$2,983.02
DOI Bureau Of Reclamation	28	150.96	25	0	25	89.29%	\$74,595.00	\$2,664.11
DOI Fish And Wildlife Service	22	178.18	19	3	22	100.00%	\$77,063.00	\$3,502.86
DOI Geological Survey	6	279.83	1	3	4	66.67%	\$19,589.70	\$3,264.95
DOI National Park Service	65	345.51	1	6	7	10.77%	\$191,014.50	\$2,938.68
DOI Office Of Surface Mining, Reclamation & Enforcement	4	149	4	0	4	100.00%	\$15,953.00	\$3,988.25
DOI-Office Of The Secretary	23	256.04	3	11	14	60.87%	\$75,133.00	\$3,266.65

Table B-9c FY 2012 Timeliness and Cost of All Completed Complaint Investigations

Agency or Department	Total Number Completed Investigations	Average Processing Days Completed Investigations	Number Timely Completed within 180 Days	Number Timely Completed within 181-360 Days	Total Number Timely Completed Investigations	% Investigations Timely Completed	Total Cost All Completed Investigations	Average Cost All Completed Investigations
Department of the Navy Wide	409	276.71	41	121	162	39.61%	\$3,715,910.00	\$9,085.35
Chief Of Naval Operations	9	252	1	3	4	44.44%	\$82,170.00	\$9,130.00
Commander Naval Installations Command	40	256.75	7	9	16	40.00%	\$365,200.00	\$9,130.00
Commander Naval Reserve	0	0	0	0	0	0.00%	\$0.00	\$0.00
Commander Pacific Fleet	28	262.71	4	14	18	64.29%	\$255,640.00	\$9,130.00
DON Assistant for Administration	16	308.44	0	6	6	37.50%	\$146,080.00	\$9,130.00
DON Bureau of Medicine & Surgery	32	304.59	0	12	12	37.50%	\$292,160.00	\$9,130.00
DON SPAWAR	5	264.2	1	1	2	40.00%	\$45,650.00	\$9,130.00
DON Strategic Systems Project Office	3	359	0	1	1	33.33%	\$27,390.00	\$9,130.00
Fleet Cyber Command	1	160	1	0	1	100.00%	\$9,130.00	\$9,130.00
Fleet Forces Command	22	282.23	1	5	6	27.27%	\$200,860.00	\$9,130.00
Marine Corps HQ	64	287	5	13	18	28.13%	\$584,320.00	\$9,130.00
Military Sealift Command	18	296.5	1	5	6	33.33%	\$164,340.00	\$9,130.00
Naval Air Systems Command	42	265.95	3	16	19	45.24%	\$365,200.00	\$8,695.24
Naval Education & Training Command	11	446.82	0	1	1	9.09%	\$100,430.00	\$9,130.00
Naval Sea Systems Command	30	249.73	4	8	12	40.00%	\$273,900.00	\$9,130.00
Naval Special Warfare Command	1	312	0	0	0	0.00%	\$9,130.00	\$9,130.00
Naval Supply Systems Command	29	260	4	11	15	51.72%	\$264,770.00	\$9,130.00
Naval Systems Management Activity	0	0	0	0	0	0.00%	\$0.00	\$0.00
Navy Facilities & Engineering Command	47	250.98	7	12	19	40.43%	\$429,110.00	\$9,130.00
Navy Military Personnel Command	5	277.6	2	0	2	40.00%	\$45,650.00	\$9,130.00
Office Of Naval Intelligence	5	252.2	0	3	3	60.00%	\$45,650.00	\$9,130.00
Office Of Naval Research	1	252	0	1	1	100.00%	\$9,130.00	\$9,130.00
Department of the Treasury Wide	285	197.5	135	113	248	87.02%	\$2,229,613.00	\$7,823.20
Treas - Alcohol and Tobacco Tax and Trade Bureau	0	0	0	0	0	0.00%	\$0.00	\$0.00
Treas - Bureau of Engraving and Printing	13	160.85	10	2	12	92.31%	\$0.00	\$0.00
Treas - Bureau of the Public Debt	3	251	1	1	2	66.67%	\$0.00	\$0.00
Treas - Departmental Offices	8	156.75	6	2	8	100.00%	\$0.00	\$0.00
Treas - Financial Crimes Enforcement Network	1	173	1	0	1	100.00%	\$0.00	\$0.00
Treas - Financial Management Service	6	149.17	4	1	5	83.33%	\$0.00	\$0.00
Treas - Inspector General For Tax Administration	1	185	0	1	1	100.00%	\$0.00	\$0.00

Table B-9c FY 2012 Timeliness and Cost of All Completed Complaint Investigations

Agency or Department	Total Number Completed Investigations	Average Processing Days Completed Investigations	Number Timely Completed within 180 Days	Number Timely Completed within 181-360 Days	Total Number Timely Completed Investigations	% Investigations Timely Completed	Total Cost All Completed Investigations	Average Cost All Completed Investigations
Treas - Internal Revenue Service	225	204.01	96	97	193	85.78%	\$2,229,613.00	\$9,909.39
Treas - Office of the Comptroller of the Currency	5	100.8	5	0	5	100.00%	\$0.00	\$0.00
Treas -Special Inspector General for the Trouble Assets Relief Program	0	0	0	0	0	0.00%	\$0.00	\$0.00
Treas - U. S. Mint	17	205.47	7	9	16	94.12%	\$0.00	\$0.00
Treas -Internal Revenue Service Office of the Chief Counsel	4	164.25	4	0	4	100.00%	\$0.00	\$0.00
Treas- Office of the Inspector General	2	189.5	1	0	1	50.00%	\$0.00	\$0.00
Department of Transportation Wide	216	136.06	196	18	214	99.07%	\$1,376,310.00	\$6,371.81
DOT Federal Aviation Administration	178	136.69	160	16	176	98.88%	\$1,158,060.00	\$6,505.96
DOT Federal Highway Administration	7	117	7	0	7	100.00%	\$38,760.00	\$5,537.14
DOT Federal Motor Carrier Safety Administration	2	143.5	2	0	2	100.00%	\$8,984.00	\$4,492.00
DOT Federal Railroad Administration	2	133	2	0	2	100.00%	\$12,642.00	\$6,321.00
DOT Federal Transit Administration	4	125.75	4	0	4	100.00%	\$21,626.00	\$5,406.50
DOT Maritime Administration	7	134.43	7	0	7	100.00%	\$35,102.00	\$5,014.57
DOT National Highway Traffic Safety Administration	7	106.29	7	0	7	100.00%	\$42,418.00	\$6,059.71
DOT Office of Inspector General	1	175	1	0	1	100.00%	\$8,150.00	\$8,150.00
DOT Office of the Secretary	1	128	1	0	1	100.00%	\$4,492.00	\$4,492.00
DOT Pipeline & Hazardous Materials Safety Admin	1	177	1	0	1	100.00%	\$8,150.00	\$8,150.00
DOT Research& Innovative Technology Administration	6	170	4	2	6	100.00%	\$37,926.00	\$6,321.00
DOT St. Lawrence Development Corporation	0	0	0	0	0	0.00%	\$0.00	\$0.00
Department of Veterans Affairs Wide	1,583	164.52	1,258	133	1,391	87.87%	\$9,137,264.70	\$5,772.12
VA-HQ and Others	71	168.08	52	6	58	81.69%	\$0.00	\$0.00
VA-NCA	18	162.17	17	0	17	94.44%	\$0.00	\$0.00
VA-Veterans Benefits Administration	108	162.39	87	14	101	93.52%	\$0.00	\$0.00
VA-Veterans Health Administration	1,386	164.54	1,102	113	1,215	87.66%	\$0.00	\$0.00
Federal Housing Finance Agency Wide	3	225	1	1	2	66.67%	\$14,509.00	\$4,836.33
Federal Housing Finance Agency Hqtrs	2	249	0	1	1	50.00%	\$10,671.00	\$5,335.50
Federal Housing Finance Agency OIG	1	177	1	0	1	100.00%	\$3,838.00	\$3,838.00

Table B-9c FY 2012 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
General Services Administration Wide	77	265.82	23	21	44	57.14%	\$230,204.61	\$2,989.67
GSA Central Office	17	343.82	1	5	6	35.29%	\$57,549.03	\$3,385.24
GSA National Capital Region	11	260.36	3	3	6	54.55%	\$30,800.05	\$2,800.00
GSA Region 1	1	148	1	0	1	100.00%	\$2,850.00	\$2,850.00
GSA Region 10	2	134	1	1	2	100.00%	\$5,200.00	\$2,600.00
GSA Region 2	9	249.44	2	1	3	33.33%	\$28,741.00	\$3,193.44
GSA Region 3	5	396	0	1	1	20.00%	\$15,783.56	\$3,156.71
GSA Region 4	6	313.67	0	3	3	50.00%	\$21,300.00	\$3,550.00
GSA Region 5	4	152	4	0	4	100.00%	\$14,345.97	\$3,586.49
GSA Region 6	6	230.33	2	3	5	83.33%	\$23,349.00	\$3,891.50
GSA Region 7	0	0	0	0	0	0.00%	\$0.00	\$0.00
GSA Region 8	0	0	0	0	0	0.00%	\$0.00	\$0.00
GSA Region 9	16	202.88	9	4	13	81.25%	\$30,286.00	\$1,892.88
U.S. Postal Service Wide	2,660	112.86	2,562	74	2,636	99.10%	\$4,395,336.75	\$1,652.38
USPS Capital Metro Area Operations	319	119.84	303	11	314	98.43%	\$534,994.59	\$1,677.10
USPS Eastern Area	406	108.4	399	5	404	99.51%	\$662,747.66	\$1,632.38
USPS Great Lakes Area	302	114.29	289	9	298	98.68%	\$495,514.22	\$1,640.78
USPS Headquarters	55	112.6	55	0	55	100.00%	\$88,483.55	\$1,608.79
USPS Northeast Area	271	116.3	259	11	270	99.63%	\$443,089.46	\$1,635.02
USPS Office of Inspector General	7	105.57	7	0	7	100.00%	\$11,354.27	\$1,622.04
USPS Pacific Area	331	110.13	322	7	329	99.40%	\$549,711.91	\$1,660.76
USPS Southern Area	641	112.13	617	20	637	99.38%	\$1,062,371.01	\$1,657.37
USPS Western Area	328	111.83	311	11	322	98.17%	\$547,070.08	\$1,667.90

NRF= No Report Filed

Table B-10 FY 2012 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 Discrimi- nation	APD Complaint Closures Finding Discrimi- nation from Date Complaint Filed/ Remanded	*Total Number Complaint Closures Finding No Discrimi- nation	APD Complaint Closures Finding No Discrimination from Date Complaint Filed/ Remanded
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Foundation	3	845	1	934	0	0	0	0	0	0	0	0
Agency for International Development	16	398.81	7	92.14	1	830	1	1,525.00	0	0	2	1,177.50
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	4	243.5	0	0	4	243.5	0	0	0	0	4	243.5
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	14	356.29	5	235.8	2	326	1	939	0	0	3	530.33
Central Intelligence Agency	39	585.38	10	151.3	6	590.33	11	1,186.82	0	0	17	976.29
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 of Fine Arts	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission on Civil Rights	0	0	0	0	0	0	0	0	0	0	0	0
Committee for Purchase from People Who Are Blind or Severely Disabled	0	0	0	0	0	0	0	0	0	0	0	0
Commodity Futures Trading Commission	2	314	0	0	2	314	0	0	0	0	2	314
Consumer Financial Protection Bureau	7	181.29	0	0	3	301	0	0	0	0	3	301
Consumer Product Safety Commission	2	380	0	0	1	416	0	0	0	0	1	416
Corporation for National and Community Service	3	431.67	0	0	3	431.67	0	0	0	0	3	431.67
Court Services and Offender Supervision Agency for the District of Columbia	15	756.93	2	85	2	393	5	901.8	1	1,745.00	6	591.67
Defense Army and Air Force Exchange	89	318.17	20	75.3	14	346.29	13	886.31	1	324	26	617.15
Defense Commissary Agency	120	318.85	22	12.91	27	349.44	18	728.11	1	913	44	491.55
Defense Contract Audit Agency	32	252.25	4	40.75	7	357.57	3	503.33	0	0	10	401.3
Defense Contract Management Agency	38	345.03	16	119.69	8	496.63	0	0	0	0	8	496.63
Defense Finance and Accounting Service	39	352.74	9	12.11	8	309.25	6	697.83	1	375	13	483.54
Defense Human Resources Activity	5	149	1	32	0	0	0	0	0	0	0	0
Defense Information Systems Agency	8	686.75	5	996.4	0	0	0	0	0	0	0	0

Table B-10 FY 2012 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 Discrimi- nation	APD Complaint Closures Finding Discrimi- nation from Date Complaint Filed/ Remanded	*Total Number Complaint Closures Finding No Discrimi- nation	APD Complaint Closures Finding No Discrimination from Date Complaint Filed/ Remanded
Defense Intelligence Agency	34	518.88	11	54.09	7	681.29	7	1,004.00	2	1,487.00	12	735.25
Defense Joint Task Force National Capital Region Medical	7	92	5	53	0	0	0	0	0	0	0	0
Defense Logistics Agency	136	463.1	14	82.14	38	493.92	23	682.26	2	384	59	571.07
Defense Media Activity	3	453	0	0	0	0	0	0	0	0	0	0
Defense Missile Defense Agency	0	0	0	0	0	0	0	0	0	0	0	0
Defense National Geospatial-Intelligence Agency	20	427.3	5	113	4	666.75	3	684.67	0	0	7	674.43
Defense National Guard Bureau	33	327.39	23	354.74	3	361.67	0	0	0	0	3	361.67
Defense National Security Agency	17	636.29	4	320	5	376.4	4	1,378.00	2	1,776.00	7	548.86
Defense Nuclear Facilities Safety Board	0	0	0	0	0	0	0	0	0	0	0	0
Defense Office of the Inspector General	3	468.67	1	8	0	0	0	0	0	0	0	0
Defense Office of the Secretary - Wash. Hqtrs. Services	45	569.62	13	245.15	6	663.5	7	1,174.14	0	0	13	938.46
Defense Security Service	6	166.67	2	100	3	200	0	0	0	0	3	200
Defense Technical Information Center	1	599	0	0	0	0	0	0	0	0	0	0
Defense Threat Reduction Agency	8	742.75	4	868.75	0	0	0	0	0	0	0	0
Defense TRICARE Management Activity	7	217.29	5	107.8	0	0	0	0	0	0	0	0
Defense Uniformed Services University	0	0	0	0	0	0	0	0	0	0	0	0
Department of Agriculture	453	633.2	48	111.85	151	638.32	55	849.15	11	946	195	680.43
Department of Commerce	432	465.11	57	151.47	189	569.24	100	642.38	8	535.63	281	596.22
Department of Defense Education Activity	55	405.89	10	53.7	12	385.67	6	843.17	0	0	18	538.17
Department of Education	46	565.93	2	92	17	358.24	12	1,057.08	0	0	29	647.41
Department of Energy	63	344.75	6	242	18	371.67	3	638.67	2	354.5	19	415.63
Department of Health and Human Services	409	340.52	95	69.84	96	404.14	34	706.97	4	1,068.00	126	464.78
Department of Homeland Security	1,097	461.88	180	177.51	337	493.66	218	747.68	13	831.46	542	587.73
Department of Housing and Urban Development	73	594.14	3	393.67	25	624.24	15	747.73	0	0	40	670.55
Department of Justice	857	591.89	110	135.89	362	775.83	144	759.65	17	773.47	489	771.14
Department of Labor	134	505.19	19	407.32	44	357.14	12	752.08	0	0	56	441.77
Department of State	110	413.4	16	24.13	40	460.58	14	700.64	3	816.33	51	505.55
Department of the Air Force	500	482.59	76	146.8	96	839.44	97	729.6	7	953.71	186	777.85
Department of the Army	1,116	324.63	237	52.69	181	528.11	122	743.84	10	981.5	293	602.46
Department of the Interior	307	487.03	31	197.16	104	574.44	42	822.02	3	789	143	642.66

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Department of the Navy	904	332.14	147	56.65	117	477.23	76	928.68	8	1,385.38	185	623.42
Department of the Treasury	407	468.29	51	260.61	123	355.41	103	782.28	6	543.67	220	550.13
Department of Transportation	335	411.26	87	135.53	89	413.53	53	672.89	3	1,037.33	139	498.96
Department of Veterans Affairs	2,123	393.83	406	107.48	597	464.04	376	679.39	42	790.57	931	536.28
Election Assistance Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Environmental Protection Agency	49	712.04	3	434.33	13	899.31	10	868.4	1	1,373.00	22	863.73
Equal Employment Opportunity Commission	20	329.05	5	161.2	5	529.8	3	601	0	0	8	556.5
Export-Import Bank of the US	1	330	1	330	0	0	0	0	0	0	0	0
Farm Credit Administration	0	0	0	0	0	0	0	0	0	0	0	0
Farm Credit System Insurance Corporation	0	0	0	0	0	0	0	0	0	0	0	0
Federal Communications Commission	2	90	2	90	0	0	0	0	0	0	0	0
Federal Deposit Insurance Corporation	42	291.31	12	158.5	12	407.42	2	660.5	0	0	14	443.57
Federal Election Commission	0	0	0	0	0	0	0	0	0	0	0	0
Federal Energy Regulatory Commission	10	152.3	2	60	6	200	0	0	0	0	6	200
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	6	199.83	1	170	0	0	0	0	0	0	0	0
Federal Labor Relations Authority	0	0	0	0	0	0	0	0	0	0	0	0
Federal Maritime Commission	0	0	0	0	0	0	0	0	0	0	0	0
Federal Mediation and Conciliation Service	2	15	0	0	0	0	0	0	0	0	0	0
Federal Mine Safety & Health Review Commission	0	0	0	0	0	0	0	0	0	0	0	0
Federal Reserve System--Board of Governors	6	310.17	0	0	0	0	1	792	0	0	1	792
Federal Retirement Thrift Investment Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Trade Commission	1	1,115.00	0	0	0	0	1	1,115.00	0	0	1	1,115.00
General Services Administration	85	425.05	11	42.82	21	397.57	23	740.43	0	0	44	576.8
Government Printing Office	29	329.86	5	33.8	11	358.45	2	1,000.00	0	0	13	457.15
Harry S. Truman Scholarship Foundation	0	0	0	0	0	0	0	0	0	0	0	0
Holocaust Memorial Museum U.S.	0	0	0	0	0	0	0	0	0	0	0	0
Institute of Museum and Library Services	0	0	0	0	0	0	0	0	0	0	0	0
Inter-American Foundation	0	0	0	0	0	0	0	0	0	0	0	0
International Boundary and Water Commission	0	0	0	0	0	0	0	0	0	0	0	0
International Joint Commission: US and Canada	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	1	195	0	0	0	0	0	0	0	0	0	0

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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
Merit Systems Protection Board	1	231	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	38	565.26	9	98.89	11	516.36	10	1,214.40	0	0	21	848.76
National Archives and Records Administration	11	685.27	2	64	3	636	3	1,161.33	0	0	6	898.67
National Capital Planning Commission	0	0	0	0	0	0	0	0	0	0	0	0
National Council on Disability	0	0	0	0	0	0	0	0	0	0	0	0
National Credit Union Administration	7	424.57	0	0	1	541	0	0	0	0	1	541
National Endowment for the Arts	3	324.33	1	77	0	0	0	0	0	0	0	0
National Endowment for the Humanities	0	0	0	0	0	0	0	0	0	0	0	0
National Foundation on the Arts & the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	6	817.33	1	21	3	760.67	0	0	0	0	3	760.67
National Indian Gaming Commission	1	304	0	0	0	0	0	0	0	0	0	0
National Labor Relations Board	8	288.88	1	22	2	234.5	1	554	1	242	2	390.5
National Mediation Board	0	0	0	0	0	0	0	0	0	0	0	0
National Reconnaissance Office	7	542.14	2	75	2	333.5	2	1,094.00	0	0	4	713.75
National Science Foundation	6	364	0	0	0	0	0	0	0	0	0	0
National Transportation Safety Board	2	176	0	0	1	276	0	0	0	0	1	276
Navajo and Hopi Indian Relocation Commission	0	0	0	0	0	0	0	0	0	0	0	0
Nuclear Regulatory Commission	16	298.19	0	0	0	0	1	632	0	0	1	632
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety & Health Review Commission	0	0	0	0	0	0	0	0	0	0	0	0
Office of Government Ethics	2	15	2	15	0	0	0	0	0	0	0	0

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Office of Personnel Management	28	504.64	6	131.17	8	1,128.25	5	134.8	0	0	13	746.15
Office of Special Counsel	0	0	0	0	0	0	0	0	0	0	0	0
Office of the Director of National Intelligence	4	474	1	157	1	269	0	0	0	0	1	269
Overseas Private Investment Corporation	0	0	0	0	0	0	0	0	0	0	0	0
Peace Corps	4	508.75	1	934	3	367	0	0	0	0	3	367
Pension Benefit Guaranty Corporation	20	437.2	6	34.33	5	361.8	6	927.17	2	494.5	9	709.22
Postal Regulatory Commission	0	0	0	0	0	0	0	0	0	0	0	0
Presidio Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	1	660	0	0	0	0	0	0	0	0	0	0
Securities and Exchange Commission	4	308.25	2	282	2	334.5	0	0	0	0	2	334.5
Selective Service System	2	288	0	0	0	0	0	0	0	0	0	0
Small Business Administration	38	313.29	14	21	7	329	5	581	0	0	12	434
Smithsonian Institution	15	500.27	4	38.5	5	213.2	3	662.33	0	0	8	381.63
Social Security Administration	414	506.13	58	144.29	136	459.63	116	798.17	12	1,062.08	240	593.14
Tennessee Valley Authority	58	330.36	5	16.6	20	236.25	14	546.36	1	302	33	365.82
Trade and Development Agency	0	0	0	0	0	0	0	0	0	0	0	0
U.S. Postal Service	4,579	275.45	1,588	55.39	1,088	277.48	848	630.97	50	974.72	1,886	417.94
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
Cabinet Level Subtotal	14,651	382.46	3,333	90.67	3,816	462.61	2,414	703.93	196	883.88	6,034	545.47
Midsize Agencies Subtotal	774	475.76	122	116.83	236	470.94	188	771.18	14	1,030.00	410	589.52
Small Agencies Subtotal	276	424.89	57	132.3	66	407.67	38	1,004.18	4	744	100	620.89
Micro Agencies Subtotal	5	513	3	321.33	0	0	0	0	0	0	0	0
Government-wide	15,706	387.84	3,515	92.45	4,118	462.21	2,640	713.04	214	890.82	6,544	549.38

NRF = No Report Filed

*This column also includes Merit Decisions (with AJ Decision) that are not fully implemented (i.e. appealed) by the agency.

Table B-11 FY 2012 Types of Complaints Closures

Agency or Department	Total Complaint Closures	Number Closures by Settlement	% Settlements	Number Closures by Withdrawal	% Withdrawals	Number Dismissal Closures	% Dismissals	Number Merit Complaint Closures	% Merit Complaint Closures
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Foundation	3	2	66.67%	0	0.00%	1	33.33%	0	0.00%
Agency for International Development	16	4	25.00%	3	18.75%	7	43.75%	2	12.50%
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 Board	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	4	0	0.00%	0	0.00%	0	0.00%	4	100.00%
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	14	6	42.86%	0	0.00%	5	35.71%	3	21.43%
Central Intelligence Agency	39	10	25.64%	2	5.13%	10	25.64%	17	43.59%
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
Commission of Fine Arts	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission on Civil Rights	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Committee for Purchase from People Who Are Blind or Severely Disabled	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Commodity Futures Trading Commission	2	0	0.00%	0	0.00%	0	0.00%	2	100.00%
Consumer Financial Protection Bureau	7	3	42.86%	1	14.29%	0	0.00%	3	42.86%
Consumer Product Safety Commission	2	1	50.00%	0	0.00%	0	0.00%	1	50.00%
Corporation for National and Community Service	3	0	0.00%	0	0.00%	0	0.00%	3	100.00%
Court Services and Offender Supervision Agency for the District of Columbia	15	5	33.33%	1	6.67%	2	13.33%	7	46.67%
Defense Army and Air Force Exchange	89	26	29.21%	16	17.98%	20	22.47%	27	30.34%
Defense Commissary Agency	120	36	30.00%	17	14.17%	22	18.33%	45	37.50%
Defense Contract Audit Agency	32	12	37.50%	6	18.75%	4	12.50%	10	31.25%
Defense Contract Management Agency	38	9	23.68%	5	13.16%	16	42.11%	8	21.05%
Defense Finance and Accounting Service	39	13	33.33%	3	7.69%	9	23.08%	14	35.90%
Defense Human Resources Activity	5	1	20.00%	3	60.00%	1	20.00%	0	0.00%
Defense Information Systems Agency	8	2	25.00%	1	12.50%	5	62.50%	0	0.00%

Table B-11 FY 2012 Types of Complaints Closures

Agency or Department	Total Complaint Closures	Number Closures by Settlement	% Settlements	Number Closures by Withdrawal	% Withdrawals	Number Dismissal Closures	% Dismissals	Number Merit Complaint Closures	% Merit Complaint Closures
Defense Intelligence Agency	34	6	17.65%	3	8.82%	11	32.35%	14	41.18%
Defense Joint Task Force National Capital Region Medical	7	0	0.00%	2	28.57%	5	71.43%	0	0.00%
Defense Logistics Agency	136	49	36.03%	12	8.82%	14	10.29%	61	44.85%
Defense Media Activity	3	2	66.67%	1	33.33%	0	0.00%	0	0.00%
Defense Missile Defense Agency	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Defense National Geospatial-Intelligence Agency	20	7	35.00%	1	5.00%	5	25.00%	7	35.00%
Defense National Guard Bureau	33	6	18.18%	1	3.03%	23	69.70%	3	9.09%
Defense National Security Agency	17	4	23.53%	0	0.00%	4	23.53%	9	52.94%
Defense Nuclear Facilities Safety Board	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Defense Office of the Inspector General	3	2	66.67%	0	0.00%	1	33.33%	0	0.00%
Defense Office of the Secretary - Wash. Hqtrs. Services	45	12	26.67%	7	15.56%	13	28.89%	13	28.89%
Defense Security Service	6	1	16.67%	0	0.00%	2	33.33%	3	50.00%
Defense Technical Information Center	1	1	100.00%	0	0.00%	0	0.00%	0	0.00%
Defense Threat Reduction Agency	8	4	50.00%	0	0.00%	4	50.00%	0	0.00%
Defense TRICARE Management Activity	7	1	14.29%	1	14.29%	5	71.43%	0	0.00%
Defense Uniformed Services University	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Department of Agriculture	453	170	37.53%	29	6.40%	48	10.60%	206	45.47%
Department of Commerce	432	74	17.13%	12	2.78%	57	13.19%	289	66.90%
Department of Defense Education Activity	55	23	41.82%	4	7.27%	10	18.18%	18	32.73%
Department of Education	46	10	21.74%	5	10.87%	2	4.35%	29	63.04%
Department of Energy	63	27	42.86%	9	14.29%	6	9.52%	21	33.33%
Department of Health and Human Services	409	156	38.14%	28	6.85%	95	23.23%	130	31.78%
Department of Homeland Security	1,097	244	22.24%	118	10.76%	180	16.41%	555	50.59%
Department of Housing and Urban Development	73	23	31.51%	7	9.59%	3	4.11%	40	54.79%
Department of Justice	857	148	17.27%	93	10.85%	110	12.84%	506	59.04%
Department of Labor	134	49	36.57%	10	7.46%	19	14.18%	56	41.79%
Department of State	110	27	24.55%	13	11.82%	16	14.55%	54	49.09%
Department of the Air Force	500	174	34.80%	57	11.40%	76	15.20%	193	38.60%
Department of the Army	1,116	476	42.65%	100	8.96%	237	21.24%	303	27.15%
Department of the Interior	307	107	34.85%	23	7.49%	31	10.10%	146	47.56%

Table B-11 FY 2012 Types of Complaints Closures

Agency or Department	Total Complaint Closures	Number Closures by Settlement	% Settlements	Number Closures by Withdrawal	% Withdrawals	Number Dismissal Closures	% Dismissals	Number Merit Complaint Closures	% Merit Complaint Closures
Department of the Navy	904	423	46.79%	141	15.60%	147	16.26%	193	21.35%
Department of the Treasury	407	96	23.59%	34	8.35%	51	12.53%	226	55.53%
Department of Transportation	335	93	27.76%	13	3.88%	87	25.97%	142	42.39%
Department of Veterans Affairs	2,123	520	24.49%	224	10.55%	406	19.12%	973	45.83%
Election Assistance Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Environmental Protection Agency	49	12	24.49%	11	22.45%	3	6.12%	23	46.94%
Equal Employment Opportunity Commission	20	6	30.00%	1	5.00%	5	25.00%	8	40.00%
Export-Import Bank of the US	1	0	0.00%	0	0.00%	1	100.00%	0	0.00%
Farm Credit Administration	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Farm Credit System Insurance Corporation	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Federal Communications Commission	2	0	0.00%	0	0.00%	2	100.00%	0	0.00%
Federal Deposit Insurance Corporation	42	14	33.33%	2	4.76%	12	28.57%	14	33.33%
Federal Election Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Federal Energy Regulatory Commission	10	1	10.00%	1	10.00%	2	20.00%	6	60.00%
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	6	5	83.33%	0	0.00%	1	16.67%	0	0.00%
Federal Labor Relations Authority	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%	0	0.00%
Federal Mediation and Conciliation Service	2	0	0.00%	2	100.00%	0	0.00%	0	0.00%
Federal Mine Safety & Health Review Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Federal Reserve System--Board of Governors	6	2	33.33%	3	50.00%	0	0.00%	1	16.67%
Federal Retirement Thrift Investment Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Trade Commission	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%
General Services Administration	85	18	21.18%	12	14.12%	11	12.94%	44	51.76%
Government Printing Office	29	10	34.48%	1	3.45%	5	17.24%	13	44.83%
Harry S. Truman Scholarship Foundation	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Holocaust Memorial Museum U.S.	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Institute of Museum and Library Services	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Inter-American Foundation	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
International Boundary and Water Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
International Joint Commission: US and Canada	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	1	1	100.00%	0	0.00%	0	0.00%	0	0.00%

Table B-11 FY 2012 Types of Complaints Closures

Agency or Department	Total Complaint Closures	Number Closures by Settlement	% Settlements	Number Closures by Withdrawal	% Withdrawals	Number Dismissal Closures	% Dismissals	Number Merit Complaint Closures	% Merit Complaint Closures
James Madison Memorial Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Japan-United States Friendship Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
John F. Kennedy Center for the Performing Arts	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Marine Mammal Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Merit Systems Protection Board	1	1	100.00%	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	38	7	18.42%	1	2.63%	9	23.68%	21	55.26%
National Archives and Records Administration	11	3	27.27%	0	0.00%	2	18.18%	6	54.55%
National Capital Planning Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
National Council on Disability	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
National Credit Union Administration	7	6	85.71%	0	0.00%	0	0.00%	1	14.29%
National Endowment for the Arts	3	2	66.67%	0	0.00%	1	33.33%	0	0.00%
National Endowment for the Humanities	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
National Foundation on the Arts & the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	6	2	33.33%	0	0.00%	1	16.67%	3	50.00%
National Indian Gaming Commission	1	0	0.00%	1	100.00%	0	0.00%	0	0.00%
National Labor Relations Board	8	3	37.50%	1	12.50%	1	12.50%	3	37.50%
National Mediation Board	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
National Reconnaissance Office	7	1	14.29%	0	0.00%	2	28.57%	4	57.14%
National Science Foundation	6	6	100.00%	0	0.00%	0	0.00%	0	0.00%
National Transportation Safety Board	2	0	0.00%	1	50.00%	0	0.00%	1	50.00%
Navajo and Hopi Indian Relocation Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Nuclear Regulatory Commission	16	11	68.75%	4	25.00%	0	0.00%	1	6.25%
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety & Health Review Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Office of Government Ethics	2	0	0.00%	0	0.00%	2	100.00%	0	0.00%
Office of Personnel Management	28	3	10.71%	6	21.43%	6	21.43%	13	46.43%
Office of Special Counsel	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Office of the Director of National Intelligence	4	2	50.00%	0	0.00%	1	25.00%	1	25.00%
Overseas Private Investment Corporation	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%

Table B-11 FY 2012 Types of Complaints Closures

Agency or Department	Total Complaint Closures	Number Closures by Settlement	% Settlements	Number Closures by Withdrawal	% Withdrawals	Number Dismissal Closures	% Dismissals	Number Merit Complaint Closures	% Merit Complaint Closures
Peace Corps	4	0	0.00%	0	0.00%	1	25.00%	3	75.00%
Pension Benefit Guaranty Corporation	20	1	5.00%	2	10.00%	6	30.00%	11	55.00%
Postal Regulatory Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Presidio Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	1	1	100.00%	0	0.00%	0	0.00%	0	0.00%
Securities and Exchange Commission	4	0	0.00%	0	0.00%	2	50.00%	2	50.00%
Selective Service System	2	2	100.00%	0	0.00%	0	0.00%	0	0.00%
Small Business Administration	38	11	28.95%	1	2.63%	14	36.84%	12	31.58%
Smithsonian Institution	15	3	20.00%	0	0.00%	4	26.67%	8	53.33%
Social Security Administration	414	50	12.08%	54	13.04%	58	14.01%	252	60.87%
Tennessee Valley Authority	58	12	20.69%	7	12.07%	5	8.62%	34	58.62%
Trade and Development Agency	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
U.S. Postal Service	4,579	815	17.80%	240	5.24%	1,588	34.68%	1,936	42.28%
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Level Subtotal	14,651	3,849	26.27%	1,239	8.46%	3,333	22.75%	6,230	42.52%
Midsized Agencies Subtotal	774	133	17.18%	95	12.27%	122	15.76%	424	54.78%
Small Agencies Subtotal	276	92	33.33%	23	8.33%	57	20.65%	104	37.68%
Micro Agencies Subtotal	5	2	40.00%	0	0.00%	3	60.00%	0	0.00%
Government-wide	15,706	4,076	25.95%	1,357	8.64%	3,515	22.38%	6,758	43.03%

NRF = No Report Filed

Table B-11a FY 2012 Types of Complaints Closures - Sub-Component Data

Agency or Department	Total Complaint Closures	Number Closures by Settlement	% Settlements	Number Closures by Withdrawal	% Withdrawals	Number Dismissal Closures	% Dismissals	Number Merit Complaint Closures	% Merit Complaint Closures
Defense Logistics Agency Wide	136	49	36.03%	12	8.82%	14	10.29%	61	44.85%
Defense Logistics Agency Headquarters	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
DLA Aviation	20	6	30.00%	3	15.00%	2	10.00%	9	45.00%
DLA Disposition Services	9	1	11.11%	0	0.00%	0	0.00%	8	88.89%
DLA Distribution	56	19	33.93%	6	10.71%	9	16.07%	22	39.29%
DLA Headquarters Operations Division	22	12	54.55%	2	9.09%	2	9.09%	6	27.27%
DLA Land and Maritime	16	7	43.75%	1	6.25%	1	6.25%	7	43.75%
DLA Logistics Information Service	4	0	0.00%	0	0.00%	0	0.00%	4	100.00%
DLA Troop Support	9	4	44.44%	0	0.00%	0	0.00%	5	55.56%
Defense National Guard Bureau Wide	33	6	18.18%	1	3.03%	23	69.70%	3	9.09%
Defense National Guard Bureau Headquarters	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Alabama National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Alaska National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Arizona National Guard	3	1	33.33%	0	0.00%	2	66.67%	0	0.00%
Arkansas National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
California National Guard	7	1	14.29%	0	0.00%	6	85.71%	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	1	0	0.00%	0	0.00%	1	100.00%	0	0.00%
Delaware National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Florida National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Georgia National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Guam National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Hawaii National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Idaho National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Illinois National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Indiana National Guard	1	0	0.00%	1	100.00%	0	0.00%	0	0.00%
Iowa National Guard	1	0	0.00%	0	0.00%	1	100.00%	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%

Table B-11a FY 2012 Types of Complaints Closures - Sub-Component Data

Agency or Department	Total Complaint Closures	Number Closures by Settlement	% Settlements	Number Closures by Withdrawal	% Withdrawals	Number Dismissal Closures	% Dismissals	Number Merit Complaint Closures	% Merit Complaint Closures
Maryland National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Massachusetts National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Michigan National Guard	1	1	100.00%	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	2	0	0.00%	0	0.00%	2	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	1	0	0.00%	0	0.00%	1	100.00%	0	0.00%
New Hampshire National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
New Jersey National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
New Mexico National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
New York National Guard	3	3	100.00%	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	1	0	0.00%	0	0.00%	1	100.00%	0	0.00%
Ohio National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
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	1	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%
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%	0	0.00%	3	100.00%
Texas National Guard	5	0	0.00%	0	0.00%	5	100.00%	0	0.00%
Utah National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Vermont National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Virgin Islands National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Virginia National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Washington State National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
West Virginia National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Wisconsin National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Wyoming National Guard	1	0	0.00%	0	0.00%	1	100.00%	0	0.00%

