



NATIONAL ARCHIVES AND RECORDS ADMINISTRATION
Office of Government Information Services (OGIS)
Dispute Resolution Case Metrics
4th Quarter Fiscal Year (FY) 2017 (July – Sep)



Summary: The FOIA Improvement Act of 2016 continues to drive 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. Since mid-April, a detailee has focused on backlogged simple cases while an OGIS staffer has focused on current simple cases involving estimated dates of completion, contributing to a 10-percent increase in the number of cases closed. While our overall backlog increased 117 percent during the 3rd quarter, the backlog grew by 16 percent in the 4th quarter.

Expectations: The cases in our backlog continue to age and, with our current staffing, we will not be able to respond to complex 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 Q3	FY 17 Q4	% Change
Logged	1219	1160	↓ 5%
Closed	1128	1239	↑ 10 %
Open	565	487	↓ 14 %
Backlog*	128	149	↑ 16%

* Cases pending ≥ 91 days

Ten Oldest Cases	
Case No. *	No. of Days Pending
201700621	212
201700691	212
201700879	207
201700965	194
201700999	193
201701050	192
201701065	192
201701062	191
201701044	188
201701049	188

Performance Metrics		
	Achieved	Goal
Average time to make initial contact for request for assistance	4 days	10 days
**Average processing time to close a complex request for assistance	128 days	90 days
**Average processing time to close a simple request for assistance	24 days	90 days
**Percentage of complex requests for assistance processed within established timeframe	29%	85-90%
**Percentage of simple requests for assistance processed within established timeframe	89%	85-90%
Number of complex cases pending assignment	267	N/A
Number of simple cases pending assignment	220	N/A
Average age of pending complex OGIS cases	98 days	N/A
Average age of pending simple OGIS cases	49 days	N/A

*Case numbers are not sequential because OGIS’s case tracking spreadsheet does not automatically create case numbers.

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