



*Summary of Agency Chief FOIA Officer
Reports for 2018
and
Assessment of Agency Progress in FOIA
Administration
with
OIP Guidance for Further Improvement*

June 2018

Introduction

The Freedom of Information Act (FOIA) requires each agency Chief FOIA Officer to “review and report to the Attorney General, through the head of the agency, at such times and in such formats as the Attorney General may direct, on the agency’s performance in implementing [the FOIA].”¹ Each year, the Department’s Office of Information Policy (OIP) provides [guidance](#) to agencies on the content of these reports. As in prior years, after reviewing all agencies’ [2018 Chief FOIA Officer Reports](#), as well as their [Fiscal Year 2017 Annual FOIA Reports](#), OIP has prepared a brief summary of agency progress over the past year.

Based on its review, OIP has also conducted a detailed assessment of all agencies subject to the FOIA that received more than 50 requests, scoring each one on multiple milestones. While all of these agencies had the same reporting guidelines, OIP continued to separately assess the 27 high-volume agencies receiving more than 1,000 requests and the 38 medium-volume agencies receiving between 50-1,000 requests. Based on our review, OIP has also issued guidance to agencies for continued improvement in the years ahead.

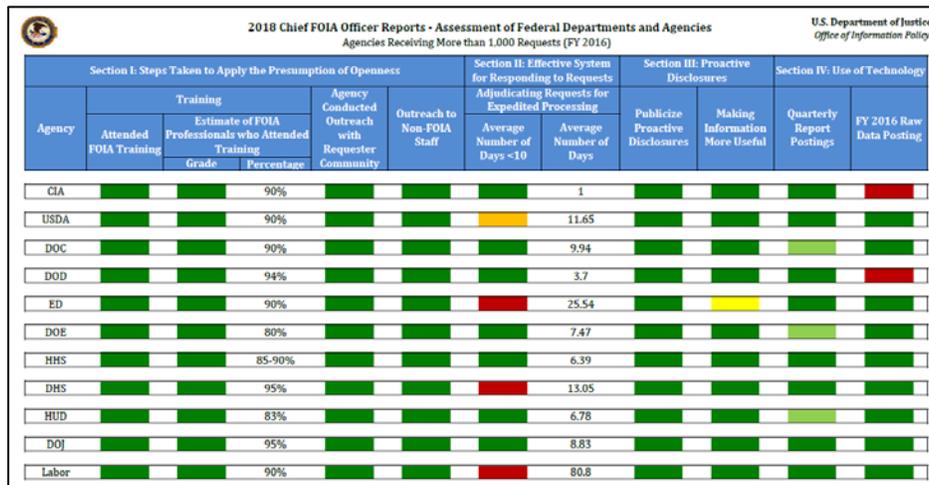


Figure 1: 2018 Chief FOIA Officer Reports - Assessment of Federal Departments and Agencies

Summary of Agency Progress Based on 2018 Chief FOIA Officer Reports

The [2018 Chief FOIA Officer Reports](#) address agency efforts in improving FOIA administrations in five key areas: (1) applying a presumption of openness, (2) having an efficient system in place for responding to requests, (3) increasing proactive disclosures, (4) utilizing technology, and (5) reducing any backlogs and improving timeliness. The summary below focuses on the successes achieved by agencies in each of these five key areas. Agencies and members of the public are encouraged to review the individual [2018 Chief FOIA Officer Reports](#) for even more detail on the successes achieved this past year in these five key areas. The Chief FOIA Officer Reports are accessible from the [Reports](#) page of OIP’s website or from each agency’s FOIA website.

¹ 5 U.S.C. § 552(j)(2)(D) (2012 & Supp. IV 2016).

Section I: Applying a Presumption of Openness

The first section of agencies' [2018 Chief FOIA Officer Reports](#) addresses the steps taken by agencies to apply a presumption of openness. Agencies described a wide range of efforts undertaken to ensure that they are administering the FOIA with a presumption of openness, including providing substantive FOIA training to agency FOIA professionals, engaging in outreach with the public, and making all agency personnel aware of their obligations under the FOIA.