Table B-11a FY 2012 Types of Complaints Closures - Sub-Component Data

Agency or Department	Total Complaint Closures	Number Closures by Settlement	% Settlements	Number Closures by Withdrawal	% Withdrawals	Number Dismissal Closures	% Dismissals	Number Merit Complaint Closures	% Merit Complaint Closures
Department of Agriculture Wide	453	170	37.53%	29	6.40%	48	10.60%	206	45.47%
Department of Agriculture Headquarters	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
USDA Agricultural Marketing Service	21	12	57.14%	2	9.52%	2	9.52%	5	23.81%
USDA Agricultural Research Service	27	7	25.93%	3	11.11%	3	11.11%	14	51.85%
USDA Agriculture Headquarters	23	12	52.17%	2	8.70%	0	0.00%	9	39.13%
USDA Animal and Plant Health Inspection Service	43	15	34.88%	1	2.33%	7	16.28%	20	46.51%
USDA Economic Research Service	1	0	0.00%	1	100.00%	0	0.00%	0	0.00%
USDA Farm Service Agency	28	14	50.00%	0	0.00%	0	0.00%	14	50.00%
USDA Food and Nutrition Service	8	0	0.00%	2	25.00%	0	0.00%	6	75.00%
USDA Food Safety And Inspection Service	77	31	40.26%	5	6.49%	7	9.09%	34	44.16%
USDA Foreign Agricultural Service	4	0	0.00%	0	0.00%	2	50.00%	2	50.00%
USDA Forest Service	128	48	37.50%	7	5.47%	18	14.06%	55	42.97%
USDA Grain Inspection, Packers & Stockyards Admin	7	2	28.57%	0	0.00%	0	0.00%	5	71.43%
USDA National Agricultural Statistics Service	1	1	100.00%	0	0.00%	0	0.00%	0	0.00%
USDA National Appeals Division	1	1	100.00%	0	0.00%	0	0.00%	0	0.00%
USDA National Institute of Food and Agriculture	2	1	50.00%	0	0.00%	1	50.00%	0	0.00%
USDA Natural Resources Conservation Service	22	8	36.36%	0	0.00%	3	13.64%	11	50.00%
USDA Office Of The Chief Financial Officer	14	5	35.71%	2	14.29%	0	0.00%	7	50.00%
USDA - Office Of Inspector General	2	0	0.00%	0	0.00%	0	0.00%	2	100.00%
USDA Risk Management Agency	6	2	33.33%	1	16.67%	0	0.00%	3	50.00%
USDA Rural Development	38	11	28.95%	3	7.89%	5	13.16%	19	50.00%
Department of Commerce Wide	432	74	17.13%	12	2.78%	57	13.19%	289	66.90%
Department of Commerce Headquarters	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
DOC All Other Commerce Bureaus	26	7	26.92%	2	7.69%	5	19.23%	12	46.15%
DOC Bureau of the Census	52	10	19.23%	4	7.69%	10	19.23%	28	53.85%
DOC Decennial Census	249	27	10.84%	3	1.20%	14	5.62%	205	82.33%
DOC International Trade Administration	6	2	33.33%	0	0.00%	2	33.33%	2	33.33%
DOC National Institute of Standards & Technology	14	3	21.43%	1	7.14%	4	28.57%	6	42.86%
DOC National Oceanic & Atmospheric Administration	53	18	33.96%	1	1.89%	7	13.21%	27	50.94%
DOC U. S. Patent and Trademark Office	32	7	21.88%	1	3.13%	15	46.88%	9	28.13%

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Agency or Department	Total Complaint Closures	Number Closures by Settlement	% Settlements	Number Closures by Withdrawal	% Withdrawals	Number Dismissal Closures	% Dismissals	Number Merit Complaint Closures	% Merit Complaint Closures
Department of Energy Wide	63	27	42.86%	9	14.29%	6	9.52%	21	33.33%
Department of Energy Headquarters	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
DOE Bonneville Power Administration	13	5	38.46%	3	23.08%	2	15.38%	3	23.08%
DOE Chicago Operations Office	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
DOE EM Consolidated Business Center	1	0	0.00%	0	0.00%	1	100.00%	0	0.00%
DOE Golden Field Office	1	1	100.00%	0	0.00%	0	0.00%	0	0.00%
DOE Headquarters	18	7	38.89%	4	22.22%	2	11.11%	5	27.78%
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%	1	100.00%	0	0.00%
DOE NNSA Service Center	9	5	55.56%	0	0.00%	0	0.00%	4	44.44%
DOE Oak Ridge Operations	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
DOE OSTI	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	2	0	0.00%	0	0.00%	0	0.00%	2	100.00%
DOE Southeastern Power Administration	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
DOE Southwestern Power Administration	3	0	0.00%	2	66.67%	0	0.00%	1	33.33%
DOE Strategic Petroleum Reserve	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
DOE Western Area Power Administration	15	9	60.00%	0	0.00%	0	0.00%	6	40.00%
Department of Health and Human Services Wide	409	156	38.14%	28	6.85%	95	23.23%	130	31.78%
Department of Health & Human Services Headquarters	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
HHS Administration for Children and Families	5	1	20.00%	0	0.00%	1	20.00%	3	60.00%
HHS Agency for Healthcare Research and Quality	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
HHS Centers for Disease Control and Prevention	69	23	33.33%	5	7.25%	20	28.99%	21	30.43%
HHS Centers for Medicare & Medicaid Services	38	14	36.84%	3	7.89%	7	18.42%	14	36.84%
HHS Food and Drug Administration	60	34	56.67%	6	10.00%	14	23.33%	6	10.00%
HHS Health Resources and Services Administration	13	4	30.77%	2	15.38%	0	0.00%	7	53.85%
HHS Indian Health Service	105	26	24.76%	5	4.76%	38	36.19%	36	34.29%
HHS National Institutes of Health	82	40	48.78%	3	3.66%	12	14.63%	27	32.93%
HHS Office of the Secretary of Health & Human Svcs	30	10	33.33%	3	10.00%	2	6.67%	15	50.00%
HHS Program Support Center	1	0	0.00%	0	0.00%	1	100.00%	0	0.00%
HHS Substance Abuse & Mental Health Svcs Admin	6	4	66.67%	1	16.67%	0	0.00%	1	16.67%

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Agency or Department	Total Complaint Closures	Number Closures by Settlement	% Settlements	Number Closures by Withdrawal	% Withdrawals	Number Dismissal Closures	% Dismissals	Number Merit Complaint Closures	% Merit Complaint Closures
Department of Homeland Security Wide	1,097	244	22.24%	118	10.76%	180	16.41%	555	50.59%
Department of Homeland Security Headquarters	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
DHS Federal Emergency Management Agency	96	21	21.88%	14	14.58%	7	7.29%	54	56.25%
DHS Federal Law Enforcement Training Center	16	9	56.25%	1	6.25%	2	12.50%	4	25.00%
DHS Headquarters	24	5	20.83%	6	25.00%	2	8.33%	11	45.83%
DHS Transportation Security Administration	373	80	21.45%	27	7.24%	95	25.47%	171	45.84%
DHS U.S. Citizenship and Immigration Services	78	14	17.95%	9	11.54%	13	16.67%	42	53.85%
DHS U.S. Coast Guard	51	12	23.53%	6	11.76%	9	17.65%	24	47.06%
DHS U.S. Customs and Border Protection	294	58	19.73%	45	15.31%	33	11.22%	158	53.74%
DHS U.S. Immigration and Customs Enforcement	133	38	28.57%	9	6.77%	9	6.77%	77	57.89%
DHS U.S. Secret Service	32	7	21.88%	1	3.13%	10	31.25%	14	43.75%
Department of Justice Wide	857	148	17.27%	93	10.85%	110	12.84%	506	59.04%
Department of Justice Headquarters	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
DOJ Alcohol, Tobacco, Firearms and Explosives	52	12	23.08%	4	7.69%	6	11.54%	30	57.69%
DOJ Bureau of Prisons	412	68	16.50%	58	14.08%	58	14.08%	228	55.34%
DOJ Drug Enforcement Administration	32	3	9.38%	1	3.13%	5	15.63%	23	71.88%
DOJ Executive Office for Immigration Review	11	1	9.09%	0	0.00%	1	9.09%	9	81.82%
DOJ Executive Office for U.S. Attorneys	42	8	19.05%	4	9.52%	7	16.67%	23	54.76%
DOJ Federal Bureau of Investigation	203	20	9.85%	18	8.87%	23	11.33%	142	69.95%
DOJ Office of Justice Programs	9	3	33.33%	3	33.33%	2	22.22%	1	11.11%
DOJ Offices, Boards, and Divisions	34	15	44.12%	3	8.82%	1	2.94%	15	44.12%
DOJ U.S. Marshals Service	62	18	29.03%	2	3.23%	7	11.29%	35	56.45%
Department of Labor Wide	134	49	36.57%	10	7.46%	19	14.18%	56	41.79%
Department of Labor Headquarters	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
DOL (DM and others)	51	17	33.33%	5	9.80%	8	15.69%	21	41.18%
DOL Bureau of Labor Statistics	4	0	0.00%	0	0.00%	1	25.00%	3	75.00%
DOL Employment and Training Administration	18	4	22.22%	1	5.56%	2	11.11%	11	61.11%
DOL Mine Safety and Health Administration	15	9	60.00%	1	6.67%	0	0.00%	5	33.33%
DOL Occupational Safety & Health Administration	18	9	50.00%	1	5.56%	4	22.22%	4	22.22%
DOL Office of Workers Compensation Programs	15	4	26.67%	1	6.67%	2	13.33%	8	53.33%
DOL Wage and Hour Division	13	6	46.15%	1	7.69%	2	15.38%	4	30.77%

Table B-11a FY 2012 Types of Complaints Closures - Sub-Component Data

Agency or Department	Total Complaint Closures	Number Closures by Settlement	% Settlements	Number Closures by Withdrawal	% Withdrawals	Number Dismissal Closures	% Dismissals	Number Merit Complaint Closures	% Merit Complaint Closures
Department of the Army Wide	1,116	476	42.65%	100	8.96%	237	21.24%	303	27.15%
Department of the Army Headquarters	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Eighth U.S. Army (KOREA)	5	2	40.00%	1	20.00%	1	20.00%	1	20.00%
Headquarters, Department of Army	66	21	31.82%	9	13.64%	16	24.24%	20	30.30%
U.S. Army Corps of Engineers	135	51	37.78%	6	4.44%	47	34.81%	31	22.96%
U.S. Army Europe	4	1	25.00%	2	50.00%	1	25.00%	0	0.00%
U.S. Army Forces Command	85	37	43.53%	10	11.76%	21	24.71%	17	20.00%
U.S. Army Installation Management Command	279	135	48.39%	27	9.68%	43	15.41%	74	26.52%
U.S. Army Intelligence and Security Command	12	3	25.00%	1	8.33%	2	16.67%	6	50.00%
U.S. Army Material Command	259	109	42.08%	21	8.11%	61	23.55%	68	26.25%
U.S. Army Medical Command	175	78	44.57%	15	8.57%	33	18.86%	49	28.00%
U.S. Army Network Enterprise Technology Command	10	7	70.00%	0	0.00%	1	10.00%	2	20.00%
U.S. Army Pacific (USARPAC)	1	0	0.00%	0	0.00%	1	100.00%	0	0.00%
U.S. Army Space and Missile Defense Command	5	0	0.00%	0	0.00%	0	0.00%	5	100.00%
U.S. Army Special Operations Command (USASOC)	7	4	57.14%	1	14.29%	1	14.29%	1	14.29%
U.S. Army Test and Evaluation Command	12	7	58.33%	0	0.00%	2	16.67%	3	25.00%
U.S. Army Training and Doctrine Command	61	21	34.43%	7	11.48%	7	11.48%	26	42.62%
Department of the Interior Wide	307	107	34.85%	23	7.49%	31	10.10%	146	47.56%
Department of the Interior Headquarters	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Bureau of Ocean Energy Management	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Bureau of Safety and Environmental Enforcement	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
DOI Bureau Of Indian Affairs	49	15	30.61%	4	8.16%	3	6.12%	27	55.10%
DOI Bureau Of Land Management	36	10	27.78%	3	8.33%	6	16.67%	17	47.22%
DOI Bureau Of Reclamation	49	17	34.69%	5	10.20%	4	8.16%	23	46.94%
DOI Fish And Wildlife Service	27	6	22.22%	1	3.70%	7	25.93%	13	48.15%
DOI Geological Survey	18	11	61.11%	1	5.56%	1	5.56%	5	27.78%
DOI National Park Service	74	27	36.49%	5	6.76%	7	9.46%	35	47.30%
DOI Office Of Surface Mining,Reclamation &	5	2	40.00%	2	40.00%	0	0.00%	1	20.00%
DOI-Office Of The Secretary	49	19	38.78%	2	4.08%	3	6.12%	25	51.02%

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Department of the Navy Wide	904	423	46.79%	141	15.60%	147	16.26%	193	21.35%
Department of the Navy Headquarters	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Chief Of Naval Operations	12	2	16.67%	2	16.67%	2	16.67%	6	50.00%
Commander Naval Installations Command	171	42	24.56%	75	43.86%	21	12.28%	33	19.30%
Commander Naval Reserve	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Commander Pacific Fleet	39	15	38.46%	3	7.69%	8	20.51%	13	33.33%
DON Assistant for Administration	20	11	55.00%	1	5.00%	1	5.00%	7	35.00%
DON Bureau of Medicine & Surgery	58	18	31.03%	7	12.07%	17	29.31%	16	27.59%
DON SPAWAR	6	1	16.67%	2	33.33%	1	16.67%	2	33.33%
DON Strategic Systems Project Office	3	1	33.33%	1	33.33%	0	0.00%	1	33.33%
Fleet Cyber Command	1	1	100.00%	0	0.00%	0	0.00%	0	0.00%
Fleet Forces Command	36	16	44.44%	2	5.56%	8	22.22%	10	27.78%
Marine Corps HQ	321	243	75.70%	18	5.61%	29	9.03%	31	9.66%
Military Sealift Command	23	7	30.43%	7	30.43%	6	26.09%	3	13.04%
Naval Air Systems Command	57	13	22.81%	5	8.77%	25	43.86%	14	24.56%
Naval Education & Training Command	15	5	33.33%	2	13.33%	5	33.33%	3	20.00%
Naval Sea Systems Command	36	12	33.33%	3	8.33%	7	19.44%	14	38.89%
Naval Special Warfare Command	3	2	66.67%	0	0.00%	1	33.33%	0	0.00%
Naval Supply Systems Command	41	15	36.59%	3	7.32%	6	14.63%	17	41.46%
Naval Systems Management Activity	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Navy Facilities & Engineering Command	56	17	30.36%	10	17.86%	9	16.07%	20	35.71%
Navy Military Personnel Command	2	1	50.00%	0	0.00%	0	0.00%	1	50.00%
Office Of Naval Intelligence	2	1	50.00%	0	0.00%	0	0.00%	1	50.00%
Office Of Naval Research	2	0	0.00%	0	0.00%	1	50.00%	1	50.00%
Department of the Treasury Wide	407	96	23.59%	34	8.35%	51	12.53%	226	55.53%
Department of the Treasury Headquarters	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Treas - Alcohol and Tobacco Tax & Trade Bureau	3	2	66.67%	0	0.00%	0	0.00%	1	33.33%
Treas - Bureau of Engraving and Printing	16	4	25.00%	3	18.75%	2	12.50%	7	43.75%
Treas - Bureau of the Public Debt	2	0	0.00%	1	50.00%	0	0.00%	1	50.00%
Treas - Departmental Offices	16	4	25.00%	0	0.00%	3	18.75%	9	56.25%
Treas - Financial Crimes Enforcement Network	2	0	0.00%	0	0.00%	0	0.00%	2	100.00%

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Treas - Financial Management Service	7	2	28.57%	1	14.29%	0	0.00%	4	57.14%
Treas - Inspector General For Tax Administration	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%
Treas - Internal Revenue Service	283	52	18.37%	23	8.13%	38	13.43%	170	60.07%
Treas - Office of the Comptroller of the Currency	9	4	44.44%	0	0.00%	2	22.22%	3	33.33%
Treas - Special Inspector General for the Trouble	1	1	100.00%	0	0.00%	0	0.00%	0	0.00%
Treas - U. S. Mint	57	23	40.35%	4	7.02%	5	8.77%	25	43.86%
Treas -Internal Revenue Service Office of the Chief	9	3	33.33%	2	22.22%	1	11.11%	3	33.33%
Treas- Office of the Inspector General	1	1	100.00%	0	0.00%	0	0.00%	0	0.00%
Department of Transportation Wide	335	93	27.76%	13	3.88%	87	25.97%	142	42.39%
Department of Transportation Headquarters	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
DOT Federal Aviation Administration	268	70	26.12%	11	4.10%	75	27.99%	112	41.79%
DOT Federal Highway Administration	10	4	40.00%	0	0.00%	0	0.00%	6	60.00%
DOT Federal Motor Carrier Safety Administration	7	0	0.00%	0	0.00%	0	0.00%	7	100.00%
DOT Federal Railroad Administration	6	1	16.67%	0	0.00%	3	50.00%	2	33.33%
DOT Federal Transit Administration	3	1	33.33%	0	0.00%	2	66.67%	0	0.00%
DOT Maritime Administration	11	5	45.45%	1	9.09%	1	9.09%	4	36.36%
DOT National Highway Traffic Safety Admin	5	2	40.00%	0	0.00%	2	40.00%	1	20.00%
DOT Office of Inspector General	3	0	0.00%	0	0.00%	0	0.00%	3	100.00%
DOT Office of the Secretary	8	6	75.00%	0	0.00%	0	0.00%	2	25.00%
DOT Pipeline& Hazardous Materials Safety Admin	1	0	0.00%	0	0.00%	1	100.00%	0	0.00%
DOT Research & Innovative Technology Admin	13	4	30.77%	1	7.69%	3	23.08%	5	38.46%
DOT St. Lawrence Development Corporation	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Department of Veterans Affairs Wide	2,123	520	24.49%	224	10.55%	406	19.12%	973	45.83%
Department of Veterans Affairs Headquarters	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
VA-HQ and Others	106	26	24.53%	14	13.21%	42	39.62%	24	22.64%
VA-NCA	20	5	25.00%	1	5.00%	3	15.00%	11	55.00%
VA-Veterans Benefits Administration	149	45	30.20%	17	11.41%	29	19.46%	58	38.93%
VA-Veterans Health Administration	1,848	444	24.03%	192	10.39%	332	17.97%	880	47.62%

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Federal Housing Finance Agency Wide	6	5	83.33%	0	0.00%	1	16.67%	0	0.00%
Federal Housing Finance Agency Headquarters	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Federal Housing Finance Agency Hqtrs	6	5	83.33%	0	0.00%	1	16.67%	0	0.00%
Federal Housing Finance Agency OIG	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
General Services Administration Wide	85	18	21.18%	12	14.12%	11	12.94%	44	51.76%
General Services Administration Headquarters	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
GSA Central Office	15	2	13.33%	4	26.67%	1	6.67%	8	53.33%
GSA National Capital Region	20	5	25.00%	2	10.00%	2	10.00%	11	55.00%
GSA Region 1	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
GSA Region 10	2	1	50.00%	0	0.00%	1	50.00%	0	0.00%
GSA Region 2	7	1	14.29%	1	14.29%	0	0.00%	5	71.43%
GSA Region 3	9	2	22.22%	1	11.11%	0	0.00%	6	66.67%
GSA Region 4	7	1	14.29%	2	28.57%	0	0.00%	4	57.14%
GSA Region 5	6	3	50.00%	1	16.67%	0	0.00%	2	33.33%
GSA Region 6	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%
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	13	0	0.00%	1	7.69%	5	38.46%	7	53.85%
U.S. Postal Service Wide	4,579	815	17.80%	240	5.24%	1,588	34.68%	1,936	42.28%
U.S. Postal Service Headquarters	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
USPS Capital Metro Area Operations	617	105	17.02%	24	3.89%	205	33.23%	283	45.87%
USPS Eastern Area	677	105	15.51%	49	7.24%	208	30.72%	315	46.53%
USPS Great Lakes Area	550	95	17.27%	32	5.82%	193	35.09%	230	41.82%
USPS Headquarters	86	15	17.44%	8	9.30%	28	32.56%	35	40.70%
USPS Northeast Area	397	91	22.92%	25	6.30%	132	33.25%	149	37.53%
USPS Office of Inspector General	14	1	7.14%	0	0.00%	7	50.00%	6	42.86%
USPS Pacific Area	493	109	22.11%	28	5.68%	162	32.86%	194	39.35%
USPS Southern Area	1,126	171	15.19%	51	4.53%	392	34.81%	512	45.47%
USPS Western Area	619	123	19.87%	23	3.72%	261	42.16%	212	34.25%

Table B-12 FY 2012 Average Processing Days (APD) All Complaint Closures

Agency or Department	APD All Complaint Closures from Date Complaint Filed/ Remanded	APD All Withdrawals from Date Complaint Filed/ Remanded	APD Non-ADR Withdrawals from Date Complaint Filed/ Remanded	APD ADR Withdrawals from Date Complaint Filed/ Remanded	APD All Settlements from Date Complaint Filed/ Remanded	APD Non-ADR Settlements from Date Complaint Filed/ Remanded	APD ADR Settlements from Date Complaint Filed/ Remanded	APD All Final Agency Actions from Date Complaint Filed/ Remanded
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Foundation	845	0	0	0	800.5	800.5	0	934
Agency for International Development	398.81	370	370	0	567.75	567.75	0	333.33
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	243.5	0	0	0	0	0	0	243.5
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	356.29	0	0	0	369.67	369.67	0	346.25
Central Intelligence Agency	585.38	118	118	0	448.4	448.4	0	670.74
Chemical Safety and Hazard Investigation Board	0	0	0	0	0	0	0	0
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission of Fine Arts	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission on Civil Rights	0	0	0	0	0	0	0	0
Committee for Purchase from People Who Are Blind or Severely Disabled	0	0	0	0	0	0	0	0
Commodity Futures Trading Commission	314	0	0	0	0	0	0	314
Consumer Financial Protection Bureau	181.29	293	293	0	24.33	24.33	0	301
Consumer Product Safety Commission	380	0	0	0	344	344	0	416
Corporation for National and Community Service	431.67	0	0	0	0	0	0	431.67
Court Services and Offender Supervision Agency for the District of Columbia	756.93	441	441	0	1,089.60	1,089.60	0	607.22
Defense Army and Air Force Exchange	318.17	179.38	189.15	137	291.19	438.4	90.45	380.34
Defense Commissary Agency	318.85	191.12	204.6	90	338.56	391.96	178.33	340.67
Defense Contract Audit Agency	252.25	80.33	80.33	0	284.5	41.5	406	298.29
Defense Contract Management Agency	345.03	290.2	290.2	0	641.33	1,358.00	68	245.33
Defense Finance and Accounting Service	352.74	176.33	176.33	0	496.77	496.77	0	294.35

Table B-12 FY 2012 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 Human Resources Activity	149	48.67	0	48.67	567	0	567	32
Defense Information Systems Agency	686.75	212	212	0	150	150	0	996.4
Defense Intelligence Agency	518.88	440.33	440.33	0	654.83	654.83	0	495.68
Defense Joint Task Force National Capital Region Medical	92	189.5	189.5	0	0	0	0	53
Defense Logistics Agency	463.1	292.92	292.92	0	486.84	616.18	220.06	474.81
Defense Media Activity	453	60	60	0	649.5	0	649.5	0
Defense Missile Defense Agency	0	0	0	0	0	0	0	0
Defense National Geospatial-Intelligence Agency	427.3	819	819	0	348.71	348.71	0	440.5
Defense National Guard Bureau	327.39	400	400	0	193.33	315	169	355.54
Defense National Security Agency	636.29	0	0	0	535.75	535.75	0	667.23
Defense Nuclear Facilities Safety Board	0	0	0	0	0	0	0	0
Defense Office of the Inspector General	468.67	0	0	0	699	699	0	8
Defense Office of the Secretary - Wash. Hqtrs. Services	569.62	606	606	0	500.33	540.09	63	591.81
Defense Security Service	166.67	0	0	0	200	200	0	160
Defense Technical Information Center	599	0	0	0	599	599	0	0
Defense Threat Reduction Agency	742.75	0	0	0	616.75	616.75	0	868.75
Defense TRICARE Management Activity	217.29	173	173	0	809	0	809	107.8
Defense Uniformed Services University	0	0	0	0	0	0	0	0
Department of Agriculture	633.2	373.72	373.72	0	750.25	717.56	916.04	584.48
Department of Commerce	465.11	137.17	137.17	0	254.39	263.74	90.75	521.55
Department of Defense Education Activity	405.89	293.75	293.75	0	475	494.09	55	365.14
Department of Education	565.93	337	337	0	538.9	538.9	0	611.58
Department of Energy	344.75	264.89	264.89	0	343.59	383.62	203.5	372.52
Department of Health and Human Services	340.52	201.11	201.11	0	411.37	439.58	146.2	308.75
Department of Homeland Security	461.88	261.46	265.12	121	469.36	491.43	192.22	491.57
Department of Housing and Urban Development	594.14	392.29	392.29	0	548.83	615.05	107.33	651.23
Department of Justice	591.89	337.88	340.89	61	477.32	568.99	192.11	657.77
Department of Labor	505.19	154.4	154.4	0	687.22	0	687.22	433.04

Table B-12 FY 2012 Average Processing Days (APD) All Complaint Closures

Agency or Department	APD All Complaint Closures from Date Complaint Filed/ Remanded	APD All Withdrawals from Date Complaint Filed/ Remanded	APD Non-ADR Withdrawals from Date Complaint Filed/ Remanded	APD ADR Withdrawals from Date Complaint Filed/ Remanded	APD All Settlements from Date Complaint Filed/ Remanded	APD Non-ADR Settlements from Date Complaint Filed/ Remanded	APD ADR Settlements from Date Complaint Filed/ Remanded	APD All Final Agency Actions from Date Complaint Filed/ Remanded
Department of State	413.4	172.85	172.85	0	541.07	761.53	17.5	408.83
Department of the Air Force	482.59	307.04	307.04	0	352.2	421.78	223.3	604.14
Department of the Army	324.63	192.76	198.91	96.33	302.93	343.92	171.23	368.19
Department of the Interior	487.03	227.13	227.13	0	410.41	434.86	173.3	567.11
Department of the Navy	332.14	130.65	130.65	0	347.73	350.1	99.75	396.31
Department of the Treasury	468.29	210.59	214.27	89	477.61	553.39	98.75	496.69
Department of Transportation	411.26	276.31	276.31	0	536.8	536.28	584	367.94
Department of Veterans Affairs	393.83	187.02	187.61	144	419.4	425.8	359.32	417.78
Election Assistance Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Environmental Protection Agency	712.04	448.64	448.64	0	689.75	689.75	0	833.77
Equal Employment Opportunity Commission	329.05	139	139	0	197.33	280.75	30.5	404.46
Export-Import Bank of the US	330	0	0	0	0	0	0	330
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	90	0	0	0	0	0	0	90
Federal Deposit Insurance Corporation	291.31	125.5	125.5	0	276.57	422.2	195.67	312
Federal Election Commission	0	0	0	0	0	0	0	0
Federal Energy Regulatory Commission	152.3	180	180	0	23	0	23	165
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	199.83	0	0	0	205.8	250.67	138.5	170
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	15	15	15	0	0	0	0	0
Federal Mine Safety & Health Review Commission	0	0	0	0	0	0	0	0
Federal Reserve System--Board of Governors	310.17	180	180	0	264.5	264.5	0	792
Federal Retirement Thrift Investment Board	NRF	NRF	NRF	NRF	NRF	NRF	0	0
Federal Trade Commission	1,115.00	0	0	0	0	0	0	1,115.00
General Services Administration	425.05	152.5	152.5	0	469.39	469.39	0	470
Government Printing Office	329.86	330	330	0	312.4	312.4	0	339.56
Harry S. Truman Scholarship Foundation	0	0	0	0	0	0	0	0

Table B-12 FY 2012 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
Holocaust Memorial Museum U.S.	0	0	0	0	0	0	0	0
Institute of Museum and Library Services	0	0	0	0	0	0	0	0
Inter-American Foundation	0	0	0	0	0	0	0	0
International Boundary and Water Commission	0	0	0	0	0	0	0	0
International Joint Commission: US and Canada	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	195	0	0	0	195	195	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
Merit Systems Protection Board	231	0	0	0	231	231	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	565.26	197	197	0	367	367	0	623.8
National Archives and Records Administration	685.27	0	0	0	672.67	672.67	0	690
National Capital Planning Commission	0	0	0	0	0	0	0	0
National Council on Disability	0	0	0	0	0	0	0	0
National Credit Union Administration	424.57	0	0	0	405.17	405.17	0	541
National Endowment for the Arts	324.33	0	0	0	448	448	0	77
National Endowment for the Humanities	0	0	0	0	0	0	0	0
National Foundation on the Arts & the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	817.33	0	0	0	1,300.50	1,300.50	0	575.75
National Indian Gaming Commission	304	304	304	0	0	0	0	0
National Labor Relations Board	288.88	35	0	35	410.33	410.33	0	261.25
National Mediation Board	0	0	0	0	0	0	0	0
National Reconnaissance Office	542.14	0	0	0	790	0	790	500.83
National Science Foundation	364	0	0	0	364	373.25	345.5	0
National Transportation Safety Board	176	76	76	0	0	0	0	276
Navajo and Hopi Indian Relocation Commission	0	0	0	0	0	0	0	0

Table B-12 FY 2012 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 Regulatory Commission	298.19	317.25	317.25	0	260.91	275.1	119	632
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety & Health Review Commission	0	0	0	0	0	0	0	0
Office of Government Ethics	15	0	0	0	0	0	0	15
Office of Personnel Management	504.64	468.17	468.17	0	278	278	0	551.95
Office of Special Counsel	0	0	0	0	0	0	0	0
Office of the Director of National Intelligence	474	0	0	0	735	735	0	213
Overseas Private Investment Corporation	0	0	0	0	0	0	0	0
Peace Corps	508.75	0	0	0	0	0	0	508.75
Pension Benefit Guaranty Corporation	437.2	205.5	205.5	0	755	755	0	445.76
Postal Regulatory Commission	0	0	0	0	0	0	0	0
Presidio Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	660	0	0	0	660	660	0	0
Securities and Exchange Commission	308.25	0	0	0	0	0	0	308.25
Selective Service System	288	0	0	0	288	288	0	0
Small Business Administration	313.29	208	208	0	563.18	563.18	0	211.62
Smithsonian Institution	500.27	0	0	0	1,432.33	1,432.33	0	267.25
Social Security Administration	506.13	398.33	398.33	0	491.18	509.48	52	527.31
Tennessee Valley Authority	330.36	126	126	0	485.17	485.17	0	319.41
Trade and Development Agency	0	0	0	0	0	0	0	0
U.S. Postal Service	275.45	215.19	219.77	36.5	349.36	447.23	40.26	262.46

Table B-12 FY 2012 Average Processing Days (APD) All Complaint Closures

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Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Level Subtotal	382.46	223.35	226.47	88.54	405.26	444.48	221.84	393.89
Midsized Agencies Subtotal	475.76	346.47	346.47	0	488.32	517.07	169.55	495.2
Small Agencies Subtotal	424.89	221.78	230.27	35	430.02	453.02	217.89	450.97
Micro Agencies Subtotal	513	0	0	0	800.5	800.5	0	321.33
Government-wide	387.84	231.94	235.12	86.69	408.72	447.52	220.97	400.15

NRF = No Report Filed

Table B-13 FY 2012 Complaints Closed with Dismissals

Agency or Department	Total Complaint Closures	Number All Dismissals	Number Final Agency Decision (FAD) Dismissals (no AJ)	% FAD Dismissals	Number Final Orders (FOs) of AJ Dismissals	% FOs of AJ Dismissals	Number FOs Fully Implementing (FI) AJ Dismissals	% FOs FI AJ Dismissals	Number FOs Not Fully Implementing (NFI) AJ Dismissals	% FOs NFI AJ Dismissals
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Foundation	3	1	0	0.00%	1	100.00%	1	100.00%	0	0.00%
Agency for International Development	16	7	7	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	4	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	14	5	5	100.00%	0	0.00%	0	0.00%	0	0.00%
Central Intelligence Agency	39	10	9	90.00%	1	10.00%	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 of Fine Arts	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission on Civil Rights	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Committee for Purchase from People Who Are Blind or Severely Disabled	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Commodity Futures Trading Commission	2	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Consumer Financial Protection Bureau	7	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Consumer Product Safety Commission	2	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Corporation for National and Community Service	3	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Court Services and Offender Supervision Agency for the District of Columbia	15	2	2	100.00%	0	0.00%	0	0.00%	0	0.00%
Defense Army and Air Force Exchange	89	20	20	100.00%	0	0.00%	0	0.00%	0	0.00%
Defense Commissary Agency	120	22	22	100.00%	0	0.00%	0	0.00%	0	0.00%
Defense Contract Audit Agency	32	4	4	100.00%	0	0.00%	0	0.00%	0	0.00%
Defense Contract Management Agency	38	16	16	100.00%	0	0.00%	0	0.00%	0	0.00%
Defense Finance and Accounting Service	39	9	9	100.00%	0	0.00%	0	0.00%	0	0.00%
Defense Human Resources Activity	5	1	1	100.00%	0	0.00%	0	0.00%	0	0.00%
Defense Information Systems Agency	8	5	5	100.00%	0	0.00%	0	0.00%	0	0.00%
Defense Intelligence Agency	34	11	11	100.00%	0	0.00%	0	0.00%	0	0.00%
Defense Joint Task Force National Capital Region Medical	7	5	5	100.00%	0	0.00%	0	0.00%	0	0.00%
Defense Logistics Agency	136	14	14	100.00%	0	0.00%	0	0.00%	0	0.00%

Table B-13 FY 2012 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 Media Activity	3	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Defense Missile Defense Agency	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Defense National Geospatial-Intelligence Agency	20	5	5	100.00%	0	0.00%	0	0.00%	0	0.00%
Defense National Guard Bureau	33	23	23	100.00%	0	0.00%	0	0.00%	0	0.00%
Defense National Security Agency	17	4	3	75.00%	1	25.00%	1	100.00%	0	0.00%
Defense Nuclear Facilities Safety Board	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Defense Office of the Inspector General	3	1	1	100.00%	0	0.00%	0	0.00%	0	0.00%
Defense Office of the Secretary - Wash. Hqtrs. Services	45	13	13	100.00%	0	0.00%	0	0.00%	0	0.00%
Defense Security Service	6	2	2	100.00%	0	0.00%	0	0.00%	0	0.00%
Defense Technical Information Center	1	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Defense Threat Reduction Agency	8	4	4	100.00%	0	0.00%	0	0.00%	0	0.00%
Defense TRICARE Management Activity	7	5	5	100.00%	0	0.00%	0	0.00%	0	0.00%
Defense Uniformed Services University	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Department of Agriculture	453	48	48	100.00%	0	0.00%	0	0.00%	0	0.00%
Department of Commerce	432	57	49	85.96%	8	14.04%	8	100.00%	0	0.00%
Department of Defense Education Activity	55	10	10	100.00%	0	0.00%	0	0.00%	0	0.00%
Department of Education	46	2	2	100.00%	0	0.00%	0	0.00%	0	0.00%
Department of Energy	63	6	6	100.00%	0	0.00%	0	0.00%	0	0.00%
Department of Health and Human Services	409	95	94	98.95%	1	1.05%	1	100.00%	0	0.00%
Department of Homeland Security	1,097	180	164	91.11%	16	8.89%	16	100.00%	0	0.00%
Department of Housing and Urban Development	73	3	3	100.00%	0	0.00%	0	0.00%	0	0.00%
Department of Justice	857	110	110	100.00%	0	0.00%	0	0.00%	0	0.00%
Department of Labor	134	19	11	57.89%	8	42.11%	8	100.00%	0	0.00%
Department of State	110	16	16	100.00%	0	0.00%	0	0.00%	0	0.00%
Department of the Air Force	500	76	67	88.16%	9	11.84%	9	100.00%	0	0.00%
Department of the Army	1,116	237	234	98.73%	3	1.27%	3	100.00%	0	0.00%
Department of the Interior	307	31	30	96.77%	1	3.23%	1	100.00%	0	0.00%
Department of the Navy	904	147	147	100.00%	0	0.00%	0	0.00%	0	0.00%
Department of the Treasury	407	51	44	86.27%	7	13.73%	7	100.00%	0	0.00%
Department of Transportation	335	87	85	97.70%	2	2.30%	2	100.00%	0	0.00%
Department of Veterans Affairs	2,123	406	392	96.55%	14	3.45%	14	100.00%	0	0.00%
Election Assistance Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Environmental Protection Agency	49	3	2	66.67%	1	33.33%	1	100.00%	0	0.00%
Equal Employment Opportunity Commission	20	5	5	100.00%	0	0.00%	0	0.00%	0	0.00%
Export-Import Bank of the US	1	1	1	100.00%	0	0.00%	0	0.00%	0	0.00%

Table B-13 FY 2012 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
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	2	2	2	100.00%	0	0.00%	0	0.00%	0	0.00%
Federal Deposit Insurance Corporation	42	12	11	91.67%	1	8.33%	1	100.00%	0	0.00%
Federal Election Commission	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Federal Energy Regulatory Commission	10	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	6	1	1	100.00%	0	0.00%	0	0.00%	0	0.00%
Federal Labor Relations Authority	0	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	2	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Federal Mine Safety & Health Review Commission	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Federal Reserve System--Board of Governors	6	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Federal Retirement Thrift Investment Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Trade Commission	1	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
General Services Administration	85	11	11	100.00%	0	0.00%	0	0.00%	0	0.00%
Government Printing Office	29	5	5	100.00%	0	0.00%	0	0.00%	0	0.00%
Harry S. Truman Scholarship Foundation	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Holocaust Memorial Museum U.S.	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Institute of Museum and Library Services	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Inter-American Foundation	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
International Boundary and Water Commission	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
International Joint Commission: US and Canada	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	1	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
James Madison Memorial Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Japan-United States Friendship Commission	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
John F. Kennedy Center for the Performing Arts	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Marine Mammal Commission	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Merit Systems Protection Board	1	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	38	9	9	100.00%	0	0.00%	0	0.00%	0	0.00%
National Archives and Records Administration	11	2	2	100.00%	0	0.00%	0	0.00%	0	0.00%
National Capital Planning Commission	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
National Council on Disability	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%

