



**General
Services
Administration
1976
Annual
Report**



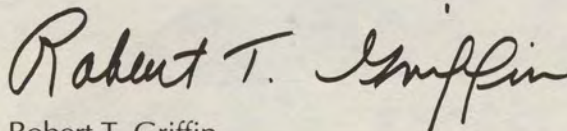
America's Bicentennial is over and the country has begun its third century. At the same time, a new Administration has taken the reins of government.

The General Services Administration (GSA) played prominent roles in both the Bicentennial and the transition of the Presidency. The National Archives and Records Service was a focal point of activity during the nation's 200th birthday festivities and the agency, as provided by law, carried a significant administrative responsibility during the transition.

If the past year was a time for reflection, 1977 is a particularly good time to prepare for the future. GSA knows it can do a better job of serving its customers—the other federal agencies—and the agency's planning is aimed in that direction. GSA's performance has improved but can improve still further.

The agency must have performance credibility with its customers to obtain the maximum efficiency of operations. For example, in the past year the Federal Supply Service of GSA reduced back orders from 800,000 to less than 150,000—a normal level for the volume of purchasing done by this agency. This is important, because if customers are confident GSA can satisfy their needs in a timely fashion, they will do more of their purchasing through the agency. And this means savings for the taxpayer.

So GSA enters this first year of the third century of our nation's independence in somewhat the spirit of the founding fathers: Proud of its past, but not content by any means that it has reached its maximum efficiency.

A handwritten signature in black ink, reading "Robert T. Griffin". The signature is written in a cursive, flowing style.

Robert T. Griffin
Acting Administrator



GENERAL SERVICES ADMINISTRATION**PAGE 4**

Since its inception, the General Services Administration (GSA) was intended to manage and provide the services and supplies needed by other federal departments for daily operation and to oversee federal efficiency in purchasing, housing, communications, records-keeping and preparedness for emergencies.

HIGHLIGHTS OF THE YEAR**PAGE 3**

In line with its original instructions to consolidate, organize and cut costs, GSA has put special effort into money saving projects in 1976.

NATIONAL ARCHIVES AND RECORDS SERVICE**PAGE 10**

Important documents of government are held in this service and made available to the public. It also provides management of federal records storage and offers guidelines to the federal community on records-keeping and controlling the flow of paperwork. In the Bicentennial year, it helped the nation celebrate by providing exhibits and displays and special programs.

FEDERAL SUPPLY SERVICE**PAGE 16**

From paper clips to helicopters, this service keeps executive departments supplied with the necessities for daily operation. It also acts as the government's travel and shipping manager, holds the nation's stockpile of strategic and critical materials, represents the federal community in utility rate cases and sells surplus government goods ranging from high-mileage cars to precious metals.

PUBLIC BUILDINGS SERVICE**PAGE 22**

Public Buildings is the world's largest real estate agent and provides the work space for three-quarters of a million federal employees in buildings it owns, leases or operates. The service manages the civilian federal construction program and provides protection for building occupants.

AUTOMATED DATA AND TELECOMMUNICATIONS SERVICE**PAGE 28**

This branch of the agency assists the flow of information among federal departments. It sets policies for the use of computers and aids in their purchase and management. It operates the nation's largest private telephone system and superintends other "secure" and special telecommunications networks and equipment.

FEDERAL PREPAREDNESS AGENCY**PAGE 32**

This arm of the agency offers advice and expertise to other federal agencies and state and local governments in time of crises and is responsible for continuity of government in a national disaster.

REGIONAL OPERATIONS**PAGE 36**

Each of the 10 regional offices performs the same mission: to serve other federal agencies in its locality, the state and local governments and local businesses and communities. Each has a distinctive character and a particular mission in the procurement or distribution of items for federal use nationwide.

COMPARISON OF SELECTED OPERATIONS**PAGE 47**

A brief table shows size of operations in the different services in 1976 compared to 1966 and the estimate for 1977. It also outlines expenditures and inventories in dollar values.

ORGANIZATION**PAGE 48**

The Administrator, the five heads of services and the staff offices are the policymakers while the 10 regional administrators serve the agency's customers.