FOIA Training

A proper understanding of the FOIA, including the correct application of both FOIA law and policy, is a key element of applying a presumption of openness, and many agencies made significant efforts this past year to provide substantive FOIA training to their personnel. For example:

- Several agencies hosted annual training courses for their employees. For example, the [Central Intelligence Agency](#) (CIA) held a day-long internal training course which provided a substantive understanding of how various laws, including the FOIA, apply to the CIA with regards to reviewing, declassifying, and releasing information to the public. The [Department of Labor](#) (DOL) continued to host its annual three-day training event. The 2017 training was themed "FOIA 2017: Fostering a New and Improved Approach to Public Access" and included a range of sessions on request processing, procedural matters, and exemptions. The lecture-style training was presented live and made available to approximately 400 DOL FOIA contacts nationwide through webcast.
- The [Department of Homeland Security](#) (DHS) Privacy Office and Office of General Counsel conducted two FOIA 101 training sessions for Department FOIA staff and attorneys and one training session about FOIA litigation-related topics. Other DHS Component FOIA Offices provided training to their FOIA staff as well. For example, U.S. Customs and Border Protection (CBP) conducted a two-day refresher training to all staff assigned to CBP FOIA headquarters. Topics included an overview of the FOIA, exemptions, fee waiver determinations, fee categories, and requests for expedited treatment.
- The [Department of Defense](#) (DoD) conducted several multi-day trainings on FOIA topics including DoD FOIA policy, exemptions, declassification, fees and fee waivers, litigation considerations, and best practices in redacting documents. Over 200 DoD FOIA professionals and attorneys stationed in the U.S., Europe, and Pacific attended. DoD also continued virtual training efforts through the Joint Knowledge Online tools, which are available to DoD personnel worldwide.
- Many agencies also provide training on an ongoing basis at monthly meetings. For example, the [Environmental Protection Agency's](#) (EPA) FOIA Officer held monthly meetings with the Agency's FOIA Coordinators and Regional FOIA Officers to provide guidance and updates on FOIA related matters. Members of EPA's Office of General Counsel's Information Law Practice Group and FOIA Expert Assistance Team also provided assistance and briefed regional attorneys at the agency. These monthly meetings provide key FOIA personnel at EPA ongoing training and guidance on various aspects of the FOIA.

Notably, nearly all medium and high-volume agencies ensured that the majority of their FOIA staff received substantive FOIA training during the reporting period. Overall, 26 out of 27 high-volume agencies scored dark green for reporting that greater than 80% of their FOIA

professionals attended substantive FOIA training. While this metric was not scored for medium-volume agencies, 33 out of 38 medium volume agencies reported that greater than 80% of their FOIA professionals attended substantive FOIA training.

Outreach

Agencies also described how they are engaging with requesters and civil society organizations to improve requester services and facilitate greater access to records. Twenty-three high volume agencies conducted outreach that went beyond the regular communication that takes place within the FOIA request and appeal process. For example:

