



NATIONAL ARCHIVES AND RECORDS ADMINISTRATION (NARA)
Office of Government Information Services (OGIS)
Dispute Resolution Case Metrics
3rd Quarter Fiscal Year (FY) 2019 (Apr 2019 – Jun 2019)



OGIS Dispute Resolution Caseload

| Cases | FY19 Q2 | FY19 Q3 | % Change |
|----------|---------|---------|----------|
| Logged | 1035 | 1246 | +20% |
| Closed | 1066 | 1281 | +22% |
| Open | 352 | 317 | -10% |
| Backlog* | 266 | 197 | -26% |

Cases pending ≥ 91days

Summary: Requests for OGIS assistance increased 20 percent this quarter. The number of cases OGIS closed also increased by 22 percent. The backlog decreased by 26 percent. The average time to close a simple case was reduced from 11 days to six days while the average time to close a complex case increased by 28 percent, from 320 days to 410 days.

Ten Oldest Cases

| Case No. | No. of Days Pending |
|-----------|---------------------|
| 201702003 | 573 |
| 201703287 | 505 |
| 201703622 | 490 |
| 201703775 | 480 |
| 201704224 | 458 |
| 201704246 | 455 |
| 201704252 | 454 |
| 201704253 | 454 |
| 201704306 | 449 |
| 201704384 | 449 |

Expectations: Our ability to improve our response time will depend upon future staffing levels.

Performance Metrics

| Metric | Goal | Achieved FY19 Q2 | Achieved FY19 Q3 |
|--|---------|------------------|------------------|
| Average time to make initial contact for requests for assistance | 10 days | 5 days | 4 days |
| Average processing time to close a complex request for assistance** | 90 days | 320 days | 420 days |
| Average processing time to close a simple request for assistance** | 90 days | 11 days | 6 days |
| Percentage of complex requests for assistance processed within established timeframe** | 85-90% | 7% | 5% |
| Percentage of simple requests for assistance processed within established timeframe** | 85-90% | 98% | 99% |
| Number of complex cases pending assignment | N/A | 121 | 163 |
| Number of simple cases pending assignment | N/A | 26 | 29 |
| Average age of pending complex OGIS cases | N/A | 314 days | 326 days |
| Average age of pending simple OGIS cases | N/A | 56 days | 57 days |

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