



NATIONAL ARCHIVES AND RECORDS ADMINISTRATION (NARA)
Office of Government Information Services (OGIS)
Dispute Resolution Case Metrics
2nd Quarter Fiscal Year (FY) 2018 (Jan 2018 – Mar 2018)



OGIS Dispute Resolution Services Caseload

Cases	FY 18 Q1	FY 18 Q2	% Change
Logged	949	1143	+20%
Closed	1030	1111	+7%
Open	404	433	+7%
Backlog*	200	258	+29%

* Cases pending ≥ 91 days

Ten Oldest Cases

Case No.	No. of Days Pending
201701319	300
201701344	300
201701368	300
201701560	287
201701591	286
201701667	284
201701835	276
201701854	272
201701876	272
201701856	271

Summary: OGIS experienced a 20-percent increase in assistance requests this quarter after two straight quarters of decline. The 1,143 requests we received is comparable to the 1,150 requests we received in the second quarter of FY 2017. Although improved processes allowed us to respond to simple requests in an average of 10 days, our backlog of more complex cases pending more than 90 days grew by 29 percent. During this quarter, although OGIS hired a new facilitator, we lost our Deputy Director and our detailee.

Expectations: We will continue to monitor incoming assistance requests. Although we anticipate that both requests for assistance and our backlog will continue to grow, we expect that implementing additional efficiencies created in the second quarter will help reduce our backlog of complex requests.

Performance Metrics

Metric	Goal	Achieved Q1	Achieved Q2
Average time to make initial contact for request for assistance	10 days	4 days	5 days
Average processing time to close a complex request for assistance**	90 days	137 days	184 days
Average processing time to close a simple request for assistance**	90 days	17 days	10 days
Percentage of complex requests for assistance processed within established timeframe**	85-90%	56%	28%
Percentage of simple requests for assistance processed within established timeframe**	85-90%	97%	99%
Number of complex cases pending assignment	N/A	318	323
Number of simple cases pending assignment	N/A	28	36
Average age of pending complex OGIS cases	N/A	110 days	121 days
Average age of pending simple OGIS cases	N/A	39 days	28 days

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