Table B-13 FY 2012 Complaints Closed with Dismissals

Agency or Department	Total Complaint Closures	Number All Dismissals	Number Final Agency Decision (FAD) Dismissals (no AJ)	% FAD Dismissals	Number Final Orders (FOs) of AJ Dismissals	% FOs of AJ Dismissals	Number FOs Fully Implementing (FI) AJ Dismissals	% FOs FI AJ Dismissals	Number FOs Not Fully Implementing (NFI) AJ Dismissals	% FOs NFI AJ Dismissals
National Credit Union Administration	7	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
National Endowment for the Arts	3	1	1	100.00%	0	0.00%	0	0.00%	0	0.00%
National Endowment for the Humanities	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
National Foundation on the Arts & the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	6	1	1	100.00%	0	0.00%	0	0.00%	0	0.00%
National Indian Gaming Commission	1	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
National Labor Relations Board	8	1	1	100.00%	0	0.00%	0	0.00%	0	0.00%
National Mediation Board	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
National Reconnaissance Office	7	2	2	100.00%	0	0.00%	0	0.00%	0	0.00%
National Science Foundation	6	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
National Transportation Safety Board	2	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Navajo and Hopi Indian Relocation Commission	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Nuclear Regulatory Commission	16	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety & Health Review Commission	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Office of Government Ethics	2	2	2	100.00%	0	0.00%	0	0.00%	0	0.00%
Office of Personnel Management	28	6	6	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	4	1	1	100.00%	0	0.00%	0	0.00%	0	0.00%
Overseas Private Investment Corporation	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Peace Corps	4	1	0	0.00%	1	100.00%	1	100.00%	0	0.00%
Pension Benefit Guaranty Corporation	20	6	6	100.00%	0	0.00%	0	0.00%	0	0.00%
Postal Regulatory Commission	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Presidio Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	1	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Securities and Exchange Commission	4	2	1	50.00%	1	50.00%	1	100.00%	0	0.00%
Selective Service System	2	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Small Business Administration	38	14	14	100.00%	0	0.00%	0	0.00%	0	0.00%
Smithsonian Institution	15	4	4	100.00%	0	0.00%	0	0.00%	0	0.00%
Social Security Administration	414	58	49	84.48%	9	15.52%	9	100.00%	0	0.00%
Tennessee Valley Authority	58	5	5	100.00%	0	0.00%	0	0.00%	0	0.00%
Trade and Development Agency	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
U.S. Postal Service	4,579	1,588	1,570	98.87%	18	1.13%	18	100.00%	0	0.00%

Table B-13 FY 2012 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
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Level Subtotal	14,651	3,333	3,245	97.36%	88	2.64%	88	100.00%	0	0.00%
Midsized Agencies Subtotal	774	122	111	90.98%	11	9.02%	11	100.00%	0	0.00%
Small Agencies Subtotal	276	57	54	94.74%	3	5.26%	3	100.00%	0	0.00%
Micro Agencies Subtotal	5	3	2	66.67%	1	33.33%	1	100.00%	0	0.00%
Government-wide	15,706	3,515	3,412	97.07%	103	2.93%	103	100.00%	0	0.00%

NRF = No Report Filed

Table B-14 FY 2012 Timeliness of Merit Final Agency Decisions (FAD) (No AJ Decision)

Agency or Department	Total Number Agency Merit Decisions (No AJ Decision)	APD from Date Complaint Filed/Remanded	APD From Date FAD Required	Number Timely Completed Where FAD Requested	Number Timely Completed Where No Election Made	Number Timely Completed Where AJ Ordered FAD	Number Timely Completed Where Mixed Case	Total Number Timely Agency Merit Decisions (No AJ Decision)	% Timely Agency Merit Decisions (No AJ Decision)
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Foundation	0	0	0	0	0	0	0	0	0.00%
Agency for International Development	1	830	62	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	4	243.5	48.25	0	4	0	0	4	100.00%
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	2	326	51	0	1	1	0	2	100.00%
Central Intelligence Agency	6	590.33	59.67	1	1	2	0	4	66.67%
Chemical Safety and Hazard Investigation Board	0	0	0	0	0	0	0	0	0.00%
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission of Fine Arts	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission on Civil Rights	0	0	0	0	0	0	0	0	0.00%
Committee for Purchase from People Who Are Blind or Severely Disabled	0	0	0	0	0	0	0	0	0.00%
Commodity Futures Trading Commission	2	314	68.5	1	0	0	0	1	50.00%
Consumer Financial Protection Bureau	3	301	57	3	0	0	0	3	100.00%
Consumer Product Safety Commission	1	416	25	0	0	1	0	1	100.00%
Corporation for National and Community Service	3	431.67	169.33	0	0	0	0	0	0.00%
Court Services and Offender Supervision Agency for the District of Columbia	2	393	46	2	0	0	0	2	100.00%
Defense Army and Air Force Exchange	14	346.29	59.07	7	5	1	0	13	92.86%
Defense Commissary Agency	27	349.44	29.81	3	18	5	0	26	96.30%
Defense Contract Audit Agency	7	357.57	67.71	5	0	0	0	5	71.43%
Defense Contract Management Agency	8	496.63	21.88	6	1	1	0	8	100.00%
Defense Finance and Accounting Service	8	309.25	37.75	1	6	1	0	8	100.00%
Defense Human Resources Activity	0	0	0	0	0	0	0	0	0.00%
Defense Information Systems Agency	0	0	0	0	0	0	0	0	0.00%
Defense Intelligence Agency	7	681.29	239.57	1	0	0	0	1	14.29%
Defense Joint Task Force National Capital Region Medical	0	0	0	0	0	0	0	0	0.00%
Defense Logistics Agency	38	493.92	195.84	0	3	0	0	3	7.89%
Defense Media Activity	0	0	0	0	0	0	0	0	0.00%

Table B-14 FY 2012 Timeliness of Merit Final Agency Decisions (FAD) (No AJ Decision)

Agency or Department	Total Number Agency Merit Decisions (No AJ Decision)	APD from Date Complaint Filed/Remanded	APD From Date FAD Required	Number Timely Completed Where FAD Requested	Number Timely Completed Where No Election Made	Number Timely Completed Where AJ Ordered FAD	Number Timely Completed Where Mixed Case	Total Number Timely Agency Merit Decisions (No AJ Decision)	% Timely Agency Merit Decisions (No AJ Decision)
Defense Missile Defense Agency	0	0	0	0	0	0	0	0	0.00%
Defense National Geospatial-Intelligence Agency	4	666.75	42.25	1	0	3	0	4	100.00%
Defense National Guard Bureau	3	361.67	321.67	0	0	0	0	0	0.00%
Defense National Security Agency	5	376.4	60	3	2	0	0	5	100.00%
Defense Nuclear Facilities Safety Board	0	0	0	0	0	0	0	0	0.00%
Defense Office of the Inspector General	0	0	0	0	0	0	0	0	0.00%
Defense Office of the Secretary - Wash. Hqtrs. Services	6	663.5	157.5	0	0	0	0	0	0.00%
Defense Security Service	3	200	57.67	1	2	0	0	3	100.00%
Defense Technical Information Center	0	0	0	0	0	0	0	0	0.00%
Defense Threat Reduction Agency	0	0	0	0	0	0	0	0	0.00%
Defense TRICARE Management Activity	0	0	0	0	0	0	0	0	0.00%
Defense Uniformed Services University	0	0	0	0	0	0	0	0	0.00%
Department of Agriculture	151	638.32	244.41	22	16	4	0	42	27.81%
Department of Commerce	189	569.24	242.79	4	4	18	0	26	13.76%
Department of Defense Education Activity	12	385.67	58.33	3	4	0	0	7	58.33%
Department of Education	17	358.24	36.12	7	1	9	0	17	100.00%
Department of Energy	18	371.67	91.72	2	0	3	0	5	27.78%
Department of Health and Human Services	96	404.14	63.85	20	13	17	4	54	56.25%
Department of Homeland Security	337	493.66	142.91	64	37	58	4	163	48.37%
Department of Housing and Urban Development	25	624.24	190.32	2	0	0	0	2	8.00%
Department of Justice	362	775.83	382.55	7	13	7	1	28	7.73%
Department of Labor	44	357.14	59.48	9	15	9	5	38	86.36%
Department of State	40	460.58	167.78	0	0	1	0	1	2.50%
Department of the Air Force	96	839.44	455.29	5	5	2	0	12	12.50%
Department of the Army	181	528.11	108.17	4	4	5	8	21	11.60%
Department of the Interior	104	574.44	173.24	5	7	0	0	12	11.54%
Department of the Navy	117	477.23	53.45	52	44	17	4	117	100.00%
Department of the Treasury	123	355.41	41.02	20	52	26	10	108	87.80%
Department of Transportation	89	413.53	75.36	7	21	19	0	47	52.81%
Department of Veterans Affairs	597	464.04	177.88	9	6	7	8	30	5.03%
Election Assistance Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Environmental Protection Agency	13	899.31	476.77	0	0	0	0	0	0.00%
Equal Employment Opportunity Commission	5	529.8	155.4	0	0	0	0	0	0.00%
Export-Import Bank of the US	0	0	0	0	0	0	0	0	0.00%
Farm Credit Administration	0	0	0	0	0	0	0	0	0.00%
Farm Credit System Insurance Corporation	0	0	0	0	0	0	0	0	0.00%

Table B-14 FY 2012 Timeliness of Merit Final Agency Decisions (FAD) (No AJ Decision)

Agency or Department	Total Number Agency Merit Decisions (No AJ Decision)	APD from Date Complaint Filed/Remanded	APD From Date FAD Required	Number Timely Completed Where FAD Requested	Number Timely Completed Where No Election Made	Number Timely Completed Where AJ Ordered FAD	Number Timely Completed Where Mixed Case	Total Number Timely Agency Merit Decisions (No AJ Decision)	% Timely Agency Merit Decisions (No AJ Decision)
Federal Communications Commission	0	0	0	0	0	0	0	0	0.00%
Federal Deposit Insurance Corporation	12	407.42	49.83	2	5	5	0	12	100.00%
Federal Election Commission	0	0	0	0	0	0	0	0	0.00%
Federal Energy Regulatory Commission	6	200	60	0	6	0	0	6	100.00%
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	0	0	0	0	0	0	0	0	0.00%
Federal Labor Relations Authority	0	0	0	0	0	0	0	0	0.00%
Federal Maritime Commission	0	0	0	0	0	0	0	0	0.00%
Federal Mediation and Conciliation Service	0	0	0	0	0	0	0	0	0.00%
Federal Mine Safety & Health Review Commission	0	0	0	0	0	0	0	0	0.00%
Federal Reserve System--Board of Governors	0	0	0	0	0	0	0	0	0.00%
Federal Retirement Thrift Investment Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Trade Commission	0	0	0	0	0	0	0	0	0.00%
General Services Administration	21	397.57	59.19	8	4	2	1	15	71.43%
Government Printing Office	11	358.45	158.55	0	3	0	0	3	27.27%
Harry S. Truman Scholarship Foundation	0	0	0	0	0	0	0	0	0.00%
Holocaust Memorial Museum U.S.	0	0	0	0	0	0	0	0	0.00%
Institute of Museum and Library Services	0	0	0	0	0	0	0	0	0.00%
Inter-American Foundation	0	0	0	0	0	0	0	0	0.00%
International Boundary and Water Commission	0	0	0	0	0	0	0	0	0.00%
International Joint Commission: US and Canada	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	0	0	0	0	0	0	0	0	0.00%
James Madison Memorial Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Japan-United States Friendship Commission	0	0	0	0	0	0	0	0	0.00%
John F. Kennedy Center for the Performing Arts	0	0	0	0	0	0	0	0	0.00%
Marine Mammal Commission	0	0	0	0	0	0	0	0	0.00%
Merit Systems Protection Board	0	0	0	0	0	0	0	0	0.00%
Millennium Challenge Corporation	0	0	0	0	0	0	0	0	0.00%
Morris K. Udall Scholarship and Excellence in National Environmental Policy Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	11	516.36	181	0	0	0	0	0	0.00%
National Archives and Records Administration	3	636	58.33	1	0	2	0	3	100.00%
National Capital Planning Commission	0	0	0	0	0	0	0	0	0.00%
National Council on Disability	0	0	0	0	0	0	0	0	0.00%
National Credit Union Administration	1	541	75	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%

Table B-14 FY 2012 Timeliness of Merit Final Agency Decisions (FAD) (No AJ Decision)

Agency or Department	Total Number Agency Merit Decisions (No AJ Decision)	APD from Date Complaint Filed/Remanded	APD From Date FAD Required	Number Timely Completed Where FAD Requested	Number Timely Completed Where No Election Made	Number Timely Completed Where AJ Ordered FAD	Number Timely Completed Where Mixed Case	Total Number Timely Agency Merit Decisions (No AJ Decision)	% Timely Agency Merit Decisions (No AJ Decision)
National Foundation on the Arts and the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	3	760.67	89.33	0	0	0	0	0	0.00%
National Indian Gaming Commission	0	0	0	0	0	0	0	0	0.00%
National Labor Relations Board	2	234.5	55.5	2	0	0	0	2	100.00%
National Mediation Board	0	0	0	0	0	0	0	0	0.00%
National Reconnaissance Office	2	333.5	84.5	1	0	0	0	1	50.00%
National Science Foundation	0	0	0	0	0	0	0	0	0.00%
National Transportation Safety Board	1	276	40	1	0	0	0	1	100.00%
Navajo and Hopi Indian Relocation Commission	0	0	0	0	0	0	0	0	0.00%
Nuclear Regulatory Commission	0	0	0	0	0	0	0	0	0.00%
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety & Health Review Commission	0	0	0	0	0	0	0	0	0.00%
Office of Government Ethics	0	0	0	0	0	0	0	0	0.00%
Office of Personnel Management	8	1,128.25	353.88	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	269	27	0	1	0	0	1	100.00%
Overseas Private Investment Corporation	0	0	0	0	0	0	0	0	0.00%
Peace Corps	3	367	130	1	0	0	0	1	33.33%
Pension Benefit Guaranty Corporation	5	361.8	40.4	4	0	1	0	5	100.00%
Postal Regulatory Commission	0	0	0	0	0	0	0	0	0.00%
Presidio Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	0	0	0	0	0	0	0	0	0.00%
Securities and Exchange Commission	2	334.5	66.5	1	0	0	0	1	50.00%
Selective Service System	0	0	0	0	0	0	0	0	0.00%
Small Business Administration	7	329	25.14	0	2	3	1	6	85.71%
Smithsonian Institution	5	213.2	41.4	2	1	0	2	5	100.00%
Social Security Administration	136	459.63	175.1	5	26	2	3	36	26.47%
Tennessee Valley Authority	20	236.25	56.2	13	5	2	0	20	100.00%
Trade and Development Agency	0	0	0	0	0	0	0	0	0.00%
U.S. Postal Service	1,088	277.48	32.41	123	515	315	109	1,062	97.61%

Table B-14 FY 2012 Timeliness of Merit Final Agency Decisions (FAD) (No AJ Decision)

Agency or Department	Total Number Agency Merit Decisions (No AJ Decision)	APD from Date Complaint Filed/Remanded	APD From Date FAD Required	Number Timely Completed Where FAD Requested	Number Timely Completed Where No Election Made	Number Timely Completed Where AJ Ordered FAD	Number Timely Completed Where Mixed Case	Total Number Timely Agency Merit Decisions (No AJ Decision)	% Timely Agency Merit Decisions (No AJ Decision)
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Level Subtotal	3,816	462.61	143.51	393	794	528	153	1,868	48.95%
Midsized Agencies Subtotal	236	470.94	162.51	33	43	14	7	97	41.10%
Small Agencies Subtotal	66	407.67	90.12	15	16	7	0	38	57.58%
Micro Agencies Subtotal	0	0	0	0	0	0	0	0	0.00%
Government-wide	4,118	462.21	143.74	441	853	549	160	2,003	48.64%

NRF = No Report Filed

Table B-14a FY 2012 Timeliness of Merit Final Agency Decisions (FAD) (No AJ Decision) - Sub-Component Data

Agency or Department	Total Number Agency Merit Decisions (No AJ Decision)	APD from Date Complaint Filed/Remanded	APD From Date FAD Required	Number Timely Completed Where FAD Requested	Number Timely Completed Where No Election Made	Number Timely Completed Where AJ Ordered FAD	Number Timely Completed Where Mixed Case	Total Number Timely Agency Merit Decisions (No AJ Decision)	% Timely Agency Merit Decisions (No AJ Decision)
Defense Logistics Agency Wide	38	493.92	195.84	0	3	0	0	3	7.89%
DLA Aviation	7	452.71	160.86	0	1	0	0	1	14.29%
DLA Disposition Services	6	576.17	214.33	0	1	0	0	1	16.67%
DLA Distribution	14	549.14	249.86	0	1	0	0	1	7.14%
DLA Headquarters Operations Division	1	419	163	0	0	0	0	0	0.00%
DLA Land and Maritime	3	432.67	156.33	0	0	0	0	0	0.00%
DLA Logistics Information Service	4	454.25	156.25	0	0	0	0	0	0.00%
DLA Troop Support	3	307	91.67	0	0	0	0	0	0.00%
Defense National Guard Bureau Wide	3	361.67	321.67	0	0	0	0	0	0.00%
Alabama National Guard	0	0	0	0	0	0	0	0	0.00%
Alaska National Guard	0	0	0	0	0	0	0	0	0.00%
Arizona National Guard	0	0	0	0	0	0	0	0	0.00%
Arkansas National Guard	0	0	0	0	0	0	0	0	0.00%
California National Guard	0	0	0	0	0	0	0	0	0.00%
Colorado National Guard	0	0	0	0	0	0	0	0	0.00%
Connecticut National Guard	0	0	0	0	0	0	0	0	0.00%
DC National Guard	0	0	0	0	0	0	0	0	0.00%
Delaware National Guard	0	0	0	0	0	0	0	0	0.00%
Florida National Guard	0	0	0	0	0	0	0	0	0.00%
Georgia National Guard	0	0	0	0	0	0	0	0	0.00%
Guam National Guard	0	0	0	0	0	0	0	0	0.00%
Hawaii National Guard	0	0	0	0	0	0	0	0	0.00%
Idaho National Guard	0	0	0	0	0	0	0	0	0.00%
Illinois National Guard	0	0	0	0	0	0	0	0	0.00%
Indiana National Guard	0	0	0	0	0	0	0	0	0.00%
Iowa National Guard	0	0	0	0	0	0	0	0	0.00%
Kansas National Guard	0	0	0	0	0	0	0	0	0.00%
Kentucky National Guard	0	0	0	0	0	0	0	0	0.00%
Louisiana National Guard	0	0	0	0	0	0	0	0	0.00%
Maine National Guard	0	0	0	0	0	0	0	0	0.00%
Maryland National Guard	0	0	0	0	0	0	0	0	0.00%
Massachusetts National Guard	0	0	0	0	0	0	0	0	0.00%

Table B-14a FY 2012 Timeliness of Merit Final Agency Decisions (FAD) (No AJ Decision) - Sub-Component Data

Agency or Department	Total Number Agency Merit Decisions (No AJ Decision)	APD from Date Complaint Filed/Remanded	APD From Date FAD Required	Number Timely Completed Where FAD Requested	Number Timely Completed Where No Election Made	Number Timely Completed Where AJ Ordered FAD	Number Timely Completed Where Mixed Case	Total Number Timely Agency Merit Decisions (No AJ Decision)	% Timely Agency Merit Decisions (No AJ Decision)
Michigan National Guard	0	0	0	0	0	0	0	0	0.00%
Minnesota National Guard	0	0	0	0	0	0	0	0	0.00%
Mississippi National Guard	0	0	0	0	0	0	0	0	0.00%
Missouri National Guard	0	0	0	0	0	0	0	0	0.00%
Montana National Guard	0	0	0	0	0	0	0	0	0.00%
Nebraska National Guard	0	0	0	0	0	0	0	0	0.00%
Nevada National Guard	0	0	0	0	0	0	0	0	0.00%
New Hampshire National Guard	0	0	0	0	0	0	0	0	0.00%
New Jersey National Guard	0	0	0	0	0	0	0	0	0.00%
New Mexico National Guard	0	0	0	0	0	0	0	0	0.00%
New York National Guard	0	0	0	0	0	0	0	0	0.00%
North Carolina National Guard	0	0	0	0	0	0	0	0	0.00%
North Dakota National Guard	0	0	0	0	0	0	0	0	0.00%
Ohio National Guard	0	0	0	0	0	0	0	0	0.00%
Oklahoma National Guard	0	0	0	0	0	0	0	0	0.00%
Oregon National Guard	0	0	0	0	0	0	0	0	0.00%
Pennsylvania National Guard	0	0	0	0	0	0	0	0	0.00%
Puerto Rico National Guard	0	0	0	0	0	0	0	0	0.00%
Rhode Island National Guard	0	0	0	0	0	0	0	0	0.00%
South Carolina National Guard	0	0	0	0	0	0	0	0	0.00%
South Dakota National Guard	0	0	0	0	0	0	0	0	0.00%
Tennessee National Guard	3	361.67	321.67	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%

Table B-14a FY 2012 Timeliness of Merit Final Agency Decisions (FAD) (No AJ Decision) - Sub-Component Data

Agency or Department	Total Number Agency Merit Decisions (No AJ Decision)	APD from Date Complaint Filed/Remanded	APD From Date FAD Required	Number Timely Completed Where FAD Requested	Number Timely Completed Where No Election Made	Number Timely Completed Where AJ Ordered FAD	Number Timely Completed Where Mixed Case	Total Number Timely Agency Merit Decisions (No AJ Decision)	% Timely Agency Merit Decisions (No AJ Decision)
Department of Agriculture Wide	151	638.32	244.41	22	16	4	0	42	27.81%
USDA - Office Of Inspector General	2	1,188.50	269	0	0	0	0	0	0.00%
USDA Agricultural Marketing Service	5	298.2	115.6	0	0	0	0	0	0.00%
USDA Agricultural Research Service	9	486.33	337.56	0	0	0	0	0	0.00%
USDA Agriculture Headquarters	7	1,243.57	44	0	7	0	0	7	100.00%
USDA Animal and Plant Health Inspection Service	17	602.76	276.76	5	1	1	0	7	41.18%
USDA Economic Research Service	0	0	0	0	0	0	0	0	0.00%
USDA Farm Service Agency	9	931.33	637.11	2	0	0	0	2	22.22%
USDA Food and Nutrition Service	2	356	126.5	0	0	0	0	0	0.00%
USDA Food Safety And Inspection Service	19	525.11	130.47	4	0	2	0	6	31.58%
USDA Foreign Agricultural Service	1	499	55	1	0	0	0	1	100.00%
USDA Forest Service	45	570.91	215.71	4	6	1	0	11	24.44%
USDA Grain Inspection, Packers & Stockyards Admin	3	761.67	373.33	0	0	0	0	0	0.00%
USDA National Agricultural Statistics Service	0	0	0	0	0	0	0	0	0.00%
USDA National Appeals Division	0	0	0	0	0	0	0	0	0.00%
USDA National Institute of Food and Agriculture	0	0	0	0	0	0	0	0	0.00%
USDA Natural Resources Conservation Service	8	602.75	295.88	2	2	0	0	4	50.00%
USDA Office Of The Chief Financial Officer	6	527.67	527.67	0	0	0	0	0	0.00%
USDA Risk Management Agency	3	755.33	43.67	3	0	0	0	3	100.00%
USDA Rural Development	15	759.27	181.8	1	0	0	0	1	6.67%
Department of Commerce Wide	189	569.24	242.79	4	4	18	0	26	13.76%
DOC All Other Commerce Bureaus	7	461.29	176.71	0	0	2	0	2	28.57%
DOC Bureau of the Census	22	476.36	214.27	2	0	1	0	3	13.64%
DOC Decennial Census	125	631.04	278.11	1	1	7	0	9	7.20%
DOC International Trade Administration	2	360	156.5	0	0	0	0	0	0.00%
DOC National Institute of Standards & Technology	5	457	202.6	0	0	1	0	1	20.00%
DOC National Oceanic & Atmospheric Administration	19	409.37	176.47	0	0	2	0	2	10.53%
DOC U. S. Patent and Trademark Office	9	468.22	54.78	1	3	5	0	9	100.00%

Table B-14a FY 2012 Timeliness of Merit Final Agency Decisions (FAD) (No AJ Decision) - Sub-Component Data

Agency or Department	Total Number Agency Merit Decisions (No AJ Decision)	APD from Date Complaint Filed/Remanded	APD From Date FAD Required	Number Timely Completed Where FAD Requested	Number Timely Completed Where No Election Made	Number Timely Completed Where AJ Ordered FAD	Number Timely Completed Where Mixed Case	Total Number Timely Agency Merit Decisions (No AJ Decision)	% Timely Agency Merit Decisions (No AJ Decision)
Department of Energy Wide	18	371.67	91.72	2	0	3	0	5	27.78%
DOE Bonneville Power Administration	3	354	146.33	0	0	0	0	0	0.00%
DOE Chicago Operations Office	0	0	0	0	0	0	0	0	0.00%
DOE EM Consolidated Business Center	0	0	0	0	0	0	0	0	0.00%
DOE Golden Field Office	0	0	0	0	0	0	0	0	0.00%
DOE Headquarters	5	525.2	121.2	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	0	0	0	0	0	0	0	0	0.00%
DOE NNSA Service Center	3	294.33	75	0	0	1	0	1	33.33%
DOE Oak Ridge Operations	0	0	0	0	0	0	0	0	0.00%
DOE OSTI	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	2	352	38	0	0	2	0	2	100.00%
DOE Southeastern Power Administration	0	0	0	0	0	0	0	0	0.00%
DOE Southwestern Power Administration	1	400	60	1	0	0	0	1	100.00%
DOE Strategic Petroleum Reserve	0	0	0	0	0	0	0	0	0.00%
DOE Western Area Power Administration	4	253.75	61.25	1	0	0	0	1	25.00%
Department of Health and Human Services Wide	96	404.14	63.85	20	13	17	4	54	56.25%
HHS Administration for Children and Families	3	920	94.67	0	2	0	0	2	66.67%
HHS Agency for Healthcare Research and Quality	0	0	0	0	0	0	0	0	0.00%
HHS Centers for Disease Control and Prevention	11	423.27	64.09	4	3	1	0	8	72.73%
HHS Centers for Medicare & Medicaid Services	8	518.5	61	1	1	3	0	5	62.50%
HHS Food and Drug Administration	5	557.6	122.8	0	0	0	0	0	0.00%
HHS Health Resources and Services Administration	7	341.71	31.14	1	0	5	0	6	85.71%
HHS Indian Health Service	29	268.59	28	13	6	3	0	22	75.86%
HHS National Institutes of Health	21	404.95	101.9	1	0	2	0	3	14.29%
HHS Office of the Secretary of Health & Human Svcs	11	493.27	72.27	0	1	3	4	8	72.73%
HHS Program Support Center	0	0	0	0	0	0	0	0	0.00%
HHS Substance Abuse & Mental Health Svcs Admin	1	334	74	0	0	0	0	0	0.00%

Table B-14a FY 2012 Timeliness of Merit Final Agency Decisions (FAD) (No AJ Decision) - Sub-Component Data

Agency or Department	Total Number Agency Merit Decisions (No AJ Decision)	APD from Date Complaint Filed/Remanded	APD From Date FAD Required	Number Timely Completed Where FAD Requested	Number Timely Completed Where No Election Made	Number Timely Completed Where AJ Ordered FAD	Number Timely Completed Where Mixed Case	Total Number Timely Agency Merit Decisions (No AJ Decision)	% Timely Agency Merit Decisions (No AJ Decision)
Department of Homeland Security Wide	337	493.66	142.91	64	37	58	4	163	48.37%
DHS Federal Emergency Management Agency	36	811.06	233.78	1	1	6	0	8	22.22%
DHS Federal Law Enforcement Training Center	1	292	78	0	0	0	0	0	0.00%
DHS Headquarters	10	455.5	100.7	2	2	1	0	5	50.00%
DHS Transportation Security Administration	109	461.31	111.5	25	12	16	2	55	50.46%
DHS U.S. Citizenship and Immigration Services	19	383.42	75.84	5	1	5	0	11	57.89%
DHS U.S. Coast Guard	17	313.53	60.29	4	7	1	1	13	76.47%
DHS U.S. Customs and Border Protection	91	400.19	157.2	24	9	20	1	54	59.34%
DHS U.S. Immigration and Customs Enforcement	42	638.21	212.33	2	2	9	0	13	30.95%
DHS U.S. Secret Service	12	516.42	68	1	3	0	0	4	33.33%
Department of Justice Wide	362	775.83	382.55	7	13	7	1	28	7.73%
DOJ Alcohol, Tobacco, Firearms and Explosives	19	362.11	217.63	0	2	0	0	2	10.53%
DOJ Bureau of Prisons	143	737.02	491.06	1	6	0	1	8	5.59%
DOJ Drug Enforcement Administration	17	769.29	382	0	0	0	0	0	0.00%
DOJ Executive Office for Immigration Review	9	526.44	130.33	0	0	0	0	0	0.00%
DOJ Executive Office for U.S. Attorneys	19	812.11	384.89	1	0	1	0	2	10.53%
DOJ Federal Bureau of Investigation	115	916.68	312.7	5	3	2	0	10	8.70%
DOJ Office of Justice Programs	1	376	60	0	1	0	0	1	100.00%
DOJ Offices, Boards, and Divisions	8	400	85	0	1	0	0	1	12.50%
DOJ U.S. Marshals Service	31	849.52	401.45	0	0	4	0	4	12.90%
Department of Labor Wide	44	357.14	59.48	9	15	9	5	38	86.36%
DOL (DM and others)	17	335.35	61.82	3	6	2	2	13	76.47%
DOL Bureau of Labor Statistics	0	0	0	0	0	0	0	0	0.00%
DOL Employment and Training Administration	8	441.38	58.63	2	2	4	0	8	100.00%
DOL Mine Safety and Health Administration	4	296	66.25	0	3	0	0	3	75.00%
DOL Occupational Safety and Health Administration	4	295.5	54.25	1	1	0	1	3	75.00%
DOL Office of Workers Compensation Programs	8	356.63	54.38	1	3	2	2	8	100.00%
DOL Wage and Hour Division	3	421	60	2	0	1	0	3	100.00%

Table B-14a FY 2012 Timeliness of Merit Final Agency Decisions (FAD) (No AJ Decision) - Sub-Component Data

Agency or Department	Total Number Agency Merit Decisions (No AJ Decision)	APD from Date Complaint Filed/Remanded	APD From Date FAD Required	Number Timely Completed Where FAD Requested	Number Timely Completed Where No Election Made	Number Timely Completed Where AJ Ordered FAD	Number Timely Completed Where Mixed Case	Total Number Timely Agency Merit Decisions (No AJ Decision)	% Timely Agency Merit Decisions (No AJ Decision)
Department of the Army Wide	181	528.11	108.17	4	4	5	8	21	11.60%
Eighth U.S. Army (KOREA)	1	364	101	0	0	0	0	0	0.00%
Headquarters, Department of Army	14	468.43	108.14	0	0	0	1	1	7.14%
U.S. Army Corps of Engineers	20	487.8	92.25	0	2	1	1	4	20.00%
U.S. Army Europe	0	0	0	0	0	0	0	0	0.00%
U.S. Army Forces Command	11	357.36	113.09	1	0	0	1	2	18.18%
U.S. Army Installation Management Command	39	537.59	111.44	0	1	2	0	3	7.69%
U.S. Army Intelligence and Security Command	4	337.75	87.5	1	0	0	0	1	25.00%
U.S. Army Material Command	34	529.79	106.68	0	1	0	2	3	8.82%
U.S. Army Medical Command	34	608.35	108.06	2	0	1	2	5	14.71%
U.S. Army Network Enterprise Technology Command	2	379	132	0	0	0	0	0	0.00%
U.S. Army Pacific (USARPAC)	0	0	0	0	0	0	0	0	0.00%
U.S. Army Space and Missile Defense Command	0	0	0	0	0	0	0	0	0.00%
U.S. Army Special Operations Command (USASOC)	0	0	0	0	0	0	0	0	0.00%
U.S. Army Test and Evaluation Command	3	817.67	104.33	0	0	0	0	0	0.00%
U.S. Army Training and Doctrine Command	19	566	121.05	0	0	1	1	2	10.53%
Department of the Interior Wide	104	574.44	173.24	5	7	0	0	12	11.54%
Bureau of Ocean Energy Management	0	0	0	0	0	0	0	0	0.00%
Bureau of Safety and Environmental Enforcement	0	0	0	0	0	0	0	0	0.00%
DOI Bureau Of Indian Affairs	20	873.95	197.5	2	3	0	0	5	25.00%
DOI Bureau Of Land Management	12	389.33	158	1	1	0	0	2	16.67%
DOI Bureau Of Reclamation	16	378.94	150.63	0	0	0	0	0	0.00%
DOI Fish And Wildlife Service	11	317.55	122.45	0	0	0	0	0	0.00%
DOI Geological Survey	3	337.67	78	0	0	0	0	0	0.00%
DOI National Park Service	22	724.5	217.73	0	1	0	0	1	4.55%
DOI Office Of Surface Mining, Reclamation& Enforce	0	0	0	0	0	0	0	0	0.00%
DOI-Office Of The Secretary	20	554.15	169.5	2	2	0	0	4	20.00%
Department of the Navy Wide	117	477.23	53.45	52	44	17	4	117	100.00%
Chief Of Naval Operations	5	325.8	57.8	4	1	0	0	5	100.00%
Commander Naval Installations Command	17	515.18	55.65	6	8	3	0	17	100.00%

Table B-14a FY 2012 Timeliness of Merit Final Agency Decisions (FAD) (No AJ Decision) - Sub-Component Data

Agency or Department	Total Number Agency Merit Decisions (No AJ Decision)	APD from Date Complaint Filed/Remanded	APD From Date FAD Required	Number Timely Completed Where FAD Requested	Number Timely Completed Where No Election Made	Number Timely Completed Where AJ Ordered FAD	Number Timely Completed Where Mixed Case	Total Number Timely Agency Merit Decisions (No AJ Decision)	% Timely Agency Merit Decisions (No AJ Decision)
Commander Naval Reserve	0	0	0	0	0	0	0	0	0.00%
Commander Pacific Fleet	8	339.63	54.25	3	3	1	1	8	100.00%
DON Assistant for Administration	6	444.67	51.5	4	1	0	1	6	100.00%
DON Bureau of Medicine & Surgery	12	519.5	48.75	4	3	5	0	12	100.00%
DON SPAWAR	1	334	58	1	0	0	0	1	100.00%
DON Strategic Systems Project Office	0	0	0	0	0	0	0	0	0.00%
Fleet Cyber Command	0	0	0	0	0	0	0	0	0.00%
Fleet Forces Command	5	428	53	0	4	1	0	5	100.00%
Marine Corps HQ	21	501.33	51.1	12	6	2	1	21	100.00%
Military Sealift Command	2	419.5	59	0	1	1	0	2	100.00%
Naval Air Systems Command	10	490.2	53.3	6	3	1	0	10	100.00%
Naval Education & Training Command	1	307	53	0	1	0	0	1	100.00%
Naval Sea Systems Command	7	467.71	52.57	2	3	1	1	7	100.00%
Naval Special Warfare Command	0	0	0	0	0	0	0	0	0.00%
Naval Supply Systems Command	10	476.7	58.5	5	4	1	0	10	100.00%
Naval Systems Management Activity	0	0	0	0	0	0	0	0	0.00%
Navy Facilities & Engineering Command	9	617.33	53.44	4	4	1	0	9	100.00%
Navy Military Personnel Command	1	378	41	0	1	0	0	1	100.00%
Office Of Naval Intelligence	1	464	56	0	1	0	0	1	100.00%
Office Of Naval Research	1	341	60	1	0	0	0	1	100.00%
Department of the Treasury Wide	123	355.41	41.02	20	52	26	10	108	87.80%
Treas - Alcohol and Tobacco Tax and Trade Bureau	0	0	0	0	0	0	0	0	0.00%
Treas - Bureau of Engraving and Printing	3	301.33	98.33	0	2	0	0	2	66.67%
Treas - Bureau of the Public Debt	1	240	55	0	1	0	0	1	100.00%
Treas - Departmental Offices	4	242	38.25	0	2	0	1	3	75.00%
Treas - Financial Crimes Enforcement Network	2	515	32.5	0	0	1	1	2	100.00%
Treas - Financial Management Service	2	321	57	0	1	0	0	1	50.00%
Treas - Inspector General For Tax Administration	0	0	0	0	0	0	0	0	0.00%
Treas - Internal Revenue Service	95	368.08	39.08	19	37	22	7	85	89.47%
Treas - Office of the Comptroller of the Currency	2	185.5	27	0	1	0	1	2	100.00%
Treas - Special Inspector General for the Trouble Assets Relief Program	0	0	0	0	0	0	0	0	0.00%

Table B-14a FY 2012 Timeliness of Merit Final Agency Decisions (FAD) (No AJ Decision) - Sub-Component Data

Agency or Department	Total Number Agency Merit Decisions (No AJ Decision)	APD from Date Complaint Filed/Remanded	APD From Date FAD Required	Number Timely Completed Where FAD Requested	Number Timely Completed Where No Election Made	Number Timely Completed Where AJ Ordered FAD	Number Timely Completed Where Mixed Case	Total Number Timely Agency Merit Decisions (No AJ Decision)	% Timely Agency Merit Decisions (No AJ Decision)
Treas - U. S. Mint	12	341.17	44.58	1	6	3	0	10	83.33%
Treas -Internal Revenue Service Office of the Chief	2	249.5	30.5	0	2	0	0	2	100.00%
Treas- Office of the Inspector General	0	0	0	0	0	0	0	0	0.00%
Department of Transportation Wide	89	413.53	75.36	7	21	19	0	47	52.81%
DOT Federal Aviation Administration	75	417.48	79.64	7	15	13	0	35	46.67%
DOT Federal Highway Administration	4	426	62.25	0	1	1	0	2	50.00%
DOT Federal Motor Carrier Safety Administration	2	221	41.5	0	2	0	0	2	100.00%
DOT Federal Railroad Administration	1	254	39	0	1	0	0	1	100.00%
DOT Federal Transit Administration	0	0	0	0	0	0	0	0	0.00%
DOT Maritime Administration	1	671	48	0	0	1	0	1	100.00%
DOT National Highway Traffic Safety Administration	1	169	54	0	1	0	0	1	100.00%
DOT Office of Inspector General	1	469	43	0	0	1	0	1	100.00%
DOT Office of the Secretary	1	275	59	0	1	0	0	1	100.00%
DOT Pipeline& Hazardous Materials Safety Admin	0	0	0	0	0	0	0	0	0.00%
DOT Research& Innovative Technology Administration	3	503	53	0	0	3	0	3	100.00%
DOT St. Lawrence Development Corporation	0	0	0	0	0	0	0	0	0.00%
Department of Veterans Affairs Wide	597	464.04	177.88	9	6	7	8	30	5.03%
VA-HQ and Others	18	402.39	181	2	0	0	0	2	11.11%
VA-NCA	6	593.83	175	0	0	0	0	0	0.00%
VA-Veterans Benefits Administration	44	468.64	196.05	1	1	1	1	4	9.09%
VA-Veterans Health Administration	529	464.29	176.3	6	5	6	7	24	4.54%
Federal Housing Finance Agency Wide	0	0	0	0	0	0	0	0	0.00%
Federal Housing Finance Agency Hqtrs	0	0	0	0	0	0	0	0	0.00%
Federal Housing Finance Agency OIG	0	0	0	0	0	0	0	0	0.00%

