



NATIONAL ARCHIVES AND RECORDS ADMINISTRATION (NARA)
Office of Government Information Services (OGIS)
Dispute Resolution Case Metrics
4th Quarter Fiscal Year (FY) 2018 (Jul 2018 – Sep 2018)



OGIS Dispute Resolution Caseload

Cases	FY18 Q3	FY18 Q4	% Change
Logged	1453	1069	-26%
Closed	1423	1113	-22%
Open	462	421	-9%
Backlog*	304	309	+1%

* Cases pending ≥ 91days

Ten Oldest Cases

Case No.	No. of Days Pending
201702003	393
201702308	376
201702370	373
201702371	372
201702583	366
201702584	366
201702597	365
201702626	363
201702757	352
201702760	351

Summary: OGIS experienced a 26-percent decrease in requests for assistance this quarter. At the same time, we closed 22 percent fewer cases which we attribute primarily to a drop in telephone calls. The number of open cases pending at the end of the quarter dipped by 9 percent. Our backlog of complex cases pending more than 90 days grew by just 1 percent. We responded to simple requests in an average of eight days, up from five days in the previous quarter.

Expectations: We will continue to respond to incoming requests for dispute resolution as quickly as possible despite our resource constraints. One of our three Mediation Team members is assisting OGIS's Compliance Team part time and will continue to do so until we fill a vacancy on the Compliance Team.

Performance Metrics

Metric	Goal	Achieved Q3	Achieved Q4
Average time to make initial contact for requests for assistance	10 days	2 days	3 days
Average processing time to close a complex request for assistance**	90 days	224 days	259 days
Average processing time to close a simple request for assistance**	90 days	5 days	8 days
Percentage of complex requests for assistance processed within established timeframe**	85-90%	15%	12%
Percentage of simple requests for assistance processed within established timeframe**	85-90%	99%	99%
Number of complex cases pending assignment	N/A	303	275
Number of simple cases pending assignment	N/A	28	25
Average age of pending complex OGIS cases	N/A	179 days	224 days
Average age of pending simple OGIS cases	N/A	32 days	47 days

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