GENERAL SERVICES ADMINISTRATION

The Government's Business Manager

As the United States grew over its first two centuries, so did its government—but not always in the most efficient manner. In 1949 the first Hoover Commission, appointed to examine the effectiveness of the Executive branch, described the “jumble” of federal activities as “piled helter-skelter on the honest foundation . . . of the Constitution.”

The recommendations of the Hoover Commission eventually led to the creation of the General Services Administration (GSA) under the Federal Property and Administrative Services Act of 1949. The new agency was intended, among other duties, to consolidate and better organize the “jumble.”

Since then, GSA has become the central source of supplies and services for its customers—the other federal agencies—to draw upon to effectively and economically serve *their* customers—the American people.

Today GSA is a service and business conglomerate functioning as the government's landlord, builder, procurement agent, engineer, data processor and historian. It has broad policy-making responsibilities in procurement procedures, the management of finance, procurement of property and automated data and the development of management systems.

Functionally, GSA has five major services in addition to staff offices and 10 regions (see the organization chart on the inside back cover). The specialties and tasks of the services and regions are explained in later chapters—the agencywide management and coordination functions of the staff offices in this one. Staff responsibilities include personnel, records-keeping, paper-work management, financial and budgetary operations and direct communication with regional offices, other agencies, the Congress, the media and the public.

Helping the consumer

Modern consumers are finding they need more and more information to make discerning choices—and GSA is helping to make it available through its Consumer Information Center, established in 1970.

The Center has dual purposes: encouraging federal agencies to develop and release data and expanding the public's access to information and awareness of it. Its chief tool for building public awareness is its catalog of federal consumer publications, **Consumer Information**. Approximately 20 million catalogs were distributed

in 1976 through members of Congress, federal facilities with heavy visitor traffic such as Social Security offices and national parks, libraries and schools, nonprofit consumer organizations and in response to requests from individuals. The last category grew to 10 million because of the Center's public service campaign.

Federal Consumer Focus scripts were distributed to 3,000 radio and 400 television stations and resulted in more than 170 hours of air time on consumer subjects each week. **New for Consumers** informational releases were sent to consumer reporters and all daily and many weekly newspapers.

The Center also has responsibilities for implementing GSA's Consumer Representation Plan. The plan, developed at the President's direction to make the agency more responsive to consumers, involves the cooperation of several sections of GSA.

For example, the National Archives' **Federal Register**—the only federal publication covering all proposed federal regulations and telling consumers how, when and where to express their views on them—will require originating agencies to submit clear, concise explanations of all major **Register** documents.

The Regulatory Law Division of the Office of the General Counsel will utilize the same **Federal Register** to inform consumer groups and the public of proposed GSA involvement in utility cases on behalf of the government.

The Federal Information Centers — jointly sponsored by GSA and the U.S. Civil Service Commission and specializing in helping the public — will increase community liaison, obtain public opinion on federal programs and encourage greater use of the Centers.

Helping industry

"We have received five jobs due to your efforts, personal contacts and interest in our needs . . . had it not been for your personal attention, our company would not have grown as far and as fast as it has."

When the Business Service Center (BSC) in Kansas City, Mo., received these comments in a letter, it knew it had been doing its job. Often, BSC personnel provide the first direct communication a company has with the federal structure.

In the 13 BSCs, personnel work closely with local government and civic groups and monitor GSA's program for small businesses to determine which proposed procurements can be set aside in part or whole for small firms.



BSC counselor and client.

The BSCs also offer individual counseling. For instance, in 1976 there were 153,682 sessions in BSC offices supplemented by 1,368 actions under the "circuit rider" program. BSCs also distribute free publications on doing business with the federal government, issue bidders' mailing list applications (51,253 in 1976), display current bidding opportunities, provide specifications to prospective bidders (272,189), furnish invitations for bids (45,898) and post, safeguard and open bids (120,834).

In 1977, GSA hopes to sharply increase the number of actions. In June of 1976, GSA and the Department of Commerce signed an agreement aiming to produce more competition on high-volume, high-dollar bids for federal business (worth about \$150 million a year). Commerce will use its 60 field and 840 associate offices to locate prospective bidders on 250 priority items and then channel the potential suppliers to the BSCs for counseling.

