

Agency	Estimate of how often requesters sought assistance from FOIA PL - Answer
CEQ	At CEQ, the FOIA Public Liaison also processes requests and acts as the main point of contact for requesters. The FOIA Public Liaison worked with every requester who submitted a request in Fiscal Year 2016 by sending acknowledgment of receipt correspondence, answering questions of requesters, providing interim responses, providing status updates, and providing final responses. Requesters sought assistance from CEQ's FOIA Public Liaison 100% of the time.
CFPB	During Fiscal Year 2016, the CFPB FOIA Public Liaison responded to approximately 150 inquiries.
CFTC	The agency has a very low demand for FOIA requester services. Each requester is given the direct extension and email to contact the FOIA professional who is processing their request, therefore, most questions are handled directly by the FOIA professional with the most knowledge of the request
CIA	There were no instances in Fiscal Year 2016 in which requesters sought assistance from our FOIA Public Liaison.
CSOSA	Requesters sought assistance from CSOSA's FOIA Public Liaison approximately 5-10 times per month. This was calculated based on e-mail correspondence received from requesters.
DHS	<p>The DHS Privacy Office and the majority of the Components did not track this information, with the exceptions noted below.</p> <ul style="list-style-type: none"> • CRCL, S&T, and TSA reported that no requesters sought assistance. • OIG reported four requesters sought assistance; I&A reported 10; and FEMA reported 40.
DOC	Approximately 280 requesters sought assistance from DOC FOIA Public Liaisons.
DOD	As illustrated in the chart below, requesters never contacted DoD Component Public Liaisons at some components, whereas requesters contacted the Public Liaison on a regular basis at others. Since DoD's FOIA Program is decentralized, eighteen components have Public Liaisons appointed from within their components and fourteen have a shared Public Liaison. The shared Public Liaison reports weekly contact in the Public Liaison role, but the specific DoD Component with which the request was associated varies. A full third of DoD Components report requester contact with the Public Liaison on a basis that is: once or twice a year, quarterly or monthly. Only one component reported that their Public Liaison has daily contact with requesters.
DOE	12

DOI	As discussed above, the Department's FOIA program is decentralized. We estimate requests sought assistance from component's FOIA Public Liaisons approximately once a month, although the requests are often not framed as seeking help from the FOIA Public Liaisons in that capacity.
DOJ	Overall, the Department's FOIA Public Liaisons received more than 53,000 inquiries from members of the public via phone, e-mail and fax. The inquiries ranged from specific issues on an individual's request to general information sought about how the FOIA works and what records the component maintains. The frequency and number of times that requesters reached out to different components' FOIA Public Liaisons varied a great deal by component based on the number of requests and types of records the component handles. For example, the FBI, which received 15,202 requests in FY 2016, reported that its FOIA Public Liaison responds to a significant volume of inquiries. In FY 2016 alone the FBI FOIA Public Liaison responded to 1,395 phone inquiries, 14,018 e-mails, and 1,809 faxes from the public. In contrast, some of the Department's small components, which receive small numbers of requests, estimated receiving 30 or less requests for assistance per year. Additionally, other components reported seeing less calls to the FOIA Public Liaison because of having established very robust Requester Service Centers.
DOT	During the reporting period, DOT's Public Liaisons throughout the Department have reported approximately 175 contacts with requesters. Due to the number of requests they receive and process, the vast majority of these interactions were with FAA's FOIA Public Liaison.
ED	22 times since the enactment of the FOIA Improvement Act of 2016. A few examples of why requesters sought out the services of the FOIA Public Liaison include status updates regarding their open case, delays in producing records, fee issues, and questions regarding records received.
EEOC	8%
EPA	2 per month -- 24.
Ex-Im Bank	The Bank notifies requesters about the services provided by the Agency's FOIA Public Liaison in the acknowledgment letter and final response letter, but approximately ten requesters have sought assistance from the agency's FOIA Public Liaison after notification was provided.
FCC	The Commission processed approximately 180 requests from commercial use requesters.
FDIC	Requesters sought the assistance from the FDIC's FOIA Public Liaison twice during Fiscal Year 2016.
FEC	3

