



# A Report To *Our Citizens*

## About GSA

### MISSION STATEMENT

GSA leverages the buying power of the federal government to acquire best value for taxpayers and our federal customers. We exercise responsible asset management. We deliver superior workplaces, quality acquisition services, and expert business solutions. We develop innovative and effective management policies.

### HOW WE BENEFIT THE PUBLIC

GSA touches the lives of nearly every U.S. citizen by providing goods, services and workspace at best value to its federal agency clients.

The work done by GSA since its [creation in 1949](#) has long enabled our customer agencies to focus squarely on their core missions. The missions may be defense; transportation; state and local government law enforcement; or any of the other critical functions performed by the federal government.

GSA also stretches taxpayer dollars by leveraging the government's enormous purchasing power. We aggressively promote the use of environmentally friendly goods and services, and we preserve [legacy buildings](#) – structures from different periods of our country's history that stand as inspiring symbols of our nation's ideals and heritage.

GSA helps keep the nation safe by providing tools, equipment, and nontactical vehicles to the U.S. military, and providing state and local governments with law enforcement, firefighting and rescue equipment, along with disaster recovery products and services. GSA is America's only source solely dedicated to procuring goods and services for government.

As an integral part of GSA, the [Federal Acquisition Service](#) possesses unrivaled capability to deliver myriad [products](#) and [services](#) across government at the best value possible because of its volume purchasing power.

GSA provides superior workspace to more than 1 million federal employees in more than 8,600 leased and owned buildings across the nation. The agency's [Public Buildings Service](#) is one of the largest real property providers in the world with an inventory of 352 million square feet of space.

GSA provides direct access to a wide range of government information, and information on government services and consumer protection through the official federal Web portals [USA.gov](#) and the Spanish-language counterpart [GobiernoUSA.gov](#).



GSA provides information for everyday life, and in times of crisis, we work around the clock to link the public with [vital government information](#), whether the emergency is at home or abroad.

The agency is a trusted, one-stop source for information about federal government programs and services. The sites have information on topics such as money management, scams, federal benefits, identity theft, government auctions, health, housing, jobs, per diem, policies and regulations.

GSA offers consumer information through a variety of channels: online, toll-free and telephone; printed publications from our Pueblo, Colo., distribution facility; and other media resources, such as [public service announcements](#).

## GSA MEANS EXCELLENCE IN THE BUSINESS OF GOVERNMENT





# GSA Highlights

GSA DELIVERED MANY TANGIBLE BENEFITS TO THE PUBLIC IN FY 2008:



## ASSISTS THE MILITARY AND OUR VETERANS

GSA is committed to supporting the nation's veterans by expanding business opportunities for veterans, including through the [Veterans Technology Services governmentwide acquisition contract](#).

This small-business set-aside contract is for service-disabled veteran-owned small technology firms. It provides a way for federal agencies to achieve small-business goals through purchase of information technology solutions from small-businesses owned by our service-disabled veterans.



GSA also supports federal agencies dedicated to assisting veterans and active-duty servicemembers. One example is the [patient evacuation vehicle](#). GSA worked closely with the Army to develop this unique vehicle to provide smoother transportation for wounded soldiers between Andrews Air Force Base and Walter Reed Army Medical Center.

## LEADS IN GREEN GOVERNMENT



GSA has a long history of providing environmentally sound or [sustainable products](#) and services, reducing waste and pollution, and providing federal employees with a healthy work environment.

In fact, in 2008, [GSA Fleet](#) provided its customers with almost 23,000 alternative fuel vehicles, accounting for 38 percent of Fleet's total inventory of 225,000 vehicles. That brings to total inventory to more than 80,000 AFVs. More than 700 are hybrids, operating on both electricity and gasoline.



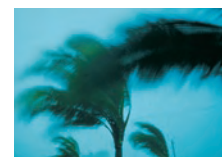
Also in FY 2008, GSA completed a \$6.9 million solar park at the [Federal Center in Denver](#). The park generates 1.6 megawatts of electric power, which in turn will prevent approximately 1,244 metric tons of carbon dioxide from being emitted into the atmosphere and a half-dozen railcars of coal from being burned each day to produce the same amount of electricity

GSA sponsored 14 telework centers, which saved an estimated 2.8 million travel miles, almost 115,000 gallons of fuel, and 2.3 million pounds of carbon emissions.

## PARTNERS IN EMERGENCY RESPONSE AND DISASTER RECOVERY



GSA provides critical acquisition support to first responders in times of emergency and natural disasters. In the event of an emergency, GSA acquires essential supplies, acquires leased space to house disaster centers and federal disaster claims processing centers, and provides tools and equipment to support debris removal and infrastructure rebuilding.



GSA bought 120 truckloads of water, 5,500 hygiene kits and thousands of other products in support of recovery efforts after Hurricanes Gustav and Ike. Additionally, during an active wildfire season, GSA provides an average of 1,600 tons of equipment and supplies to support firefighting and replenishment efforts.