- [DHS/Transportation Security Administration](#) (TSA) held two outreach conference calls with the requester community to obtain feedback regarding their experiences with TSA, and receive suggestions for improvement.
- At [Department of Energy](#) (DOE) the Carlsbad Field Office conducted periodic town hall meetings with members of the public, including webcasts of the meetings. These forums provided an opportunity for questions from the public, including media and other stakeholders, regarding FOIA.
- At [General Services Administration](#) (GSA), the FOIA Office coordinated with many members of the media community to ensure that releasable information of particular interest, such as records about the Presidential Transition and GSA's involvement in support of it, could be provided in the most effective and proactive manner. Additionally, due to the nature of the services that GSA provides, GSA receives similar requests for data sets and information regarding Federal leased and owned real estate and office space, Federal vehicle fleet services, Federal acquisition data, Federal government employee travel and purchase card data, etc. GSA FOIA professionals reached out to requesters that are interested in this information to confer on ways that the agency can more effectively and proactively post information for access on a permanent or cyclical basis.
- The [Department of Housing and Urban Development](#) (HUD) engaged in a variety of outreach. HUD's Region II office in New York regularly engaged with media requesters, fair housing advocates, and private attorneys to discuss FOIA matters such as the application of fees, and the agency's search capabilities. Additionally, Headquarters employees attended an open speaker session led by FOIA requesters from the media, discussing aspects of the FOIA process most pertinent to media requesters, open government groups, and organizations.
- [National Labor Relations Board's](#) (NLRB) FOIA Officer and the FOIA Branch's Deputy Assistant General Counsel presented a Continuing Legal Education (CLE) webinar entitled FOIA 101: Understanding the Freedom of Information Act for the ABA Government and Public Sector Lawyers Division. The presenters discussed the FOIA exemptions, the business submitter process, FOIA lawsuits, the FOIA Improvement Act of 2016, FOIA fees, and tips for filing FOIA requests, among other FOIA issues. The participants included private sector attorneys, state, local, and federal government attorneys, and requesters.

Efforts to Inform Non-FOIA Professionals of FOIA Obligations

The [DOJ FOIA Guidelines](#) declare that “FOIA is everyone’s responsibility” and “is not merely a task assigned to an agency’s FOIA staff.” Support from agency leadership and all agency employees is indispensable to ensuring that FOIA professionals can efficiently process and respond to requests. Accordingly, OIP asked high- and medium-volume agencies to include in their 2018 Chief FOIA Officer Reports their efforts to inform non-FOIA professionals of their obligations under the FOIA. Agencies reported a wide range of activities. For example:

- Many agencies provided an overview of FOIA responsibilities during new employee training. Some agencies, such as the Departments of [Transportation](#) (DOT) and [Interior](#) (DOI), [Federal Deposit Insurance Corporation](#) (FDIC), and the [Federal Reserve Board](#) (FRB), have made OIP’s eLearning materials, including the Senior Executive briefing and training modules for non-FOIA professionals available to agency employees.
- At [Department of the Treasury](#) (Treasury), several components worked to inform non-FOIA professionals of FOIA obligations. For example, the Office of the Comptroller of the Currency recognizes FOIA annually through an Annual FOIA Awareness Day. The agency provides copies of its FOIA Manual and a host of other quick tips and bookmarks to help all employees understand their FOIA responsibilities. Additionally, the Bureau of Engraving and Printing’s Office of the Chief Counsel-FOIA and Transparency Services developed and displayed FOIA awareness posters at different locations in its Washington, D.C. and Fort Worth, TX facilities and published an article in its employee newsletter reminding employees and contractors that FOIA is everyone’s responsibility.
- At the [Department of Health and Human Services](#) (HHS), many components conducted outreach with non-FOIA professionals. For example, the FOIA Officer for the Substance Abuse and Mental Health Services Administration (SAMHSA) met with SAMHSA personnel to explain the FOIA process and discuss the types of requests their office is likely to receive. During 2018, SAMHSA’s goal is to provide this type of briefing to each of SAMHSA’s eight centers and offices.
- The [Merit Systems Protection Board](#) (MSPB) took several steps to raise awareness of FOIA obligations for non-FOIA professionals. In April 2017, MSPB’s new Chief Privacy Officer sent an email to all employees at MSPB’s headquarters and its Washington Regional Office explaining the purpose and history of Sunshine Week, highlighting the changes made by the 2016 FOIA Amendments, and providing a brief summary of MSPB’s FOIA program. Following this email, MSPB offered two in-person “FOIA 101” trainings to non-FOIA professionals located at these offices. Employees actively participated in the presentation and were given the opportunity to ask questions and engage in dialogue concerning how the FOIA is administered throughout the agency.

“We must all do our part to ensure open government.”

