



NATIONAL ARCHIVES AND RECORDS ADMINISTRATION (NARA)
Office of Government Information Services (OGIS)
Dispute Resolution Case Metrics
1st Quarter Fiscal Year (FY) 2018 (Oct - Dec 2017)



OGIS Dispute Resolution Services Caseload

Cases	FY 17 Q4	FY 18 Q1	% Change
Logged	1160	949	-18%
Closed	1239	1030	-17%
Open	487	404	-17%
Backlog*	149	200	+34%

* Cases pending ≥ 91 days

Ten Oldest Cases

Case No.	No. of Days Pending
201701232	243
201701239	243
201701249	241
201701263	241
201701278	241
201701309	239
201701310	239
201701319	237
201701344	237
201701368	237

Summary: OGIS experienced a decline in assistance requests for the second straight quarter, a drop we partially attribute partially to working with selected agencies to ensure they communicate with requesters clearly and effectively about the FOIA process. Improved processes and a concerted effort by a detailee focused on aging simple requests for assistance allowed us to respond to simple requests in a timelier manner. At the same time, our backlog of more complex cases pending more than 90 days grew by 34 percent.

Expectations: OGIS staff will experience some changes in the second quarter of FY 2018 with the departure of the Deputy Director and the detailee, and the addition of a new facilitator. Thanks to our new processes, we expect to maintain our timely responses to simple requests. We will continue to work to reducing our backlog of more complex requests by creating additional efficiencies.

Performance Metrics

Metric	Goal	Achieved
Average time to make initial contact for request for assistance	10 days	4 days
Average processing time to close a complex request for assistance**	90 days	137 days
Average processing time to close a simple request for assistance**	90 days	17 days
Percentage of complex requests for assistance processed within established timeframe**	85-90%	56%
Percentage of simple requests for assistance processed within established timeframe**	85-90%	97%
Number of complex cases pending assignment	N/A	318
Number of simple cases pending assignment	N/A	28
Average age of pending complex OGIS cases	N/A	110 days
Average age of pending simple OGIS cases	N/A	39 days

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