## **ENSURES A SMOOTH PRESIDENTIAL TRANSITION**

GSA's work to ensure a smooth transfer of executive power in 2009 actually began shortly after the 2004 election. In FY 2008, GSA acquired space and began renovations to provide workspace for the president-elect's transition team and planning for the transition of the outgoing president and vice president. GSA also provided acquisition and property management services in support of the U.S. Department of Defense in planning for Inauguration Day.

## **DISPOSES OF EXCESS AND SURPLUS PROPERTY**

GSA promotes effective use of federal real property assets, as well as the disposal of real property that is no longer critical to federal agencies. If a federal agency no longer needs a piece of property, it's considered excess. GSA first offers excess property to other federal agencies. If another federal agency needs it, the property can be transferred. If no federal agency needs it, the property becomes surplus and may be made available for other uses through a [public benefit conveyance](#). The property may also be transferred for homeless use, or negotiated sales for public use or public sales based on our determination of the property's highest and best use.

Properties for sale by the federal government can be found on property disposal Web sites, through regional offices and mass media. GSA publishes public property sales information at [www.propertydisposal.gsa.gov](http://www.propertydisposal.gsa.gov).

GSA also sells surplus personal property – from automobiles, boats and computer equipment to furniture, fire trucks and photographic equipment. Information on government [sales](#) and [auctions](#) of personal property can be found at [www.surplussales.gsa.gov](http://www.surplussales.gsa.gov) or [www.gsauctions.gov](http://www.gsauctions.gov).

In FY 2008, the Office of Real Property Disposal was instrumental in disposing of 13 GSA properties valued at \$58.5 million. These disposals have already provided revenues of \$56 million for the Federal Buildings Fund. An additional 235 properties valued at \$192.2 million were disposed of for other federal agencies.

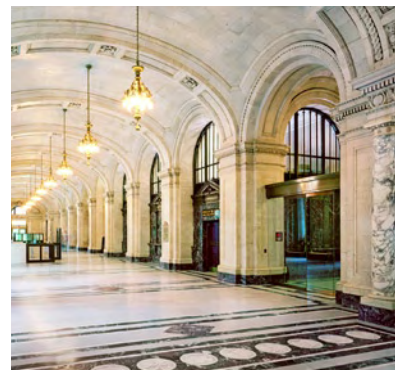
Since FY 2002, GSA has reported as excess 305 underutilized assets, removing 14.5 million rentable square feet from the inventory and resulting in a \$626.9 million saving.

## **PRESERVES AMERICA'S HERITAGE**



GSA is responsible for more than [425 historic properties](#), including 63 national historic landmarks and two national historic sites. GSA has released its eighth set in a series of [historic building posters](#) that are free by contacting the Historic Buildings Program. The larger collection features almost 100 of GSA's most significant buildings that span more than 150 years of construction.

GSA also has created a [series of films and videos](#) profiling architecturally exceptional buildings that have undergone major modernizations. They may be viewed online, and free DVD copies are available by contacting [historic.buildings@gsa.gov](mailto:historic.buildings@gsa.gov).





# GSA Summary

## ORGANIZATION

GSA delivers services directly to its federal customers through 11 regional offices and the central office in Washington, D.C. GSA comprises the Federal Acquisition Service, the Public Buildings Service, and several support staff offices.

## PERSONNEL

GSA has about 11,800 personnel and has consistently ranked among the top 10 best places to work in the federal government. Our goal is to make GSA the top place to work in government.

One way GSA strives to reach this goal is by promoting [telework](#). By the end of FY 2008, 35 percent of eligible GSA employees were teleworking at least once a week.

For information on becoming part of the GSA family, visit our [Careers at GSA](#).



## STRATEGIC GOALS

### STEWARDSHIP

Lead federal agencies in the economical and efficient management of federal assets by spearheading effective policy development and by the exemplary management of the buildings/ workplaces, motor vehicles, and personal property provided by GSA.

### SUPERIOR WORKPLACES

Deliver and maintain productive workplaces consisting of office space, furnishings, technology, supplies, and related services.

### BEST VALUE

Develop and deliver timely, accurate, and cost-effective acquisition services and business solutions.

### INNOVATION

Develop new and better ways of conducting business that result in more productive and effective federal policies and administrative operations.

## ACCOMPLISHMENTS

- **Leadership in Green Government**  
Seven GSA-controlled buildings were certified under the U.S. Green Building Council's Leadership in Energy and Environmental Design (LEED) rating system, bringing GSA's total to 27.
- **Expanding GSA's Customer Support**  
Revenues in GSA's Federal Acquisition Service increased 4.6 percent in FY 2008, and business with Department of Defense, our largest customer, increased by 3 percent.
- **Restoring the Federal Infrastructure**  
Two federal courthouses and five new federal buildings completed. Construction began on six new land ports of entry.

**GSA MEANS EXCELLENCE IN THE BUSINESS OF GOVERNMENT**

## GSA FINANCES

GSA's top five customers are:

- [Department of Defense](#) (28 percent of our total resources);
- [Department of Justice](#) (10 percent);
- [Department of Homeland Security](#) (9 percent);
- [Federal Judiciary](#) (6 percent); and
- [Department of the Treasury](#) (5 percent).