Greater competition should spread federal procurements more evenly

NATIONAL ARCHIVES AND RECORDS SERVICE

Preserving the Old; Encouraging the New

As official keeper of the document the Bicentennial was all about—the Declaration of Independence—GSA's National Archives and Records Service (NARS) was a center of celebration during the nation's 200th birthday.

A highlight in the nation's capital was a three-day Fourth of July weekend celebration beginning with a visit to the Archives Building by President Ford, Vice-President Rockefeller, Speaker of the House Albert and Chief Justice Burger. They and other distinguished persons honored the Declaration and its companion charters of freedom, the Constitution of the United States and the Bill of Rights.

Following the visit, a 76-hour vigil enabled visitors to view the nation's most cherished documents and sign a guestbook headed by the President's signature. The book was later placed in a time capsule for opening at the Tricentennial.

On July 4 approximately 8,000 people attended a national birthday party at the Archives Building. The Archivist of the United States spoke, a band gave a concert, the Declaration was read, chimes commemorated its adoption and a giant birthday cake was cut.

Earlier in the year a Bicentennial exhibit, "The Written Word Endures: Milestone Documents of American History," opened in the Archives Building. It told America's story through the display of archival documents, photographs, maps and charts. An accompanying book provided background information.

Helping others celebrate

Documents and artifacts lent from the Washington, D.C., and regional archives enriched Bicentennial exhibits throughout the nation. The engraving from which the first reproductions of the Declaration were made was loaned to Philadelphia, Pa., the city in which the original was signed, and was unveiled there for display by First Lady Betty Ford. Other important loans were made to Louisiana, Colorado, Oregon and the touring American Freedom Train.

The Presidential libraries and the Federal Archives Records Centers organized Bicentennial exhibits on women and war, art of the American west, Revolutionary War paintings, American manuscripts, political cartoons and White House china. They also contributed to an exhibit on the racial diversities of Americans.

The Archives and Records Center in Philadelphia, Pa., co-sponsored a conference on the American Revolution in international politics; and the Bayonne, N.J., Center co-sponsored a symposium on documentary sources of information on the Revolutionary era in New York and New Jersey.

Books and films also carried the Bicentennial message to the people. The Archives' Center for the Documentary Study of the American Revolution compiled the **Index to the Journals of the Continental Congress**. The Archives' National Audiovisual Center published **Media for the Bicentennial**, a list of government films with a Bicentennial theme. Other groups in NARS issued the 28th volume of the **Territorial Papers of the United States** and new publications on the Declaration of Independence and the Bill of Rights.

Carrying out the archival mission

In addition to its extra activities for the Bicentennial, the Office of the National Archives performed its assigned mission in 1976 with élan. This included holding, preserving and making available the nation's historic papers and materials in Washington, D.C., and 11 regional archives. It selected and acquired new materials of national historical importance, described them in finding aids, supervised their preservation and protection, helped scholars find and use documents and related nontextual materials and mounted displays of items of particular public interest.

A researcher examines bound volumes of letters, accounts and other official records of the 19th century. These and other documents are preserved by GSA's National Archives.



Of special note during the year, it obtained permission from the National Broadcasting Company to make videotapes of Presidential news conferences, Congressional hearings, political conventions and related news programs. Videotape copies will be available at NARS facilities around the country. The National Public Radio agreed to provide tapes of all its news and public affairs programs.

Significant accessions included a million feet of 1919-29 Movietone newsreels, 1891-1946 American National Red Cross records, Department of Defense tapes concerning the Vietnam war and the Project Blue-book papers and materials pertaining to unidentified flying objects (UFOs) collected by the Air Force.

A record million and a quarter people viewed the Declaration and its companion Charters of Freedom in the Exhibition Hall in Washington, D.C.

For segments of the public with a serious interest in history, Archives continued its program for the Associates of the National Archives. Membership grew to 3,000 and participated in special events such as a series of lectures by distinguished authors and historians. In addition, 36 volunteer docents were recruited to guide exhibit and behind-the-scenes tours.

Major conferences were held during the year on women's history and genealogy. Research rooms, documents and materials continued to be utilized by students, historians, and visiting specialists. In 1976, throughout the NARS system 105,000 visits were





recorded — 20,000 more than in 1975. The Archives continued to present film showings for the public from its holdings.

