

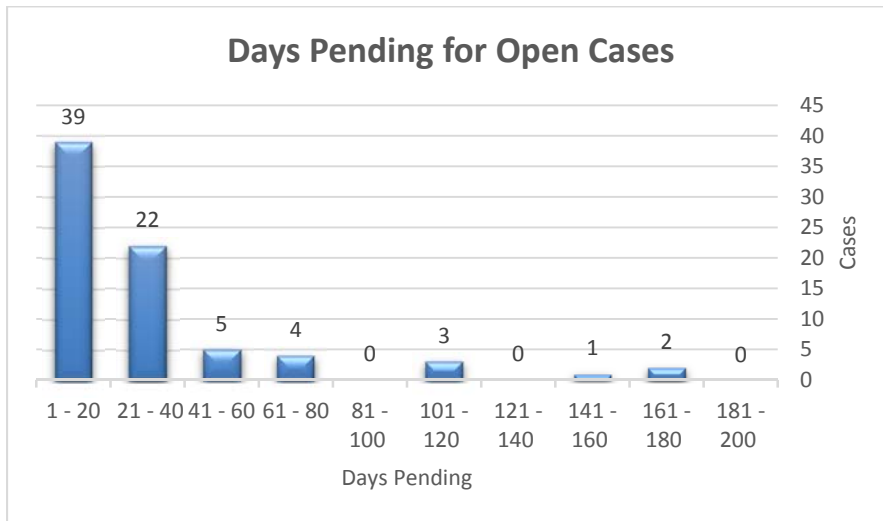
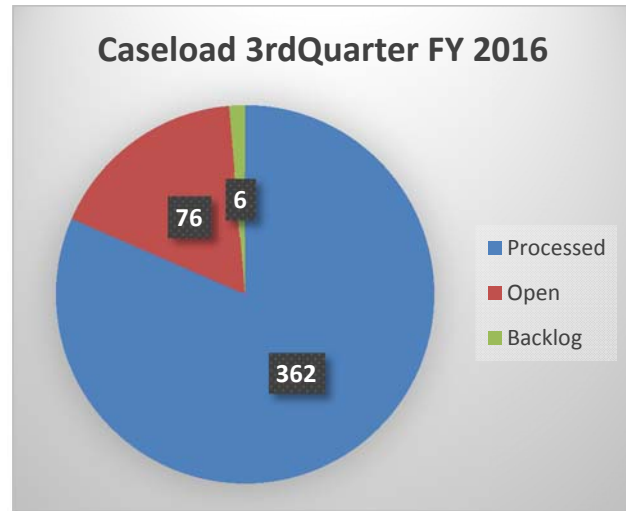


NATIONAL ARCHIVES AND RECORDS ADMINISTRATION
Office of Government Information Services
Mediation Case Metrics
3rd Quarter FY 2016



Summary: OGIS received 298 requests for assistance this quarter. We reduced the backlog by 54% and closed eight of the ten oldest cases from the previous quarter. OGIS reduced the number of cases pending assignment by 81% this quarter.

Expectations: The FOIA Improvement Act of 2016 directs agencies to notify all requesters of OGIS's mediation services as of July 1, 2016. As a result, we expect our caseload to grow dramatically over the next quarter and coming year.



Ten Oldest Cases	
Case Number	Days Pending
201600080	178
201600081	178
201600139	168
201600457	106
201600464	105
201600469	104
201600654	71
201600710	65
201600716	64
201600736	62

Performance Metrics		
	Achieved	Req.
Average response time in days to make initial contact for requests for assistance?	10	10
*Average processing time to close a request for assistance?	27	90
*OGIS processed what percent of requests for assistance within the established timeframes?	94	85-90%
OGIS currently has how many complex cases pending assignment?	3	N/A
What is the average age of pending OGIS cases?	38	N/A
Processors on average close how many cases per week?	9	5

*PMRS Metric