



NATIONAL ARCHIVES AND RECORDS ADMINISTRATION
Office of Government Information Services (OGIS)
Dispute Resolution Case Metrics
3rd Quarter Fiscal Year (FY) 2017 (April – June)



Summary: The FOIA Improvement Act of 2016 continues to drive increased demand for OGIS’s dispute resolution services. After one of our facilitators left in January, all OGIS staff now work cases as their workload allows and since mid-April, a detailee has focused on backlogged simple cases. However, our overall backlog more than doubled this quarter and we are processing just one in four complex cases in 90 days.

Expectations: The number of pending cases will continue to increase and, with our current staffing, we will not be able to respond to requests in a timely manner. We continue to look for ways to devote additional staff time to dispute resolution services.

OGIS Dispute Resolution Services Caseload			
	FY 17 Q2	FY 17 Q3	% Change
Logged	1150	1219	↑ 6%
Closed	940	1128	↑ 20%
Open	468	565	↑ 21%
Backlog*	59	128	↑ 117%

* Cases pending ≥ 91 days

Ten Oldest Cases	
Case No.	No. of Days Pending
201700013	187
201700012	186
201700205	175
201700356	167
201700376	165
201700457	162
201700497	160
201700505	160
201700504	158
201700543	157

Performance Metrics		
	Achieved	Goal
Average time to make initial contact for request for assistance	5 days	10 days
*Average processing time to close a complex request for assistance	117 days	90 days
*Average processing time to close a simple request for assistance	17 days	90 days
*Percentage of complex requests for assistance processed within established timeframe	24%	85-90%
*Percentage of simple requests for assistance processed within established timeframe	96%	85-90%
Number of complex cases pending assignment	183	N/A
Number of simple cases pending assignment	273	N/A
Average age of pending complex OGIS cases	86 days	N/A
Average age of pending simple OGIS cases	43 days	N/A

*National Archives and Records Administration Performance Measurement and Reporting System (PMRS) metric