The Archives also served as host to the Eighth Congress of the International Council on Archives. More than 550 archivists from around the world pooled knowledge on "The Archival Revolution of Our Time."

The National Audiovisual Center launched a new program of gathering statistics on the audiovisual activities of all Federal agencies. It also updated and expanded its computerized list of Federal audiovisual materials available for loan, rent, or purchase.

Caring for Presidential history

The six Presidential libraries hold important papers of past incumbents, papers and letters by men and women associated with administrations and objects of special interest or sentiment.

Each library has two functions. It is a center of research and the exchange of ideas by students of history, politics and other social sciences, and it provides a glimpse of a president's personality to the general public through exhibits and displays. In 1976, more than 1.5 million visitors toured library facilities, and several thousand attended meetings or consulted documents.

This UFO artifact from the Air Force's Project Bluebook was delivered with other materials to the National Archives.

Symposia, seminars and conferences of special note in 1976 were: invitational meetings of distinguished persons at the Roosevelt and Johnson libraries; seminars on the relation of the presidency and the press and on the social programs of the Kennedy and Johnson administrations at the Johnson Library; and a conference on youth service at the Roosevelt Library.

Access by scholars to materials was promoted by speeding the declassification of documents. At the Eisenhower Library, several series of personal papers, including the file of Ann Whitman, Eisenhower's secretary, were opened to make it possible for scholars to study the personal side of President Eisenhower's life in greater depth.

Nixon presidential materials

In 1976, court approval was obtained for a government plan to relocate most of the historic materials of the Nixon presidency from the Old Executive Office Building next to the White House to a maximum security storage area. This cleared the way for materials to be transferred to NARS' Washington National Records Center in suburban Suitland, Md., and placed in a special vault.

Certain of the more sensitive materials, including tape recordings of White House conversations, were left in secure storage in the White House complex by agreement among attorneys in pending lawsuits.

Access to all the Nixon materials is controlled by court order.

Publishing

The Office of the Federal Register continued publishing the daily **Federal Register** of proposed and final versions of regulatory documents, the annual **Code of Federal Regulations** listing all those approved since the previous issue, and the annual **United States Government Manual** explaining all branches of the federal structure and listing key officials. All are commonly consulted by federal and local officials and by the interested public, such as consumer organizations.

As part of a multioffice GSA plan in 1976, to help consumers, the Office of the Federal Register included explanations in simple language of each document in the **Register** and **Code** and began work in conjunction with the Government Printing Office on a computerized system for printing, updating and indexing the **Code**. It also published a guide for businessmen and private individuals on records-keeping obligations for taxes and business commitments.

Controlling paperwork

The Office of Records Management in NARS continued to oversee government records-keeping and offer guidelines to federal agencies in 1976. It also received new responsibilities with the passage by Congress of the



Records Center, Suitland, Md.

Records Management Amendments. These directed it to conduct government-wide evaluations of federal records-keeping techniques and efficiency, to direct studies of agency records programs and to submit annual reports to Congress and the director of the Office of Management and Budget on records-management activities.

Special achievements during 1976 were: helping to realize a federal savings in mail and copying costs in response to a presidential management initiative; organizing and holding workshops and seminars for government personnel on curbing excess paperwork; and sponsoring a major symposium on micrographics (the reduction of voluminous paper records to miniaturized images on film).

Cleaning out the records storage areas

Over the years the Washington National Records Center, the National Personnel Records Center and the 13 regional records centers have been overloaded with federal files forwarded to them for temporary or permanent storage. Therefore, starting in 1975, NARS' Office of Federal Records Centers—in charge of the storage of all federal records in GSA's custody except those in the National Archives—began an intensive two-year records disposition campaign.

By the end of 1976, more than half of federal agencies had met their deadlines for preparing schedules for the disposition of records.

The campaign will continue in 1977.

A sunglassed and sunshaded spectator enjoys the Bicentennial birthday party at the Archives Building in Washington, D. C., on the Fourth of July 1976.





