



NATIONAL ARCHIVES AND RECORDS ADMINISTRATION (NARA)
Office of Government Information Services (OGIS)
Dispute Resolution Case Metrics
3rd Quarter Fiscal Year (FY) 2018 (Apr 2018 – Jun 2018)



OGIS Dispute Resolution Caseload

Cases	FY 18 Q2	FY 18 Q3	% Change
Logged	1143	1453	+27%
Closed	1111	1423	+28%
Open	433	462	+7%
Backlog*	258	304	+18%

* Cases pending ≥ 91 days

Ten Oldest Cases

Case No.	No. of Days Pending
201701368	361
201701560	348
201701856	334
201701923	326
201701960	325
201701982	324
201701983	324
201702003	323
201702098	318
201702260	310

Summary: OGIS experienced a 27-percent jump in requests for assistance this quarter. At the same time, our backlog of complex cases pending more than 90 days grew by 18 percent. We responded to simple requests in an average of five days, and closed 28 percent more cases in the third quarter than we did in the second quarter. However, the age of the backlog continues to grow and reflects the departure of our previous Deputy Director and a detailee in the second quarter.

Expectations: We will continue to respond to incoming requests for dispute resolution as quickly as possible despite our resource constraints. Although we anticipate that requests for dispute resolution will continue to contribute to our growing backlog of cases, we expect that the arrival of a new Deputy Director will contribute to our backlog reduction efforts.

Performance Metrics

Metric	Goal	Achieved Q2	Achieved Q3
Average time to make initial contact for requests for assistance	10 days	5 days	2 days
Average processing time to close a complex request for assistance**	90 days	184 days	224 days
Average processing time to close a simple request for assistance**	90 days	10 days	5 days
Percentage of complex requests for assistance processed within established timeframe**	85-90%	28%	15%
Percentage of simple requests for assistance processed within established timeframe**	85-90%	99%	99%
Number of complex cases pending assignment	N/A	323	303
Number of simple cases pending assignment	N/A	36	28
Average age of pending complex OGIS cases	N/A	121 days	179 days
Average age of pending simple OGIS cases	N/A	28 days	32 days

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