



**NATIONAL ARCHIVES AND RECORDS ADMINISTRATION**  
**Office of Government Information Services (OGIS)**  
**Mediation Case Metrics**  
**1<sup>st</sup> Quarter Fiscal Year (FY) 2017**

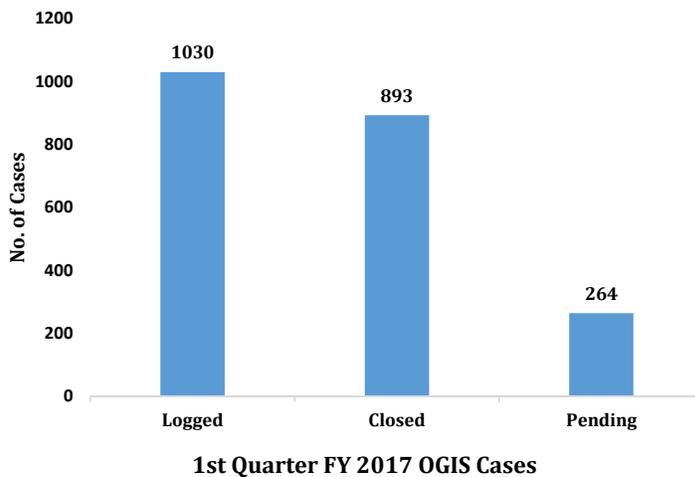


**Summary:** The FOIA Improvement Act of 2016 raised awareness of OGIS's dispute resolution services and we have seen a continuing upward trend in requests for assistance in FY 2017's first quarter.

**Expectations:** Our caseload will grow as more requesters learn of our services. We continue to refine our process so that we provide good customer service despite our increasing caseload.

<b>OGIS Mediation Services Caseload</b>			
	<b>FY 16 Q4</b>	<b>FY 17 Q1</b>	<b>% Change</b>
<b>Logged</b>	787	1030	↑ 31
<b>Closed</b>	734	893	↑ 22
<b>Open</b>	129	264	↑ 105
<b>Backlog*</b>	1	3	↑ 300

\* Cases pending ≥ 91 days



<b>Ten Oldest Cases</b>	
<b>Case No.</b>	<b>No. of Days Pending</b>
201601257	99
201601287	96
201601324	94
201601335	90
201601386	86
201601388	85
201601410	84
201601435	83
201601440	83
201601441	83

<b>Performance Metrics</b>		
	<b>Achieved</b>	<b>Required</b>
<b>Average response time to make initial contact for request for assistance</b>	6 days	10 days
<b>*Average processing time to close a complex request for assistance</b>	50 days	90 days
<b>*Average processing time to close a simple request for assistance</b>	8 days	90 days
<b>*Percentage of complex requests for assistance processed within established timeframe</b>	96%	85-90%
<b>*Percentage of simple requests for assistance processed within established timeframe</b>	100%	85-90%
<b>Number of complex cases pending assignment</b>	151	N/A
<b>Number of simple cases pending assignment</b>	70	N/A
<b>Average age of a pending complex OGIS case</b>	48 days	N/A
<b>Average age of a pending simple OGIS case</b>	20 days	N/A

\*PMRS Metric