Summary

Requests for OGIS assistance decreased by 6 percent this quarter. The number of cases OGIS closed decreased by 12 percent. We reduced our backlog by 22 percent this quarter. The average time to close a simple case decreased from nine days to six days.

Expectations

Our ability to improve our response time will depend upon future staffing levels.

OGIS Dispute Resolution Caseload

Cases	FY19 Q4	FY20 Q1	% Change
Logged	1151	1083	-6%
Closed	1254	1108	-12%
Open	214	190	-11%
Backlog*	153	119	-22%

* Cases pending ≥ 91 days

OGIS Ten Oldest Pending Cases

Case No.	No. of Days Pending
18-00071	561
18-00776	518
18-00827	515
18-00832	514
18-00861	514
18-00926	509
18-00966	504
18-00997	502
18-00998	502
18-01006	501

Performance Metrics

Metric	Goal	Achieved FY19 Q4	Achieved FY20 Q1
Average time to make initial contact for requests for assistance	10 days	3 days	3 days
Average processing time to close a complex request for assistance**	90 days	432 days	452 days
Average processing time to close a simple request for assistance**	90 days	9 days	6 days
Percentage of complex requests for assistance processed within established timeframe**	85-90%	4%	5%
Percentage of simple requests for assistance processed within established timeframe**	85-90%	98%	99%
Number of complex cases pending assignment	N/A	141	100
Number of simple cases pending assignment	N/A	11	9
Average age of pending complex OGIS cases	N/A	345 days	358 days
Average age of pending simple OGIS cases	N/A	70 days	53 days

**NARA Performance Measurement and Reporting System (PMRS) metric*