

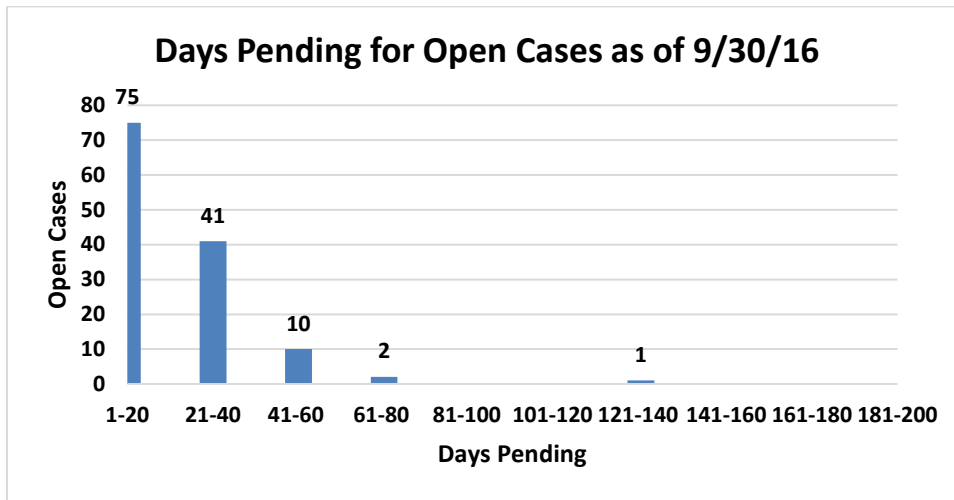
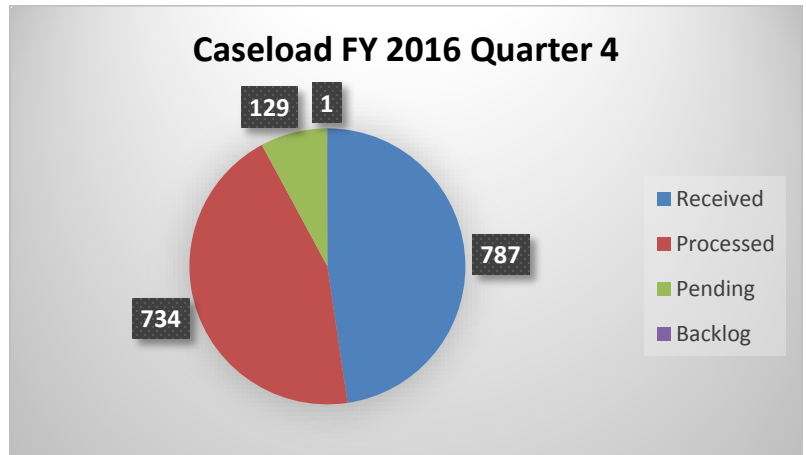


NATIONAL ARCHIVES AND RECORDS ADMINISTRATION
Office of Government Information Services
Mediation Case Metrics
4th Quarter FY 2016



Summary: The June 30 passage of the FOIA Improvement Act of 2016 sparked a 163% increase in requests for OGIS assistance. We received 787 requests this quarter, compared to 299 requests for the previous quarter.

Expectations: Our caseload will continue to grow because the FOIA Improvement Act of 2016 directs agencies to notify all requesters of OGIS's dispute resolution services as of July 1, 2016. We have reworked our process so that we continue to provide good customer services with this increase.



Ten Oldest Cases	
Case Number	Days Pending
201600710	128
201601016	63
201601062	63
201601049	59
201601058	59
201601069	58
201601148	47
201601149	47
201601050	47
201601153	47

Performance Metrics		
	Achieved	Req.
Average response time in days to make initial contact for simple and complex requests for assistance?	5	10
*Average processing time to close a complex request for assistance?	51	90
*Average processing time in days to close a simple request for assistance?	6	90
*OGIS processed what percent of complex requests for assistance within the established timeframes?	93	85-90%
*OGIS processed what percent of simple requests for assistance within the established timeframes?	100	85-90%
OGIS currently has how many complex cases pending	78	N/A

assignment?		
OGIS currently has how many simple cases pending assignment?	51	
What is the average age of pending complex OGIS cases?	25	N/A
What is the average age of pending simple OGIS cases?	13	

**PMRS Metric*