



**National Archives and Records Administration (NARA)  
Office of Government Information Services (OGIS)  
Dispute Resolution Case Metrics  
2nd Quarter Fiscal Year (FY) 2020 (Jan 2020 – Mar 2020)**

**Summary**

**Expectations**

While the total number of requests for OGIS assistance decreased by 1 percent this quarter, the submissions included more written requests and fewer telephone calls. Despite the increase in time-consuming written submissions, we reduced our backlog by 46 percent this quarter.

We expect to continue to reduce our backlog, building on the new efficiencies we have introduced into our processes.

**OGIS Dispute Resolution Caseload**

Cases	FY20 Q1	FY20 Q2	% Change
Logged	1083	<b>1069</b>	<b>-1%</b>
Closed	1108	<b>1069</b>	<b>-3%</b>
Open	190	<b>187</b>	<b>-2%</b>
Backlog*	119	<b>64</b>	<b>-46%</b>

\* Cases pending ≥ 91 days

**OGIS Ten Oldest Pending Cases**

Case No.	No. of Days Pending
18-00827	575
18-01065	557
18-01116	555
18-01237	544
18-01232	544
18-01319	542
18-02071	503
18-02300	494
18-02390	490
18-02436	487

**Performance Metrics**

Metric	Goal	Achieved FY20 Q1	Achieved FY20 Q2
Average time to make initial contact for requests for assistance	10 days	3 days	4 days
Average processing time to close a complex request for assistance**	90 days	452 days	490 days
Average processing time to close a simple request for assistance**	90 days	6 days	6 days
Percentage of complex requests for assistance processed within established timeframe**	85-90%	5%	2%
Percentage of simple requests for assistance processed within established timeframe**	85-90%	99%	99%
Number of complex cases pending assignment	N/A	100	58
Number of simple cases pending assignment	N/A	9	66
Average age of pending complex OGIS cases	N/A	358 days	269 days
Average age of pending simple OGIS cases	N/A	53 days	22 days

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