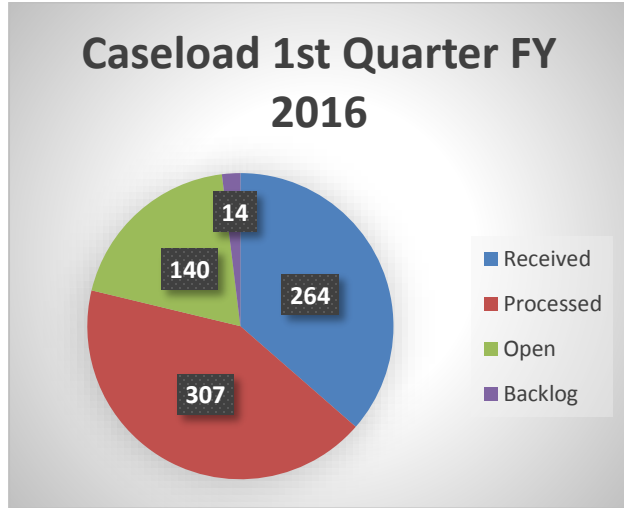


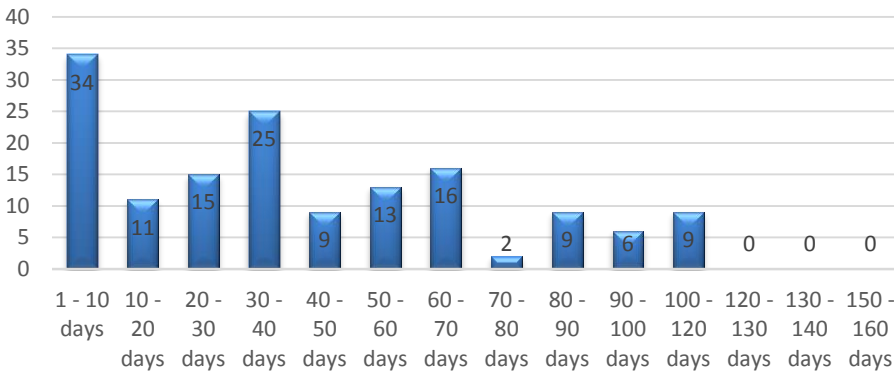
NATIONAL ARCHIVES AND RECORDS ADMINISTRATION
Office of Government Information Services
OGIS Mediation Case Metrics
1st Quarter FY 2016

Summary: The number of OGIS cases received, processed, open, and in the backlog in the 1st quarter of fiscal year 2016. Due to reengineered business processes, OGIS was able to close more requests than we received. However, due to the number of open cases from the previous fiscal year the number of open and backlogged requests continues to age.

Expectations: As OGIS's case backlog increases, we anticipate the age of complex cases in the queue to grow.



Days Pending for Open Cases



Ten Oldest Cases

Case Number	Days Pending
201501039	118
201501048	117
201501105	107
201501106	106
201501107	106
201501113	106
201501110	105
201501124	102
201501140	100
201501139	99

Performance Metrics		
OGIS responded to initial inquiries within how many days of receipt?	4	10
*OGIS processed what percent of requests for assistance within the established timeframes?	95%	85-90%
What is the average age of pending OGIS cases?	41	N/A