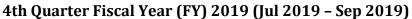


NATIONAL ARCHIVES AND RECORDS ADMINISTRATION (NARA)

Office of Government Information Services (OGIS)

Dispute Resolution Case Metrics





OGIS Dispute Resolution Caseload

Cases	FY19 Q3	FY19 Q4	% Change
Logged	1246	1151	-8%
Closed	1281	1254	-3%
Open	317	214	-32%
Backlog*	197	153	-22%

^{*} Cases pending ≥ 91days

Ten Oldest Cases

Ten Oldest Cases					
Case No.	No. of Days Pending				
18-00071	496				
18-00490	473				
18-00500	473				
18-00543	469				
18-00674	462				
18-00734	458				
18-00736	457				
18-00775	453				
18-00776	453				
18-00778	453				

Summary: Requests for OGIS assistance decreased by 8 percent this quarter. The number of cases OGIS closed decreased by 2 percent. We reduced our backlog by 32 percent this quarter. The average time to close a simple case increased from six days to nine days.

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

Performance Metrics

Metric	Goal	Achieved FY19 Q3	Achieved FY19 Q4
Average time to make initial contact for requests for assistance	10 days	4 days	3 days
Average processing time to close a complex request for assistance**	90 days	420 days	432 days
Average processing time to close a simple request for assistance**	90 days	6 days	9 days
Percentage of complex requests for assistance processed within established timeframe**	85-90%	5%	4%
Percentage of simple requests for assistance processed within established timeframe**	85-90%	99%	98%
Number of complex cases pending assignment	N/A	163	141
Number of simple cases pending assignment	N/A	29	11
Average age of pending complex OGIS cases	N/A	326 days	345 days
Average age of pending simple OGIS cases	N/A	57 days	70 days

^{**}NARA Performance Measurement and Reporting System (PMRS) metric