-- DOJ FOIA Guidelines

Other Initiatives

In addition to the efforts described above, agencies also reported a number of other efforts that embrace a presumption of openness. For example, at the [Department of Commerce](#) (DOC), the Census Bureau FOIA Office is currently looking at in-house outreach tools that will enable them to

proactively communicate new, up-to-date information regarding content releases, processing, and website updates to frequent requesters. The staff plans to use tools that allow them to customize a FOIA request list of frequent FOIA requesters, in order to let them know directly about new releases that may be of interest to them.

Section II: Ensuring Agencies Have Effective Systems for Responding To Requests

As a part of the [2018 Chief FOIA Officer Report Guidelines](#), OIP asked agencies to provide information on the steps “taken to ensure that [the] management of [their] FOIA program is effective and efficient.” In their 2018 Chief FOIA Officer Reports, agencies provided details on various efforts related to processing procedures and requester services, including conducting self-assessments and other steps taken to improve efficiency.

Processing Procedures

OIP’s [guidance](#) released in December 2014 stresses the importance of ensuring timely determinations on requests for expedited processing. As detailed in OIP’s [Summary of Annual FOIA Reports](#), overall, agencies adjudicated over 82% of requests for expedited processing during Fiscal Year 2017 within ten calendar days. For their 2018 Chief FOIA Officer Reports, OIP asked agencies that did not maintain an average of ten days or less to adjudicate requests for expedited processing to provide plans for improvement during Fiscal Year 2018.

Self-Assessments

In the [Guidance for Further Improvement Based on the 2016 Chief FOIA Officer Report Review and Assessment](#), OIP encouraged agencies to regularly conduct self-assessments to help them improve their administration of the FOIA. During 2017, OIP released a [FOIA Self-Assessment Toolkit](#) designed to assist agencies in conducting comprehensive reviews of their FOIA programs. OIP asked agencies to indicate in their 2018 Chief FOIA Officer Reports whether they conducted self-assessments of their FOIA programs and to describe the methods used. The reports contain a wealth of information about agencies’ self-assessments. Nearly all high-volume agencies and many medium-volume agencies reported conducting self-assessments using various methods:

- Several agencies reported using OIP’s FOIA Self-Assessment Toolkit to assess their FOIA programs, including [DOE](#), [HHS](#), and [Treasury](#), as well as the [Commodity Futures Trading Commission](#) (CFTC), [Federal Communications Commission](#), [FRB](#), [National Credit Union Administration](#), [National Endowment for the Arts](#), and the [Pension Benefit Guaranty Corporation](#).
- Many agencies examined FOIA processing data to conduct self-assessments. The [Department of Agriculture](#) (USDA), [DOJ](#), [Department of Justice](#) (DOJ), [DOT](#), as well as the [Equal Employment Opportunity Commission](#), Broadcasting Board of Governors, [CIA](#), and [U.S. Agency for Development](#) (USAID), among others, reviewed and analyzed data from their [Annual FOIA Reports](#) to identify areas for improvement. Agencies including [DoD](#), [DHS](#), and [DOJ](#), as well as the [NLRB](#) and [Small Business Administration](#) generated weekly, monthly, and quarterly reports from their processing systems to conduct self-assessments throughout the year.

- Many agencies, including [USDA](#), [DoD](#), [DOJ](#), [Department of Veterans Affairs \(VA\)](#), [National Transportation Safety Board](#), [Office of Government Ethics \(OGE\)](#), [Office of the Director of National Intelligence](#), and [Office of Science and Technology Policy \(OSTP\)](#) reviewed their internal processing procedures to identify areas for greater efficiency. For example, [HUD](#) used information gleaned from an agency-wide FOIA Process Improvement session, in combination with annual reporting data, to reexamine the entire FOIA process for inefficiencies and duplicative efforts. As a result, HUD instituted increased use of, and training in, its FOIA Management System software by program office FOIA liaisons and Office of General Counsel attorneys.
- [DHS/Immigration and Customs Enforcement \(ICE\)](#) reviewed its appeal remands, corrected areas of weakness within its workflows, and revised its Standard Operating Procedures accordingly. ICE also revamped its internal reporting associated with its FOIA requests and litigation. Some of these reports are being used Department-wide at DHS as models.
- [EPA's](#) Region 10 conducted a self-assessment of the Region's FOIA Program two years after its reorganization. The staff held a two-day offsite retreat to reflect on successes and opportunities for improvement. The primary areas for improvement were responding to a higher percentage of simple requests within 20 days and ensuring proper training so that all FOIA staff could respond to any request regardless of the subject area.