If GSA were a public company, our \$17.7 billion in revenues would place us at 141 on the Fortune 500, ahead of Google and Nike, among others. The majority of GSA's budgetary resources comes from reimbursements from other federal agencies for goods and services we provide. Only \$508 million, or 1.9 percent of total budgetary resources, came directly from Congress.

GSA's FY [2008 Annual Performance and Accountability Report](#) details our accomplishments and challenges in program and financial management in the past year.

The PAR explains the actions GSA has taken to exercise effective stewardship over customer funds and provides quantitative evidence of the value that GSA provides to our federal customer agencies, and by extension, to the U.S. taxpayer.

GSA's PAR demonstrates the value we provide by measuring the timeliness, quality, and efficiency of our services and reporting our program performance alongside our financial results. The full report is available at [www.GSA.gov/annualreport](http://www.GSA.gov/annualreport).

Our PAR gives our customers the confidence they need to conduct business with us and trust that we will acquire goods and services on their behalf with the same care, compliance, and stewardship that they apply to managing their own funds.

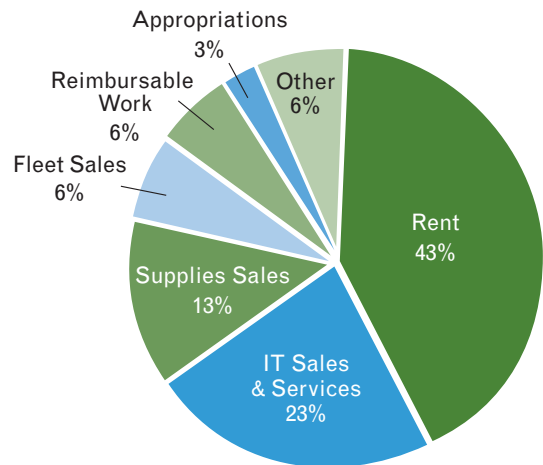
## TOP 5 PROGRAMS BY BUDGET

<i>in millions</i>	REAL PROPERTY LEASING	ASSISTED ACQUISITION SERVICES	TRAVEL, MOTOR VEHICLES & CARD SERVICES	ASSET MANAGEMENT OF OWNED REAL PROPERTY	INTEGRATED TECHNOLOGY SERVICES
FY08	\$4,776.5	\$3,650.8	\$2,785.9	\$2,745.3	\$1,270
FY09*	\$5,244.3	\$3,746.2	\$2,634.4	\$2,689.4	\$1,332

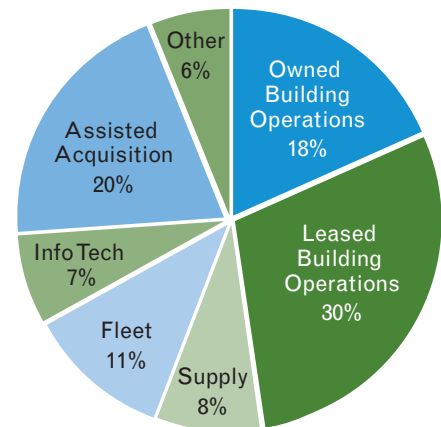
\* projected

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## WHERE GSA'S RESOURCES COME FROM



## HOW GSA'S RESOURCES WERE USED





# Agency Challenges

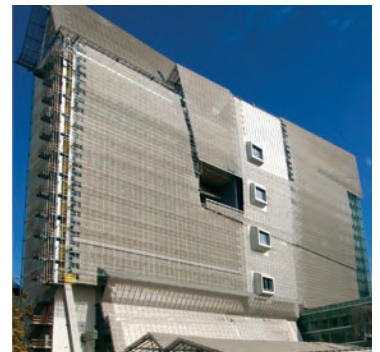
## ONE GSA, ONE VOICE

GSA must build on the steps taken in FY 2008 and improve integration of our real property and acquisition businesses where appropriate. We strive to provide a single contact for our federal customer agencies to meet their goals, making One GSA-One Voice a permanent part of our daily operations.

## INFRASTRUCTURE REQUIREMENTS

GSA owns more than 1,500 buildings around the country, but we have a backlog of repairs and renovations totaling \$8.8 billion for those buildings. Based on FY 2008 funding levels, GSA would need 10 years to address the backlog, assuming no new needs arise.

GSA continues to aggressively attack this problem by investing in our core assets and disposing of underperforming properties, but we must also explore new strategies for the acquisition, management, and repair of government-owned properties to ensure that our portfolio remains viable and self-sustaining over the long term.



GET HELP BY CALLING TOLL-FREE

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

BETWEEN 8 A.M. AND 8 P.M. EST TO SPEAK TO AN INFORMATION AGENT. RECORDED MESSAGES ON POPULAR TOPICS ARE ALSO AVAILABLE AROUND THE CLOCK.

Those who prefer print publications can take advantage of our nationwide publication distribution program based in Pueblo, Colo., by ordering these publications online or by phone. Our most popular publication is the free *Consumer Action Handbook*, available in English and Spanish.



FOR QUESTIONS OR COMMENTS  
ON THE ENCLOSED INFORMATION

VISIT: [www.gsa.gov](http://www.gsa.gov)