NATIONAL ARCHIVES AND RECORDS ADMINISTRATION
Office of Government Information Services (OGIS)
Dispute Resolution Case Metrics
2nd Quarter Fiscal Year (FY) 2017 (January – March)

Summary: The FOIA Improvement Act of 2016 continues to drive increased demand for OGIS's dispute resolution services. After one of our facilitators left in January, all OGIS staff now work cases as their workload allows. We were unable to keep up with demand, however, leading to an increase in both the number of pending cases and the number of cases older than 90 days.

Expectations: The number of pending cases will continue to increase and, with our current staffing, we will not be able to respond to requests in a timely manner. We will continue to looks for ways to devote additional staff time to dispute resolution services while making our process more efficient.

OGIS Dispute Resolution Services Caseload			
	FY 17 Q1	**FY 17 Q2**	**% Change**
Logged	1030	1150	↑ 12%
Closed	893	940	↑ 5%
Open	264	468	↑77%
Backlog*	3	59	↑1866%

 * Cases pending ≥ 91 days

Ten Oldest Cases	
Case No.	**No. of Days Pending**
201601441	144
201601508	138
201601589	134
201601633	133
201601642	132
201601771	125
201700011	123
201700013	123
201700014	123
201700006	122

Performance Metrics		
	Achieved	**Goal**
Average time to make initial contact for request for assistance	3 days	10 days
*Average processing time to close a complex request for assistance	86 days	90 days
*Average processing time to close a simple request for assistance	9 days	90 days
*Percentage of complex requests for assistance processed within established timeframe	45%	85-90%
*Percentage of simple requests for assistance processed within established timeframe	100%	85-90%
Number of complex cases pending assignment	127	N/A
Number of simple cases pending assignment	148	N/A
Average age of pending complex OGIS cases	67 days	N/A
Average age of pending simple OGIS cases	29 days	N/A

National Archives and Records Administration Performance Measurement and Reporting System (PMRS) metric