Requester Services

Agency FOIA Public Liaisons and FOIA Requester Service Centers provide very important services for requesters by informing them about how the FOIA process works and providing specific details on the handling of their individual requests. The FOIA also calls on agency FOIA Public Liaisons to assist requesters in resolving disputes and requires agencies to notify requesters about services provided by the agency's FOIA Public Liaisons in their response letters.

For 2018, OIP asked agencies to provide estimates of how often requesters sought assistance from their FOIA Public Liaisons. Of the 65 agencies receiving more than 50 requests, 28 received ten or fewer requester inquiries to their FOIA Public Liaison during the reporting period. Nineteen agencies received 11-100 inquiries, nine agencies received 101-1,000 inquiries, and eight agencies received over 1,000 inquiries.

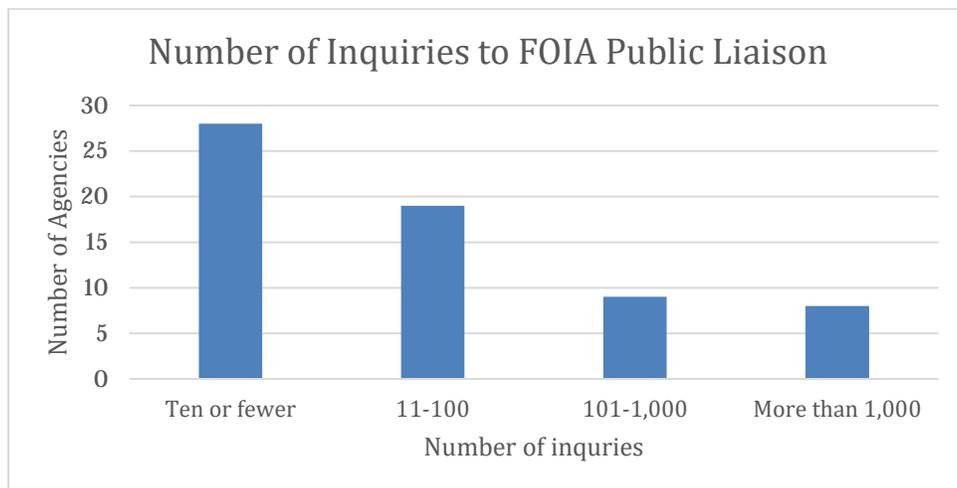


Figure 2: Number of Inquiries to FOIA Public Liaison

Other Initiatives

In addition to the above efforts, several agencies detailed other steps they have taken to ensure that their FOIA systems operate efficiently and effectively. For example:

- At [DOT](#), the Pipeline and Hazardous Materials Safety Administration (PHMSA) implemented the use of SharePoint to automate parts of its search process, which included automatically sending, tracking, and completing search taskers to PHMSA personnel in one spot. This new process tracks searches for the FOIA team, sends an auto-reminder to the searching office when a search becomes overdue, allows an individual to track the searches that have been assigned to them, and replaces the previously used pdf form. In addition, PHMSA established a “FOIA Coordinator” role for its program offices. The primary role of the FOIA Coordinator will be tasking the search to employees and certifying the search when it has been completed. FOIA Coordinator training was held in 2017 to help PHMSA employees assigned to this new role.
- The [Occupational Safety Health Review Commission](#) (OSHRC) took various steps to improve the efficiency of processing FOIA requests, such as: (1) staying in close contact with the agency offices that maintain requested records to process requests within the statutorily required response times; (2) utilizing OSHRC’s e-filing system to improve search capabilities when processing FOIA requests that seek records associated with OSHRC cases; and (3) providing a Spanish language version of OSHRC’s online FOIA request form on the agency’s FOIA webpage. The FOIA team also provided feedback to and engaged in coordinated efforts with the IT department to improve the information contained on docket sheets generated by the agency’s e-filing system, so that it is in the most accessible format for requesters.