FERC	Many of FERC FOIA requesters are repeat requesters and often reach out to the FOIA Liaison for general questions and guidance. We estimate that the FOIA Liaison assists at least 12 FOIA requesters and/or those with inquiries regarding FOIAs each week.
FHFA	<ul style="list-style-type: none"> • FHFA-HQ's Public Liaison received no requests for assistance. • FHFA-OIG's Public Liaison received more than 20 requests for assistance.
FLRA	Although the agency does provide the additional notification, the agency is unaware of any requesters seeking assistance from the agency's FOIA Public Liaison.
FMCS	No requests for the services of the Agency's Public Liaison were received during FY2016 to date.
FMSHRC	Zero.
FRB	FOIA requesters have sought assistance from the Board's FOIA Public Liaison for approximately 30% of all FOIA requests.
FTC	Approximately 25 times.
GSA	Yes, GSA is adhering to this new requirement per the FOIA Improvement Act of 2016. It is estimated that the GSA FOIA Public Liaison is sought for assistance in approximately 5 to 7% of our FOIA requests.
HHS	Since the Department's administration of FOIA is decentralized, there is a FOIA Public Liaison at each of the HHS FOIA Service Centers. The number of times a FOIA Public Liaison was contacted varied by Service Center; some liaisons were contacted by 10 or fewer requesters, and others received hundreds of inquiries. Some of these contacts were actually inquiries which could have been answered by other FOIA staff members and others were requests for assistance. HHS estimates that approximately 2,000 inquiries or requests for assistance were made to the HHS FOIA Public Liaisons during the past year.
HUD	Approx. 60
Labor	[See chart in report with numbers for each component, overall FOIA Public Liaison Services were provided 299 times].
LSC	Zero. No requester has sought assistance from LSC's FOIA Public Liaisons.
MSPB	While requesters have called MSPB's main FOIA number for information and help with their requests, no caller has specifically sought the help of the FOIA Public Liaison.
NARA	Approximately 45 times
NASA	Less than five times.
NCUA	An estimate of very few, if any, requesters sought assistance from the FOIA Public Liaison.
NEA	None.
NEH	No requesters sought assistance from the NEH FOIA Public Liaison in Fiscal Year 2016.
NLRB	120 requesters in Fiscal Year 2016.
NRPC	Although requesters were provided with Amtrak's FOIA Public Liaison contact information, no requesters sought assistance.

NSF	The NSF FOIA Public Liaison was not contacted by the public during the Fiscal Year 2016.
NTSB	Approximately six requesters sought assistance from the FOIA Public Liaison.
ODNI	We have had a small amount, roughly 20 requesters that sought assistance from our FOIA Public Liaison.
OGE	OGE estimates that requesters seek assistance from its FOIA Public Liaison two to three times per month.
OMB	OMB continues to focus on improving the FOIA requester services it makes available to the public. Whenever feasible, communications with requesters are done over the phone or through e-mail, in order to provide the quickest response or feedback. Requesters use these resources several times a week to receive general information about the type of documents maintained by OMB or to receive status updates on requests they filed with the agency.
ONHIR	Never/none.
OPM	As stated above, the OPM FOIA Public Liaison receives an average of 4 - 5 emails daily or 1200 emails yearly and an average of 6 - 8 telephone hotline calls daily or approximately 1, 900 calls a year, if not more.
OSC	OSC estimates that requesters sought assistance from the FOIA Public Liaison in 10 percent of the requests received and processed.
OSHRC	Our FOIA Public Disclosure Officer is the initial point of contact for FOIA requests, so requesters frequently seek, and are promptly provided with, assistance from the Public Disclosure Officer. During this reporting period, there were no instances when requesters sought assistance from our FOIA Public Liaison.
OSTP	Requesters almost never sought assistance from OSTP's FOIA Public Liaison.
PBGC	The PBGC estimates that the two designated FOIA Public Liaisons are contacted directly via phone, facsimile, and e-mail, almost daily, an average of 20 inquiries per month, from requesters seeking assistance. The Division's outreach literature and postings encourage the public to contact the FOIA Public Liaisons, by name and title. Within the Division, the Public Liaisons provide the option of an immediate second opinion, whenever an analyst has assisted a caller.
PC	Zero.
SBA	The FOIA Public Liaison has received two requests from requesters to address issues at the service center level. We attribute this infrequent use of the FOIA Public Liaison resource to the high level of competence of the agency's FOIA personnel.
SEC	Requesters sought assistance only occasionally. Contact with SEC FOIA Public Liaisons occurred in approximately 5% or less of the total requests made during the reporting period.
SSA	We did not have any requests for assistance from the FOIA Public Liaison in FY2016.
State	In May 2016, a new FOIA Public Liaison, who also serves as the Department's FOIA Program Manager, joined IPS. For the eight months of available data in response to this question, the Public Liaison is contacted about 67 times per month. She was contacted 535 times – 360 by phone and 175 by email.

STB	Zero. (There have been no requests made seeking assistance from the Board's FOIA Public Liaison, but we believe this is a result of a responsive and available FOIA staff.)
Treasury	Treasury's FOIA Public Liaisons received more than 1,200 inquiries during the reporting period. Approximately 900 of those inquiries were directed to the IRS FOIA Public Liaison.
TVA	1-2
USAID	Requesters sought the assistance of the FOIA Public Liaison fewer than five (5) times in FY 2016.
USCPSC	Requesters sought advice or the status of their request an estimated 80 times in FY 2016.
USDA	Approximately 60% of USDA's components reported no requesters sought the assistance of their FOIA Public Liaison. The remaining components reported receiving less than ten inquiries.
USNRC	2 times.
USPS	The FOIA Public Liaisons collectively receive about 1 call each week from FOIA requesters. With more than 30,000 facilities throughout country at which records are maintained, FOIA Coordinators in each of the USPS Headquarters departments and each of the area and district offices across the country play a key role in responding to inquiries from FOIA requesters about their requests. In many instances, USPS FOIA coordinators are able to respond to inquiries from FOIA requesters without the need for them to contact the FOIA RSC or public liaison for assistance.
USRRB	No assistance was sought in Fiscal Year 2016 from the agency's FOIA Public Liaison.
USTR	Requesters sought assistance on about 25 occasions during FY2016.
VA	11