



NATIONAL ARCHIVES AND RECORDS ADMINISTRATION (NARA)
Office of Government Information Services (OGIS)
Dispute Resolution Case Metrics
4th Quarter Fiscal Year (FY) 2019 (Jul 2019 – Sep 2019)



OGIS Dispute Resolution Caseload

Cases	FY19 Q3	FY19 Q4	% Change
Logged	1246	1151	-8%
Closed	1281	1254	-3%
Open	317	214	-32%
Backlog*	197	153	-22%

* Cases pending ≥ 91days

Summary: Requests for OGIS assistance decreased by 8 percent this quarter. The number of cases OGIS closed decreased by 2 percent. We reduced our backlog by 32 percent this quarter. The average time to close a simple case increased from six days to nine days.

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

Ten Oldest Cases

Case No.	No. of Days Pending
18-00071	496
18-00490	473
18-00500	473
18-00543	469
18-00674	462
18-00734	458
18-00736	457
18-00775	453
18-00776	453
18-00778	453

Performance Metrics

Metric	Goal	Achieved FY19 Q3	Achieved FY19 Q4
Average time to make initial contact for requests for assistance	10 days	4 days	3 days
Average processing time to close a complex request for assistance**	90 days	420 days	432 days
Average processing time to close a simple request for assistance**	90 days	6 days	9 days
Percentage of complex requests for assistance processed within established timeframe**	85-90%	5%	4%
Percentage of simple requests for assistance processed within established timeframe**	85-90%	99%	98%
Number of complex cases pending assignment	N/A	163	141
Number of simple cases pending assignment	N/A	29	11
Average age of pending complex OGIS cases	N/A	326 days	345 days
Average age of pending simple OGIS cases	N/A	57 days	70 days

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