Table B-14a FY 2012 Timeliness of Merit Final Agency Decisions (FAD) (No AJ Decision) - Sub-Component Data

Agency or Department	Total Number Agency Merit Decisions (No AJ Decision)	APD from Date Complaint Filed/Remanded	APD From Date FAD Required	Number Timely Completed Where FAD Requested	Number Timely Completed Where No Election Made	Number Timely Completed Where AJ Ordered FAD	Number Timely Completed Where Mixed Case	Total Number Timely Agency Merit Decisions (No AJ Decision)	% Timely Agency Merit Decisions (No AJ Decision)
General Services Administration Wide	21	397.57	59.19	8	4	2	1	15	71.43%
GSA Central Office	6	478	67.17	0	3	1	0	4	66.67%
GSA National Capital Region	5	388.8	48	3	0	0	0	3	60.00%
GSA Region 1	0	0	0	0	0	0	0	0	0.00%
GSA Region 10	0	0	0	0	0	0	0	0	0.00%
GSA Region 2	0	0	0	0	0	0	0	0	0.00%
GSA Region 3	5	398.2	66.6	3	1	0	0	4	80.00%
GSA Region 4	0	0	0	0	0	0	0	0	0.00%
GSA Region 5	1	285	90	0	0	0	0	0	0.00%
GSA Region 6	1	228	58	1	0	0	0	1	100.00%
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	3	344.33	39.67	1	0	1	1	3	100.00%
U.S. Postal Service Wide	1,088	277.48	32.41	123	515	315	109	1,062	97.61%
USPS Capital Metro Area Operations	132	307.36	36.21	16	54	43	15	128	96.97%
USPS Eastern Area	167	306.01	30.74	23	74	48	11	156	93.41%
USPS Great Lakes Area	146	311.41	36.18	18	58	53	14	143	97.95%
USPS Headquarters	21	281.52	32.43	4	10	5	2	21	100.00%
USPS Northeast Area	86	277.94	33.33	13	50	19	4	86	100.00%
USPS Office of Inspector General	1	153	49	0	1	0	0	1	100.00%
USPS Pacific Area	101	257.64	29.73	4	51	21	23	99	98.02%
USPS Southern Area	288	246.79	30.9	29	141	85	29	284	98.61%
USPS Western Area	146	258.17	31.27	16	76	41	11	144	98.63%

Table B-15 FY 2012 Complaints Closed with Findings of Discrimination

Agency or Department	Total Number Merit Complaint Closures	Number Merit Final Agency Decisions (FADs) (no AJ)	Number Merit FADs Finding Discrimination	% Merit FADs Finding Discrimination	Number Final Orders (FOs) of AJ Merit Decisions	Number FOs of AJ Merit Decisions Finding Discrimination	% FOs of AJ Merit Decisions Finding Discrimination	Number FOs Fully Implementing (FI) AJ Merit Decisions Finding Discrimination	% FOs FI AJ Merit Decisions Finding Discrimination	Number FOs Not Fully Implementing (NFI) AJ Merit Decisions Finding Discrimination	% FOs NFI AJ Merit Decisions Finding Discrimination
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Foundation	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Agency for International Development	2	1	0	0.00%	1	0	0.00%	0	0.00%	0	0.00%
American Battle Monuments Commission	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 and Transportation Barriers Compliance Board	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	4	4	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	3	2	0	0.00%	1	0	0.00%	0	0.00%	0	0.00%
Central Intelligence Agency	17	6	0	0.00%	11	0	0.00%	0	0.00%	0	0.00%
Chemical Safety and Hazard Investigation Board	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission of Fine Arts	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission on Civil Rights	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Committee for Purchase from People Who Are Blind or Severely Disabled	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Commodity Futures Trading Commission	2	2	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Consumer Financial Protection Bureau	3	3	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	3	3	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Court Services and Offender Supervision Agency for the District of Columbia	7	2	0	0.00%	5	1	20.00%	1	100.00%	0	0.00%
Defense Army and Air Force Exchange	27	14	1	7.14%	13	0	0.00%	0	0.00%	0	0.00%
Defense Commissary Agency	45	27	0	0.00%	18	1	5.56%	1	100.00%	0	0.00%
Defense Contract Audit Agency	10	7	0	0.00%	3	0	0.00%	0	0.00%	0	0.00%
Defense Contract Management Agency	8	8	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Finance and Accounting Service	14	8	1	12.50%	6	0	0.00%	0	0.00%	0	0.00%
Defense Human Resources Activity	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Information Systems Agency	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Intelligence Agency	14	7	0	0.00%	7	2	28.57%	0	0.00%	2	100.00%
Defense Joint Task Force National Capital Region Medical	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Logistics Agency	61	38	2	5.26%	23	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 Missile Defense Agency	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense National Geospatial-Intelligence Agency	7	4	0	0.00%	3	0	0.00%	0	0.00%	0	0.00%
Defense National Guard Bureau	3	3	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense National Security Agency	9	5	0	0.00%	4	2	50.00%	0	0.00%	2	100.00%
Defense Nuclear Facilities Safety Board	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Office of the Inspector General	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Office of the Secretary - Wash. Hqtrs. Services	13	6	0	0.00%	7	0	0.00%	0	0.00%	0	0.00%

Table B-15 FY 2012 Complaints Closed with Findings of Discrimination

Agency or Department	Total Number Merit Complaint Closures	Number Merit Final Agency Decisions (FADs) (no AJ)	Number Merit FADs Finding Discrimination	% Merit FADs Finding Discrimination	Number Final Orders (FOs) of AJ Merit Decisions	Number FOs of AJ Merit Decisions Finding Discrimination	% FOs of AJ Merit Decisions Finding Discrimination	Number FOs Fully Implementing (FI) AJ Merit Decisions Finding Discrimination	% FOs FI AJ Merit Decisions Finding Discrimination	Number FOs Not Fully Implementing (NFI) AJ Merit Decisions Finding Discrimination	% FOs NFI AJ Merit Decisions Finding Discrimination
Defense Security Service	3	3	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Technical Information Center	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Threat Reduction Agency	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense TRICARE Management Activity	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Uniformed Services University	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Department of Agriculture	206	151	10	6.62%	55	1	1.82%	1	100.00%	0	0.00%
Department of Commerce	289	189	1	0.53%	100	7	7.00%	6	85.71%	1	14.29%
Department of Defense Education Activity	18	12	0	0.00%	6	0	0.00%	0	0.00%	0	0.00%
Department of Education	29	17	0	0.00%	12	0	0.00%	0	0.00%	0	0.00%
Department of Energy	21	18	2	11.11%	3	0	0.00%	0	0.00%	0	0.00%
Department of Health and Human Services	130	96	2	2.08%	34	2	5.88%	2	100.00%	0	0.00%
Department of Homeland Security	555	337	1	0.30%	218	12	5.50%	9	75.00%	3	25.00%
Department of Housing and Urban Development	40	25	0	0.00%	15	0	0.00%	0	0.00%	0	0.00%
Department of Justice	506	362	10	2.76%	144	7	4.86%	4	57.14%	3	42.86%
Department of Labor	56	44	0	0.00%	12	0	0.00%	0	0.00%	0	0.00%
Department of State	54	40	0	0.00%	14	3	21.43%	2	66.67%	1	33.33%
Department of the Air Force	193	96	0	0.00%	97	7	7.22%	7	100.00%	0	0.00%
Department of the Army	303	181	2	1.10%	122	8	6.56%	5	62.50%	3	37.50%
Department of the Interior	146	104	2	1.92%	42	1	2.38%	1	100.00%	0	0.00%
Department of the Navy	193	117	0	0.00%	76	8	10.53%	7	87.50%	1	12.50%
Department of the Treasury	226	123	5	4.07%	103	1	0.97%	1	100.00%	0	0.00%
Department of Transportation	142	89	0	0.00%	53	3	5.66%	3	100.00%	0	0.00%
Department of Veterans Affairs	973	597	16	2.68%	376	26	6.91%	23	88.46%	3	11.54%
Election Assistance Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Environmental Protection Agency	23	13	1	7.69%	10	0	0.00%	0	0.00%	0	0.00%
Equal Employment Opportunity Commission	8	5	0	0.00%	3	0	0.00%	0	0.00%	0	0.00%
Export-Import Bank of the US	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Farm Credit Administration	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Farm Credit System Insurance Corporation	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Communications Commission	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Deposit Insurance Corporation	14	12	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	6	6	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Labor Relations Authority	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Maritime Commission	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Mediation and Conciliation Service	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Mine Safety & Health Review Commission	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Reserve System--Board of Governors	1	0	0	0.00%	1	0	0.00%	0	0.00%	0	0.00%
Federal Retirement Thrift Investment Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Trade Commission	1	0	0	0.00%	1	0	0.00%	0	0.00%	0	0.00%

Table B-15 FY 2012 Complaints Closed with Findings of Discrimination

Agency or Department	Total Number Merit Complaint Closures	Number Merit Final Agency Decisions (FADs) (no AJ)	Number Merit FADs Finding Discrimination	% Merit FADs Finding Discrimination	Number Final Orders (FOs) of AJ Merit Decisions	Number FOs of AJ Merit Decisions Finding Discrimination	% FOs of AJ Merit Decisions Finding Discrimination	Number FOs Fully Implementing (FI) AJ Merit Decisions Finding Discrimination	% FOs FI AJ Merit Decisions Finding Discrimination	Number FOs Not Fully Implementing (NFI) AJ Merit Decisions Finding Discrimination	% FOs NFI AJ Merit Decisions Finding Discrimination
General Services Administration	44	21	0	0.00%	23	0	0.00%	0	0.00%	0	0.00%
Government Printing Office	13	11	0	0.00%	2	0	0.00%	0	0.00%	0	0.00%
Harry S. Truman Scholarship Foundation	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Holocaust Memorial Museum U.S.	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Institute of Museum and Library Services	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Inter-American Foundation	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
International Boundary and Water Commission	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
International Joint Commission: US and Canada	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
James Madison Memorial Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Japan-United States Friendship Commission	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
John F. Kennedy Center for the Performing Arts	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Marine Mammal Commission	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Merit Systems Protection Board	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Millennium Challenge Corporation	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Morris K. Udall Scholarship and Excellence in National Environmental Policy Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	21	11	0	0.00%	10	0	0.00%	0	0.00%	0	0.00%
National Archives and Records Administration	6	3	0	0.00%	3	0	0.00%	0	0.00%	0	0.00%
National Capital Planning Commission	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Council on Disability	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Credit Union Administration	1	1	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Endowment for the Arts	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Endowment for the Humanities	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Foundation on the Arts & the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	3	3	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	3	2	1	50.00%	1	0	0.00%	0	0.00%	0	0.00%
National Mediation Board	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Reconnaissance Office	4	2	0	0.00%	2	0	0.00%	0	0.00%	0	0.00%
National Science Foundation	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Transportation Safety Board	1	1	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Navajo and Hopi Indian Relocation Commission	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Nuclear Regulatory Commission	1	0	0	0.00%	1	0	0.00%	0	0.00%	0	0.00%
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety & Health Review Commission	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Office of Government Ethics	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Office of Personnel Management	13	8	0	0.00%	5	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%
Overseas Private Investment Corporation	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%

Table B-15 FY 2012 Complaints Closed with Findings of Discrimination

Agency or Department	Total Number Merit Complaint Closures	Number Merit Final Agency Decisions (FADs) (no AJ)	Number Merit FADs Finding Discrimination	% Merit FADs Finding Discrimination	Number Final Orders (FOs) of AJ Merit Decisions	Number FOs of AJ Merit Decisions Finding Discrimination	% FOs of AJ Merit Decisions Finding Discrimination	Number FOs Fully Implementing (FI) AJ Merit Decisions Finding Discrimination	% FOs FI AJ Merit Decisions Finding Discrimination	Number FOs Not Fully Implementing (NFI) AJ Merit Decisions Finding Discrimination	% FOs NFI AJ Merit Decisions Finding Discrimination
Peace Corps	3	3	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Pension Benefit Guaranty Corporation	11	5	1	20.00%	6	1	16.67%	0	0.00%	1	100.00%
Postal Regulatory Commission	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Presidio Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Securities and Exchange Commission	2	2	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Selective Service System	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Small Business Administration	12	7	0	0.00%	5	0	0.00%	0	0.00%	0	0.00%
Smithsonian Institution	8	5	0	0.00%	3	0	0.00%	0	0.00%	0	0.00%
Social Security Administration	252	136	0	0.00%	116	12	10.34%	4	33.33%	8	66.67%
Tennessee Valley Authority	34	20	1	5.00%	14	0	0.00%	0	0.00%	0	0.00%
Trade and Development Agency	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
U.S. Postal Service	1,936	1,088	0	0.00%	848	50	5.90%	47	94.00%	3	6.00%
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Level Subtotal	6,230	3,816	55	1.44%	2,414	141	5.84%	119	84.40%	22	15.60%
Midsized Agencies Subtotal	424	236	2	0.85%	188	12	6.38%	4	33.33%	8	66.67%
Small Agencies Subtotal	104	66	2	3.03%	38	2	5.26%	1	50.00%	1	50.00%
Micro Agencies Subtotal	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Government-wide	6,758	4,118	59	1.43%	2,640	155	5.87%	124	80.00%	31	20.00%

NRF = No Report Filed

Table B-16 FY 2012 Complaints Closed with Findings of No Discrimination

Agency or Department	Total Number Merit Complaint Closures	Number Merit Final Agency Decisions (FADs) (no AJ)	Number Merit FADs Finding No Discrimination	% Merit FADs Finding No Discrimination	Number Final Orders (FOs) of AJ Merit Decisions	FOs of AJ Merit Decisions Finding No Discrimination	% FOs of AJ Merit Decisions Finding No Discrimination	Number FOs Fully Implementing (FI) AJ Merit Decisions Finding No Discrimination	% FOs FI AJ Merit Decisions Finding No Discrimination	Number FOs Not Fully Implementing (NFI) AJ Merit Decisions Finding No Discrimination	% FOs NFI AJ Merit Decisions Finding No Discrimination
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Foundation	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Agency for International Development	2	1	1	100.00%	1	1	100.00%	1	100.00%	0	0.00%
American Battle Monuments Commission	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 and Transportation Barriers Compliance Board	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	4	4	4	100.00%	0	0	0.00%	0	0.00%	0	0.00%
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	3	2	2	100.00%	1	1	100.00%	1	100.00%	0	0.00%
Central Intelligence Agency	17	6	6	100.00%	11	11	100.00%	11	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 of Fine Arts	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission on Civil Rights	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Committee for Purchase from People Who Are Blind or Severely Disabled	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Commodity Futures Trading Commission	2	2	2	100.00%	0	0	0.00%	0	0.00%	0	0.00%
Consumer Financial Protection Bureau	3	3	3	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	3	3	3	100.00%	0	0	0.00%	0	0.00%	0	0.00%
Court Services and Offender Supervision Agency for the District of Columbia	7	2	2	100.00%	5	4	80.00%	4	100.00%	0	0.00%
Defense Army and Air Force Exchange	27	14	13	92.86%	13	13	100.00%	13	100.00%	0	0.00%
Defense Commissary Agency	45	27	27	100.00%	18	17	94.44%	17	100.00%	0	0.00%
Defense Contract Audit Agency	10	7	7	100.00%	3	3	100.00%	3	100.00%	0	0.00%
Defense Contract Management Agency	8	8	8	100.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Finance and Accounting Service	14	8	7	87.50%	6	6	100.00%	6	100.00%	0	0.00%
Defense Human Resources Activity	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Information Systems Agency	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Intelligence Agency	14	7	7	100.00%	7	5	71.43%	5	100.00%	0	0.00%
Defense Joint Task Force National Capital Region Medical	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Logistics Agency	61	38	36	94.74%	23	23	100.00%	23	100.00%	0	0.00%
Defense Media Activity	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Missile Defense Agency	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense National Geospatial-Intelligence Agency	7	4	4	100.00%	3	3	100.00%	3	100.00%	0	0.00%
Defense National Guard Bureau	3	3	3	100.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense National Security Agency	9	5	5	100.00%	4	2	50.00%	2	100.00%	0	0.00%

Table B-16 FY 2012 Complaints Closed with Findings of No Discrimination

Agency or Department	Total Number Merit Complaint Closures	Number Merit Final Agency Decisions (FADs) (no AJ)	Number Merit FADs Finding No Discrimination	% Merit FADs Finding No Discrimination	Number Final Orders (FOs) of AJ Merit Decisions	FOs of AJ Merit Decisions Finding No Discrimination	% FOs of AJ Merit Decisions Finding No Discrimination	Number FOs Fully Implementing (FI) AJ Merit Decisions Finding No Discrimination	% FOs FI AJ Merit Decisions Finding No Discrimination	Number FOs Not Fully Implementing (NFI) AJ Merit Decisions Finding No Discrimination	% FOs NFI AJ Merit Decisions Finding No Discrimination
Defense Nuclear Facilities Safety Board	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Office of the Inspector General	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Office of the Secretary - Wash. Hqtrs. Services	13	6	6	100.00%	7	7	100.00%	7	100.00%	0	0.00%
Defense Security Service	3	3	3	100.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Technical Information Center	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Threat Reduction Agency	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense TRICARE Management Activity	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Uniformed Services University	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Department of Agriculture	206	151	141	93.38%	55	54	98.18%	54	100.00%	0	0.00%
Department of Commerce	289	189	188	99.47%	100	93	93.00%	92	98.92%	1	1.08%
Department of Defense Education Activity	18	12	12	100.00%	6	6	100.00%	6	100.00%	0	0.00%
Department of Education	29	17	17	100.00%	12	12	100.00%	12	100.00%	0	0.00%
Department of Energy	21	18	16	88.89%	3	3	100.00%	3	100.00%	0	0.00%
Department of Health and Human Services	130	96	94	97.92%	34	32	94.12%	32	100.00%	0	0.00%
Department of Homeland Security	555	337	336	99.70%	218	206	94.50%	206	100.00%	0	0.00%
Department of Housing and Urban Development	40	25	25	100.00%	15	15	100.00%	15	100.00%	0	0.00%
Department of Justice	506	362	352	97.24%	144	137	95.14%	136	99.27%	1	0.73%
Department of Labor	56	44	44	100.00%	12	12	100.00%	12	100.00%	0	0.00%
Department of State	54	40	40	100.00%	14	11	78.57%	11	100.00%	0	0.00%
Department of the Air Force	193	96	96	100.00%	97	90	92.78%	89	98.89%	1	1.11%
Department of the Army	303	181	179	98.90%	122	114	93.44%	113	99.12%	1	0.88%
Department of the Interior	146	104	102	98.08%	42	41	97.62%	41	100.00%	0	0.00%
Department of the Navy	193	117	117	100.00%	76	68	89.47%	68	100.00%	0	0.00%
Department of the Treasury	226	123	118	95.93%	103	102	99.03%	102	100.00%	0	0.00%
Department of Transportation	142	89	89	100.00%	53	50	94.34%	50	100.00%	0	0.00%
Department of Veterans Affairs	973	597	581	97.32%	376	350	93.09%	350	100.00%	0	0.00%
Election Assistance Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Environmental Protection Agency	23	13	12	92.31%	10	10	100.00%	10	100.00%	0	0.00%
Equal Employment Opportunity Commission	8	5	5	100.00%	3	3	100.00%	3	100.00%	0	0.00%
Export-Import Bank of the US	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Farm Credit Administration	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Farm Credit System Insurance Corporation	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Communications Commission	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Deposit Insurance Corporation	14	12	12	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	6	6	6	100.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Labor Relations Authority	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Maritime Commission	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%

Table B-16 FY 2012 Complaints Closed with Findings of No Discrimination

Agency or Department	Total Number Merit Complaint Closures	Number Merit Final Agency Decisions (FADs) (no AJ)	Number Merit FADs Finding No Discrimination	% Merit FADs Finding No Discrimination	Number Final Orders (FOs) of AJ Merit Decisions	FOs of AJ Merit Decisions Finding No Discrimination	% FOs of AJ Merit Decisions Finding No Discrimination	Number FOs Fully Implementing (FI) AJ Merit Decisions Finding No Discrimination	% FOs FI AJ Merit Decisions Finding No Discrimination	Number FOs Not Fully Implementing (NFI) AJ Merit Decisions Finding No Discrimination	% FOs NFI AJ Merit Decisions Finding No Discrimination
Federal Mediation and Conciliation Service	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Mine Safety&Health Review Commission	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Reserve System--Board of Governors	1	0	0	0.00%	1	1	100.00%	1	100.00%	0	0.00%
Federal Retirement Thrift Investment Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Trade Commission	1	0	0	0.00%	1	1	100.00%	1	100.00%	0	0.00%
General Services Administration	44	21	21	100.00%	23	23	100.00%	23	100.00%	0	0.00%
Government Printing Office	13	11	11	100.00%	2	2	100.00%	2	100.00%	0	0.00%
Harry S. Truman Scholarship Foundation	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Holocaust Memorial Museum U.S.	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Institute of Museum and Library Services	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Inter-American Foundation	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
International Boundary and Water Commission	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
International Joint Commission: US and Canada	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
James Madison Memorial Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Japan-United States Friendship Commission	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
John F. Kennedy Center for the Performing Arts	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Marine Mammal Commission	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Merit Systems Protection Board	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Millennium Challenge Corporation	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Morris K. Udall Scholarship and Excellence in National Environmental Policy Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	21	11	11	100.00%	10	10	100.00%	10	100.00%	0	0.00%
National Archives and Records Administration	6	3	3	100.00%	3	3	100.00%	3	100.00%	0	0.00%
National Capital Planning Commission	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Council on Disability	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Credit Union Administration	1	1	1	100.00%	0	0	0.00%	0	0.00%	0	0.00%
National Endowment for the Arts	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Endowment for the Humanities	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Foundation on the Arts& the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	3	3	3	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	3	2	1	50.00%	1	1	100.00%	1	100.00%	0	0.00%
National Mediation Board	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Reconnaissance Office	4	2	2	100.00%	2	2	100.00%	2	100.00%	0	0.00%
National Science Foundation	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Transportation Safety Board	1	1	1	100.00%	0	0	0.00%	0	0.00%	0	0.00%
Navajo and Hopi Indian Relocation Commission	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Nuclear Regulatory Commission	1	0	0	0.00%	1	1	100.00%	1	100.00%	0	0.00%
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety & Health Review Commission	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%

Table B-16 FY 2012 Complaints Closed with Findings of No Discrimination

Agency or Department	Total Number Merit Complaint Closures	Number Merit Final Agency Decisions (FADs) (no AJ)	Number Merit FADs Finding No Discrimination	% Merit FADs Finding No Discrimination	Number Final Orders (FOs) of AJ Merit Decisions	FOs of AJ Merit Decisions Finding No Discrimination	% FOs of AJ Merit Decisions Finding No Discrimination	Number FOs Fully Implementing (FI) AJ Merit Decisions Finding No Discrimination	% FOs FI AJ Merit Decisions Finding No Discrimination	Number FOs Not Fully Implementing (NFI) AJ Merit Decisions Finding No Discrimination	% FOs NFI AJ Merit Decisions Finding No Discrimination
Office of Government Ethics	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Office of Personnel Management	13	8	8	100.00%	5	5	100.00%	5	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%
Overseas Private Investment Corporation	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Peace Corps	3	3	3	100.00%	0	0	0.00%	0	0.00%	0	0.00%
Pension Benefit Guaranty Corporation	11	5	4	80.00%	6	5	83.33%	5	100.00%	0	0.00%
Postal Regulatory Commission	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Presidio Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Securities and Exchange Commission	2	2	2	100.00%	0	0	0.00%	0	0.00%	0	0.00%
Selective Service System	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Small Business Administration	12	7	7	100.00%	5	5	100.00%	5	100.00%	0	0.00%
Smithsonian Institution	8	5	5	100.00%	3	3	100.00%	3	100.00%	0	0.00%
Social Security Administration	252	136	136	100.00%	116	104	89.66%	104	100.00%	0	0.00%
Tennessee Valley Authority	34	20	19	95.00%	14	14	100.00%	14	100.00%	0	0.00%
Trade and Development Agency	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
U.S. Postal Service	1,936	1,088	1,088	100.00%	848	798	94.10%	798	100.00%	0	0.00%
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Level Subtotal	6,230	3,816	3,761	98.56%	2,414	2,273	94.16%	2,269	99.82%	4	0.18%
Midsize Agencies Subtotal	424	236	234	99.15%	188	176	93.62%	176	100.00%	0	0.00%
Small Agencies Subtotal	104	66	64	96.97%	38	36	94.74%	36	100.00%	0	0.00%
Micro Agencies Subtotal	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Government-wide	6,758	4,118	4,059	98.57%	2,640	2,485	94.13%	2,481	99.84%	4	0.16%

NRF = No Report Filed

Table B-17 FY 2012 Average Processing Days (APD) Final Agency Decisions (FADs) and Final Orders (FOs) Fully Implementing (FI) AJ Decisions

Agency or Department	APD All Final Agency Decisions (FADs) (No AJ)	APD Merit FADs Finding Discrimination	APD Merit FADs Finding No Discrimination	APD Merit FADs From Date of Complaint Filed/ Remanded	APD FAD Dismissals	APD ALL Final Orders (FOs) of AJ Decisions	APD FOs Fully Implementing (FI) Merit Decisions	APD FI AJ Merit Decisions Finding Discrimination	APD FI AJ Merit Decisions Finding No Discrimination	APD FOs FI AJ Dismissals
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Foundation	0	0	0	0	0	934	934	0	0	934
Agency for International Development	184.38	0	830	830	92.14	1,525.00	1,525.00	0	1,525.00	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	243.5	0	243.5	243.5	0	0	0	0	0	0
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	261.57	0	326	326	235.8	939	939	0	939	0
Central Intelligence Agency	258.13	0	590.33	590.33	36.67	1,186.50	1,186.50	0	1,186.82	1,183.00
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 of Fine Arts	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission on Civil Rights	0	0	0	0	0	0	0	0	0	0
Committee for Purchase from People Who Are Blind or Severely Disabled	0	0	0	0	0	0	0	0	0	0
Commodity Futures Trading Commission	314	0	314	314	0	0	0	0	0	0
Consumer Financial Protection Bureau	301	0	301	301	0	0	0	0	0	0
Consumer Product Safety Commission	416	0	416	416	0	0	0	0	0	0
Corporation for National and Community Service	431.67	0	431.67	431.67	0	0	0	0	0	0
Court Services and Offender Supervision Agency for the District of Columbia	239	0	393	393	85	901.8	901.8	1,745.00	691	0
Defense Army and Air Force Exchange	186.88	324	348	346.29	75.3	886.31	886.31	0	886.31	0
Defense Commissary Agency	198.35	0	349.44	349.44	12.91	728.11	728.11	913	717.24	0
Defense Contract Audit Agency	242.36	0	357.57	357.57	40.75	503.33	503.33	0	503.33	0
Defense Contract Management Agency	245.33	0	496.63	496.63	119.69	0	0	0	0	0
Defense Finance and Accounting Service	151.94	375	299.86	309.25	12.11	697.83	697.83	0	697.83	0
Defense Human Resources Activity	32	0	0	0	32	0	0	0	0	0
Defense Information Systems Agency	996.4	0	0	0	996.4	0	0	0	0	0
Defense Intelligence Agency	298	0	681.29	681.29	54.09	1,004.00	810.8	0	810.8	0
Defense Joint Task Force National Capital Region Medical	53	0	0	0	53	0	0	0	0	0
Defense Logistics Agency	383.06	384	500.03	493.92	82.14	682.26	682.26	0	682.26	0
Defense Media Activity	0	0	0	0	0	0	0	0	0	0
Defense Missile Defense Agency	0	0	0	0	0	0	0	0	0	0
Defense National Geospatial-Intelligence Agency	359.11	0	666.75	666.75	113	684.67	684.67	0	684.67	0

Table B-17 FY 2012 Average Processing Days (APD) Final Agency Decisions (FADs) and Final Orders (FOs) Fully Implementing (FI) AJ Decisions

Agency or Department	APD All Final Agency Decisions (FADs) (No AJ)	APD Merit FADs Finding Discrimination	APD Merit FADs Finding No Discrimination	APD Merit FADs From Date of Complaint Filed/ Remanded	APD FAD Dismissals	APD ALL Final Orders (FOs) of AJ Decisions	APD FOs Fully Implementing (FI) Merit Decisions	APD FI AJ Merit Decisions Finding Discrimination	APD FI AJ Merit Decisions Finding No Discrimination	APD FOs FI AJ Dismissals
Defense National Guard Bureau	355.54	0	361.67	361.67	354.74	0	0	0	0	0
Defense National Security Agency	291.38	0	376.4	376.4	149.67	1,268.60	930.33	0	980	831
Defense Nuclear Facilities Safety Board	0	0	0	0	0	0	0	0	0	0
Defense Office of the Inspector General	8	0	0	0	8	0	0	0	0	0
Defense Office of the Secretary - Wash. Hqtrs. Services	377.26	0	663.5	663.5	245.15	1,174.14	1,174.14	0	1,174.14	0
Defense Security Service	160	0	200	200	100	0	0	0	0	0
Defense Technical Information Center	0	0	0	0	0	0	0	0	0	0
Defense Threat Reduction Agency	868.75	0	0	0	868.75	0	0	0	0	0
Defense TRICARE Management Activity	107.8	0	0	0	107.8	0	0	0	0	0
Defense Uniformed Services University	0	0	0	0	0	0	0	0	0	0
Department of Agriculture	511.33	909.7	619.07	638.32	111.85	849.15	849.15	1,309.00	840.63	0
Department of Commerce	465.55	290	570.72	569.24	65.63	644.96	645.33	533.33	649.86	677.25
Department of Defense Education Activity	234.77	0	385.67	385.67	53.7	843.17	843.17	0	843.17	0
Department of Education	330.21	0	358.24	358.24	92	1,057.08	1,057.08	0	1,057.08	0
Department of Energy	339.25	354.5	373.81	371.67	242	638.67	638.67	0	638.67	0
Department of Health and Human Services	234.63	824.5	395.19	404.14	61.51	711.14	711.14	1,311.50	669.19	853
Department of Homeland Security	374.12	557	493.47	493.66	128.5	743.04	743.37	900	741.47	679.81
Department of Housing and Urban Development	599.54	0	624.24	624.24	393.67	747.73	747.73	0	747.73	0
Department of Justice	626.69	700.6	777.96	775.83	135.89	759.65	753.83	710.25	755.11	0
Department of Labor	302.82	0	357.14	357.14	85.55	791.15	791.15	0	752.08	849.75
Department of State	335.88	0	460.58	460.58	24.13	700.64	618.69	341.5	669.09	0
Department of the Air Force	534.65	0	839.44	839.44	97.94	711	714.1	953.71	715.83	510.56
Department of the Army	254.97	628.5	526.99	528.11	43.69	744.1	730.65	1,095.20	713.88	754.67
Department of the Interior	478.93	820	569.63	574.44	147.8	841.93	841.93	727	824.34	1,678.00
Department of the Navy	243.05	0	477.23	477.23	56.65	928.68	925.53	1,416.86	874.96	0
Department of the Treasury	296.11	453.8	351.25	355.41	130.34	801.19	801.19	993	780.22	1,079.43
Department of Transportation	270.87	0	413.53	413.53	121.51	675.02	675.02	1,037.33	651.02	731.5
Department of Veterans Affairs	315.02	544.69	461.82	464.04	88.05	678.38	672.6	878.96	659.89	651.29
Election Assistance Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Environmental Protection Agency	809.93	1,373.00	859.83	899.31	229	866.27	866.27	0	868.4	845
Equal Employment Opportunity Commission	345.5	0	529.8	529.8	161.2	601	601	0	601	0
Export-Import Bank of the US	330	0	0	0	330	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	90	0	0	0	90	0	0	0	0	0
Federal Deposit Insurance Corporation	276.39	0	407.42	407.42	133.45	585	585	0	660.5	434
Federal Election Commission	0	0	0	0	0	0	0	0	0	0
Federal Energy Regulatory Commission	165	0	200	200	60	0	0	0	0	0

Table B-17 FY 2012 Average Processing Days (APD) Final Agency Decisions (FADs) and Final Orders (FOs) Fully Implementing (FI) AJ Decisions

Agency or Department	APD All Final Agency Decisions (FADs) (No AJ)	APD Merit FADs Finding Discrimination	APD Merit FADs Finding No Discrimination	APD Merit FADs From Date of Complaint Filed/ Remanded	APD FAD Dismissals	APD ALL Final Orders (FOs) of AJ Decisions	APD FOs Fully Implementing (FI) Merit Decisions	APD FI AJ Merit Decisions Finding Discrimination	APD FI AJ Merit Decisions Finding No Discrimination	APD FOs FI AJ Dismissals
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	170	0	0	0	170	0	0	0	0	0
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 & Health Review Commission	0	0	0	0	0	0	0	0	0	0
Federal Reserve System--Board of Governors	0	0	0	0	0	792	792	0	792	0
Federal Retirement Thrift Investment Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Trade Commission	0	0	0	0	0	1,115.00	1,115.00	0	1,115.00	0
General Services Administration	275.63	0	397.57	397.57	42.82	740.43	740.43	0	740.43	0
Government Printing Office	257	0	358.45	358.45	33.8	1,000.00	1,000.00	0	1,000.00	0
Harry S. Truman Scholarship Foundation	0	0	0	0	0	0	0	0	0	0
Holocaust Memorial Museum U.S.	0	0	0	0	0	0	0	0	0	0
Institute of Museum and Library Services	0	0	0	0	0	0	0	0	0	0
Inter-American Foundation	0	0	0	0	0	0	0	0	0	0
International Boundary and Water Commission	0	0	0	0	0	0	0	0	0	0
International Joint Commission: US and Canada	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
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
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	328.5	0	516.36	516.36	98.89	1,214.40	1,214.40	0	1,214.40	0
National Archives and Records Administration	407.2	0	636	636	64	1,161.33	1,161.33	0	1,161.33	0
National Capital Planning Commission	0	0	0	0	0	0	0	0	0	0
National Council on Disability	0	0	0	0	0	0	0	0	0	0
National Credit Union Administration	541	0	541	541	0	0	0	0	0	0
National Endowment for the Arts	77	0	0	0	77	0	0	0	0	0
National Endowment for the Humanities	0	0	0	0	0	0	0	0	0	0
National Foundation on the Arts&the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	575.75	0	760.67	760.67	21	0	0	0	0	0
National Indian Gaming Commission	0	0	0	0	0	0	0	0	0	0
National Labor Relations Board	163.67	242	227	234.5	22	554	554	0	554	0
National Mediation Board	0	0	0	0	0	0	0	0	0	0
National Reconnaissance Office	204.25	0	333.5	333.5	75	1,094.00	1,094.00	0	1,094.00	0

Table B-17 FY 2012 Average Processing Days (APD) Final Agency Decisions (FADs) and Final Orders (FOs) Fully Implementing (FI) AJ Decisions

Agency or Department	APD All Final Agency Decisions (FADs) (No AJ)	APD Merit FADs Finding Discrimination	APD Merit FADs Finding No Discrimination	APD Merit FADs From Date of Complaint Filed/ Remanded	APD FAD Dismissals	APD ALL Final Orders (FOs) of AJ Decisions	APD FOs Fully Implementing (FI) Merit Decisions	APD FI AJ Merit Decisions Finding Discrimination	APD FI AJ Merit Decisions Finding No Discrimination	APD FOs FI AJ Dismissals
National Science Foundation	0	0	0	0	0	0	0	0	0	0
National Transportation Safety Board	276	0	276	276	0	0	0	0	0	0
Navajo and Hopi Indian Relocation Commission	0	0	0	0	0	0	0	0	0	0
Nuclear Regulatory Commission	0	0	0	0	0	632	632	0	632	0
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety& Health Review Commission	0	0	0	0	0	0	0	0	0	0
Office of Government Ethics	15	0	0	0	15	0	0	0	0	0
Office of Personnel Management	700.93	0	1,128.25	1,128.25	131.17	134.8	134.8	0	134.8	0
Office of Special Counsel	0	0	0	0	0	0	0	0	0	0
Office of the Director of National Intelligence	213	0	269	269	157	0	0	0	0	0
Overseas Private Investment Corporation	0	0	0	0	0	0	0	0	0	0
Peace Corps	367	0	367	367	0	934	934	0	0	934
Pension Benefit Guaranty Corporation	183.18	226	395.75	361.8	34.33	927.17	960	0	960	0
Postal Regulatory Commission	0	0	0	0	0	0	0	0	0	0
Presidio Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	0	0	0	0	0	0	0	0	0	0
Securities and Exchange Commission	245	0	334.5	334.5	66	498	498	0	0	498
Selective Service System	0	0	0	0	0	0	0	0	0	0
Small Business Administration	123.67	0	329	329	21	581	581	0	581	0
Smithsonian Institution	135.56	0	213.2	213.2	38.5	662.33	662.33	0	662.33	0
Social Security Administration	353.37	0	459.63	459.63	58.45	784.74	761.32	931.75	767.72	611.67
Tennessee Valley Authority	192.32	302	232.79	236.25	16.6	546.36	546.36	0	546.36	0
Trade and Development Agency	0	0	0	0	0	0	0	0	0	0
U.S. Postal Service	141.86	0	277.48	277.48	47.88	632.62	630.97	966.32	609.43	710.28
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Level Subtotal	283.71	630.11	460.16	462.61	73.33	704.84	700.41	942.89	686.55	729.95
Midsized Agencies Subtotal	341.82	837.5	467.81	470.94	67.29	762.64	747.37	931.75	751.35	616.73
Small Agencies Subtotal	265.27	234	413.09	407.67	91.22	994.49	1,000.28	1,745.00	990.31	871.67
Micro Agencies Subtotal	15	0	0	0	15	934	934	0	0	934
Government-wide	286.02	623.71	459.86	462.21	73.38	713.45	708.24	949	695.55	723.97

NRF = No Report Filed

Table B-18 FY 2012 Average Processing Days (APD) Final Orders (FOs) Not Fully Implementing (NFI) AJ Decisions