Finally, the 2018 Guidelines included an optional question that asked agencies to estimate the average number of pages that they process for each request. Most agencies were not able to provide such an estimate because they do not track that information. Of the agencies that did provide some estimate, the estimates ranged from only a few pages for simple requests, to a few hundred or even several thousands of pages for more complex requests.

Section III: Increasing Proactive Disclosures

[DOJ](#) has emphasized the need for agencies to work proactively to post information online without waiting for individual requests to be received. In their [2018 Chief FOIA Officer Reports](#), agencies provided examples of material they proactively disclosed during the reporting period, in addition to describing steps taken to publicize proactive disclosures and make information available in the most useful formats.

Agencies provided a wealth of examples in their reports of new or regularly updated information posted on their websites. A few of the many examples include:

- The [Department of State](#) continued to implement a “Release to one, Release to All” approach to posting FOIA documents online. With the exception of first person requests, the Department posts on its [FOIA website](#) those documents released to the public in the previous month. [OGE](#), as well as some [DoD](#) components, also continued to proactively post records released under the FOIA using this approach.

“When agencies make proactive disclosures they are enhancing transparency by ensuring that certain key information about the operations and activities of the government is readily and efficiently made available to all.”

-- OIP Guidance on Proactive Disclosures

- The [National Archives and Records Administration](#) (NARA) released the unclassified electronic records created by the Assassination Records Review Board (ARRB), including 52,387 emails and 16,627 files from the ARRB drives, which are located in [NARA’s Catalog](#). These ARRB records are distinct from the “JFK assassination records” that NARA has been releasing pursuant to the John F. Kennedy Assassination Records Collection Act of 1992.
- Several [HHS](#) components continue to create web pages for specific issues of heightened consumer or media interest to better inform the Agency’s constituency without requiring the submission of a FOIA request. For example, the Food and Drug Administration has posted extensive information on such subjects as [drug compounding](#), [food safety](#), and [flu vaccines](#).
- The [Federal Maritime Commission](#) regularly updates its website with information that is of interest to the shipping community and the public, such as carrier and marine terminal operator agreement filings under the Shipping Act. In March 2017, the Commission introduced a redesigned online agreement library that now provides real-time notice of recently filed agreements, as well as synopses of the agreements, and the full text of nearly all agreements on file.

In March 2015, OIP issued [guidance for proactive disclosures](#) that details various methods for disclosure, including the importance of ensuring that information is posted in the most usable formats. Many agencies use different strategies for proactive disclosures tailored to serve the community of individuals who visit their websites most frequently. Some examples of steps agencies have taken to make information more useful include:

- The [Consumer Financial Protection Bureau](#) (CFPB) implemented a process to ensure all records in the electronic reading room contain FOIA metadata. Specifically, the FOIA Office ensures that before records are released, there is a uniform FOIA tag that includes reference to CFPB, and a title, date, and description of the documents at issue.
- Several agencies, such as the [CFTC](#), [CIA](#), [DHS/U.S. Citizenship and Immigration Services](#), [DoD/Office of Inspector General](#), and [DOI/Bureau of Land Management](#) redesigned portions or the entirety of their websites to make them more user-friendly and to highlight key information.
- Some [DOT](#) components use mobile applications to reach their intended audiences. One example is FAA’s mobile app, [B4UFLY](#), which provides drone and model aircraft users with

situational awareness and considers the user's current or planned location in relation to operational restrictions. Indicators inform the user if a model aircraft or drone operation is prohibited, or if there are specific actions the user must take in addition to flying safely.