COMPARISON OF SELECTED OPERATIONS

	1966 (Actual)	1976 (Actual)	1977 (Estimate)
Public Buildings Service			
Square footage of space in GSA inventory (except outside parking)	185,500,000	232,000,000	232,500,000
Government-owned space	141,700,000	144,500,000	142,000,000
Leased space	43,800,000	87,500,000	90,500,000
Number of occupants of buildings	623,473	823,004	838,900
Number of leases	7,553	6,948	7,050
Construction completions	\$198,700,000	\$453,636,000	\$255,642,000
Repair and alteration workload performed	\$57,000,000	\$75,500,000	\$93,700,000
Repair and alteration backlog, end of year	\$350,600,000	\$1,127,700,000	\$1,160,700,000
Federal Supply Service			
Total procurement	\$1,808,600,000	\$2,515,000,000	\$2,780,000,000
Government-wide purchases by means of Federal Supply schedules	\$661,600,000	\$1,434,900,000	\$1,620,000,000
Number of supply distribution points	63	94	94
Stores stock sales	\$471,972,000	\$716,700,000	\$796,000,000
Nonstore sales	\$194,528,000	\$396,700,000	\$448,000,000
Interagency motor pools in operation	94	100	104
Mileage of interagency motor pools	473,165,000	818,022,000	843,486,000
Vehicles in interagency motor pools in use, end of year	45,612	72,748	73,118
Motor pool sales	\$39,264,000	\$116,800,000	\$140,800,000
Transfers of personal property to other federal agencies and donations (acquisition cost)	\$1,046,300,000	\$1,538,000,000	\$1,538,000,000
Personal property rehabilitation (replacement cost)	\$89,600,000	\$720,300,000	\$720,300,000
National Archives and Records Service			
Records centers (number)	14	15	15
Inventory at year end (cubic feet)	9,288,000	14,126,000	14,606,000
Inquiries handled	6,080,000	16,198,648	16,875,000
Automated Data and Telecommunications Service			
Federal Telecommunications Fund sales	\$81,600,000	\$324,507,000	\$352,330,000
Intercity FTS calls	36,813,000	158,000,000	174,400,000
Automatic Data Processing Fund sales	NA	\$55,091,000	\$79,506,000
Automated data processing leases negotiated	NA	45	75
Federal Preparedness Agency			
Strategic and Critical Materials in inventory, end of year (acquisition cost)	\$7,540,600,000	\$7,897,552,900	\$7,773,552,900
Strategic and Critical Materials sales commitments	\$1,028,172,000	\$137,900,000	\$124,000,000
Federal Information Centers			
Number of inquiries	NA	7,000,000	7,300,000
Agencywide			
End of year employment, full-time permanent	35,955	35,673	36,050

REGIONAL OFFICES

AUTOMATED DATA AND TELECOMMUNICATIONS SERVICE

Staffs:
Management Policy and
Planning
Executive Director
Special Projects

Offices:
Agency Assistance, Planning,
and Policy
Automated Data Management
Services
Telecommunications

1
BOSTON

FEDERAL PREPAREDNESS AGENCY

Staff:
Executive Director

Offices:
Civil Crisis Preparedness
Conflict Preparedness
Research, Development, and
Program Coordination
Stockpile Disposal

Regional Preparedness Offices

2
NEW YORK

3
WASHINGTON,
D.C.

4
ATLANTA

FEDERAL SUPPLY SERVICE

Staffs:
Federal Procurement Regulations
Management Planning and
Program Analysis
Executive Director
Regional Operations Coordination
Socio-Economic Policy

Offices:
Customer Service and Support
Personal Property Disposal
Procurement
Property Management
Standards and Quality Control
Supply Distribution
Transportation and Public
Utilities

Centers:
National Automotive
National Furniture
National Tools

5
CHICAGO

6
KANSAS CITY

NATIONAL ARCHIVES AND RECORDS SERVICE

Staffs:
National Historical Publications
and Records Commission
Nixon Presidential Materials
Executive Director

Offices:
Educational Programs
Federal Records Centers
Presidential Libraries
Records Management
The Federal Register
The National Archives

7
FORT WORTH

8
DENVER

9
SAN
FRANCISCO

PUBLIC BUILDINGS SERVICE

Staffs:
Management Planning and
Evaluation
Executive Director
Project Management
Special Studies and Programs

Offices:
Buildings Management
Construction Management
Federal Protective Service
Management
Real Property
Space Planning and Management

10
AUBURN