Agency or Department	APD All Final Orders (FOs) of AJ Decisions	APD All FOs Not Fully Implementing (NFI) AJ Merit Decisions	APD FOs NFI AJ Merit Decisions Finding Discrimination	APD Agency Appeal of Finding in AJ Merit Decisions	APD Agency Appeal of Remedy in AJ Merit Decisions	APD Agency Appeal of Remedy and Finding in AJ Merit Decisions	APD FOs NFI AJ Merit Decisions Finding No Discrimination	APD FOs NFI AJ Dismissals
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Foundation	934	0	0	0	0	0	0	0
Agency for International Development	1,525.00	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	0	0	0	0	0	0	0	0
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	939	0	0	0	0	0	0	0
Central Intelligence Agency	1,186.50	0	0	0	0	0	0	0
Chemical Safety and Hazard Investigation Board	0	0	0	0	0	0	0	0
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission of Fine Arts	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission on Civil Rights	0	0	0	0	0	0	0	0
Committee for Purchase from People Who Are Blind or Severely Disabled	0	0	0	0	0	0	0	0
Commodity Futures Trading Commission	0	0	0	0	0	0	0	0
Consumer 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	0	0	0	0	0	0	0	0
Court Services and Offender Supervision Agency for the District of Columbia	901.8	0	0	0	0	0	0	0
Defense Army and Air Force Exchange	886.31	0	0	0	0	0	0	0
Defense Commissary Agency	728.11	0	0	0	0	0	0	0
Defense Contract Audit Agency	503.33	0	0	0	0	0	0	0
Defense Contract Management Agency	0	0	0	0	0	0	0	0

Table B-18 FY 2012 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 Finance and Accounting Service	697.83	0	0	0	0	0	0	0
Defense Human Resources Activity	0	0	0	0	0	0	0	0
Defense Information Systems Agency	0	0	0	0	0	0	0	0
Defense Intelligence Agency	1,004.00	1,487.00	1,487.00	0	0	1,487.00	0	0
Defense Joint Task Force National Capital Region								
Medical	0	0	0	0	0	0	0	0
Defense Logistics Agency	682.26	0	0	0	0	0	0	0
Defense Media Activity	0	0	0	0	0	0	0	0
Defense Missile Defense Agency	0	0	0	0	0	0	0	0
Defense National Geospatial-Intelligence Agency	684.67	0	0	0	0	0	0	0
Defense National Guard Bureau	0	0	0	0	0	0	0	0
Defense National Security Agency	1,268.60	1,776.00	1,776.00	0	0	1,776.00	0	0
Defense Nuclear Facilities Safety Board	0	0	0	0	0	0	0	0
Defense Office of the Inspector General	0	0	0	0	0	0	0	0
Defense Office of the Secretary - Wash. Hqtrs. Services	1,174.14	0	0	0	0	0	0	0
Defense Security Service	0	0	0	0	0	0	0	0
Defense Technical Information Center	0	0	0	0	0	0	0	0
Defense Threat Reduction Agency	0	0	0	0	0	0	0	0
Defense TRICARE Management Activity	0	0	0	0	0	0	0	0
Defense Uniformed Services University	0	0	0	0	0	0	0	0
Department of Agriculture	849.15	0	0	0	0	0	0	0
Department of Commerce	644.96	625.5	795	0	795	0	456	0
Department of Defense Education Activity	843.17	0	0	0	0	0	0	0
Department of Education	1,057.08	0	0	0	0	0	0	0
Department of Energy	638.67	0	0	0	0	0	0	0
Department of Health and Human Services	711.14	0	0	0	0	0	0	0
Department of Homeland Security	743.04	717.33	717.33	0	544	804	0	0

Table B-18 FY 2012 Average Processing Days (APD) Final Orders (FOs) Not Fully Implementing (NFI) AJ Decisions

Agency or Department	APD All Final Orders (FOs) of AJ Decisions	APD All FOs Not Fully Implementing (NFI) AJ Merit Decisions	APD FOs NFI AJ Merit Decisions Finding Discrimination	APD Agency Appeal of Finding in AJ Merit Decisions	APD Agency Appeal of Remedy in AJ Merit Decisions	APD Agency Appeal of Remedy and Finding in AJ Merit Decisions	APD FOs NFI AJ Merit Decisions Finding No Discrimination	APD FOs NFI AJ Dismissals
Department of Housing and Urban Development	747.73	0	0	0	0	0	0	0
Department of Justice	759.65	963.25	1,100.67	901	1,467.00	934	551	0
Department of Labor	791.15	0	0	0	0	0	0	0
Department of State	700.64	1,766.00	1,766.00	0	0	1,766.00	0	0
Department of the Air Force	711	386	0	0	0	0	386	0
Department of the Army	744.1	1,150.75	1,027.33	0	1,050.00	1,016.00	1,521.00	0
Department of the Interior	841.93	0	0	0	0	0	0	0
Department of the Navy	928.68	1,165.00	1,165.00	0	1,165.00	0	0	0
Department of the Treasury	801.19	0	0	0	0	0	0	0
Department of Transportation	675.02	0	0	0	0	0	0	0
Department of Veterans Affairs	678.38	1,424.33	1,424.33	548	2,400.00	1,325.00	0	0
Election Assistance Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Environmental Protection Agency	866.27	0	0	0	0	0	0	0
Equal Employment Opportunity Commission	601	0	0	0	0	0	0	0
Export-Import Bank of the US	0	0	0	0	0	0	0	0
Farm Credit Administration	0	0	0	0	0	0	0	0
Farm Credit System Insurance Corporation	0	0	0	0	0	0	0	0
Federal Communications Commission	0	0	0	0	0	0	0	0
Federal Deposit Insurance Corporation	585	0	0	0	0	0	0	0
Federal Election Commission	0	0	0	0	0	0	0	0
Federal Energy Regulatory Commission	0	0	0	0	0	0	0	0
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	0	0	0	0	0	0	0	0
Federal Labor Relations Authority	0	0	0	0	0	0	0	0
Federal Maritime Commission	0	0	0	0	0	0	0	0
Federal Mediation and Conciliation Service	0	0	0	0	0	0	0	0
Federal Mine Safety & Health Review Commission	0	0	0	0	0	0	0	0
Federal Reserve System--Board of Governors	792	0	0	0	0	0	0	0

Table B-18 FY 2012 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 Retirement Thrift Investment Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Trade Commission	1,115.00	0	0	0	0	0	0	0
General Services Administration	740.43	0	0	0	0	0	0	0
Government Printing Office	1,000.00	0	0	0	0	0	0	0
Harry S. Truman Scholarship Foundation	0	0	0	0	0	0	0	0
Holocaust Memorial Museum U.S.	0	0	0	0	0	0	0	0
Institute of Museum and Library Services	0	0	0	0	0	0	0	0
Inter-American Foundation	0	0	0	0	0	0	0	0
International Boundary and Water Commission	0	0	0	0	0	0	0	0
International Joint Commission: US and Canada	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	0	0	0	0	0	0	0	0
James Madison Memorial Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Japan-United States Friendship Commission	0	0	0	0	0	0	0	0
John F. Kennedy Center for the Performing Arts	0	0	0	0	0	0	0	0
Marine Mammal Commission	0	0	0	0	0	0	0	0
Merit Systems Protection Board	0	0	0	0	0	0	0	0
Millennium Challenge Corporation	0	0	0	0	0	0	0	0
Morris K. Udall Scholarship and Excellence in National Environmental Policy Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	1,214.40	0	0	0	0	0	0	0
National Archives and Records Administration	1,161.33	0	0	0	0	0	0	0
National Capital Planning Commission	0	0	0	0	0	0	0	0
National Council on Disability	0	0	0	0	0	0	0	0
National Credit Union Administration	0	0	0	0	0	0	0	0
National Endowment for the Arts	0	0	0	0	0	0	0	0
National Endowment for the Humanities	0	0	0	0	0	0	0	0
National Foundation on the Arts & the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	0	0	0	0	0	0	0	0

Table B-18 FY 2012 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
National Indian Gaming Commission	0	0	0	0	0	0	0	0
National Labor Relations Board	554	0	0	0	0	0	0	0
National Mediation Board	0	0	0	0	0	0	0	0
National Reconnaissance Office	1,094.00	0	0	0	0	0	0	0
National Science Foundation	0	0	0	0	0	0	0	0
National Transportation Safety Board	0	0	0	0	0	0	0	0
Navajo and Hopi Indian Relocation Commission	0	0	0	0	0	0	0	0
Nuclear Regulatory Commission	632	0	0	0	0	0	0	0
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety & Health Review Commission	0	0	0	0	0	0	0	0
Office of Government Ethics	0	0	0	0	0	0	0	0
Office of Personnel Management	134.8	0	0	0	0	0	0	0
Office of Special Counsel	0	0	0	0	0	0	0	0
Office of the Director of National Intelligence	0	0	0	0	0	0	0	0
Overseas Private Investment Corporation	0	0	0	0	0	0	0	0
Peace Corps	934	0	0	0	0	0	0	0
Pension Benefit Guaranty Corporation	927.17	763	763	0	0	763	0	0
Postal Regulatory Commission	0	0	0	0	0	0	0	0
Presidio Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	0	0	0	0	0	0	0	0
Securities and Exchange Commission	498	0	0	0	0	0	0	0
Selective Service System	0	0	0	0	0	0	0	0
Small Business Administration	581	0	0	0	0	0	0	0
Smithsonian Institution	662.33	0	0	0	0	0	0	0
Social Security Administration	784.74	1,127.25	1,127.25	0	0	1,127.25	0	0
Tennessee Valley Authority	546.36	0	0	0	0	0	0	0
Trade and Development Agency	0	0	0	0	0	0	0	0
U.S. Postal Service	632.62	1,106.33	1,106.33	0	1,046.00	1,136.50	0	0

Table B-18 FY 2012 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
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Level Subtotal	704.84	1,126.69	1,199.09	724.5	1,209.57	1,266.46	728.5	0
Midsized Agencies Subtotal	762.64	1,127.25	1,127.25	0	0	1,127.25	0	0
Small Agencies Subtotal	994.49	763	763	0	0	763	0	0
Micro Agencies Subtotal	934	0	0	0	0	0	0	0
Government-wide	713.45	1,116.43	1,166.48	724.5	1,209.57	1,192.95	728.5	0

NRF = No Report Filed

Table B-19 FY 2012 Total Complaint Closures Accepted/Participated in ADR

Agency or Department	Total Complaint Closures	Number Complaint Closures Offered ADR	% Complaint Closures Offered ADR (Offer Rate)	Number Offers Rejected by Complainant	Total Complaint Closures Accepted / Participated in ADR Program	% Complaint Closures Accepted into ADR Program (Participation Rate)
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF
African Development Foundation	3	0	0.00%	0	0	0.00%
Agency for International Development	16	1	6.25%	1	0	0.00%
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	4	0	0.00%	0	0	0.00%
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	14	14	100.00%	14	0	0.00%
Central Intelligence Agency	39	0	0.00%	0	0	0.00%
Chemical Safety and Hazard Investigation Board	0	0	0.00%	0	0	0.00%
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF
Commission of Fine Arts	NRF	NRF	NRF	NRF	NRF	NRF
Commission on Civil Rights	0	0	0.00%	0	0	0.00%
Committee for Purchase from People Who Are Blind or Severely Disabled	0	0	0.00%	0	0	0.00%
Commodity Futures Trading Commission	2	0	0.00%	0	0	0.00%
Consumer Financial Protection Bureau	7	6	85.71%	5	1	14.29%
Consumer Product Safety Commission	2	0	0.00%	0	0	0.00%
Corporation for National and Community Service	3	0	0.00%	0	0	0.00%
Court Services and Offender Supervision Agency for the District of Columbia	15	0	0.00%	0	0	0.00%
Defense Army and Air Force Exchange	89	80	89.89%	66	14	15.73%
Defense Commissary Agency	120	22	18.33%	3	19	15.83%
Defense Contract Audit Agency	32	9	28.13%	0	9	28.13%
Defense Contract Management Agency	38	7	18.42%	0	7	18.42%

Table B-19 FY 2012 Total Complaint Closures Accepted/Participated in ADR

Agency or Department	Total Complaint Closures	Number Complaint Closures Offered ADR	% Complaint Closures Offered ADR (Offer Rate)	Number Offers Rejected by Complainant	Total Complaint Closures Accepted / Participated in ADR Program	% Complaint Closures Accepted into ADR Program (Participation Rate)
Defense Finance and Accounting Service	39	0	0.00%	0	0	0.00%
Defense Human Resources Activity	5	5	100.00%	1	4	80.00%
Defense Information Systems Agency	8	0	0.00%	0	0	0.00%
Defense Intelligence Agency	34	4	11.76%	4	0	0.00%
Defense Joint Task Force National Capital Region Medical	7	6	85.71%	0	6	85.71%
Defense Logistics Agency	136	35	25.74%	6	29	21.32%
Defense Media Activity	3	2	66.67%	0	2	66.67%
Defense Missile Defense Agency	0	0	0.00%	0	0	0.00%
Defense National Geospatial-Intelligence Agency	20	0	0.00%	0	0	0.00%
Defense National Guard Bureau	33	10	30.30%	5	5	15.15%
Defense National Security Agency	17	3	17.65%	1	2	11.76%
Defense Nuclear Facilities Safety Board	0	0	0.00%	0	0	0.00%
Defense Office of the Inspector General	3	0	0.00%	0	0	0.00%
Defense Office of the Secretary - Wash. Hqtrs. Services	45	2	4.44%	0	2	4.44%
Defense Security Service	6	0	0.00%	0	0	0.00%
Defense Technical Information Center	1	0	0.00%	0	0	0.00%
Defense Threat Reduction Agency	8	0	0.00%	0	0	0.00%
Defense TRICARE Management Activity	7	5	71.43%	0	5	71.43%
Defense Uniformed Services University	0	0	0.00%	0	0	0.00%
Department of Agriculture	453	147	32.45%	71	76	16.78%
Department of Commerce	432	13	3.01%	0	13	3.01%
Department of Defense Education Activity	55	9	16.36%	4	5	9.09%
Department of Education	46	21	45.65%	19	2	4.35%
Department of Energy	63	35	55.56%	26	9	14.29%
Department of Health and Human Services	409	105	25.67%	65	40	9.78%
Department of Homeland Security	1,097	291	26.53%	232	58	5.29%
Department of Housing and Urban Development	73	63	86.30%	58	5	6.85%

Table B-19 FY 2012 Total Complaint Closures Accepted/Participated in ADR

Agency or Department	Total Complaint Closures	Number Complaint Closures Offered ADR	% Complaint Closures Offered ADR (Offer Rate)	Number Offers Rejected by Complainant	Total Complaint Closures Accepted / Participated in ADR Program	% Complaint Closures Accepted into ADR Program (Participation Rate)
Department of Justice	857	117	13.65%	61	56	6.53%
Department of Labor	134	134	100.00%	85	49	36.57%
Department of State	110	15	13.64%	0	15	13.64%
Department of the Air Force	500	244	48.80%	158	86	17.20%
Department of the Army	1,116	254	22.76%	85	169	15.14%
Department of the Interior	307	196	63.84%	168	28	9.12%
Department of the Navy	904	29	3.21%	9	20	2.21%
Department of the Treasury	407	330	81.08%	289	41	10.07%
Department of Transportation	335	7	2.09%	0	7	2.09%
Department of Veterans Affairs	2,123	96	4.52%	1	95	4.47%
Election Assistance Commission	NRF	NRF	NRF	NRF	NRF	NRF
Environmental Protection Agency	49	1	2.04%	0	1	2.04%
Equal Employment Opportunity Commission	20	2	10.00%	0	2	10.00%
Export-Import Bank of the US	1	1	100.00%	1	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	2	0	0.00%	0	0	0.00%
Federal Deposit Insurance Corporation	42	17	40.48%	9	8	19.05%
Federal Election Commission	0	0	0.00%	0	0	0.00%
Federal Energy Regulatory Commission	10	3	30.00%	0	3	30.00%
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	6	5	83.33%	3	2	33.33%
Federal Labor Relations Authority	0	0	0.00%	0	0	0.00%
Federal Maritime Commission	0	0	0.00%	0	0	0.00%
Federal Mediation and Conciliation Service	2	0	0.00%	0	0	0.00%
Federal Mine Safety & Health Review Commission	0	0	0.00%	0	0	0.00%
Federal Reserve System--Board of Governors	6	0	0.00%	0	0	0.00%
Federal Retirement Thrift Investment Board	NRF	NRF	NRF	NRF	NRF	NRF
Federal Trade Commission	1	0	0.00%	0	0	0.00%

Table B-19 FY 2012 Total Complaint Closures Accepted/Participated in ADR

Agency or Department	Total Complaint Closures	Number Complaint Closures Offered ADR	% Complaint Closures Offered ADR (Offer Rate)	Number Offers Rejected by Complainant	Total Complaint Closures Accepted / Participated in ADR Program	% Complaint Closures Accepted into ADR Program (Participation Rate)
General Services Administration	85	3	3.53%	1	2	2.35%
Government Printing Office	29	0	0.00%	0	0	0.00%
Harry S. Truman Scholarship Foundation	0	0	0.00%	0	0	0.00%
Holocaust Memorial Museum U.S.	0	0	0.00%	0	0	0.00%
Institute of Museum and Library Services	0	0	0.00%	0	0	0.00%
Inter-American Foundation	0	0	0.00%	0	0	0.00%
International Boundary and Water Commission	0	0	0.00%	0	0	0.00%
International Joint Commission: US and Canada	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	1	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%
Merit Systems Protection Board	1	1	100.00%	1	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	38	8	21.05%	5	3	7.89%
National Archives and Records Administration	11	0	0.00%	0	0	0.00%
National Capital Planning Commission	0	0	0.00%	0	0	0.00%
National Council on Disability	0	0	0.00%	0	0	0.00%
National Credit Union Administration	7	0	0.00%	0	0	0.00%
National Endowment for the Arts	3	0	0.00%	0	0	0.00%
National Endowment for the Humanities	0	0	0.00%	0	0	0.00%
National Foundation on the Arts & the Humanities	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	6	0	0.00%	0	0	0.00%
National Indian Gaming Commission	1	0	0.00%	0	0	0.00%
National Labor Relations Board	8	8	100.00%	7	1	12.50%
National Mediation Board	0	0	0.00%	0	0	0.00%

Table B-19 FY 2012 Total Complaint Closures Accepted/Participated in ADR

Agency or Department	Total Complaint Closures	Number Complaint Closures Offered ADR	% Complaint Closures Offered ADR (Offer Rate)	Number Offers Rejected by Complainant	Total Complaint Closures Accepted / Participated in ADR Program	% Complaint Closures Accepted into ADR Program (Participation Rate)
National Reconnaissance Office	7	3	42.86%	2	1	14.29%
National Science Foundation	6	2	33.33%	0	2	33.33%
National Transportation Safety Board	2	0	0.00%	0	0	0.00%
Navajo and Hopi Indian Relocation Commission	0	0	0.00%	0	0	0.00%
Nuclear Regulatory Commission	16	16	100.00%	15	1	6.25%
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety & Health Review Commission	0	0	0.00%	0	0	0.00%
Office of Government Ethics	2	2	100.00%	2	0	0.00%
Office of Personnel Management	28	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	4	0	0.00%	0	0	0.00%
Overseas Private Investment Corporation	0	0	0.00%	0	0	0.00%
Peace Corps	4	4	100.00%	4	0	0.00%
Pension Benefit Guaranty Corporation	20	13	65.00%	13	0	0.00%
Postal Regulatory Commission	0	0	0.00%	0	0	0.00%
Presidio Trust	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	1	0	0.00%	0	0	0.00%
Securities and Exchange Commission	4	0	0.00%	0	0	0.00%
Selective Service System	2	0	0.00%	0	0	0.00%
Small Business Administration	38	1	2.63%	0	1	2.63%
Smithsonian Institution	15	14	93.33%	7	7	46.67%
Social Security Administration	414	338	81.64%	302	36	8.70%
Tennessee Valley Authority	58	58	100.00%	58	0	0.00%
Trade and Development Agency	0	0	0.00%	0	0	0.00%
U.S. Postal Service	4,579	376	8.21%	57	319	6.97%

Table B-19 FY 2012 Total Complaint Closures Accepted/Participated in ADR						
Agency or Department	Total Complaint Closures	Number Complaint Closures Offered ADR	% Complaint Closures Offered ADR (Offer Rate)	Number Offers Rejected by Complainant	Total Complaint Closures Accepted / Participated in ADR Program	% Complaint Closures Accepted into ADR Program (Participation Rate)
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Level Subtotal	14,651	2,672	18.24%	1,474	1,197	8.17%
Midsized Agencies Subtotal	774	446	57.62%	387	59	7.62%
Small Agencies Subtotal	276	73	26.45%	61	12	4.35%
Micro Agencies Subtotal	5	2	40.00%	2	0	0.00%
Government-wide	15,706	3,193	20.33%	1,924	1,268	8.07%

NRF = No Report Filed

Table B-20 FY 2012 ADR Complaint Resolutions (Formal Phase)

Agency Name	Number ADR Closures	Number ADR Settlements	% ADR Settlements	Number ADR Withdrawals	% ADR Withdrawals	Total Number ADR Resolutions	% ADR Resolutions (Resolution Rate)
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Foundation	0	0	0.00%	0	0.00%	0	0.00%
Agency for International Development	0	0	0.00%	0	0.00%	0	0.00%
American Battle Monuments Commission	0	0	0.00%	0	0.00%	0	0.00%
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural 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	0	0	0.00%	0	0.00%	0	0.00%
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	0	0	0.00%	0	0.00%	0	0.00%
Central Intelligence Agency	0	0	0.00%	0	0.00%	0	0.00%
Chemical Safety and Hazard Investigation Board	0	0	0.00%	0	0.00%	0	0.00%
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission of Fine Arts	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission on Civil Rights	0	0	0.00%	0	0.00%	0	0.00%
Committee for Purchase from People Who Are Blind or Severely Disabled	0	0	0.00%	0	0.00%	0	0.00%
Commodity Futures Trading Commission	0	0	0.00%	0	0.00%	0	0.00%
Consumer Financial Protection Bureau	1	0	0.00%	0	0.00%	0	0.00%
Consumer Product Safety Commission	0	0	0.00%	0	0.00%	0	0.00%
Corporation for National and Community Service	0	0	0.00%	0	0.00%	0	0.00%
Court Services and Offender Supervision Agency for the District of Columbia	0	0	0.00%	0	0.00%	0	0.00%
Defense Army and Air Force Exchange	14	11	78.57%	3	21.43%	14	100.00%
Defense Commissary Agency	19	9	47.37%	2	10.53%	11	57.89%
Defense Contract Audit Agency	9	8	88.89%	0	0.00%	8	88.89%
Defense Contract Management Agency	7	5	71.43%	0	0.00%	5	71.43%
Defense Finance and Accounting Service	0	0	0.00%	0	0.00%	0	0.00%
Defense Human Resources Activity	4	1	25.00%	3	75.00%	4	100.00%

Table B-20 FY 2012 ADR Complaint Resolutions (Formal Phase)

Agency Name	Number ADR Closures	Number ADR Settlements	% ADR Settlements	Number ADR Withdrawals	% ADR Withdrawals	Total Number ADR Resolutions	% ADR Resolutions (Resolution Rate)
Defense Information Systems Agency	0	0	0.00%	0	0.00%	0	0.00%
Defense Intelligence Agency	0	0	0.00%	0	0.00%	0	0.00%
Defense Joint Task Force National Capital Region Medical	6	0	0.00%	0	0.00%	0	0.00%
Defense Logistics Agency	29	16	55.17%	0	0.00%	16	55.17%
Defense Media Activity	2	2	100.00%	0	0.00%	2	100.00%
Defense Missile Defense Agency	0	0	0.00%	0	0.00%	0	0.00%
Defense National Geospatial-Intelligence Agency	0	0	0.00%	0	0.00%	0	0.00%
Defense National Guard Bureau	5	5	100.00%	0	0.00%	5	100.00%
Defense National Security Agency	2	0	0.00%	0	0.00%	0	0.00%
Defense Nuclear Facilities Safety Board	0	0	0.00%	0	0.00%	0	0.00%
Defense Office of the Inspector General	0	0	0.00%	0	0.00%	0	0.00%
Defense Office of the Secretary - Wash. Hqtrs. Services	2	1	50.00%	0	0.00%	1	50.00%
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 TRICARE Management Activity	5	1	20.00%	0	0.00%	1	20.00%
Defense Uniformed Services University	0	0	0.00%	0	0.00%	0	0.00%
Department of Agriculture	76	28	36.84%	0	0.00%	28	36.84%
Department of Commerce	13	4	30.77%	0	0.00%	4	30.77%
Department of Defense Education Activity	5	1	20.00%	0	0.00%	1	20.00%
Department of Education	2	0	0.00%	0	0.00%	0	0.00%
Department of Energy	9	6	66.67%	0	0.00%	6	66.67%
Department of Health and Human Services	40	15	37.50%	0	0.00%	15	37.50%
Department of Homeland Security	58	18	31.03%	3	5.17%	21	36.21%
Department of Housing and Urban Development	5	3	60.00%	0	0.00%	3	60.00%
Department of Justice	56	36	64.29%	1	1.79%	37	66.07%
Department of Labor	49	49	100.00%	0	0.00%	49	100.00%
Department of State	15	8	53.33%	0	0.00%	8	53.33%
Department of the Air Force	86	61	70.93%	0	0.00%	61	70.93%

Table B-20 FY 2012 ADR Complaint Resolutions (Formal Phase)

Agency Name	Number ADR Closures	Number ADR Settlements	% ADR Settlements	Number ADR Withdrawals	% ADR Withdrawals	Total Number ADR Resolutions	% ADR Resolutions (Resolution Rate)
Department of the Army	169	113	66.86%	6	3.55%	119	70.41%
Department of the Interior	28	10	35.71%	0	0.00%	10	35.71%
Department of the Navy	20	4	20.00%	0	0.00%	4	20.00%
Department of the Treasury	41	16	39.02%	1	2.44%	17	41.46%
Department of Transportation	7	1	14.29%	0	0.00%	1	14.29%
Department of Veterans Affairs	95	50	52.63%	3	3.16%	53	55.79%
Election Assistance Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Environmental Protection Agency	1	0	0.00%	0	0.00%	0	0.00%
Equal Employment Opportunity Commission	2	2	100.00%	0	0.00%	2	100.00%
Export-Import Bank of the US	0	0	0.00%	0	0.00%	0	0.00%
Farm Credit Administration	0	0	0.00%	0	0.00%	0	0.00%
Farm Credit System Insurance Corporation	0	0	0.00%	0	0.00%	0	0.00%
Federal Communications Commission	0	0	0.00%	0	0.00%	0	0.00%
Federal Deposit Insurance Corporation	8	5	62.50%	0	0.00%	5	62.50%
Federal Election Commission	0	0	0.00%	0	0.00%	0	0.00%
Federal Energy Regulatory Commission	3	1	33.33%	0	0.00%	1	33.33%
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	2	2	100.00%	0	0.00%	2	100.00%
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 & Health Review Comm	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	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Trade Commission	0	0	0.00%	0	0.00%	0	0.00%
General Services Administration	2	0	0.00%	0	0.00%	0	0.00%
Government Printing Office	0	0	0.00%	0	0.00%	0	0.00%
Harry S. Truman Scholarship Foundation	0	0	0.00%	0	0.00%	0	0.00%
Holocaust Memorial Museum U.S.	0	0	0.00%	0	0.00%	0	0.00%
Institute of Museum and Library Services	0	0	0.00%	0	0.00%	0	0.00%
Inter-American Foundation	0	0	0.00%	0	0.00%	0	0.00%

Table B-20 FY 2012 ADR Complaint Resolutions (Formal Phase)

Agency Name	Number ADR Closures	Number ADR Settlements	% ADR Settlements	Number ADR Withdrawals	% ADR Withdrawals	Total Number ADR Resolutions	% ADR Resolutions (Resolution Rate)
International Boundary and Water Commission	0	0	0.00%	0	0.00%	0	0.00%
International Joint Commission: US and Canada	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	0	0	0.00%	0	0.00%	0	0.00%
James Madison Memorial Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Japan-United States Friendship Commission	0	0	0.00%	0	0.00%	0	0.00%
John F. Kennedy Center for the Performing Arts	0	0	0.00%	0	0.00%	0	0.00%
Marine Mammal Commission	0	0	0.00%	0	0.00%	0	0.00%
Merit Systems Protection Board	0	0	0.00%	0	0.00%	0	0.00%
Millennium Challenge Corporation	0	0	0.00%	0	0.00%	0	0.00%
Morris K. Udall Scholarship and Excellence in National Environmental Policy Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	3	0	0.00%	0	0.00%	0	0.00%
National Archives and Records Administration	0	0	0.00%	0	0.00%	0	0.00%
National Capital Planning Commission	0	0	0.00%	0	0.00%	0	0.00%
National Council on Disability	0	0	0.00%	0	0.00%	0	0.00%
National Credit Union Administration	0	0	0.00%	0	0.00%	0	0.00%
National Endowment for the Arts	0	0	0.00%	0	0.00%	0	0.00%
National Endowment for the Humanities	0	0	0.00%	0	0.00%	0	0.00%
National Foundation on the Arts & the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	0	0	0.00%	0	0.00%	0	0.00%
National Indian Gaming Commission	0	0	0.00%	0	0.00%	0	0.00%
National Labor Relations Board	1	0	0.00%	1	100.00%	1	100.00%
National Mediation Board	0	0	0.00%	0	0.00%	0	0.00%
National Reconnaissance Office	1	1	100.00%	0	0.00%	1	100.00%
National Science Foundation	2	2	100.00%	0	0.00%	2	100.00%
National Transportation Safety Board	0	0	0.00%	0	0.00%	0	0.00%

Table B-20 FY 2012 ADR Complaint Resolutions (Formal Phase)

Agency Name	Number ADR Closures	Number ADR Settlements	% ADR Settlements	Number ADR Withdrawals	% ADR Withdrawals	Total Number ADR Resolutions	% ADR Resolutions (Resolution Rate)
Navajo and Hopi Indian Relocation Commission	0	0	0.00%	0	0.00%	0	0.00%
Nuclear Regulatory Commission	1	1	100.00%	0	0.00%	1	100.00%
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety & Health Review Comm	0	0	0.00%	0	0.00%	0	0.00%
Office of Government Ethics	0	0	0.00%	0	0.00%	0	0.00%
Office of Personnel Management	0	0	0.00%	0	0.00%	0	0.00%
Office of Special Counsel	0	0	0.00%	0	0.00%	0	0.00%
Office of the Director of National Intelligence	0	0	0.00%	0	0.00%	0	0.00%
Overseas Private Investment Corporation	0	0	0.00%	0	0.00%	0	0.00%
Peace Corps	0	0	0.00%	0	0.00%	0	0.00%
Pension Benefit Guaranty Corporation	0	0	0.00%	0	0.00%	0	0.00%
Postal Regulatory Commission	0	0	0.00%	0	0.00%	0	0.00%
Presidio Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	0	0	0.00%	0	0.00%	0	0.00%
Securities and Exchange Commission	0	0	0.00%	0	0.00%	0	0.00%
Selective Service System	0	0	0.00%	0	0.00%	0	0.00%
Small Business Administration	1	0	0.00%	0	0.00%	0	0.00%
Smithsonian Institution	7	0	0.00%	0	0.00%	0	0.00%
Social Security Administration	36	2	5.56%	0	0.00%	2	5.56%
Tennessee Valley Authority	0	0	0.00%	0	0.00%	0	0.00%
Trade and Development Agency	0	0	0.00%	0	0.00%	0	0.00%
U.S. Postal Service	319	196	61.44%	6	1.88%	202	63.32%

Table B-20 FY 2012 ADR Complaint Resolutions (Formal Phase)

Agency Name	Number ADR Closures	Number ADR Settlements	% ADR Settlements	Number ADR Withdrawals	% ADR Withdrawals	Total Number ADR Resolutions	% ADR Resolutions (Resolution Rate)
Utah Reclamation Mitigation & Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Level Subtotal	1,197	678	56.64%	28	2.34%	706	58.98%
Midsize Agencies Subtotal	59	7	11.86%	0	0.00%	7	11.86%
Small Agencies Subtotal	12	9	75.00%	1	8.33%	10	83.33%
Micro Agencies Subtotal	0	0	0.00%	0	0.00%	0	0.00%
Government-wide	1,268	694	54.73%	29	2.29%	723	57.02%

NRF = No Report Filed

Table B-21 FY 2012 Complaint Closures with Benefits

Agency or Department	Number Complaint Closures with Benefits	Number Complaint Closures w/ Monetary Benefits	Total Amount Back Pay / Front Pay	Total Amount Lump Sum Payments	Total Amount Compensatory Damages	Total Amount Attorney's Fees and Costs	Total Amount All Monetary Benefits	Average Monetary Benefits Per Complaint Closures With Benefits	Number Complaint Closures with Non- Monetary Benefits	% Complaint Closures with Non-Monetary Benefits
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Foundation	2	2	\$0.00	\$27,010.74	\$0.00	\$24,489.26	\$51,500.00	\$25,750.00	0	0.00%
Agency for International Development	4	4	\$12,500.00	\$144,000.00	\$50,000.00	\$46,524.17	\$253,024.17	\$63,256.04	0	0.00%
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	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	6	1	\$0.00	\$35,000.00	\$0.00	\$0.00	\$35,000.00	\$5,833.33	6	100.00%
Central Intelligence Agency	10	8	\$10,700.00	\$11,500.00	\$198,000.00	\$38,000.00	\$258,200.00	\$25,820.00	6	60.00%
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 of Fine Arts	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission on Civil Rights	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Committee for Purchase from People Who Are Blind or Severely Disabled	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Commodity Futures Trading Commission	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Consumer Financial Protection Bureau	3	2	\$0.00	\$25,000.00	\$0.00	\$15,000.00	\$40,000.00	\$13,333.33	3	100.00%
Consumer Product Safety Commission	1	1	\$0.00	\$0.00	\$0.00	\$500.00	\$500.00	\$500.00	1	100.00%
Corporation for National and Community Service	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Court Services and Offender Supervision Agency for the District of Columbia	6	5	\$0.00	\$2,000.00	\$20,409.77	\$40,331.00	\$62,740.77	\$10,456.80	1	16.67%
Defense Army and Air Force Exchange	27	16	\$8,564.25	\$52,041.00	\$55,250.00	\$5,059.00	\$120,914.25	\$4,478.31	11	40.74%
Defense Commissary Agency	37	19	\$63,700.00	\$465,300.00	\$76,586.00	\$213,193.82	\$818,779.82	\$22,129.18	27	72.97%
Defense Contract Audit Agency	12	7	\$0.00	\$21,000.00	\$850.00	\$0.00	\$21,850.00	\$1,820.83	5	41.67%
Defense Contract Management Agency	9	4	\$0.00	\$12,500.00	\$30,739.00	\$25,000.00	\$68,239.00	\$7,582.11	5	55.56%
Defense Finance and Accounting Service	14	11	\$49,450.65	\$115,026.29	\$2,000.00	\$23,500.00	\$189,976.94	\$13,569.78	9	64.29%
Defense Human Resources Activity	1	1	\$0.00	\$20,000.00	\$0.00	\$0.00	\$20,000.00	\$20,000.00	0	0.00%
Defense Information Systems Agency	2	1	\$0.00	\$25,000.00	\$0.00	\$0.00	\$25,000.00	\$12,500.00	2	100.00%
Defense Intelligence Agency	6	5	\$0.00	\$145,000.00	\$32,500.00	\$95,800.00	\$273,300.00	\$45,550.00	1	16.67%
Defense Joint Task Force National Capital Region Medical	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Defense Logistics Agency	49	26	\$4,753.00	\$379,638.79	\$0.00	\$114,094.46	\$498,486.25	\$10,173.19	32	65.31%
Defense Media Activity	2	1	\$0.00	\$0.00	\$35,000.00	\$19,000.00	\$54,000.00	\$27,000.00	1	50.00%
Defense Missile Defense Agency	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Defense National Geospatial-Intelligence Agency	7	7	\$0.00	\$31,350.00	\$0.00	\$11,300.00	\$42,650.00	\$6,092.86	2	28.57%
Defense National Guard Bureau	6	2	\$0.00	\$551,948.43	\$4,482.95	\$2,580.50	\$559,011.88	\$93,168.65	4	66.67%

