

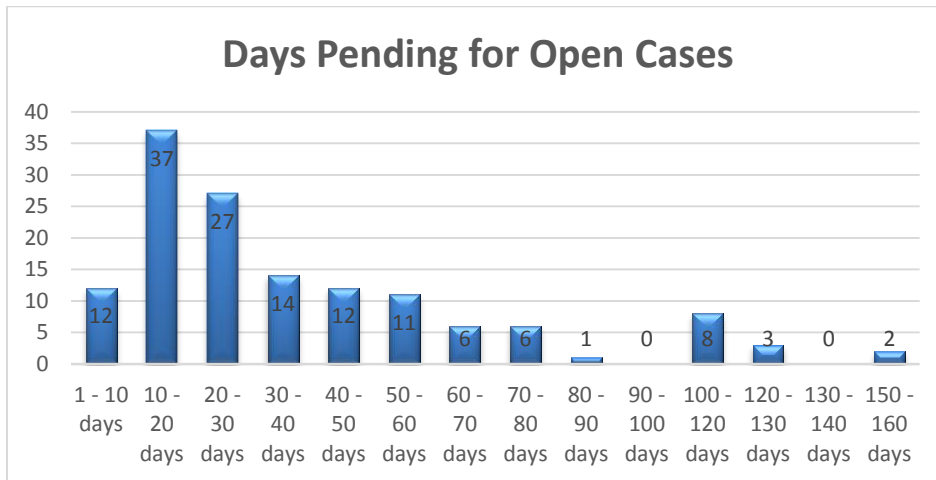
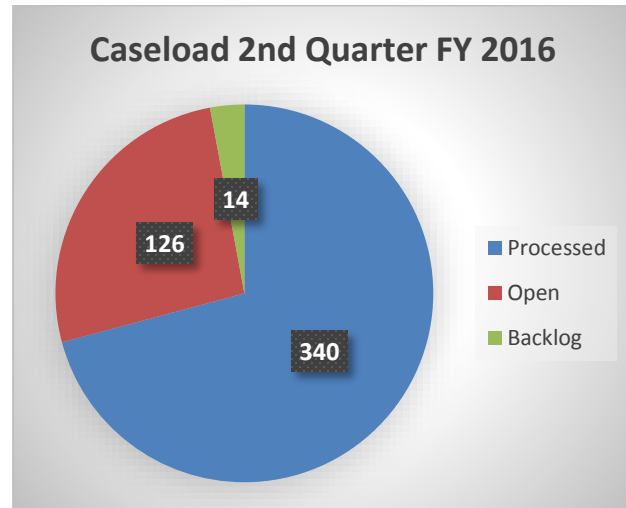


NATIONAL ARCHIVES AND RECORDS ADMINISTRATION
Office of Government Information Services
OGIS Mediation Case Metrics
2nd Quarter FY 2016



Summary: OGIS received 329 requests for assistance this quarter. We were able to reduce the number of open cases remaining from the previous fiscal year and closed eight of the ten oldest cases from the previous quarter. OGIS also reduced the number of cases pending assignment by 32 percent this quarter and reduced the average age of pending requests by three days.

Expectations: Complex requests will continue to age, despite process improvements.



Ten Oldest Cases	
Case Number	Days Pending
201501107	153
201501113	153
201600059	116
201600080	113
201600081	113
201600155	110
201600108	109
201600117	108
201600135	104
201600144	104

Performance Metrics		
Average response time in days to make initial contact for requests for assistance?	10	10
*OGIS processed what percent of requests for assistance within the established timeframes?	90	85-90%
What is the average age of pending OGIS cases?	38	N/A

