



**NATIONAL ARCHIVES AND RECORDS ADMINISTRATION (NARA)**  
**Office of Government Information Services (OGIS)**  
**Dispute Resolution Case Metrics**  
**2nd Quarter Fiscal Year (FY) 2019 (Jan 2019 – Mar 2019)**



**OGIS Dispute Resolution Caseload**

Cases	FY19 Q1	FY19 Q2	% Change
Logged	1014	1035	+2%
Closed	1048	1066	+2%
Open	387	352	-9%
Backlog+	298	266	-11%

Cases pending ≥ 91days

**Ten Oldest Cases**

Case No.	No. of Days Pending
201702003	509
201702888	459
201702920	458
201702975	456
201703119	449
201703200	448
201703206	447
201703242	443
201703234	443
201703287	441

**Summary:** Requests for OGIS assistance increased 2 percent this quarter while the number of cases we closed remained steady at 1066 despite the 35-day government shutdown. The average time to close a simple case more than doubled from five days to 11 days while the average time to close a complex case increased by 11 percent, from 289 days to 320 days. The backlog of submissions received during the furlough impacted our ability to respond in a timely fashion.

**Expectations:** Our ability to improve our response time will depend upon future staffing levels.

**Performance Metrics**

Metric	Goal	Achieved FY19 Q1	Achieved FY19 Q2
Average time to make initial contact for requests for assistance	10 days	2 days	5 days
Average processing time to close a complex request for assistance**	90 days	289 days	320 days
Average processing time to close a simple request for assistance**	90 days	5 days	11 days
Percentage of complex requests for assistance processed within established timeframe**	85-90%	11%	7%
Percentage of simple requests for assistance processed within established timeframe**	85-90%	99%	98%
Number of complex cases pending assignment	N/A	244	121
Number of simple cases pending assignment	N/A	28	26
Average age of pending complex OGIS cases	N/A	265 days	314 days
Average age of pending simple OGIS cases	N/A	65 days	56 days

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