Table B-21 FY 2012 Complaint Closures with Benefits

Agency or Department	Number Complaint Closures with Benefits	Number Complaint Closures w/ Monetary Benefits	Total Amount Back Pay / Front Pay	Total Amount Lump Sum Payments	Total Amount Compensatory Damages	Total Amount Attorney's Fees and Costs	Total Amount All Monetary Benefits	Average Monetary Benefits Per Complaint Closures With Benefits	Number Complaint Closures with Non- Monetary Benefits	% Complaint Closures with Non-Monetary Benefits
Defense National Security Agency	4	4	\$0.00	\$20,000.00	\$0.00	\$8,100.00	\$28,100.00	\$7,025.00	1	25.00%
Defense Nuclear Facilities Safety Board	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Defense Office of the Inspector General	2	2	\$0.00	\$90,000.00	\$7,500.00	\$0.00	\$97,500.00	\$48,750.00	0	0.00%
Defense Office of the Secretary - Wash. Hqtrs. Services	12	8	\$0.00	\$135,500.00	\$0.00	\$152,618.75	\$288,118.75	\$24,009.90	10	83.33%
Defense Security Service	1	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	1	100.00%
Defense Technical Information Center	1	1	\$0.00	\$3,650.64	\$0.00	\$0.00	\$3,650.64	\$3,650.64	0	0.00%
Defense Threat Reduction Agency	4	3	\$0.00	\$41,000.00	\$0.00	\$80,000.00	\$121,000.00	\$30,250.00	4	100.00%
Defense TRICARE Management Activity	1	1	\$0.00	\$35,000.00	\$0.00	\$0.00	\$35,000.00	\$35,000.00	1	100.00%
Defense Uniformed Services University	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Department of Agriculture	181	138	\$25,029.91	\$1,466,933.17	\$281,950.00	\$1,120,659.76	\$2,894,572.84	\$15,992.12	139	76.80%
Department of Commerce	81	61	\$197,480.67	\$455,172.01	\$89,000.00	\$313,085.19	\$1,054,737.87	\$13,021.46	62	76.54%
Department of Defense Education Activity	23	17	\$0.00	\$177,804.24	\$0.00	\$212,800.00	\$390,604.24	\$16,982.79	15	65.22%
Department of Education	10	6	\$0.00	\$2,200.00	\$0.00	\$34,600.00	\$36,800.00	\$3,680.00	8	80.00%
Department of Energy	29	23	\$98,367.00	\$566,500.00	\$0.00	\$254,242.55	\$919,109.55	\$31,693.43	18	62.07%
Department of Health and Human Services	160	115	\$132,918.53	\$1,408,654.86	\$303,000.00	\$1,045,493.68	\$2,890,067.07	\$18,062.92	124	77.50%
Department of Homeland Security	254	133	\$235,228.56	\$1,493,440.80	\$461,435.14	\$842,332.48	\$3,032,436.98	\$11,938.73	207	81.50%
Department of Housing and Urban Development	23	20	\$35,001.00	\$291,153.00	\$105,960.08	\$137,128.00	\$569,242.08	\$24,749.66	19	82.61%
Department of Justice	162	107	\$71,854.36	\$1,538,126.40	\$243,500.00	\$356,864.93	\$2,210,345.69	\$13,644.11	114	70.37%
Department of Labor	49	35	\$33,916.43	\$348,242.48	\$1,700.00	\$151,854.02	\$535,712.93	\$10,932.92	32	65.31%
Department of State	29	15	\$0.00	\$340,261.89	\$0.00	\$233,604.00	\$573,865.89	\$19,788.48	20	68.97%
Department of the Air Force	181	99	\$31,102.13	\$1,075,161.52	\$306,600.00	\$662,242.37	\$2,075,106.02	\$11,464.67	98	54.14%
Department of the Army	483	244	\$317,827.61	\$2,328,722.40	\$716,721.21	\$1,175,548.05	\$4,538,819.27	\$9,397.14	387	80.12%
Department of the Interior	110	75	\$14,681.00	\$833,239.40	\$37,967.53	\$190,232.84	\$1,076,120.77	\$9,782.92	74	67.27%
Department of the Navy	430	303	\$197,804.00	\$1,661,145.00	\$614,371.00	\$1,427,605.00	\$3,900,925.00	\$9,071.92	206	47.91%
Department of the Treasury	102	61	\$8,506.00	\$209,155.00	\$315,137.00	\$259,679.00	\$792,477.00	\$7,769.38	93	91.18%
Department of Transportation	96	68	\$58,588.51	\$331,478.17	\$87,000.00	\$458,977.34	\$936,044.02	\$9,750.46	75	78.13%
Department of Veterans Affairs	559	308	\$41,596.33	\$5,824,770.09	\$1,258,648.30	\$1,592,937.10	\$8,717,951.82	\$15,595.62	360	64.40%
Election Assistance Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Environmental Protection Agency	13	9	\$0.00	\$22,892.00	\$15,000.00	\$598,000.00	\$635,892.00	\$48,914.77	10	76.92%
Equal Employment Opportunity Commission	6	4	\$0.00	\$13,500.00	\$0.00	\$6,150.00	\$19,650.00	\$3,275.00	4	66.67%
Export-Import Bank of the US	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Farm Credit Administration	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Farm Credit System Insurance Corporation	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Federal Communications Commission	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Federal Deposit Insurance Corporation	14	8	\$9,912.02	\$316,843.98	\$0.00	\$16,500.00	\$343,256.00	\$24,518.29	14	100.00%
Federal Election Commission	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Federal Energy Regulatory Commission	1	1	\$0.00	\$25,000.00	\$0.00	\$0.00	\$25,000.00	\$25,000.00	0	0.00%
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	5	4	\$15,785.00	\$144,425.00	\$0.00	\$31,000.00	\$191,210.00	\$38,242.00	4	80.00%

Table B-21 FY 2012 Complaint Closures with Benefits

Agency or Department	Number Complaint Closures with Benefits	Number Complaint Closures w/ Monetary Benefits	Total Amount Back Pay / Front Pay	Total Amount Lump Sum Payments	Total Amount Compensatory Damages	Total Amount Attorney's Fees and Costs	Total Amount All Monetary Benefits	Average Monetary Benefits Per Complaint Closures With Benefits	Number Complaint Closures with Non- Monetary Benefits	% Complaint Closures with Non-Monetary Benefits
Federal Labor Relations Authority	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Federal Maritime Commission	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Federal Mediation and Conciliation Service	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Federal Mine Safety & 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	2	2	\$0.00	\$67,012.50	\$0.00	\$7,500.00	\$74,512.50	\$37,256.25	0	0.00%
Federal Retirement Thrift Investment Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Trade Commission	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
General Services Administration	18	13	\$79,699.84	\$114,800.00	\$4,336.00	\$80,534.23	\$279,370.07	\$15,520.56	13	72.22%
Government Printing Office	10	7	\$0.00	\$50,000.00	\$0.00	\$105,200.00	\$155,200.00	\$15,520.00	3	30.00%
Harry S. Truman Scholarship Foundation	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Holocaust Memorial Museum U.S.	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Institute of Museum and Library Services	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Inter-American Foundation	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
International Boundary and Water Commission	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
International Joint Commission: US and Canada	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	1	1	\$0.00	\$29,840.00	\$0.00	\$10,000.00	\$39,840.00	\$39,840.00	1	100.00%
James Madison Memorial Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Japan-United States Friendship Commission	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
John F. Kennedy Center for the Performing Arts	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Marine Mammal Commission	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Merit Systems Protection Board	1	1	\$0.00	\$5,000.00	\$0.00	\$0.00	\$5,000.00	\$5,000.00	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	7	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	7	100.00%
National Archives and Records Administration	3	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	3	100.00%
National Capital Planning Commission	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
National Council on Disability	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
National Credit Union Administration	6	5	\$131,277.44	\$67,500.00	\$0.00	\$11,000.00	\$209,777.44	\$34,962.91	3	50.00%
National Endowment for the Arts	2	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	2	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 Foundation on the Arts & the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	2	2	\$0.00	\$27,000.00	\$0.00	\$1,000.00	\$28,000.00	\$14,000.00	2	100.00%
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	4	3	\$0.00	\$7,985.00	\$0.00	\$44,000.00	\$51,985.00	\$12,996.25	1	25.00%
National Mediation Board	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
National Reconnaissance Office	1	1	\$0.00	\$80,000.00	\$0.00	\$0.00	\$80,000.00	\$80,000.00	1	100.00%
National Science Foundation	6	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	6	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%

Table B-21 FY 2012 Complaint Closures with Benefits

Agency or Department	Number Complaint Closures with Benefits	Number Complaint Closures w/ Monetary Benefits	Total Amount Back Pay / Front Pay	Total Amount Lump Sum Payments	Total Amount Compensatory Damages	Total Amount Attorney's Fees and Costs	Total Amount All Monetary Benefits	Average Monetary Benefits Per Complaint Closures With Benefits	Number Complaint Closures with Non- Monetary Benefits	% Complaint Closures with Non-Monetary Benefits
Nuclear Regulatory Commission	11	7	\$0.00	\$129,211.00	\$0.00	\$68,200.00	\$197,411.00	\$17,946.45	7	63.64%
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety & Health Review Commission	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Office of Government Ethics	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Office of Personnel Management	3	3	\$22,000.00	\$20,000.00	\$0.00	\$2,000.00	\$44,000.00	\$14,666.67	3	100.00%
Office of Special Counsel	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Office of the Director of National Intelligence	2	2	\$0.00	\$80,000.00	\$0.00	\$10,400.00	\$90,400.00	\$45,200.00	2	100.00%
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	2	2	\$0.00	\$0.00	\$1,500.00	\$11,067.56	\$12,567.56	\$6,283.78	1	50.00%
Postal Regulatory Commission	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Presidio Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	1	1	\$0.00	\$3,500.00	\$0.00	\$0.00	\$3,500.00	\$3,500.00	0	0.00%
Securities and Exchange Commission	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Selective Service System	2	2	\$0.00	\$0.00	\$0.00	\$60,000.00	\$60,000.00	\$30,000.00	1	50.00%
Small Business Administration	11	6	\$0.00	\$74,000.00	\$25,000.00	\$91,200.00	\$190,200.00	\$17,290.91	9	81.82%
Smithsonian Institution	3	3	\$0.00	\$255,260.00	\$0.00	\$0.00	\$255,260.00	\$85,086.67	3	100.00%
Social Security Administration	54	26	\$1,817.65	\$693,390.65	\$8,500.00	\$256,281.86	\$959,990.16	\$17,777.60	47	87.04%
Tennessee Valley Authority	13	12	\$0.00	\$136,580.00	\$37,500.00	\$10,500.00	\$184,580.00	\$14,198.46	10	76.92%
Trade and Development Agency	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
U.S. Postal Service	862	663	\$960,119.93	\$502,055.00	\$3,346,413.61	\$1,386,657.69	\$6,195,246.23	\$7,187.06	448	51.97%
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Level Subtotal	4,021	2,610	\$2,586,489.87	\$22,998,170.58	\$8,414,311.82	\$12,606,790.53	\$46,605,762.80	\$11,590.59	2,615	65.03%
Midsized Agencies Subtotal	139	82	\$113,429.51	\$1,658,766.63	\$90,336.00	\$1,070,016.09	\$2,932,548.23	\$21,097.47	119	85.61%
Small Agencies Subtotal	95	64	\$170,262.44	\$922,473.50	\$269,909.77	\$490,872.73	\$1,853,518.44	\$19,510.72	55	57.89%
Micro Agencies Subtotal	2	2	\$0.00	\$27,010.74	\$0.00	\$24,489.26	\$51,500.00	\$25,750.00	0	0.00%
Government-wide	4,257	2,758	\$2,870,181.82	\$25,606,421.45	\$8,774,557.59	\$14,192,168.61	\$51,443,329.47	\$12,084.41	2,789	65.52%

NRF = No Report Filed

Table B-22 FY 2012 Complaint Closures By Statute

Agency or Department	Total Complaint Closures	Title VII	ADEA	Rehabilitation Act	EPA	GINA	Total by Statute
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Foundation	3	3	0	0	0	0	3
Agency for International Development	16	15	7	3	0	0	25
American Battle Monuments Commission	0	0	0	0	0	0	0
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural and Transportation Barriers Compliance Board	0	0	0	0	0	0	0
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	4	4	0	0	0	0	4
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	14	14	3	0	0	0	17
Central Intelligence Agency	39	29	8	8	0	1	47
Chemical Safety and Hazard Investigation Board	0	0	0	0	0	0	0
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission of Fine Arts	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission on Civil Rights	0	0	0	0	0	0	0
Committee for Purchase from People Who Are Blind or Severely Disabled	0	0	0	0	0	0	0
Commodity Futures Trading Commission	2	2	1	0	0	0	3
Consumer Financial Protection Bureau	7	3	7	0	0	0	10
Consumer Product Safety Commission	2	2	0	1	0	0	3
Corporation for National and Community Service	3	3	1	0	0	0	4
Court Services and Offender Supervision Agency for the District of Columbia	15	12	3	2	0	0	17
Defense Army and Air Force Exchange	89	69	25	31	0	0	125
Defense Commissary Agency	120	103	30	33	0	0	166
Defense Contract Audit Agency	32	23	5	4	0	0	32
Defense Contract Management Agency	38	32	13	10	0	0	55
Defense Finance and Accounting Service	39	34	16	15	0	0	65
Defense Human Resources Activity	5	5	0	1	0	0	6
Defense Information Systems Agency	8	6	1	2	0	0	9
Defense Intelligence Agency	34	33	8	5	0	0	46

Table B-22 FY 2012 Complaint Closures By Statute

Agency or Department	Total Complaint Closures	Title VII	ADEA	Rehabilitation Act	EPA	GINA	Total by Statute
Defense Joint Task Force National Capital Region Medical	7	6	1	0	1	0	8
Defense Logistics Agency	136	118	52	37	0	0	208
Defense Media Activity	3	2	1	1	0	0	4
Defense Missile Defense Agency	0	0	0	0	0	0	0
Defense National Geospatial-Intelligence Agency	20	20	2	0	0	0	22
Defense National Guard Bureau	33	31	4	0	0	0	35
Defense National Security Agency	17	15	5	3	0	1	24
Defense Nuclear Facilities Safety Board	0	0	0	0	0	0	0
Defense Office of the Inspector General	3	3	1	0	0	0	4
Defense Office of the Secretary - Wash. Hqtrs. Services	45	40	10	9	1	0	60
Defense Security Service	6	3	1	2	0	0	6
Defense Technical Information Center	1	1	0	0	0	0	1
Defense Threat Reduction Agency	8	8	0	0	0	0	8
Defense TRICARE Management Activity	7	7	1	2	0	0	10
Defense Uniformed Services University	0	0	0	0	0	0	0
Department of Agriculture	453	380	147	91	2	2	622
Department of Commerce	432	346	165	96	1	0	608
Department of Defense Education Activity	55	45	20	9	0	0	74
Department of Education	46	41	17	11	2	0	71
Department of Energy	63	51	20	12	2	0	85
Department of Health and Human Services	409	350	143	108	11	0	612
Department of Homeland Security	1,097	910	352	247	2	1	1,513
Department of Housing and Urban Development	73	72	35	12	0	0	119
Department of Justice	857	767	221	170	5	4	1,167
Department of Labor	134	121	45	31	2	0	199
Department of State	110	72	28	26	0	0	126
Department of the Air Force	500	417	140	143	3	0	703
Department of the Army	1,116	946	264	273	4	1	1,489
Department of the Interior	307	249	114	78	1	1	444
Department of the Navy	904	780	182	160	6	1	1,129
Department of the Treasury	407	326	115	111	1	1	556

Table B-22 FY 2012 Complaint Closures By Statute

Agency or Department	Total Complaint Closures	Title VII	ADEA	Rehabilitation Act	EPA	GINA	Total by Statute
Department of Transportation	335	289	102	81	6	0	479
Department of Veterans Affairs	2,123	1,203	558	610	13	1	2,387
Election Assistance Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Environmental Protection Agency	49	44	22	10	2	0	78
Equal Employment Opportunity Commission	20	17	4	10	0	0	31
Export-Import Bank of the US	1	0	1	0	0	0	1
Farm Credit Administration	0	0	0	0	0	0	0
Farm Credit System Insurance Corporation	0	0	0	0	0	0	0
Federal Communications Commission	2	8	0	0	0	0	8
Federal Deposit Insurance Corporation	42	39	18	5	0	0	62
Federal Election Commission	0	0	0	0	0	0	0
Federal Energy Regulatory Commission	10	6	1	3	0	0	10
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	6	5	4	1	1	0	11
Federal Labor Relations Authority	0	0	0	0	0	0	0
Federal Maritime Commission	0	0	0	0	0	0	0
Federal Mediation and Conciliation Service	2	0	2	0	0	0	2
Federal Mine Safety & Health Review Commission	0	0	0	0	0	0	0
Federal Reserve System--Board of Governors	6	5	3	0	0	0	8
Federal Retirement Thrift Investment Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Trade Commission	1	1	0	0	0	0	1
General Services Administration	85	69	39	21	0	0	129
Government Printing Office	29	28	6	2	0	0	36
Harry S. Truman Scholarship Foundation	0	0	0	0	0	0	0
Holocaust Memorial Museum U.S.	0	0	0	0	0	0	0
Institute of Museum and Library Services	0	0	0	0	0	0	0
Inter-American Foundation	0	0	0	0	0	0	0
International Boundary and Water Commission	0	0	0	0	0	0	0
International Joint Commission: US and Canada	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	1	1	1	0	0	0	2
James Madison Memorial Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Japan-United States Friendship Commission	0	0	0	0	0	0	0
John F. Kennedy Center for the Performing Arts	0	0	0	0	0	0	0

Table B-22 FY 2012 Complaint Closures By Statute

Agency or Department	Total Complaint Closures	Title VII	ADEA	Rehabilitation Act	EPA	GINA	Total by Statute
Marine Mammal Commission	0	0	0	0	0	0	0
Merit Systems Protection Board	1	1	1	1	0	0	3
Millennium Challenge Corporation	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
National Aeronautics and Space Administration	38	35	9	11	2	0	57
National Archives and Records Administration	11	6	3	2	0	0	11
National Capital Planning Commission	0	0	0	0	0	0	0
National Council on Disability	0	0	0	0	0	0	0
National Credit Union Administration	7	5	3	4	0	0	12
National Endowment for the Arts	3	3	0	0	0	0	3
National Endowment for the Humanities	0	0	0	0	0	0	0
National Foundation on the Arts& the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	6	5	2	1	0	0	8
National Indian Gaming Commission	1	1	1	0	0	0	2
National Labor Relations Board	8	6	2	5	0	0	13
National Mediation Board	0	0	0	0	0	0	0
National Reconnaissance Office	7	7	2	2	0	0	11
National Science Foundation	6	6	2	2	0	0	10
National Transportation Safety Board	2	2	2	0	0	0	4
Navajo and Hopi Indian Relocation Commission	0	0	0	0	0	0	0
Nuclear Regulatory Commission	16	11	7	7	0	0	25
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety &Health Review Commission	0	0	0	0	0	0	0
Office of Government Ethics	2	2	0	0	0	0	2
Office of Personnel Management	28	20	10	8	0	0	38
Office of Special Counsel	0	0	0	0	0	0	0
Office of the Director of National Intelligence	4	2	1	1	0	0	4
Overseas Private Investment Corporation	0	0	0	0	0	0	0
Peace Corps	4	4	1	0	0	0	5
Pension Benefit Guaranty Corporation	20	19	8	2	0	0	29
Postal Regulatory Commission	0	0	0	0	0	0	0
Presidio Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF

Table B-22 FY 2012 Complaint Closures By Statute

Agency or Department	Total Complaint Closures	Title VII	ADEA	Rehabilitation Act	EPA	GINA	Total by Statute
Railroad Retirement Board	1	1	0	0	0	0	1
Securities and Exchange Commission	4	4	3	2	0	0	9
Selective Service System	2	2	0	0	0	0	2
Small Business Administration	38	32	17	13	0	0	62
Smithsonian Institution	15	14	4	5	2	0	26
Social Security Administration	414	334	173	119	0	1	627
Tennessee Valley Authority	58	44	20	10	0	0	74
Trade and Development Agency	0	0	0	0	0	0	0
U.S. Postal Service	4,579	3,817	1,586	1,701	0	30	7,146
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Level Subtotal	14,651	11,741	4,430	4,125	63	43	20,423
Midsize Agencies Subtotal	774	634	319	202	6	1	1,163
Small Agencies Subtotal	276	237	83	59	1	1	382
Micro Agencies Subtotal	5	5	0	0	0	0	5
Government-wide	15,706	12,617	4,832	4,386	70	45	21,973

NRF = No Report Filed

Table B-23 FY 2012 Summary of Pending Complaints By Category

Agency or Department	Pending End of Period			Pending Acknowledgment			Pending Investigation			Pending Hearing			Pending Final Agency Action		
	Number	Total Days	Average Days	Number	Total Days	Average Days	Number	Total Days	Average Days	Number	Total Days	Average Days	Number	Total Days	Average Days
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Foundation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Agency for International Development	26	13,229	508.81	0	0	0	6	1,212	202	15	9,165	611	5	2,852	570.4
American Battle Monuments Commission	1	120	120	0	0	0	1	120	120	0	0	0	0	0	0
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural and Transportation Barriers Compliance Board	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	5	689	137.8	0	0	0	5	689	137.8	0	0	0	0	0	0
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	11	5,316	483.27	0	0	0	4	278	69.5	6	4,985	830.83	1	53	53
Central Intelligence Agency	48	33,581	699.6	1	33	33	20	5,406	270.3	26	27,122	1,043.15	1	1,020	1,020.00
Chemical Safety and Hazard Investigation Board	1	45	45	0	0	0	1	45	45	0	0	0	0	0	0
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission of Fine Arts	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission on Civil Rights	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Committee for Purchase from People Who Are Blind or Severely Disabled	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Commodity Futures Trading Commission	2	277	138.5	1	1	1	0	0	0	0	0	0	1	276	276
Consumer Financial Protection Bureau	4	301	75.25	2	94	47	2	207	103.5	0	0	0	0	0	0
Consumer Product Safety Commission	4	1,574	393.5	0	0	0	2	248	124	2	1,326	663	0	0	0
Corporation for National and Community Service	7	1,205	172.14	0	0	0	2	10	5	4	1,192	298	1	3	3
Court Services and Offender Supervision Agency for the District of Columbia	14	7,156	511.14	0	0	0	3	468	156	11	6,688	608	0	0	0
Defense Army and Air Force Exchange	88	21,696	246.55	7	424	60.57	48	5,876	122.42	29	14,251	491.41	4	1,145	286.25
Defense Commissary Agency	151	52,335	346.59	0	0	0	70	10,623	151.76	50	31,726	634.52	17	9,051	532.41
Defense Contract Audit Agency	28	8,082	288.64	2	66	33	14	2,319	165.64	8	5,329	666.13	1	354	354
Defense Contract Management Agency	48	14,487	301.81	3	0	0	19	3,694	194.42	17	7,940	467.06	9	2,853	317
Defense Finance and Accounting Service	44	14,657	333.11	0	0	0	21	2,895	137.86	18	10,696	594.22	4	1,061	265.25
Defense Human Resources Activity	6	496	82.67	4	337	84.25	2	159	79.5	0	0	0	0	0	0
Defense Information Systems Agency	49	27,272	556.57	4	599	149.75	13	2,364	181.85	24	15,404	641.83	8	8,905	1,113.13
Defense Intelligence Agency	59	28,141	476.97	12	453	37.75	18	3,970	220.56	24	21,271	886.29	5	2,447	489.4
Defense Joint Task Force National Capital Region Medical	27	4,286	158.74	7	210	30	19	3,673	193.32	1	403	403	0	0	0
Defense Logistics Agency	134	39,735	296.53	8	200	25	67	8,605	128.43	46	27,447	596.67	11	3,466	315.09
Defense Media Activity	3	1,909	636.33	0	0	0	1	32	32	1	1,197	1,197.00	1	680	680
Defense Missile Defense Agency	9	3,339	371	0	0	0	3	560	186.67	6	2,779	463.17	0	0	0
Defense National Geospatial-Intelligence Agency	34	10,016	294.59	0	0	0	9	1,240	137.78	22	8,628	392.18	3	148	49.33
Defense National Guard Bureau	36	12,859	357.19	16	3,985	249.06	8	1,292	161.5	2	1,150	575	9	6,407	711.89
Defense National Security Agency	50	26,683	533.66	2	207	103.5	14	2,249	160.64	34	24,227	712.56	0	0	0
Defense Nuclear Facilities Safety Board	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Defense Office of the Inspector General	8	2,471	308.88	0	0	0	3	433	144.33	3	1,751	583.67	1	285	285

Table B-23 FY 2012 Summary of Pending Complaints By Category

Agency or Department	Pending End of Period			Pending Acknowledgment			Pending Investigation			Pending Hearing			Pending Final Agency Action		
	Number	Total Days	Average Days	Number	Total Days	Average Days	Number	Total Days	Average Days	Number	Total Days	Average Days	Number	Total Days	Average Days
Defense Office of the Secretary - Wash. Hqtrs. Services	64	30,955	483.67	12	549	45.75	14	3,071	219.36	28	19,398	692.79	9	7,919	879.89
Defense Security Service	12	2,740	228.33	0	0	0	6	1,080	180	3	1,504	501.33	3	156	52
Defense Technical Information Center	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Defense Threat Reduction Agency	17	7,564	444.94	0	128	128	6	847	141.17	11	6,589	599	0	0	0
Defense TRICARE Management Activity	10	2,442	244.2	2	121	60.5	6	1,519	253.17	2	802	401	0	0	0
Defense Uniformed Services University	5	2,005	401	0	0	0	4	1,225	306.25	1	780	780	0	0	0
Department of Agriculture	937	574,555	613.19	71	8,283	116.66	250	67,730	270.92	455	373,457	820.78	153	124,634	814.6
Department of Commerce	469	223,485	476.51	12	256	21.33	96	12,395	129.11	174	111,780	642.41	182	99,020	544.07
Department of Defense Education Activity	94	28,311	301.18	8	287	35.88	19	2,068	108.84	40	20,657	516.43	19	5,264	277.05
Department of Education	51	22,390	439.02	3	13	4.33	15	1,890	126	31	19,794	638.52	2	693	346.5
Department of Energy	96	31,199	324.99	20	3,387	169.35	28	4,180	149.29	33	15,787	478.39	14	7,828	559.14
Department of Health and Human Services	502	208,380	415.1	37	2,872	77.62	94	11,442	121.72	289	174,089	602.38	68	19,669	289.25
Department of Homeland Security	1,980	934,552	472	179	23,423	130.85	476	99,742	209.54	979	642,063	655.84	322	168,968	524.75
Department of Housing and Urban Development	148	83,970	567.36	5	115	23	36	5,715	158.75	91	72,246	793.91	16	5,894	368.38
Department of Justice	1,454	807,363	555.27	127	50,586	398.31	251	48,972	195.11	624	478,301	766.51	372	185,090	497.55
Department of Labor	155	58,666	378.49	25	1,454	58.16	41	6,891	168.07	76	47,468	624.58	7	2,762	394.57
Department of State	213	100,309	470.93	24	4,237	176.54	63	11,596	184.06	90	66,094	734.38	36	18,382	510.61
Department of the Air Force	702	302,080	430.31	23	1,142	49.65	292	54,812	187.71	243	172,633	710.42	143	73,427	513.48
Department of the Army	1,308	490,945	375.34	84	4,663	55.51	606	102,482	169.11	500	336,533	673.07	105	46,662	444.4
Department of the Interior	545	350,147	642.47	66	6,180	93.64	151	32,202	213.26	234	252,272	1,078.09	84	59,011	702.51
Department of the Navy	1,026	417,970	407.38	60	2,079	34.65	468	107,041	228.72	394	271,050	687.94	103	37,782	366.82
Department of the Treasury	543	225,679	415.62	37	1,134	30.65	182	25,121	138.03	281	178,621	635.66	38	20,788	547.05
Department of Transportation	582	429,010	737.13	85	13,777	162.08	96	10,057	104.76	329	373,651	1,135.72	69	31,503	456.57
Department of Veterans Affairs	3,116	1,305,599	419	233	6,539	28.06	898	119,480	133.05	1,548	902,856	583.24	435	276,709	636.11
Election Assistance Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Environmental Protection Agency	150	57,293	381.95	20	1,516	75.8	39	7,597	194.79	46	31,712	689.39	43	16,370	380.7
Equal Employment Opportunity Commission	27	8,071	298.93	4	214	53.5	4	399	99.75	8	5,189	648.63	6	2,185	364.17
Export-Import Bank of the US	1	2	2	0	0	0	0	0	0	0	0	0	0	0	0
Farm Credit Administration	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Farm Credit System Insurance Corporation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Federal Communications Commission	12	1,145	95.42	3	55	18.33	2	35	17.5	5	1,020	204	0	0	0
Federal Deposit Insurance Corporation	49	14,741	300.84	3	107	35.67	23	3,079	133.87	18	9,745	541.39	3	1,791	597
Federal Election Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Federal Energy Regulatory Commission	3	390	130	1	30	30	2	360	180	0	0	0	0	0	0
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	9	2,890	321.11	2	171	85.5	3	704	234.67	2	556	278	2	1,459	729.5
Federal Labor Relations Authority	1	296	296	0	0	0	0	0	0	0	0	0	1	296	296
Federal Maritime Commission	2	360	180	0	0	0	2	360	180	0	0	0	0	0	0
Federal Mediation and Conciliation Service	2	362	181	0	0	0	2	362	181	0	0	0	0	0	0
Federal Mine Safety & Health Review Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Federal Reserve System--Board of Governors	23	10,984	477.57	6	2,676	446	5	831	166.2	6	4,692	782	6	2,785	464.17
Federal Retirement Thrift Investment Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Trade Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Table B-23 FY 2012 Summary of Pending Complaints By Category

Agency or Department	Pending End of Period			Pending Acknowledgment			Pending Investigation			Pending Hearing			Pending Final Agency Action		
	Number	Total Days	Average Days	Number	Total Days	Average Days	Number	Total Days	Average Days	Number	Total Days	Average Days	Number	Total Days	Average Days
General Services Administration	152	68,909	453.35	0	0	0	44	8,106	184.23	87	56,100	644.83	12	4,092	341
Government Printing Office	88	56,123	637.76	5	485	97	15	3,677	245.13	62	49,995	806.37	6	1,966	327.67
Harry S. Truman Scholarship Foundation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Holocaust Memorial Museum U.S.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Institute of Museum and Library Services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Inter-American Foundation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
International Boundary and Water Commission	2	615	307.5	0	0	0	0	0	0	2	615	307.5	0	0	0
International Joint Commission: US and Canada	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	1	334	334	0	0	0	0	0	0	1	334	334	0	0	0
James Madison Memorial Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Japan-United States Friendship Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
John F. Kennedy Center for the Performing Arts	1	245	245	0	0	0	0	0	0	1	245	245	0	0	0
Marine Mammal Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Merit Systems Protection Board	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Millennium Challenge Corporation	5	3,329	665.8	0	0	0	0	0	0	5	3,329	665.8	0	0	0
Morris K. Udall Scholarship and Excellence in National Environmental Policy Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	46	18,576	403.83	7	577	82.43	9	1,495	166.11	17	11,574	680.82	12	4,917	409.75
National Archives and Records Administration	6	4,750	791.67	0	0	0	2	160	80	4	4,590	1,147.50	0	0	0
National Capital Planning Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
National Council on Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
National Credit Union Administration	4	1,651	412.75	0	0	0	1	109	109	2	1,259	629.5	1	283	283
National Endowment for the Arts	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
National Endowment for the Humanities	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
National Foundation on the Arts & the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	2	1,233	616.5	1	39	39	0	0	0	0	0	0	1	1,194	1,194.00
National Indian Gaming Commission	1	387	387	0	0	0	0	0	0	1	387	387	0	0	0
National Labor Relations Board	7	2,422	346	0	0	0	4	480	120	3	1,942	647.33	0	0	0
National Mediation Board	2	934	467	0	0	0	0	0	0	2	934	467	0	0	0
National Reconnaissance Office	3	3,049	1,016.33	0	0	0	1	10	10	1	1,599	1,599.00	1	1,440	1,440.00
National Science Foundation	17	2,750	161.76	0	0	0	8	974	121.75	6	1,530	255	3	246	82
National Transportation Safety Board	1	101	101	0	0	0	1	101	101	0	0	0	0	0	0
Navajo and Hopi Indian Relocation Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Nuclear Regulatory Commission	14	4,047	289.07	2	97	48.5	6	1,243	207.17	3	1,786	595.33	3	921	307
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety & Health Review Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Office of Government Ethics	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Office of Personnel Management	55	26,369	479.44	3	526	175.33	18	1,377	76.5	24	21,001	875.04	10	3,465	346.5
Office of Special Counsel	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Office of the Director of National Intelligence	5	654	130.8	3	29	9.67	1	286	286	1	339	339	0	0	0
Overseas Private Investment Corporation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Peace Corps	4	1,326	331.5	0	0	0	1	49	49	2	310	155	1	967	967
Pension Benefit Guaranty Corporation	14	7,414	529.57	0	0	0	6	900	150	8	6,514	814.25	0	0	0
Postal Regulatory Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Table B-23 FY 2012 Summary of Pending Complaints By Category

Agency or Department	Pending End of Period			Pending Acknowledgment			Pending Investigation			Pending Hearing			Pending Final Agency Action		
	Number	Total Days	Average Days	Number	Total Days	Average Days	Number	Total Days	Average Days	Number	Total Days	Average Days	Number	Total Days	Average Days
Presidio Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	6	2,305	384.17	0	0	0	1	195	195	5	2,110	422	0	0	0
Securities and Exchange Commission	25	7,761	310.44	3	192	64	12	1,830	152.5	5	4,260	852	5	1,479	295.8
Selective Service System	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Small Business Administration	56	33,034	589.89	1	4	4	18	3,042	169	30	27,468	915.6	6	2,270	378.33
Smithsonian Institution	13	4,366	335.85	1	23	23	6	484	80.67	6	3,859	643.17	0	0	0
Social Security Administration	862	453,374	525.96	101	5,984	59.25	172	32,527	189.11	397	327,951	826.07	174	86,723	498.41
Tennessee Valley Authority	56	22,910	409.11	4	56	14	18	1,551	86.17	20	13,615	680.75	10	7,042	704.2
Trade and Development Agency	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
U.S. Postal Service	3,874	1,299,901	335.54	1	17	17	949	84,568	89.11	2,264	1,160,501	512.59	298	48,953	164.27
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Level Subtotal	18,677	8,208,681	439.51	1,179	137,723	116.81	5,376	866,110	161.11	9,005	5,873,125	652.21	2,551	1,277,916	500.95
Midsized Agencies Subtotal	1,443	699,873	485.01	142	8,887	62.58	349	59,465	170.39	645	503,025	779.88	270	126,670	469.15
Small Agencies Subtotal	403	188,023	466.56	32	4,022	125.69	121	21,376	176.66	197	143,079	726.29	45	19,425	431.67
Micro Agencies Subtotal	4	1,099	274.75	0	0	0	2	165	82.5	2	934	467	0	0	0
Government-wide	20,527	9,097,676	443.21	1,353	150,632	111.33	5,848	947,116	161.96	9,849	6,520,163	662.01	2,866	1,424,011	496.86

NRF = No Report Filed

Table B-24 FY 2012 Agency Staff Resources

Agency or Department	Agency Counselors							Agency Investigators							Agency Counselors/Investigators						
	Full Time			Part Time		Collateral Duty		Full Time			Part Time		Collateral Duty		Full Time			Part Time		Collateral Duty	
	Total	Number	%	Number	%	Number	%	Total	Number	%	Number	%	Number	%	Total	Number	%	Number	%	Number	%
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Foundation	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Agency for International Development	37	0	0.00%	0	0.00%	37	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	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%
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	4	0	0.00%	0	0.00%	4	100.00%	0	0	0.00%	0	0.00%	0	0.00%	4	0	0.00%	0	0.00%	4	100.00%
Central Intelligence Agency	0	0	0.00%	0	0.00%	0	0.00%	1	0	0.00%	0	0.00%	1	100.00%	12	12	100.00%	0	0.00%	0	0.00%
Chemical Safety and Hazard Investigation Board	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission of Fine Arts	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission on Civil Rights	1	0	0.00%	0	0.00%	1	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Committee for Purchase from People Who Are Blind or Severely Disabled	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Commodity Futures Trading Commission	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%
Court Services and Offender Supervision Agency for the District of Columbia	15	2	13.33%	0	0.00%	13	86.67%	0	0	0.00%	0	0.00%	0	0.00%	2	2	100.00%	0	0.00%	0	0.00%
Defense Army and Air Force Exchange	248	0	0.00%	0	0.00%	248	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	9	9	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Contract Management Agency	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 Finance and Accounting Service	10	2	20.00%	8	80.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Human Resources Activity	7	0	0.00%	7	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 Information Systems Agency	3	3	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Intelligence 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 Joint Task Force National Capital Region Medical	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 Logistics Agency	44	0	0.00%	16	36.36%	28	63.64%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Media Activity	3	0	0.00%	0	0.00%	3	100.00%	0	0	0.00%	0	0.00%	0	0.00%	1	1	100.00%	0	0.00%	0	0.00%
Defense Missile Defense Agency	2	0	0.00%	1	50.00%	1	50.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense National Geospatial-Intelligence Agency	7	2	28.57%	0	0.00%	5	71.43%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense National Guard Bureau	429	32	7.46%	7	1.63%	390	90.91%	11	1	9.09%	0	0.00%	10	90.91%	26	6	23.08%	4	15.38%	16	61.54%
Defense National Security Agency	1	1	100.00%	0	0.00%	0	0.00%	7	6	85.71%	1	14.29%	0	0.00%	3	3	100.00%	0	0.00%	0	0.00%
Defense Nuclear Facilities Safety Board	3	0	0.00%	0	0.00%	3	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Office of the Inspector General	4	0	0.00%	3	75.00%	1	25.00%	1	1	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Office of the Secretary - Wash. Hqtrs. Services	4	4	100.00%	0	0.00%	0	0.00%	100	100	100.00%	0	0.00%	0	0.00%	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	7	0	0.00%	7	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	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%

