



441 G St. N.W.  
Washington, DC 20548

Acting Comptroller General  
of the United States

Accessible Version

July 9, 2026

The Honorable Edward C. Forst  
Administrator  
General Services Administration  
1800 F Street, NW  
Washington, DC 20405

## Priority Open Recommendations: General Services Administration

Dear Administrator Forst:

The purpose of this letter is to call your personal attention to three areas where open recommendations to the General Services Administration (GSA) should be given high priority.

In January 2026, we reported that, on a government-wide basis, 77 percent of our recommendations made 5 years ago were implemented.<sup>1</sup> GSA's recommendation implementation rate was 97 percent. As of June 2026, GSA has 38 open recommendations, including 11 priority recommendations.<sup>2</sup> Since our May 2025 letter, GSA implemented two priority recommendations.<sup>3</sup> I appreciate GSA's continued commitment to addressing our recommendations, which will better position the agency to more effectively and efficiently achieve its mission.

We are highlighting the following areas that warrant your timely and focused attention:

- **Managing federal real property.** GSA plays a critical role in helping to oversee and improve the efficiency of the federal government's vast real property holdings. In 2025, GSA's Public Buildings Service implemented a large-scale reorganization to become more centralized, which included significant workforce reductions. It also changed its approach for disposing of federal property. In April 2026, we reported that GSA's reorganization was not fully aligned with selected leading practices for agency reform, such as conducting strategic workforce planning. We [recommended](#) GSA develop a plan to identify and address skills gaps to ensure its mission and goals are met. In April 2026, we also reported that GSA's plans to expedite the disposal of underutilized buildings were unclear and [recommended](#) it establish performance goals, such as reduced timelines or maintenance and repair costs avoided. Implementing these recommendations would improve GSA's ability to manage the

---

<sup>1</sup>GAO, *Performance and Accountability Report, Fiscal Year 2025*, [GAO-26-900644](#) (Washington, D.C.: Jan. 29, 2026).

<sup>2</sup>GAO considers a recommendation to be a priority if when implemented, it may significantly improve government operations, for example, by realizing large dollar savings; eliminating mismanagement, fraud, and abuse; or making progress toward addressing a high risk or duplication issue.

<sup>3</sup>GAO, *Priority Open Recommendations: General Services Administration*, [GAO-25-108060](#) (Washington, D.C.: May 16, 2025). In this letter, we identified eight priority recommendations. Since then, in addition to the two that were implemented, the priority status was removed from one recommendation, and we added six new priority recommendations.

federal real property portfolio and could result in tens of millions of dollars in cost savings over 10 years.

- **Improving agency shared services.** Shared services, such as financial management and human resources, allow federal agencies to reduce duplicative efforts and can yield significant cost savings. GSA is responsible for coordinating shared service activities across federal agencies. However, GSA does not have comprehensive performance data on how well shared services are meeting the needs of agencies. We [recommended](#) that GSA work with the agencies responsible for coordinating specific shared services to implement a plan and timeframe for collecting performance data, including on costs. Doing so could help agencies as they adopt shared services strategies and potentially save tens of millions of dollars over 3 years.
- **Improving oversight of federal awards.** Federal agencies need accurate information from the Federal Audit Clearinghouse, a database GSA administers, to oversee federal programs and monitor whether recipients of federal awards have resolved audit findings. However, we identified issues with the accuracy, consistency, and completeness of award data reported by recipients. We [recommended](#) that GSA provide additional training to recipients and auditors to further enhance the use and oversight of the database. Doing so would help federal award recipients and auditors identify or resolve findings associated with hundreds of millions of dollars in federal spending per year.

One of these areas, [managing federal real property](#), is also included on GAO's [High Risk List](#).<sup>4</sup> Other government-wide high risk areas have direct implications for GSA and its operations, including improving [IT acquisitions and management](#). We also identified actions GSA should take to increase efficiency and reduce duplicative efforts by consolidating shared services. We [reported](#) that GSA could ensure that agencies are not unnecessarily duplicating shared services by helping to fill key leadership positions and collecting data to inform strategic decision-making. More information on our [Duplication and Cost Savings](#) work can be found on the GAO website.

A comprehensive list of open recommendations, including new priority recommendations, and information about their status can be found on the GAO website at [Recommendations Database | U.S. GAO](#). Copies of this letter are being sent to the appropriate congressional committees.<sup>5</sup> This letter will also be available at [Priority Recommendations | U.S. GAO](#).

We would welcome an opportunity to discuss how to address our open recommendations, as we pursue the shared goal of working to increase efficiency and effectiveness of government programs and spending. Please do not hesitate to contact me or Heather Krause, Managing Director, Physical Infrastructure Team at [KrauseH@gao.gov](mailto:KrauseH@gao.gov). Contact points for our offices of

---

<sup>4</sup>This list identifies government operations with greater vulnerabilities to fraud, waste, abuse, and mismanagement. GAO, *High Risk Series: Heightened Attention Could Save Billions More and Improve Government Efficiency and Effectiveness*, [GAO-25-107743](#) (Feb. 25, 2025).

<sup>5</sup>We also help Congress identify congressional oversight actions that can help agencies implement priority recommendations, such as incorporating them into legislation. James M. Inhofe National Defense Authorization Act for Fiscal Year 2023, Pub. L. No. 117-263, § 7211(a)(2), 136 Stat. 2395, 3668 (2022) (codified at 31 U.S.C. § 719 note). Congress can also use its budget, appropriations, and oversight processes to incentivize executive branch agencies to act on our recommendations and monitor their progress. For example, Congress can hold hearings focused on agencies' progress in implementing priority recommendations, withhold funds when appropriate, or take other actions to provide incentives for agencies to act.

Congressional Relations and Media Relations may be found on the last page of this letter.  
Thank you for your personal attention to these important issues.

Sincerely,

**//SIGNED//**

Orice Williams Brown  
Acting Comptroller General  
of the United States

cc: Michael Gelber, Acting Commissioner, Public Buildings Service  
Larry Allen, Associate Administrator, Office of Government-wide Policy  
David A. Shive, Chief Information Officer