



NATIONAL ARCHIVES AND RECORDS ADMINISTRATION (NARA)
Office of Government Information Services (OGIS)
Dispute Resolution Case Metrics
1st Quarter Fiscal Year (FY) 2019 (Oct 2018 – Dec 2018)



OGIS Dispute Resolution Caseload

Cases	FY18 Q4	FY19 Q1	% Change
Logged	1069	1014	-5%
Closed	1113	1048	-6%
Open	421	387	-8%
Backlog*	309	298	-4%

*Cases pending ≥ 91days

Summary: OGIS experienced a slight drop in requests for assistance—5 percent—this quarter. The average time to close a simple case dropped 38 percent, from eight days to five days. At the same time, the average time to close a complex case increased 11 percent, from 259 days to 289 days. Our backlog of complex cases pending more than 90 days dropped 4 percent.

Ten Oldest Cases

Case No.	No. of Days Pending
201702003	448
201702583	421
201702888	398
201702920	397
201703086	391
201702975	395
201703119	388
201703200	387
201703206	386
201703242	382

Expectations: We will continue to respond to incoming requests for dispute resolution as quickly as possible despite our resource constraints. One of our three Mediation Team members is assisting OGIS’s Compliance Team part time and will continue to do so until we fill a vacancy on that team. The addition of a part-time student in the 2nd Quarter of FY 2019 is expected to help us improve our response time.

Performance Metrics

Metric	Goal	Achieved FY18 Q4	Achieved FY19 Q1
Average time to make initial contact for requests for assistance	10 days	3 days	2 days
Average processing time to close a complex request for assistance**	90 days	259 days	289 days
Average processing time to close a simple request for assistance**	90 days	8 days	5 days
Percentage of complex requests for assistance processed within established timeframe**	85-90%	12%	11%
Percentage of simple requests for assistance processed within established timeframe**	85-90%	99%	99%
Number of complex cases pending assignment	N/A	275	244
Number of simple cases pending assignment	N/A	25	28
Average age of pending complex OGIS cases	N/A	224 days	265 days
Average age of pending simple OGIS cases	N/A	47 days	65 days

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