Table B-24 FY 2012 Agency Staff Resources

Agency or Department	Agency Counselors							Agency Investigators							Agency Counselors/Investigators						
	Full Time			Part Time		Collateral Duty		Full Time			Part Time		Collateral Duty		Full Time			Part Time		Collateral Duty	
	Total	Number	%	Number	%	Number	%	Total	Number	%	Number	%	Number	%	Total	Number	%	Number	%	Number	%
Defense TRICARE Management Activity	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 Uniformed Services University	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%
Department of Agriculture	41	36	87.80%	0	0.00%	5	12.20%	0	0	0.00%	0	0.00%	0	0.00%	5	5	100.00%	0	0.00%	0	0.00%
Department of Commerce	46	20	43.48%	0	0.00%	26	56.52%	4	1	25.00%	0	0.00%	3	75.00%	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%	7	0	0.00%	7	100.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Department of Education	4	2	50.00%	2	50.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Department of Energy	74	3	4.05%	1	1.35%	70	94.59%	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	15	10.87%	10	7.25%	113	81.88%	0	0	0.00%	0	0.00%	0	0.00%	7	7	100.00%	0	0.00%	0	0.00%
Department of Homeland Security	196	73	37.24%	72	36.73%	51	26.02%	26	22	84.62%	0	0.00%	4	15.38%	0	0	0.00%	0	0.00%	0	0.00%
Department of Housing and Urban Development	4	3	75.00%	0	0.00%	1	25.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Department of Justice	257	30	11.67%	5	1.95%	222	86.38%	44	8	18.18%	0	0.00%	36	81.82%	9	5	55.56%	4	44.44%	0	0.00%
Department of Labor	15	1	6.67%	2	13.33%	12	80.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Department of State	513	0	0.00%	10	1.95%	503	98.05%	4	0	0.00%	4	100.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Department of the Air Force	375	298	79.47%	20	5.33%	57	15.20%	140	140	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Department of the Army	845	0	0.00%	0	0.00%	845	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	165	42	25.45%	4	2.42%	119	72.12%	6	5	83.33%	0	0.00%	1	16.67%	0	0	0.00%	0	0.00%	0	0.00%
Department of the Navy	157	142	90.45%	7	4.46%	8	5.10%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Department of the Treasury	95	33	34.74%	4	4.21%	58	61.05%	21	21	100.00%	0	0.00%	0	0.00%	4	0	0.00%	0	0.00%	4	100.00%
Department of Transportation	79	7	8.86%	0	0.00%	72	91.14%	6	6	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Department of Veterans Affairs	27	27	100.00%	0	0.00%	0	0.00%	51	25	49.02%	26	50.98%	0	0.00%	0	0	0.00%	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	37	16	43.24%	0	0.00%	21	56.76%	0	0	0.00%	0	0.00%	0	0.00%	8	8	100.00%	0	0.00%	0	0.00%
Equal Employment Opportunity Commission	1	1	100.00%	0	0.00%	0	0.00%	1	1	100.00%	0	0.00%	0	0.00%	1	1	100.00%	0	0.00%	0	0.00%
Export-Import Bank of the US	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Farm Credit Administration	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Farm Credit System Insurance Corporation	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Communications Commission	6	0	0.00%	0	0.00%	6	100.00%	0	0	0.00%	0	0.00%	0	0.00%	6	6	100.00%	0	0.00%	0	0.00%
Federal Deposit Insurance Corporation	6	1	16.67%	0	0.00%	5	83.33%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Election Commission	3	0	0.00%	0	0.00%	3	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Energy Regulatory Commission	5	0	0.00%	0	0.00%	5	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	3	0	0.00%	0	0.00%	3	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Labor Relations Authority	3	0	0.00%	0	0.00%	3	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Maritime Commission	3	1	33.33%	0	0.00%	2	66.67%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Mediation and Conciliation Service	4	0	0.00%	0	0.00%	4	100.00%	1	0	0.00%	0	0.00%	1	100.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Mine Safety & Health Review Commission	1	0	0.00%	0	0.00%	1	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Reserve System--Board of Governors	3	3	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Retirement Thrift Investment Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Trade Commission	9	1	11.11%	0	0.00%	8	88.89%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
General Services Administration	21	0	0.00%	0	0.00%	21	100.00%	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%	3	75.00%	1	25.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Harry S. Truman Scholarship Foundation	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	1	0	0.00%	0	0.00%	1	100.00%
Holocaust Memorial Museum U.S.	5	0	0.00%	0	0.00%	5	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Institute of Museum and Library Services	1	0	0.00%	0	0.00%	1	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Inter-American Foundation	3	3	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
International Boundary and Water Commission	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 Joint Commission: US and Canada	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%

Table B-24 FY 2012 Agency Staff Resources

Agency or Department	Agency Counselors							Agency Investigators							Agency Counselors/Investigators						
	Full Time		Part Time		Collateral Duty			Full Time		Part Time		Collateral Duty			Full Time		Part Time		Collateral Duty		
	Total	Number	%	Number	%	Number	%	Total	Number	%	Number	%	Number	%	Total	Number	%	Number	%	Number	%
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	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%
John F. Kennedy Center for the Performing Arts	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Marine Mammal Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Merit Systems Protection Board	3	0	0.00%	0	0.00%	3	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Millennium Challenge Corporation	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	29	10	34.48%	7	24.14%	12	41.38%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Archives and Records Administration	1	1	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Capital Planning Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Council on Disability	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Credit Union Administration	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%
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 Foundation on the Arts & the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	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%
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	43	0	0.00%	0	0.00%	43	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	2	0	0.00%	0	0.00%	2	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Reconnaissance Office	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	3	3	100.00%	0	0.00%	0	0.00%
National Science Foundation	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Transportation Safety Board	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Navajo and Hopi Indian Relocation Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Nuclear Regulatory Commission	22	0	0.00%	0	0.00%	22	100.00%	0	0	0.00%	0	0.00%	0	0.00%	3	0	0.00%	0	0.00%	3	100.00%
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety & Health Review Commission	1	0	0.00%	0	0.00%	1	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Office of Government Ethics	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Office of Personnel Management	4	0	0.00%	0	0.00%	4	100.00%	0	0	0.00%	0	0.00%	0	0.00%	5	5	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	4	0	0.00%	0	0.00%	4	100.00%	0	0	0.00%	0	0.00%	0	0.00%	2	0	0.00%	0	0.00%	2	100.00%
Overseas Private Investment Corporation	2	0	0.00%	0	0.00%	2	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Peace Corps	11	0	0.00%	0	0.00%	11	100.00%	0	0	0.00%	0	0.00%	0	0.00%	11	0	0.00%	0	0.00%	11	100.00%
Pension Benefit Guaranty Corporation	2	2	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Postal Regulatory Commission	1	0	0.00%	0	0.00%	1	100.00%	1	0	0.00%	0	0.00%	1	100.00%	0	0	0.00%	0	0.00%	0	0.00%
Presidio Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	3	0	0.00%	0	0.00%	3	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Securities and Exchange Commission	9	0	0.00%	0	0.00%	9	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Selective Service System	1	0	0.00%	0	0.00%	1	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Small Business Administration	3	0	0.00%	0	0.00%	3	100.00%	2	0	0.00%	0	0.00%	2	100.00%	0	0	0.00%	0	0.00%	0	0.00%
Smithsonian Institution	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	234	4	1.71%	0	0.00%	230	98.29%	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%	4	1	25.00%	0	0.00%	3	75.00%	0	0	0.00%	0	0.00%	0	0.00%
Trade and Development Agency	2	0	0.00%	0	0.00%	2	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
U.S. Postal Service	112	112	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%

Table B-24 FY 2012 Agency Staff Resources

Agency or Department	Agency Counselors							Agency Investigators							Agency Counselors/Investigators						
		Full Time		Part Time		Collateral Duty			Full Time		Part Time		Collateral Duty			Full Time		Part Time		Collateral Duty	
	Total	Number	%	Number	%	Number	%	Total	Number	%	Number	%	Number	%	Total	Number	%	Number	%	Number	%
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
Cabinet Level Subtotal	3,952	916	23.18%	188	4.76%	2,848	72.06%	428	336	78.50%	38	8.88%	54	12.62%	55	27	49.09%	8	14.55%	20	36.36%
Midsized Agencies Subtotal	357	34	9.52%	7	1.96%	316	88.52%	6	1	16.67%	0	0.00%	5	83.33%	13	13	100.00%	0	0.00%	0	0.00%
Small Agencies Subtotal	266	11	4.14%	3	1.13%	252	94.74%	6	2	33.33%	0	0.00%	4	66.67%	48	28	58.33%	0	0.00%	20	41.67%
Micro Agencies Subtotal	21	4	19.05%	0	0.00%	17	80.95%	1	0	0.00%	0	0.00%	1	100.00%	1	0	0.00%	0	0.00%	1	100.00%
Government-wide	4,596	965	21.00%	198	4.31%	3,433	74.70%	441	339	76.87%	38	8.62%	64	14.51%	117	68	58.12%	8	6.84%	41	35.04%

NRF = No Report Filed

Table B-24a FY 2012 Contract Staff Resources

	Contract Counselors							Contract Investigators							Contract Counselors/Investigators							
Agency or Department	Full Time			Part Time		Collateral Duty		Full Time			Part Time		Collateral Duty		Full Time			Part Time		Collateral Duty		
	Total	Number	%	Number	%	Number	%	Total	Number	%	Number	%	Number	%	Total	Number	%	Number	%	Number	%	
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	
African Development Foundation	1	0	0.00%	1	100.00%	0	0.00%	1	1	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	
Agency for International Development	0	0	0.00%	0	0.00%	0	0.00%	9	0	0.00%	9	100.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	
American Battle Monuments Commission	0	0	0.00%	0	0.00%	0	0.00%	15	0	0.00%	15	100.00%	0	0.00%	3	0	0.00%	3	100.00%	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	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%	
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	
Broadcasting Board of Governors	4	0	0.00%	4	100.00%	0	0.00%	5	0	0.00%	5	100.00%	0	0.00%	9	0	0.00%	9	100.00%	0	0.00%	
Central Intelligence Agency	0	0	0.00%	0	0.00%	0	0.00%	1	0	0.00%	1	100.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	
Chemical Safety and Hazard Investigation Board	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%	
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	
Commission of Fine Arts	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	
Commission on Civil Rights	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	
Committee for Purchase from People Who Are Blind or Severely Disabled	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	1	0	0.00%	1	100.00%	0	0.00%	
Commodity Futures Trading Commission	0	0	0.00%	0	0.00%	0	0.00%	1	1	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	
Consumer 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	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%	
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%	
Court Services and Offender Supervision Agency for the District of Columbia	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	1	1	100.00%	0	0.00%	0	0.00%	
Defense Army and Air Force Exchange	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	
Defense Commissary Agency	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	
Defense Contract Audit Agency	6	0	0.00%	6	100.00%	0	0.00%	6	0	0.00%	6	100.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	
Defense Contract Management Agency	0	0	0.00%	0	0.00%	0	0.00%	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 Human Resources Activity	0	0	0.00%	0	0.00%	0	0.00%	2	0	0.00%	2	100.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	
Defense Information Systems 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 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%	
Defense Joint Task Force National Capital Region Medical	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	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 Media Activity	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	
Defense Missile Defense Agency	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	
Defense National Geospatial-Intelligence Agency	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	
Defense National Guard Bureau	2	0	0.00%	2	100.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	
Defense National Security Agency	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	
Defense Nuclear Facilities Safety Board	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	
Defense Office of the Inspector General	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	
Defense Office of the Secretary - Wash. Hqtrs. Services	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 Security Service	0	0	0.00%	0	0.00%	0	0.00%	5	5	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	
Defense Technical Information Center	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	
Defense Threat Reduction Agency	1	1	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	

Table B-24a FY 2012 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	%
Defense TRICARE Management Activity	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 Uniformed Services University	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Department of Agriculture	12	2	16.67%	10	83.33%	0	0.00%	149	52	34.90%	97	65.10%	0	0.00%	51	6	11.76%	45	88.24%	0	0.00%
Department of Commerce	0	0	0.00%	0	0.00%	0	0.00%	34	0	0.00%	11	32.35%	23	67.65%	0	0	0.00%	0	0.00%	0	0.00%
Department of Defense Education Activity	2	0	0.00%	2	100.00%	0	0.00%	14	0	0.00%	14	100.00%	0	0.00%	2	0	0.00%	2	100.00%	0	0.00%
Department of Education	0	0	0.00%	0	0.00%	0	0.00%	8	8	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Department of Energy	0	0	0.00%	0	0.00%	0	0.00%	25	9	36.00%	16	64.00%	0	0.00%	10	0	0.00%	10	100.00%	0	0.00%
Department of Health and Human Services	103	76	73.79%	0	0.00%	27	26.21%	423	288	68.09%	0	0.00%	135	31.91%	137	96	70.07%	0	0.00%	41	29.93%
Department of Homeland Security	44	43	97.73%	0	0.00%	1	2.27%	216	85	39.35%	110	50.93%	21	9.72%	8	8	100.00%	0	0.00%	0	0.00%
Department of Housing and Urban Development	0	0	0.00%	0	0.00%	0	0.00%	42	19	45.24%	23	54.76%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Department of Justice	0	0	0.00%	0	0.00%	0	0.00%	109	100	91.74%	0	0.00%	9	8.26%	0	0	0.00%	0	0.00%	0	0.00%
Department of Labor	0	0	0.00%	0	0.00%	0	0.00%	38	38	100.00%	0	0.00%	0	0.00%	15	15	100.00%	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%
Department of the Air Force	4	4	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Department of the Army	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%
Department of the Interior	0	0	0.00%	0	0.00%	0	0.00%	55	40	72.73%	15	27.27%	0	0.00%	4	0	0.00%	4	100.00%	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%
Department of the Treasury	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%
Department of Transportation	3	0	0.00%	3	100.00%	0	0.00%	39	39	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Department of Veterans Affairs	37	2	5.41%	28	75.68%	7	18.92%	119	27	22.69%	79	66.39%	13	10.92%	40	8	20.00%	32	80.00%	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	0	0	0.00%	0	0.00%	0	0.00%	12	12	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Equal Employment Opportunity Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Export-Import Bank of the US	1	1	100.00%	0	0.00%	0	0.00%	1	1	100.00%	0	0.00%	0	0.00%	1	1	100.00%	0	0.00%	0	0.00%
Farm Credit Administration	3	3	100.00%	0	0.00%	0	0.00%	10	10	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Farm Credit System Insurance Corporation	3	3	100.00%	0	0.00%	0	0.00%	10	10	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Communications Commission	0	0	0.00%	0	0.00%	0	0.00%	2	2	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Deposit Insurance Corporation	2	2	100.00%	0	0.00%	0	0.00%	15	15	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Election Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Energy Regulatory Commission	1	0	0.00%	0	0.00%	1	100.00%	4	0	0.00%	0	0.00%	4	100.00%	1	0	0.00%	0	0.00%	1	100.00%
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	1	0	0.00%	0	0.00%	1	100.00%	1	0	0.00%	0	0.00%	1	100.00%	5	0	0.00%	5	100.00%	0	0.00%
Federal Labor Relations Authority	0	0	0.00%	0	0.00%	0	0.00%	1	1	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Maritime Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Mediation and Conciliation Service	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Mine Safety & Health Review Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Reserve System--Board of Governors	0	0	0.00%	0	0.00%	0	0.00%	7	7	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Retirement Thrift Investment Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Trade Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
General Services Administration	12	12	100.00%	0	0.00%	0	0.00%	69	69	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Government Printing Office	0	0	0.00%	0	0.00%	0	0.00%	5	5	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Harry S. Truman Scholarship Foundation	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Holocaust Memorial Museum U.S.	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Institute of Museum and Library Services	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Inter-American Foundation	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
International Boundary and Water Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
International Joint Commission: US and Canada	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	2	0	0.00%	0	0.00%	2	100.00%	2	0	0.00%	0	0.00%	2	100.00%	0	0	0.00%	0	0.00%	0	0.00%

Table B-24a FY 2012 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	%
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	2	0	0.00%	0	0.00%	2	100.00%	1	0	0.00%	0	0.00%	1	100.00%	0	0	0.00%	0	0.00%	0	0.00%
Marine Mammal Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Merit Systems Protection Board	0	0	0.00%	0	0.00%	0	0.00%	1	0	0.00%	0	0.00%	1	100.00%	0	0	0.00%	0	0.00%	0	0.00%
Millennium Challenge Corporation	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Morris K. Udall Scholarship and Excellence in National Environmental Policy Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	6	3	50.00%	3	50.00%	0	0.00%	18	12	66.67%	0	0.00%	6	33.33%	1	1	100.00%	0	0.00%	0	0.00%
National Archives and Records Administration	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%
National Capital Planning Commission	1	0	0.00%	1	100.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Council on Disability	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Credit Union Administration	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%
National Endowment for the Arts	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Endowment for the Humanities	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Foundation on the Arts & the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	0	0	0.00%	0	0.00%	0	0.00%	1	1	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Indian Gaming 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%
National Labor Relations Board	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Mediation Board	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Reconnaissance Office	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	3	0	0.00%	3	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%
National Transportation Safety Board	3	3	100.00%	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%
Navajo and Hopi Indian Relocation Commission	1	0	0.00%	0	0.00%	1	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Nuclear Regulatory Commission	0	0	0.00%	0	0.00%	0	0.00%	6	0	0.00%	6	100.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety & Health Review Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Office of Government Ethics	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Office of Personnel Management	0	0	0.00%	0	0.00%	0	0.00%	2	0	0.00%	2	100.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Office of Special Counsel	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Office of the Director of National Intelligence	0	0	0.00%	0	0.00%	0	0.00%	1	0	0.00%	1	100.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Overseas Private Investment Corporation	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Peace Corps	1	0	0.00%	0	0.00%	1	100.00%	4	0	0.00%	0	0.00%	4	100.00%	5	0	0.00%	0	0.00%	5	100.00%
Pension Benefit Guaranty Corporation	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%
Postal Regulatory Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Presidio Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	0	0	0.00%	0	0.00%	0	0.00%	4	4	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Securities and Exchange Commission	2	0	0.00%	2	100.00%	0	0.00%	10	0	0.00%	10	100.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Selective Service System	1	1	100.00%	0	0.00%	0	0.00%	1	0	0.00%	1	100.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Small Business Administration	0	0	0.00%	0	0.00%	0	0.00%	25	25	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Smithsonian Institution	0	0	0.00%	0	0.00%	0	0.00%	4	4	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Social Security Administration	13	0	0.00%	13	100.00%	0	0.00%	79	0	0.00%	79	100.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Tennessee Valley Authority	0	0	0.00%	0	0.00%	0	0.00%	2	2	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Trade and Development Agency	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
U.S. Postal Service	0	0	0.00%	0	0.00%	0	0.00%	167	167	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%

Table B-24a FY 2012 Contract Staff Resources

	Contract Counselors							Contract Investigators							Contract Counselors/Investigators						
Agency or Department		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	%
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
Cabinet Level Subtotal	228	132	57.89%	59	25.88%	37	16.23%	1,479	904	61.12%	374	25.29%	201	13.59%	267	133	49.81%	93	34.83%	41	15.36%
Midsize Agencies Subtotal	33	17	51.52%	16	48.48%	0	0.00%	226	139	61.50%	81	35.84%	6	2.65%	1	1	100.00%	0	0.00%	0	0.00%
Small Agencies Subtotal	36	19	52.78%	10	27.78%	7	19.44%	123	69	56.10%	41	33.33%	13	10.57%	23	2	8.70%	15	65.22%	6	26.09%
Micro Agencies Subtotal	7	3	42.86%	3	42.86%	1	14.29%	27	11	40.74%	16	59.26%	0	0.00%	4	0	0.00%	4	100.00%	0	0.00%
Government-wide	304	171	56.25%	88	28.95%	45	14.80%	1,855	1,123	60.54%	512	27.60%	220	11.86%	295	136	46.10%	112	37.97%	47	15.93%

NRF = No Report Filed

Table B-25 FY 2012 Agency New Staff Training

Agency or Department	Total Work Force	Agency Counselors				Agency Investigators				Agency Counselors/Investigators			
		New Staff Training				New Staff Training				New Staff Training			
		Total	32 Hour	8 Hour	None	Total	32 Hour	8 Hour	None	Total	32 Hour	8 Hour	None
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Foundation	73	0	0	0	0	0	0	0	0	0	0	0	0
Agency for International Development	3,983	13	13	0	0	1	1	0	0	0	0	0	0
American Battle Monuments Commission	76	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	28	0	0	0	0	0	0	0	0	0	0	0	0
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	282	0	0	0	0	0	0	0	0	0	0	0	0
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	1,675	0	0	0	0	0	0	0	0	0	0	0	0
Central Intelligence Agency *	0	0	0	0	0	0	0	0	0	5	5	0	0
Chemical Safety and Hazard Investigation Board	46	0	0	0	0	0	0	0	0	0	0	0	0
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission of Fine Arts	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission on Civil Rights	44	0	0	0	0	0	0	0	0	0	0	0	0
Committee for Purchase from People Who Are Blind or Severely Disabled	31	0	0	0	0	0	0	0	0	0	0	0	0
Commodity Futures Trading Commission	707	13	13	0	0	0	0	0	0	0	0	0	0
Consumer Financial Protection Bureau	970	0	0	0	0	0	0	0	0	0	0	0	0
Consumer Product Safety Commission	522	8	8	0	0	0	0	0	0	0	0	0	0
Corporation for National and Community Service	615	0	0	0	0	0	0	0	0	0	0	0	0
Court Services and Offender Supervision Agency for the District of Columbia	1,242	1	1	0	0	0	0	0	0	0	0	0	0
Defense Army and Air Force Exchange	34,273	63	63	0	0	0	0	0	0	0	0	0	0
Defense Commissary Agency	14,382	3	3	0	0	0	0	0	0	0	0	0	0
Defense Contract Audit Agency	5,181	1	0	1	0	0	0	0	0	0	0	0	0
Defense Contract Management Agency	10,452	2	2	0	0	0	0	0	0	0	0	0	0
Defense Finance and Accounting Service	11,982	0	0	0	0	0	0	0	0	0	0	0	0
Defense Human Resources Activity	1,176	0	0	0	0	0	0	0	0	0	0	0	0
Defense Information Systems Agency	6,304	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 Joint Task Force National Capital Region													
Medical	4,417	1	1	0	0	0	0	0	0	0	0	0	0
Defense Logistics Agency	25,229	9	1	6	2	0	0	0	0	0	0	0	0
Defense Media Activity	2,000	0	0	0	0	0	0	0	0	1	1	0	0
Defense Missile Defense Agency	2,326	1	1	0	0	0	0	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	57,511	81	80	26	3	1	1	0	0	4	4	0	0
Defense National Security Agency *	0	0	0	0	0	2	2	0	0	0	0	0	0

Table B-25 FY 2012 Agency New Staff Training

Agency or Department	Total Work Force	Agency Counselors New Staff Training				Agency Investigators New Staff Training				Agency Counselors/Investigators New Staff Training			
		Total	32 Hour	8 Hour	None	Total	32 Hour	8 Hour	None	Total	32 Hour	8 Hour	None
Defense Nuclear Facilities Safety Board	116	0	0	0	0	0	0	0	0	0	0	0	0
Defense Office of the Inspector General	1,600	0	0	0	0	0	0	0	0	0	0	0	0
Defense Office of the Secretary - Wash. Hqtrs. Services	6,766	0	0	0	0	19	19	0	0	0	0	0	0
Defense Security Service	874	1	1	0	0	0	0	0	0	0	0	0	0
Defense Technical Information Center	204	0	0	0	0	0	0	0	0	0	0	0	0
Defense Threat Reduction Agency	1,299	0	0	0	0	0	0	0	0	0	0	0	0
Defense TRICARE Management Activity	842	0	0	0	0	0	0	0	0	0	0	0	0
Defense Uniformed Services University	794	0	0	0	0	0	0	0	0	0	0	0	0
Department of Agriculture	103,822	6	5	0	1	0	0	0	0	0	0	0	0
Department of Commerce	45,766	5	5	0	0	0	0	0	0	0	0	0	0
Department of Defense Education Activity	16,346	1	1	0	0	0	0	0	0	0	0	0	0
Department of Education	4,373	0	0	0	0	0	0	0	0	0	0	0	0
Department of Energy	15,680	7	6	0	1	0	0	0	0	0	0	0	0
Department of Health and Human Services	83,123	14	14	0	0	0	0	0	0	0	0	0	0
Department of Homeland Security	200,559	18	10	3	5	6	6	0	0	0	0	0	0
Department of Housing and Urban Development	9,061	0	0	0	0	0	0	0	0	0	0	0	0
Department of Justice	116,973	46	46	0	0	0	0	0	0	0	0	0	0
Department of Labor	16,819	1	1	0	0	0	0	0	0	0	0	0	0
Department of State	69,885	231	231	0	0	0	0	0	0	0	0	0	0
Department of the Air Force	173,807	58	19	37	7	9	0	0	9	0	0	0	0
Department of the Army	250,617	137	130	70	0	0	0	0	0	0	0	0	0
Department of the Interior	78,779	15	15	0	0	0	0	0	0	0	0	0	0
Department of the Navy	245,574	37	35	0	2	0	0	0	0	0	0	0	0
Department of the Treasury	115,292	14	14	0	0	6	6	0	0	0	0	0	0
Department of Transportation	57,187	29	15	3	11	2	2	0	0	0	0	0	0
Department of Veterans Affairs	323,154	4	4	0	0	3	3	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	17,001	0	0	0	0	0	0	0	0	0	0	0	0
Equal Employment Opportunity Commission	2,291	0	0	0	0	0	0	0	0	0	0	0	0
Export-Import Bank of the US	408	0	0	0	0	0	0	0	0	0	0	0	0
Farm Credit Administration	302	0	0	0	0	0	0	0	0	0	0	0	0
Farm Credit System Insurance Corporation	12	0	0	0	0	0	0	0	0	0	0	0	0
Federal Communications Commission	1,788	0	0	0	0	0	0	0	0	0	0	0	0
Federal Deposit Insurance Corporation	7,846	1	1	0	0	0	0	0	0	0	0	0	0
Federal Election Commission	355	0	0	0	0	0	0	0	0	0	0	0	0
Federal Energy Regulatory Commission	1,483	1	1	0	0	0	0	0	0	0	0	0	0
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	706	1	1	0	0	0	0	0	0	0	0	0	0
Federal Labor Relations Authority	138	0	0	0	0	0	0	0	0	0	0	0	0
Federal Maritime Commission	124	2	2	0	0	0	0	0	0	0	0	0	0

Table B-25 FY 2012 Agency New Staff Training

Agency or Department	Total Work Force	Agency Counselors				Agency Investigators				Agency Counselors/Investigators			
		New Staff Training				New Staff Training				New Staff Training			
		Total	32 Hour	8 Hour	None	Total	32 Hour	8 Hour	None	Total	32 Hour	8 Hour	None
Federal Mediation and Conciliation Service	243	0	0	0	0	0	0	0	0	0	0	0	0
Federal Mine Safety & Health Review Commission	78	0	0	0	0	0	0	0	0	0	0	0	0
Federal Reserve System--Board of Governors	2,412	0	0	0	0	0	0	0	0	0	0	0	0
Federal Retirement Thrift Investment Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Trade Commission	1,178	0	0	0	0	0	0	0	0	0	0	0	0
General Services Administration	12,416	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 Foundation	5	0	0	0	0	0	0	0	0	0	0	0	0
Holocaust Memorial Museum U.S.	397	0	0	0	0	0	0	0	0	0	0	0	0
Institute of Museum and Library Services	88	1	0	1	0	0	0	0	0	0	0	0	0
Inter-American Foundation	43	0	0	0	0	0	0	0	0	0	0	0	0
International Boundary and Water Commission	258	2	2	0	0	0	0	0	0	0	0	0	0
International Joint Commission: US and Canada	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	397	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	1	1	0	0	0	0	0	0	0	0	0	0
John F. Kennedy Center for the Performing Arts	2,250	0	0	0	0	0	0	0	0	0	0	0	0
Marine Mammal Commission	14	0	0	0	0	0	0	0	0	0	0	0	0
Merit Systems Protection Board	208	0	0	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	18,416	2	0	2	0	0	0	0	0	0	0	0	0
National Archives and Records Administration	3,381	0	0	0	0	0	0	0	0	0	0	0	0
National Capital Planning Commission	39	0	0	0	0	0	0	0	0	0	0	0	0
National Council on Disability	26	0	0	0	0	0	0	0	0	0	0	0	0
National Credit Union Administration	1,195	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	199	0	0	0	0	0	0	0	0	0	0	0	0
National Foundation on the Arts & the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	834	5	5	0	0	0	0	0	0	0	0	0	0
National Indian Gaming Commission	97	0	0	0	0	0	0	0	0	0	0	0	0

Table B-25 FY 2012 Agency New Staff Training

Agency or Department	Total Work Force	Agency Counselors New Staff Training				Agency Investigators New Staff Training				Agency Counselors/Investigators New Staff Training			
		Total	32 Hour	8 Hour	None	Total	32 Hour	8 Hour	None	Total	32 Hour	8 Hour	None
National Labor Relations Board	1,702	8	6	2	2	0	0	0	0	0	0	0	0
National Mediation Board	50	2	2	0	0	0	0	0	0	0	0	0	0
National Reconnaissance Office *	0	0	0	0	0	0	0	0	0	0	0	0	0
National Science Foundation	1,663	0	0	0	0	0	0	0	0	0	0	0	0
National Transportation Safety Board	413	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
Nuclear Regulatory Commission	3,775	0	0	0	0	0	0	0	0	1	1	0	0
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety & Health Review Commission	58	0	0	0	0	0	0	0	0	0	0	0	0
Office of Government Ethics	69	0	0	0	0	0	0	0	0	0	0	0	0
Office of Personnel Management	5,843	2	2	0	0	0	0	0	0	0	0	0	0
Office of Special Counsel	129	1	1	0	0	0	0	0	0	0	0	0	0
Office of the Director of National Intelligence *	0	1	1	0	0	0	0	0	0	0	0	0	0
Overseas Private Investment Corporation	241	0	0	0	0	0	0	0	0	0	0	0	0
Peace Corps	896	5	5	0	0	0	0	0	0	5	5	0	0
Pension Benefit Guaranty Corporation	971	0	0	0	0	0	0	0	0	0	0	0	0
Postal Regulatory Commission	73	1	1	0	0	0	0	0	0	0	0	0	0
Presidio Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	945	0	0	0	0	0	0	0	0	0	0	0	0
Securities and Exchange Commission	3,826	3	3	0	0	0	0	0	0	0	0	0	0
Selective Service System	121	0	0	0	0	0	0	0	0	0	0	0	0
Small Business Administration	5,228	0	0	0	0	0	0	0	0	0	0	0	0
Smithsonian Institution	6,057	0	0	0	0	0	0	0	0	0	0	0	0
Social Security Administration	65,474	69	69	0	0	0	0	0	0	0	0	0	0
Tennessee Valley Authority	12,762	3	3	0	0	2	2	0	0	0	0	0	0
Trade and Development Agency	46	1	1	0	0	0	0	0	0	0	0	0	0
U.S. Postal Service	625,701	17	17	0	0	0	0	0	0	0	0	0	0
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Level Subtotal	2,740,130	807	725	146	32	48	39	0	9	5	5	0	0
Midsize Agencies Subtotal	152,013	77	75	2	0	2	2	0	0	0	0	0	0
Small Agencies Subtotal	46,564	65	63	2	2	1	1	0	0	11	11	0	0
Micro Agencies Subtotal	1,286	7	6	1	0	0	0	0	0	0	0	0	0
Government-wide	2,939,993	956	869	151	34	51	42	0	9	16	16	0	0

NRF = No Report Filed

* Total work force numbers do not include employees not reported for national security reasons.

Table B-26 FY 2012 Agency Experienced Staff Training

Agency or Department	Total Work	Agency Counselors				Agency Investigators				Agency Counselors/Investigators			
		Experienced Staff Training				Experienced Staff Training				Experienced Staff Training			
	Force	Total	8 Hour	32 Hour	None	Total	8 Hour	32 Hour	None	Total	8 Hour	32 Hour	None
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Foundation	73	0	0	0	0	0	0	0	0	0	0	0	0
Agency for International Development	3,983	24	8	0	16	1	1	0	0	0	0	0	0
American Battle Monuments Commission	76	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	28	0	0	0	0	0	0	0	0	0	0	0	0
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	282	0	0	0	0	0	0	0	0	0	0	0	0
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	1,675	4	2	2	0	0	0	0	0	4	4	0	0
Central Intelligence Agency *	0	0	0	0	0	1	1	0	0	7	7	0	0
Chemical Safety and Hazard Investigation Board	46	0	0	0	0	0	0	0	0	0	0	0	0
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission of Fine Arts	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission on Civil Rights	44	1	1	0	0	0	0	0	0	0	0	0	0
Committee for Purchase from People Who Are Blind or Severely Disabled	31	0	0	0	0	0	0	0	0	0	0	0	0
Commodity Futures Trading Commission	707	7	5	0	2	0	0	0	0	0	0	0	0
Consumer Financial Protection Bureau	970	0	0	0	0	0	0	0	0	0	0	0	0
Consumer Product Safety Commission	522	2	2	0	0	0	0	0	0	0	0	0	0
Corporation for National and Community Service	615	0	0	0	0	0	0	0	0	0	0	0	0
Court Services and Offender Supervision Agency for the District of Columbia	1,242	14	14	0	0	0	0	0	0	2	2	0	0
Defense Army and Air Force Exchange	34,273	185	185	0	0	0	0	0	0	0	0	0	0
Defense Commissary Agency	14,382	1	0	1	0	0	0	0	0	0	0	0	0
Defense Contract Audit Agency	5,181	8	8	0	0	0	0	0	0	0	0	0	0
Defense Contract Management Agency	10,452	2	2	0	0	0	0	0	0	0	0	0	0
Defense Finance and Accounting Service	11,982	10	2	8	0	0	0	0	0	0	0	0	0
Defense Human Resources Activity	1,176	7	7	0	0	0	0	0	0	0	0	0	0
Defense Information Systems Agency	6,304	3	1	2	0	0	0	0	0	0	0	0	0
Defense Intelligence Agency *	0	5	3	2	0	0	0	0	0	0	0	0	0
Defense Joint Task Force National Capital Region Medical	4,417	0	0	0	0	0	0	0	0	0	0	0	0
Defense Logistics Agency	25,229	35	35	0	0	0	0	0	0	0	0	0	0
Defense Media Activity	2,000	3	3	0	0	0	0	0	0	0	0	0	0
Defense Missile Defense Agency	2,326	1	1	0	0	0	0	0	0	0	0	0	0
Defense National Geospatial-Intelligence Agency *	0	2	2	0	0	0	0	0	0	0	0	0	0
Defense National Guard Bureau	57,511	348	221	64	67	10	10	0	0	22	20	2	0

Table B-26 FY 2012 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 National Security Agency *	0	1	1	0	0	5	5	2	0	3	3	0	0
Defense Nuclear Facilities Safety Board	116	3	1	0	2	0	0	0	0	0	0	0	0
Defense Office of the Inspector General	1,600	4	4	0	0	1	1	0	0	0	0	0	0
Defense Office of the Secretary - Wash. Hqtrs. Services	6,766	4	4	0	0	81	80	0	1	0	0	0	0
Defense Security Service	874	5	5	0	0	0	0	0	0	0	0	0	0
Defense Technical Information Center	204	7	7	0	0	0	0	0	0	0	0	0	0
Defense Threat Reduction Agency	1,299	3	3	0	0	0	0	0	0	0	0	0	0
Defense TRICARE Management Activity	842	1	0	1	0	0	0	0	0	0	0	0	0
Defense Uniformed Services University	794	4	4	0	0	0	0	0	0	0	0	0	0
Department of Agriculture	103,822	35	32	3	0	0	0	0	0	5	5	0	0
Department of Commerce	45,766	41	41	0	0	4	4	0	0	0	0	0	0
Department of Defense Education Activity	16,346	2	2	0	0	7	7	0	0	0	0	0	0
Department of Education	4,373	4	4	0	0	0	0	0	0	0	0	0	0
Department of Energy	15,680	67	62	5	0	0	0	0	0	0	0	0	0
Department of Health and Human Services	83,123	124	116	0	8	0	0	0	0	7	7	0	0
Department of Homeland Security	200,559	178	168	8	2	20	12	8	0	0	0	0	0
Department of Housing and Urban Development	9,061	4	4	0	0	0	0	0	0	0	0	0	0
Department of Justice	116,973	211	107	0	104	44	44	0	0	9	9	0	0
Department of Labor	16,819	14	14	0	0	0	0	0	0	0	0	0	0
Department of State	69,885	282	282	0	0	4	4	0	0	0	0	0	0
Department of the Air Force	173,807	317	196	6	120	131	0	0	131	0	0	0	0
Department of the Army	250,617	708	487	144	79	0	0	0	0	0	0	0	0
Department of the Interior	78,779	150	79	49	22	6	1	5	0	0	0	0	0
Department of the Navy	245,574	120	85	35	0	0	0	0	0	0	0	0	0
Department of the Treasury	115,292	81	79	0	2	15	15	0	0	4	4	0	0
Department of Transportation	57,187	50	35	8	7	4	4	0	0	0	0	0	0
Department of Veterans Affairs	323,154	23	23	0	0	48	48	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	17,001	37	36	0	1	0	0	0	0	8	8	0	0
Equal Employment Opportunity Commission	2,291	1	1	0	0	1	1	0	0	1	1	0	0
Export-Import Bank of the US	408	0	0	0	0	0	0	0	0	0	0	0	0
Farm Credit Administration	302	0	0	0	0	0	0	0	0	0	0	0	0
Farm Credit System Insurance Corporation	12	0	0	0	0	0	0	0	0	0	0	0	0
Federal Communications Commission	1,788	6	6	0	0	0	0	0	0	6	6	0	0
Federal Deposit Insurance Corporation	7,846	5	5	0	0	0	0	0	0	0	0	0	0
Federal Election Commission	355	3	3	0	0	0	0	0	0	0	0	0	0
Federal Energy Regulatory Commission	1,483	4	4	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	706	2	2	0	0	0	0	0	0	0	0	0	0

Table B-26 FY 2012 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	138	3	3	0	0	0	0	0	0	0	0	0	0
Federal Maritime Commission	124	1	1	0	0	0	0	0	0	0	0	0	0
Federal Mediation and Conciliation Service	243	4	4	0	0	1	1	0	0	0	0	0	0
Federal Mine Safety & Health Review Commission	78	1	1	0	0	0	0	0	0	0	0	0	0
Federal Reserve System--Board of Governors	2,412	3	2	1	0	0	0	0	0	0	0	0	0
Federal Retirement Thrift Investment Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Trade Commission	1,178	9	1	0	8	0	0	0	0	0	0	0	0
General Services Administration	12,416	21	21	0	0	0	0	0	0	0	0	0	0
Government Printing Office	1,879	4	1	3	0	0	0	0	0	0	0	0	0
Harry S. Truman Scholarship Foundation	5	0	0	0	0	0	0	0	0	1	0	0	1
Holocaust Memorial Museum U.S.	397	5	5	0	0	0	0	0	0	0	0	0	0
Institute of Museum and Library Services	88	0	0	0	0	0	0	0	0	0	0	0	0
Inter-American Foundation	43	3	3	0	0	0	0	0	0	0	0	0	0
International Boundary and Water Commission	258	4	4	0	0	0	0	0	0	0	0	0	0
International Joint Commission: US and Canada	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	397	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	2,250	0	0	0	0	0	0	0	0	0	0	0	0
Marine Mammal Commission	14	0	0	0	0	0	0	0	0	0	0	0	0
Merit Systems Protection Board	208	3	3	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	18,416	27	16	8	3	0	0	0	0	0	0	0	0
National Archives and Records Administration	3,381	1	1	0	0	0	0	0	0	0	0	0	0
National Capital Planning Commission	39	0	0	0	0	0	0	0	0	0	0	0	0
National Council on Disability	26	0	0	0	0	0	0	0	0	0	0	0	0
National Credit Union Administration	1,195	6	6	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	199	2	2	0	0	0	0	0	0	0	0	0	0
National Foundation on the Arts & the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	834	5	5	0	0	0	0	0	0	0	0	0	0
National Indian Gaming Commission	97	1	1	0	0	0	0	0	0	0	0	0	0
National Labor Relations Board	1,702	35	26	0	9	1	1	0	0	4	4	0	0
National Mediation Board	50	0	0	0	0	0	0	0	0	0	0	0	0
National Reconnaissance Office *	0	0	0	0	0	0	0	0	0	3	3	0	0
National Science Foundation	1,663	0	0	0	0	0	0	0	0	0	0	0	0
National Transportation Safety Board	413	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 2012 Agency Experienced Staff Training

Agency or Department	Total Work	Agency Counselors				Agency Investigators				Agency Counselors/Investigators			
		Experienced Staff Training				Experienced Staff Training				Experienced Staff Training			
	Force	Total	8 Hour	32 Hour	None	Total	8 Hour	32 Hour	None	Total	8 Hour	32 Hour	None
Nuclear Regulatory Commission	3,775	22	22	0	0	0	0	0	0	2	2	0	0
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety & Health Review Commission	58	1	1	0	0	0	0	0	0	0	0	0	0
Office of Government Ethics	69	0	0	0	0	0	0	0	0	0	0	0	0
Office of Personnel Management	5,843	2	2	0	0	0	0	0	0	5	5	0	0
Office of Special Counsel	129	4	2	0	2	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
Overseas Private Investment Corporation	241	2	1	0	1	0	0	0	0	0	0	0	0
Peace Corps	896	6	6	0	0	0	0	0	0	6	6	0	0
Pension Benefit Guaranty Corporation	971	2	2	0	0	0	0	0	0	0	0	0	0
Postal Regulatory Commission	73	0	0	0	0	1	0	1	0	0	0	0	0
Presidio Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	945	3	2	0	1	0	0	0	0	0	0	0	0
Securities and Exchange Commission	3,826	6	6	0	0	0	0	0	0	0	0	0	0
Selective Service System	121	1	1	0	0	0	0	0	0	0	0	0	0
Small Business Administration	5,228	3	3	0	0	2	2	0	0	0	0	0	0
Smithsonian Institution	6,057	3	3	0	0	0	0	0	0	0	0	0	0
Social Security Administration	65,474	165	119	40	6	0	0	0	0	0	0	0	0
Tennessee Valley Authority	12,762	17	17	0	0	2	2	0	0	0	0	0	0
Trade and Development Agency	46	1	1	0	0	0	0	0	0	0	0	0	0
U.S. Postal Service	625,701	95	92	0	3	0	0	0	0	0	0	0	0
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Level Subtotal	2,740,130	3,145	2,406	336	414	380	235	15	132	50	48	2	0
Midsize Agencies Subtotal	152,013	280	222	48	10	4	4	0	0	13	13	0	0
Small Agencies Subtotal	46,564	201	158	6	37	5	5	0	0	37	37	0	0
Micro Agencies Subtotal	1,286	14	10	0	4	1	0	1	0	1	0	0	1
Government-wide	2,939,993	3,640	2,796	390	465	390	244	16	132	101	98	2	1

NRF = No Report Filed

* Total work force numbers do not include employees not reported for national security reasons.

