



NATIONAL ARCHIVES AND RECORDS ADMINISTRATION
Office of Government Information Services (OGIS)
Mediation Case Metrics
1st Quarter Fiscal Year (FY) 2017

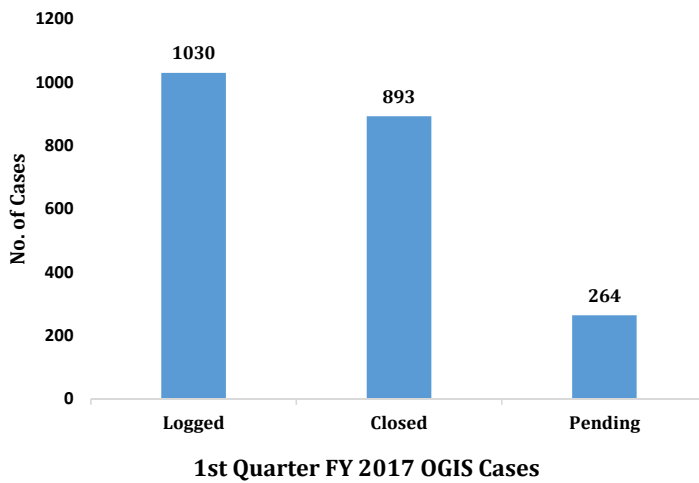


Summary: The FOIA Improvement Act of 2016 raised awareness of OGIS's dispute resolution services and we have seen a continuing upward trend in requests for assistance in FY 2017's first quarter.

Expectations: Our caseload will grow as more requesters learn of our services. We continue to refine our process so that we provide good customer service despite our increasing caseload.

OGIS Mediation Services Caseload			
	FY 16 Q4	FY 17 Q1	% Change
Logged	787	1030	↑ 31
Closed	734	893	↑ 22
Open	129	264	↑ 105
Backlog*	1	3	↑ 300

* Cases pending ≥ 91 days



Ten Oldest Cases	
Case No.	No. of Days Pending
201601257	99
201601287	96
201601324	94
201601335	90
201601386	86
201601388	85
201601410	84
201601435	83
201601440	83
201601441	83

Performance Metrics		
	Achieved	Required
Average response time to make initial contact for request for assistance	6 days	10 days
*Average processing time to close a complex request for assistance	50 days	90 days
*Average processing time to close a simple request for assistance	8 days	90 days
*Percentage of complex requests for assistance processed within established timeframe	96%	85-90%
*Percentage of simple requests for assistance processed within established timeframe	100%	85-90%
Number of complex cases pending assignment	151	N/A
Number of simple cases pending assignment	70	N/A
Average age of a pending complex OGIS case	48 days	N/A
Average age of a pending simple OGIS case	20 days	N/A

*PMRS Metric