Table B-27 FY 2012 Contractor New Staff Training

	Total	Contract Counselors				Contract Investigators				Contract Counselors/Investigators			
	Work	New Staff Training				New Staff Training				New Staff Training			
Agency or Department	Force	Total	32 Hour	8 Hour	None	Total	32 Hour	8 Hour	None	Total	32 Hour	8 Hour	None
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Foundation	73	0	0	0	0	0	0	0	0	0	0	0	0
Agency for International Development	3,983	0	0	0	0	0	0	0	0	0	0	0	0
American Battle Monuments Commission	76	0	0	0	0	1	1	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	28	0	0	0	0	0	0	0	0	0	0	0	0
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	282	0	0	0	0	0	0	0	0	0	0	0	0
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	1,675	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	46	1	1	0	0	1	1	0	0	0	0	0	0
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission of Fine Arts	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission on Civil Rights	44	0	0	0	0	0	0	0	0	0	0	0	0
Committee for Purchase from People Who Are Blind or Severely Disabled	31	0	0	0	0	0	0	0	0	0	0	0	0
Commodity Futures Trading Commission	707	0	0	0	0	0	0	0	0	0	0	0	0
Consumer Financial Protection Bureau	970	0	0	0	0	0	0	0	0	0	0	0	0
Consumer Product Safety Commission	522	0	0	0	0	0	0	0	0	0	0	0	0
Corporation for National and Community Service	615	0	0	0	0	0	0	0	0	0	0	0	0
Court Services and Offender Supervision Agency for the District of Columbia	1,242	0	0	0	0	0	0	0	0	0	0	0	0
Defense Army and Air Force Exchange	34,273	0	0	0	0	0	0	0	0	0	0	0	0
Defense Commissary Agency	14,382	0	0	0	0	0	0	0	0	0	0	0	0
Defense Contract Audit Agency	5,181	0	0	0	0	0	0	0	0	0	0	0	0
Defense Contract Management Agency	10,452	0	0	0	0	0	0	0	0	0	0	0	0
Defense Finance and Accounting Service	11,982	0	0	0	0	0	0	0	0	0	0	0	0
Defense Human Resources Activity	1,176	0	0	0	0	2	2	0	0	0	0	0	0
Defense Information Systems Agency	6,304	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 Joint Task Force National Capital Region Medical	4,417	0	0	0	0	1	1	0	0	0	0	0	0
Defense Logistics Agency	25,229	0	0	0	0	0	0	0	0	0	0	0	0
Defense Media Activity	2,000	0	0	0	0	0	0	0	0	0	0	0	0
Defense Missile Defense Agency	2,326	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	57,511	0	0	0	0	0	0	0	0	0	0	0	0

Table B-27 FY 2012 Contractor New Staff Training

Agency or Department	Total	Contract Counselors				Contract Investigators				Contract Counselors/Investigators			
	Work	New Staff Training				New Staff Training				New Staff Training			
	Force	Total	32 Hour	8 Hour	None	Total	32 Hour	8 Hour	None	Total	32 Hour	8 Hour	None
Defense National Security Agency *	0	0	0	0	0	0	0	0	0	0	0	0	0
Defense Nuclear Facilities Safety Board	116	0	0	0	0	0	0	0	0	0	0	0	0
Defense Office of the Inspector General	1,600	0	0	0	0	0	0	0	0	0	0	0	0
Defense Office of the Secretary - Wash. Hqtrs. Services	6,766	0	0	0	0	0	0	0	0	0	0	0	0
Defense Security Service	874	0	0	0	0	0	0	0	0	0	0	0	0
Defense Technical Information Center	204	0	0	0	0	0	0	0	0	0	0	0	0
Defense Threat Reduction Agency	1,299	0	0	0	0	0	0	0	0	0	0	0	0
Defense TRICARE Management Activity	842	0	0	0	0	1	1	0	0	0	0	0	0
Defense Uniformed Services University	794	0	0	0	0	0	0	0	0	0	0	0	0
Department of Agriculture	103,822	0	0	0	0	0	0	0	0	0	0	0	0
Department of Commerce	45,766	0	0	0	0	0	0	0	0	0	0	0	0
Department of Defense Education Activity	16,346	0	0	0	0	0	0	0	0	0	0	0	0
Department of Education	4,373	0	0	0	0	0	0	0	0	0	0	0	0
Department of Energy	15,680	0	0	0	0	0	0	0	0	2	2	0	0
Department of Health and Human Services	83,123	15	9	9	0	75	51	41	0	35	15	25	0
Department of Homeland Security	200,559	0	0	0	0	2	2	0	0	0	0	0	0
Department of Housing and Urban Development	9,061	0	0	0	0	0	0	0	0	0	0	0	0
Department of Justice	116,973	0	0	0	0	1	1	0	0	0	0	0	0
Department of Labor	16,819	0	0	0	0	0	0	0	0	0	0	0	0
Department of State	69,885	0	0	0	0	0	0	0	0	0	0	0	0
Department of the Air Force	173,807	0	0	0	0	0	0	0	0	0	0	0	0
Department of the Army	250,617	0	0	0	0	0	0	0	0	0	0	0	0
Department of the Interior	78,779	0	0	0	0	5	0	5	0	0	0	0	0
Department of the Navy	245,574	0	0	0	0	0	0	0	0	0	0	0	0
Department of the Treasury	115,292	0	0	0	0	0	0	0	0	0	0	0	0
Department of Transportation	57,187	0	0	0	0	0	0	0	0	0	0	0	0
Department of Veterans Affairs	323,154	4	4	0	0	6	5	1	0	4	4	0	0
Election Assistance Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Environmental Protection Agency	17,001	0	0	0	0	0	0	0	0	0	0	0	0
Equal Employment Opportunity Commission	2,291	0	0	0	0	0	0	0	0	0	0	0	0
Export-Import Bank of the US	408	0	0	0	0	0	0	0	0	0	0	0	0
Farm Credit Administration	302	0	0	0	0	0	0	0	0	0	0	0	0
Farm Credit System Insurance Corporation	12	0	0	0	0	0	0	0	0	0	0	0	0
Federal Communications Commission	1,788	0	0	0	0	0	0	0	0	0	0	0	0
Federal Deposit Insurance Corporation	7,846	0	0	0	0	0	0	0	0	0	0	0	0
Federal Election Commission	355	0	0	0	0	0	0	0	0	0	0	0	0
Federal Energy Regulatory Commission	1,483	0	0	0	0	0	0	0	0	0	0	0	0
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	706	0	0	0	0	0	0	0	0	0	0	0	0

Table B-27 FY 2012 Contractor New Staff Training

Agency or Department	Total	Contract Counselors				Contract Investigators				Contract Counselors/Investigators			
	Work	New Staff Training				New Staff Training				New Staff Training			
	Force	Total	32 Hour	8 Hour	None	Total	32 Hour	8 Hour	None	Total	32 Hour	8 Hour	None
Federal Labor Relations Authority	138	0	0	0	0	0	0	0	0	0	0	0	0
Federal Maritime Commission	124	0	0	0	0	0	0	0	0	0	0	0	0
Federal Mediation and Conciliation Service	243	0	0	0	0	0	0	0	0	0	0	0	0
Federal Mine Safety & Health Review Commission	78	0	0	0	0	0	0	0	0	0	0	0	0
Federal Reserve System--Board of Governors	2,412	0	0	0	0	0	0	0	0	0	0	0	0
Federal Retirement Thrift Investment Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Trade Commission	1,178	0	0	0	0	0	0	0	0	0	0	0	0
General Services Administration	12,416	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 Foundation	5	0	0	0	0	0	0	0	0	0	0	0	0
Holocaust Memorial Museum U.S.	397	0	0	0	0	0	0	0	0	0	0	0	0
Institute of Museum and Library Services	88	0	0	0	0	0	0	0	0	0	0	0	0
Inter-American Foundation	43	0	0	0	0	0	0	0	0	0	0	0	0
International Boundary and Water Commission	258	0	0	0	0	0	0	0	0	0	0	0	0
International Joint Commission: US and Canada	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	397	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	2,250	0	0	0	0	0	0	0	0	0	0	0	0
Marine Mammal Commission	14	0	0	0	0	0	0	0	0	0	0	0	0
Merit Systems Protection Board	208	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	18,416	0	0	0	0	1	1	0	0	0	0	0	0
National Archives and Records Administration	3,381	0	0	0	0	0	0	0	0	0	0	0	0
National Capital Planning Commission	39	0	0	0	0	0	0	0	0	0	0	0	0
National Council on Disability	26	0	0	0	0	0	0	0	0	0	0	0	0
National Credit Union Administration	1,195	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	199	0	0	0	0	0	0	0	0	0	0	0	0
National Foundation on the Arts & the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	834	0	0	0	0	0	0	0	0	0	0	0	0
National Indian Gaming Commission	97	0	0	0	0	0	0	0	0	0	0	0	0
National Labor Relations Board	1,702	0	0	0	0	0	0	0	0	0	0	0	0
National Mediation Board	50	0	0	0	0	0	0	0	0	0	0	0	0
National Reconnaissance Office *	0	0	0	0	0	0	0	0	0	0	0	0	0
National Science Foundation	1,663	0	0	0	0	0	0	0	0	0	0	0	0
National Transportation Safety Board	413	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 2012 Contractor New Staff Training

Agency or Department	Total	Contract Counselors				Contract Investigators				Contract Counselors/Investigators			
	Work	New Staff Training				New Staff Training				New Staff Training			
	Force	Total	32 Hour	8 Hour	None	Total	32 Hour	8 Hour	None	Total	32 Hour	8 Hour	None
Nuclear Regulatory Commission	3,775	0	0	0	0	0	0	0	0	0	0	0	0
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety & Health Review Commission	58	0	0	0	0	0	0	0	0	0	0	0	0
Office of Government Ethics	69	0	0	0	0	0	0	0	0	0	0	0	0
Office of Personnel Management	5,843	0	0	0	0	0	0	0	0	0	0	0	0
Office of Special Counsel	129	0	0	0	0	0	0	0	0	0	0	0	0
Office of the Director of National Intelligence *	0	0	0	0	0	0	0	0	0	0	0	0	0
Overseas Private Investment Corporation	241	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	971	0	0	0	0	0	0	0	0	0	0	0	0
Postal Regulatory Commission	73	0	0	0	0	0	0	0	0	0	0	0	0
Presidio Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	945	0	0	0	0	0	0	0	0	0	0	0	0
Securities and Exchange Commission	3,826	0	0	0	0	0	0	0	0	0	0	0	0
Selective Service System	121	0	0	0	0	0	0	0	0	0	0	0	0
Small Business Administration	5,228	0	0	0	0	0	0	0	0	0	0	0	0
Smithsonian Institution	6,057	0	0	0	0	0	0	0	0	0	0	0	0
Social Security Administration	65,474	0	0	0	0	0	0	0	0	0	0	0	0
Tennessee Valley Authority	12,762	0	0	0	0	0	0	0	0	0	0	0	0
Trade and Development Agency	46	0	0	0	0	0	0	0	0	0	0	0	0
U.S. Postal Service	625,701	0	0	0	0	56	56	0	0	0	0	0	0
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Level Subtotal	2,740,130	19	13	9	0	150	119	48	0	41	21	25	0
Midsized Agencies Subtotal	152,013	0	0	0	0	1	1	0	0	0	0	0	0
Small Agencies Subtotal	46,564	0	0	0	0	0	0	0	0	0	0	0	0
Micro Agencies Subtotal	1,286	1	1	0	0	2	2	0	0	0	0	0	0
Government-wide	2,939,993	20	14	9	0	153	122	48	0	41	21	25	0

NRF = No Report Filed

* Total work force numbers do not include employees not reported for national security reasons.

Table B-28 FY 2012 Contractor Experienced Staff Training

Agency or Department	Total	Contract Counselors				Contract Investigators				Contract Counselors/Investigators			
	Work Force	Experienced Staff Training				Experienced Staff Training				Experienced Staff Training			
		Total	8 Hour	32 Hour	None	Total	8 Hour	32 Hour	None	Total	8 Hour	32 Hour	None
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Foundation	73	1	1	0	0	1	1	0	0	0	0	0	0
Agency for International Development	3,983	0	0	0	0	9	9	0	0	0	0	0	0
American Battle Monuments Commission	76	0	0	0	0	14	14	0	0	3	2	0	1
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural and Transportation Barriers Compliance Board	28	0	0	0	0	0	0	0	0	0	0	0	0
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	282	0	0	0	0	0	0	0	0	0	0	0	0
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	1,675	4	4	0	0	5	5	0	0	9	9	0	0
Central Intelligence Agency *	0	0	0	0	0	1	1	0	0	0	0	0	0
Chemical Safety and Hazard Investigation Board	46	0	0	0	0	0	0	0	0	0	0	0	0
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission of Fine Arts	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission on Civil Rights	44	0	0	0	0	0	0	0	0	0	0	0	0
Committee for Purchase from People Who Are Blind or Severely Disabled	31	0	0	0	0	0	0	0	0	1	1	0	0
Commodity Futures Trading Commission	707	0	0	0	0	1	1	0	0	0	0	0	0
Consumer Financial Protection Bureau	970	0	0	0	0	0	0	0	0	0	0	0	0
Consumer Product Safety Commission	522	0	0	0	0	4	4	0	0	0	0	0	0
Corporation for National and Community Service	615	10	0	10	0	10	0	10	0	0	0	0	0
Court Services and Offender Supervision Agency for the District of Columbia	1,242	0	0	0	0	0	0	0	0	1	1	0	0
Defense Army and Air Force Exchange	34,273	0	0	0	0	0	0	0	0	0	0	0	0
Defense Commissary Agency	14,382	0	0	0	0	0	0	0	0	0	0	0	0
Defense Contract Audit Agency	5,181	6	6	0	0	6	6	0	0	0	0	0	0
Defense Contract Management Agency	10,452	0	0	0	0	0	0	0	0	0	0	0	0
Defense Finance and Accounting Service	11,982	0	0	0	0	0	0	0	0	0	0	0	0
Defense Human Resources Activity	1,176	0	0	0	0	0	0	0	0	0	0	0	0
Defense Information Systems Agency	6,304	2	2	0	0	0	0	0	0	0	0	0	0
Defense Intelligence Agency *	0	0	0	0	0	0	0	0	0	0	0	0	0
Defense Joint Task Force National Capital Region Medical	4,417	0	0	0	0	0	0	0	0	0	0	0	0
Defense Logistics Agency	25,229	3	3	0	0	0	0	0	0	0	0	0	0
Defense Media Activity	2,000	0	0	0	0	0	0	0	0	0	0	0	0
Defense Missile Defense Agency	2,326	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	57,511	2	2	0	0	0	0	0	0	0	0	0	0
Defense National Security Agency *	0	0	0	0	0	0	0	0	0	0	0	0	0
Defense Nuclear Facilities Safety Board	116	0	0	0	0	0	0	0	0	0	0	0	0
Defense Office of the Inspector General	1,600	0	0	0	0	0	0	0	0	0	0	0	0

Table B-28 FY 2012 Contractor Experienced Staff Training

Agency or Department	Total	Contract Counselors				Contract Investigators				Contract Counselors/Investigators			
	Work Force	Experienced Staff Training				Experienced Staff Training				Experienced Staff Training			
		Total	8 Hour	32 Hour	None	Total	8 Hour	32 Hour	None	Total	8 Hour	32 Hour	None
Defense Office of the Secretary - Wash. Hqtrs. Services	6,766	2	2	0	0	0	0	0	0	0	0	0	0
Defense Security Service	874	0	0	0	0	5	5	0	0	0	0	0	0
Defense Technical Information Center	204	0	0	0	0	0	0	0	0	0	0	0	0
Defense Threat Reduction Agency	1,299	1	1	0	0	0	0	0	0	0	0	0	0
Defense TRICARE Management Activity	842	0	0	0	0	0	0	0	0	0	0	0	0
Defense Uniformed Services University	794	0	0	0	0	0	0	0	0	0	0	0	0
Department of Agriculture	103,822	12	10	2	0	149	130	19	0	51	51	0	0
Department of Commerce	45,766	0	0	0	0	34	34	0	0	0	0	0	0
Department of Defense Education Activity	16,346	2	2	0	0	14	14	0	0	2	2	0	0
Department of Education	4,373	0	0	0	0	8	8	0	0	0	0	0	0
Department of Energy	15,680	0	0	0	0	25	25	0	0	8	8	0	0
Department of Health and Human Services	83,123	88	51	37	0	348	153	195	0	102	54	48	0
Department of Homeland Security	200,559	44	44	0	0	214	214	0	0	8	8	0	0
Department of Housing and Urban Development	9,061	0	0	0	0	42	42	0	0	0	0	0	0
Department of Justice	116,973	0	0	0	0	108	108	0	0	0	0	0	0
Department of Labor	16,819	0	0	0	0	38	38	0	0	15	15	0	0
Department of State	69,885	0	0	0	0	25	25	0	0	0	0	0	0
Department of the Air Force	173,807	4	0	0	4	0	0	0	0	0	0	0	0
Department of the Army	250,617	2	0	2	0	0	0	0	0	0	0	0	0
Department of the Interior	78,779	0	0	0	0	50	21	20	9	4	4	0	0
Department of the Navy	245,574	0	0	0	0	0	0	0	0	0	0	0	0
Department of the Treasury	115,292	5	5	0	0	0	0	0	0	0	0	0	0
Department of Transportation	57,187	3	3	0	0	39	36	3	0	0	0	0	0
Department of Veterans Affairs	323,154	33	33	0	0	113	113	0	0	36	36	0	0
Election Assistance Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Environmental Protection Agency	17,001	0	0	0	0	12	12	0	0	0	0	0	0
Equal Employment Opportunity Commission	2,291	0	0	0	0	0	0	0	0	0	0	0	0
Export-Import Bank of the US	408	1	1	0	0	1	1	0	0	1	1	0	0
Farm Credit Administration	302	3	3	0	0	10	10	0	0	0	0	0	0
Farm Credit System Insurance Corporation	12	3	3	0	0	10	10	0	0	0	0	0	0
Federal Communications Commission	1,788	0	0	0	0	2	2	0	0	0	0	0	0
Federal Deposit Insurance Corporation	7,846	2	2	0	0	15	15	0	0	0	0	0	0
Federal Election Commission	355	0	0	0	0	0	0	0	0	0	0	0	0
Federal Energy Regulatory Commission	1,483	1	1	0	0	4	4	0	0	1	1	0	0
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	706	1	1	0	0	1	1	0	0	5	5	0	0
Federal Labor Relations Authority	138	0	0	0	0	1	1	0	0	0	0	0	0
Federal Maritime Commission	124	0	0	0	0	0	0	0	0	0	0	0	0
Federal Mediation and Conciliation Service	243	0	0	0	0	0	0	0	0	0	0	0	0
Federal Mine Safety & Health Review Commission	78	0	0	0	0	0	0	0	0	0	0	0	0
Federal Reserve System--Board of Governors	2,412	0	0	0	0	7	7	0	0	0	0	0	0
Federal Retirement Thrift Investment Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF

Table B-28 FY 2012 Contractor Experienced Staff Training

Agency or Department	Total	Contract Counselors				Contract Investigators				Contract Counselors/Investigators			
	Work Force	Experienced Staff Training				Experienced Staff Training				Experienced Staff Training			
		Total	8 Hour	32 Hour	None	Total	8 Hour	32 Hour	None	Total	8 Hour	32 Hour	None
Federal Trade Commission	1,178	0	0	0	0	0	0	0	0	0	0	0	0
General Services Administration	12,416	12	12	0	0	69	63	6	0	0	0	0	0
Government Printing Office	1,879	0	0	0	0	5	5	0	0	0	0	0	0
Harry S. Truman Scholarship Foundation	5	0	0	0	0	0	0	0	0	0	0	0	0
Holocaust Memorial Museum U.S.	397	0	0	0	0	0	0	0	0	0	0	0	0
Institute of Museum and Library Services	88	0	0	0	0	0	0	0	0	0	0	0	0
Inter-American Foundation	43	0	0	0	0	0	0	0	0	0	0	0	0
International Boundary and Water Commission	258	0	0	0	0	0	0	0	0	0	0	0	0
International Joint Commission: US and Canada	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	397	2	2	0	0	2	2	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	2,250	2	2	0	0	1	1	0	0	0	0	0	0
Marine Mammal Commission	14	0	0	0	0	0	0	0	0	0	0	0	0
Merit Systems Protection Board	208	0	0	0	0	1	1	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	18,416	6	6	0	0	17	17	0	0	1	0	1	0
National Archives and Records Administration	3,381	0	0	0	0	8	8	0	0	0	0	0	0
National Capital Planning Commission	39	1	1	0	0	0	0	0	0	0	0	0	0
National Council on Disability	26	0	0	0	0	0	0	0	0	0	0	0	0
National Credit Union Administration	1,195	1	1	0	0	4	4	0	0	1	1	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	199	0	0	0	0	0	0	0	0	0	0	0	0
National Foundation on the Arts & the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	834	0	0	0	0	1	1	0	0	0	0	0	0
National Indian Gaming Commission	97	1	1	0	0	2	2	0	0	0	0	0	0
National Labor Relations Board	1,702	0	0	0	0	0	0	0	0	0	0	0	0
National Mediation Board	50	0	0	0	0	0	0	0	0	0	0	0	0
National Reconnaissance Office *	0	0	0	0	0	0	0	0	0	0	0	0	0
National Science Foundation	1,663	3	3	0	0	4	4	0	0	0	0	0	0
National Transportation Safety Board	413	3	3	0	0	7	7	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
Nuclear Regulatory Commission	3,775	0	0	0	0	6	6	0	0	0	0	0	0
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety & Health Review Commission	58	0	0	0	0	0	0	0	0	0	0	0	0
Office of Government Ethics	69	0	0	0	0	0	0	0	0	0	0	0	0
Office of Personnel Management	5,843	0	0	0	0	2	2	0	0	0	0	0	0
Office of Special Counsel	129	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
Overseas Private Investment Corporation	241	0	0	0	0	0	0	0	0	0	0	0	0
Peace Corps	896	1	1	0	0	4	4	0	0	5	5	0	0

Table B-28 FY 2012 Contractor Experienced Staff Training

Agency or Department	Total	Contract Counselors				Contract Investigators				Contract Counselors/Investigators			
	Work Force	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
Pension Benefit Guaranty Corporation	971	0	0	0	0	6	6	0	0	0	0	0	0
Postal Regulatory Commission	73	0	0	0	0	0	0	0	0	0	0	0	0
Presidio Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	945	0	0	0	0	4	4	0	0	0	0	0	0
Securities and Exchange Commission	3,826	2	2	0	0	10	10	0	0	0	0	0	0
Selective Service System	121	1	1	0	0	1	1	0	0	0	0	0	0
Small Business Administration	5,228	0	0	0	0	25	25	0	0	0	0	0	0
Smithsonian Institution	6,057	0	0	0	0	4	4	0	0	0	0	0	0
Social Security Administration	65,474	13	13	0	0	79	79	0	0	0	0	0	0
Tennessee Valley Authority	12,762	0	0	0	0	2	2	0	0	0	0	0	0
Trade and Development Agency	46	0	0	0	0	0	0	0	0	0	0	0	0
U.S. Postal Service	625,701	0	0	0	0	111	111	0	0	0	0	0	0
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Level Subtotal	2,740,130	209	164	41	4	1,329	1,083	237	9	226	178	48	0
Midsized Agencies Subtotal	152,013	33	33	0	0	225	219	6	0	1	0	1	0
Small Agencies Subtotal	46,564	36	26	10	0	123	113	10	0	23	23	0	0
Micro Agencies Subtotal	1,286	6	6	0	0	25	25	0	0	4	3	0	1
Government-wide	2,939,993	284	229	51	4	1,702	1,440	253	9	254	204	49	1

NRF = No Report Filed

* Total work force numbers do not include employees not reported for national security reasons.

Table B-29 FY 2012 Appellate Receipts and Closures

Agency or Department	Total Work Force	Total Final Agency Actions	Number Appellate Receipts	% Appellate Receipts Per Total Final Agency Actions	Number Appellate Closures	% Appellate Closures Per Total Final Agency Actions	% Appellate Closures Per Total Work Force	Number Appellate Merit Closures	Number Appellate Findings of Discrimination (Disc.)	% Appellate Findings of Disc. Per Merit Closures	Number Appellate Procedural (Proc.) Closures	Number Appellate Reversals of Proc. Closures	% Appellate Reversals Per Proc. Closures
Agency for International Development	3,983	9	2	22.22%	5	55.56%	0.13%	2	0	0.00%	3	0	0.00%
American Battle Monuments Commission	76	0	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Armed Forces Retirement Home	282	4	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Central Intelligence Agency *	0	27	13	48.15%	7	25.93%	0.00%	1	0	0.00%	4	2	50.00%
Commodity Futures Trading Commission	707	2	1	50.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Commission on Civil Rights	44	0	0	0.00%	1	0.00%	2.27%	1	0	0.00%	0	0	0.00%
Consumer Product Safety Commission	522	1	0	0.00%	3	300.00%	0.57%	2	0	0.00%	1	1	100.00%
Corporation for National and Community Service	615	3	2	66.67%	2	66.67%	0.33%	0	0	0.00%	2	0	0.00%
Court Services & Offender Supervision Agency for DC	1,242	9	7	77.78%	5	55.56%	0.40%	0	0	0.00%	4	0	0.00%
Defense Army and Air Force Exchange	34,273	47	12	25.53%	10	21.28%	0.03%	5	1	20.00%	5	3	60.00%
Defense Commissary Agency	14,382	67	24	35.82%	28	41.79%	0.19%	10	0	0.00%	15	5	33.33%
Defense Contract Audit Agency	5,181	14	6	42.86%	5	35.71%	0.10%	1	0	0.00%	3	0	0.00%
Defense Contract Management Agency	10,452	24	12	50.00%	6	25.00%	0.06%	1	0	0.00%	3	1	33.33%
Defense Finance and Accounting Service	11,982	23	12	52.17%	18	78.26%	0.15%	7	0	0.00%	9	3	33.33%
Defense Human Resource Activity	1,176	1	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Defense Information Systems Agency	6,304	5	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Defense Intelligence Agency *	0	25	6	24.00%	6	24.00%	N/A	2	0	0.00%	3	2	66.67%
Defense Logistics Agency	25,229	75	25	33.33%	18	24.00%	0.07%	12	0	0.00%	5	1	20.00%
Defense Media Activity	2,000	0	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Defense Missile Defense Agency	2,326	0	1	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Defense National Geospatial-Intelligence *	0	12	9	75.00%	8	66.67%	N/A	3	0	0.00%	4	0	0.00%
Defense National Guard Bureau	57,511	26	14	53.85%	6	23.08%	0.01%	2	1	50.00%	3	0	0.00%
Defense National Security Agency *	0	13	5	38.46%	10	76.92%	N/A	2	0	0.00%	5	3	60.00%
Defense Nuclear Facilities Safety Board	116	0	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Defense Office of the Inspector General	1,600	1	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Defense Office of the Secretary/Wash Hqtrs Service	6,766	26	11	42.31%	6	23.08%	0.09%	3	0	0.00%	2	2	100.00%
Defense Security Service	874	5	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Defense Threat Reduction Agency	1,299	4	3	75.00%	4	100.00%	0.31%	2	0	0.00%	0	0	0.00%
Defense Uniformed Services University	794	0	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Department of Agriculture	103,822	254	126	49.61%	136	53.54%	0.13%	71	14	19.72%	53	12	22.64%
Department of Commerce	45,766	346	104	30.06%	82	23.70%	0.18%	38	0	0.00%	39	6	15.38%
Defense Department of Education Activity	16,346	28	6	21.43%	8	28.57%	0.05%	5	0	0.00%	3	1	33.33%
Department of Education	4,373	31	14	45.16%	15	48.39%	0.34%	11	0	0.00%	2	0	0.00%
Department of Energy	15,680	27	22	81.48%	19	70.37%	0.12%	9	0	0.00%	8	0	0.00%
Department of Health and Human Services	83,123	225	87	38.67%	72	32.00%	0.09%	38	1	2.63%	29	13	44.83%
Department of Homeland Security	200,559	735	286	38.91%	269	36.60%	0.13%	116	5	4.31%	129	28	21.71%
Department of Housing and Urban Development	9,061	43	20	46.51%	20	46.51%	0.22%	12	1	8.33%	3	0	0.00%
Department of Justice	116,973	616	184	29.87%	127	20.62%	0.11%	63	11	17.46%	51	17	33.33%
Department of Labor	16,819	75	38	50.67%	36	48.00%	0.21%	21	2	9.52%	10	1	10.00%
Department of State	69,885	70	30	42.86%	27	38.57%	0.04%	16	2	12.50%	10	1	10.00%
Department of the Air Force	173,807	269	104	38.66%	95	35.32%	0.05%	38	5	13.16%	39	11	28.21%
Department of the Army	250,617	540	272	50.37%	257	47.59%	0.10%	92	4	4.35%	146	48	32.88%
Department of the Interior	78,779	177	70	39.55%	70	39.55%	0.09%	47	3	6.38%	20	3	15.00%
Department of the Navy	245,574	340	191	56.18%	204	60.00%	0.08%	68	3	4.41%	118	34	28.81%
Department of the Treasury	115,292	277	98	35.38%	107	38.63%	0.09%	62	4	6.45%	32	1	3.13%

Table B-29 FY 2012 Appellate Receipts and Closures

Agency or Department	Total Work Force	Total Final Agency Actions	Number Appellate Receipts	% Appellate Receipts Per Total Final Agency Actions	Number Appellate Closures	% Appellate Closures Per Total Final Agency Actions	% Appellate Closures Per Total Work Force	Number Appellate Merit Closures	Number Appellate Findings of Discrimination (Disc.)	% Appellate Findings of Disc. Per Merit Closures	Number Appellate Procedural (Proc.) Closures	Number Appellate Reversals of Proc. Closures	% Appellate Reversals Per Proc. Closures
Department of Transportation	57,187	229	124	54.15%	135	58.95%	0.24%	46	3	6.52%	82	25	30.49%
Department of Veterans Affairs	323,154	1,379	488	35.39%	453	32.85%	0.14%	201	8	3.98%	225	75	33.33%
Environmental Protection Agency	17,001	26	17	65.38%	23	88.46%	0.14%	15	1	6.67%	5	1	20.00%
Equal Employment Opportunity Commission	2,291	13	10	76.92%	7	53.85%	0.31%	4	0	0.00%	1	0	0.00%
Export-Import Bank of the US	408	1	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Farm Credit Administration	302	0	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Federal Communications Commission	1,788	2	1	50.00%	1	50.00%	0.06%	0	0	0.00%	1	1	100.00%
Federal Deposit Insurance Corporation	7,846	26	18	69.23%	14	53.85%	0.18%	1	1	100.00%	13	1	7.69%
Federal Election Commission	355	0	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Federal Energy Regulatory Commission	1,483	8	4	50.00%	8	100.00%	0.54%	0	0	0.00%	8	4	50.00%
Federal Housing Finance Board	706	1	1	100.00%	1	100.00%	0.14%	0	0	0.00%	1	1	100.00%
Federal Labor Relations Authority	138	0	0	0.00%	1	N/A	0.72%	0	0	0.00%	1	0	0.00%
Federal Maritime Commission	124	0	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Federal Mediation and Conciliation Service	243	0	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Federal Reserve System- Board of Governors	2,412	1	1	100.00%	1	100.00%	0.04%	0	0	0.00%	0	0	0.00%
Federal Trade Commission	1,178	1	0	0.00%	1	100.00%	0.08%	1	0	0.00%	0	0	0.00%
General Services Administration	12,416	55	25	45.45%	25	45.45%	0.20%	10	0	0.00%	12	3	25.00%
Government Printing Office	1,879	18	4	22.22%	11	61.11%	0.59%	2	0	0.00%	9	7	77.78%
Holocaust Memorial Museum U.S.	397	0	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
International Boundary and Water Commission	258	0	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
International Broadcasting Bureau	1,675	8	3	37.50%	3	37.50%	0.18%	3	0	0.00%	0	0	0.00%
International Trade Commission	397	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	2,250	0	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Merit Systems Protection Board	208	0	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Millennium Challenge Corporation	288	0	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
National Aeronautics and Space Administration	18,416	30	12	40.00%	5	16.67%	0.03%	3	0	0.00%	2	0	0.00%
National Archives and Records Administration	3,381	8	4	50.00%	2	25.00%	0.06%	0	0	0.00%	2	0	0.00%
National Credit Union Administration	1,195	1	1	100.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
National Endowment for the Arts	174	1	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
National Endowment for the Humanities	199	0	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
National Gallery of Art	834	4	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
National Indian Gaming Commission	97	0	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
National Labor Relations Board	1,702	4	1	25.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
National Mediation Board	50	0	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
National Reconnaissance Office *	0	6	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
National Science Foundation	1,663	0	3	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
National Transportation Safety Board	413	1	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Nuclear Regulatory Commission	3,775	1	4	400.00%	4	400.00%	0.11%	2	0	0.00%	2	1	50.00%
Office of Personnel Management	5,843	19	12	63.16%	9	47.37%	0.15%	3	0	0.00%	6	2	33.33%
Office of Special Counsel	129	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	2	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Overseas Private Investment Corporation	241	0	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Peace Corps	896	4	0	0.00%	1	25.00%	0.11%	1	0	0.00%	0	0	0.00%
Pension Benefit Guaranty Corporation	971	17	6	35.29%	3	17.65%	0.31%	0	0	0.00%	2	0	0.00%
Presidio Trust	NRF	NRF	0	N/A	1	N/A	N/A	0	0	0.00%	1	0	0.00%

Table B-29 FY 2012 Appellate Receipts and Closures

Agency or Department	Total Work Force	Total Final Agency Actions	Number Appellate Receipts	% Appellate Receipts Per Total Final Agency Actions	Number Appellate Closures	% Appellate Closures Per Total Final Agency Actions	% Appellate Closures Per Total Work Force	Number Appellate Merit Closures	Number Appellate Findings of Discrimination (Disc.)	% Appellate Findings of Disc. Per Merit Closures	Number Appellate Procedural (Proc.) Closures	Number Appellate Reversals of Proc. Closures	% Appellate Reversals Per Proc. Closures
Railroad Retirement Board	945	0	1	N/A	2	N/A	0.21%	0	0	0.00%	0	0	0.00%
Securities and Exchange Commission	3,826	4	4	100.00%	7	175.00%	0.18%	1	0	0.00%	6	0	0.00%
Selective Service System	121	0	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Small Business Administration	5,228	26	12	46.15%	10	38.46%	0.19%	3	0	0.00%	7	4	57.14%
Smithsonian Institution	6,057	12	1	8.33%	1	8.33%	0.02%	0	0	0.00%	1	1	100.00%
Social Security Administration	65,474	310	149	48.06%	145	46.77%	0.22%	89	5	5.62%	48	10	20.83%
Tennessee Valley Authority	12,762	39	22	56.41%	20	51.28%	0.16%	7	2	28.57%	12	3	25.00%
U.S. Postal Service	625,701	3,524	1,602	45.46%	1,678	47.62%	0.27%	572	32	5.59%	998	357	35.77%
Other Agencies*	6,195	11	0	0.00%	1	9.09%	0.02%	0	0	0.00%	1	0	0.00%
Government-Wide	2,939,893	10,273	4,350	42.34%	4,265	41.52%	0.15%	1,727	109	6.31%	2,209	695	31.46%

* Other agencies include Office of Trade Representative which do not file Form 462.

* Total work force numbers do not include employees not reported for national security reasons.