- [EPA](#) improved its posted information by implementing a sorting feature, which appears when search results are displayed. For many topics, EPA's website contains information written for different audiences ranging from students, to policy analysts, to environmental professionals. This sorting feature allows the user to limit results to certain sub-categories such as "environmental professional" or "regulatory community."
- The [FRB](#) has [posted](#) documentation for a large-scale estimated dynamic stochastic general equilibrium (DSGE) model of the U.S. economy - the Federal Reserve Board's Estimated, Dynamic, Optimization-based (FRB/EDO) model project. This model can be used to address a wide range of practical policy questions on a routine basis. Articles on the model documentation page provide more information about the EDO model. Another link on this page points to computer code that allows users to run simulations with the EDO model.
- The [U.S. International Trade Commission](#) developed a web-based [system](#) that allows petitioners to file their requests for duty suspensions or reductions under the American Manufacturing Competitiveness Act of 2016 online, and also allows the public to view and subsequently comment on the petitions online as well. To assist the public in filing petitions, and in otherwise participating in the process, the agency produced and posted a training video and "how to" guide.
- The [Institute for Museum and Library Services](#) (IMLS) launched a portal that makes accessible detailed information about the specific 1,500 or so state projects funded annually by IMLS grants.

Once information is posted online, many agencies use their websites and social media platforms to publicize or highlight important proactive disclosures so that the public is aware of their availability. Twitter, Facebook, YouTube, Flickr, Instagram, blogs, RSS feeds, and email subscription services are just some of the outlets used by agencies over the past year to highlight new postings.

Section IV: Greater Utilization of Technology in FOIA Administration

Agencies continue to use advanced technology not only to make more information available online and to improve their websites, but also to assist in their overall administration of the FOIA. Each year, OIP asks agencies to describe in their [Chief FOIA Officer Reports](#) the steps they have taken to greater utilize technology in their FOIA administration. As has been done for each section of the Chief FOIA Officer Report, every year OIP has refined the questions for this section as the use of technology in FOIA has matured. For 2018, agencies were asked to describe best practices for leveraging technology to facilitate overall FOIA efficiency, in addition to confirming their postings of quarterly FOIA reports and the raw data used to compile their Fiscal Year 2016 Annual FOIA Report.

Best Practices in Use of Technology to Facilitate FOIA Efficiency

The use of technology to reduce the time and labor needed to process requests – such as tools that can sort and de-duplicate documents, provide shared platforms to facilitate collaboration, or improve search capabilities – has great potential for improving agencies' FOIA administration. For 2017, many agencies reported several best practices for using technology to improve overall FOIA efficiency:

- Many agencies, such as [DOC](#), [DOI](#), [HHS](#), the [Council on Environmental Quality](#), and [FDIC](#), reported using various programs that facilitate file sharing and collaboration, which were especially helpful for sending records in response to search requests and for collaborating during the review process. For example, some [DOI](#) components have set up internal shared drive web-links, so that personnel can upload responsive emails and other records to one location where multiple users have access to review and redact documents. This initiative reduces the number of duplicative records and the amount of search time for others.
- Some agencies, such as [DHS](#), [Federal Election Commission](#), [OSTP](#), and [Office of the U.S. Trade Representative](#) have worked with their IT staff to streamline searches for emails. For example, at [DOC](#), the National Oceanic and Atmospheric Administration (NOAA) began conducting email searches across individual domains or even throughout all noaa.gov users. This has allowed for significant decreases in processing times and improvements in search efficiency for some of NOAA's largest FOIA requests seeking communications across multiple staff or line offices where individual searches are impractical.
- Many agencies, such as [DoD](#), [DHS](#), [DOJ](#), [DOL](#), [VA](#), as well as the [Export-Import Bank](#), and [USAID](#) have also leveraged e-discovery and de-duplication software to improve efficiency in reviewing records. For instance, [DOT](#) reported that its use of these tools has saved time by helping them efficiently reduce the records under review at an initial review stage. It has also served as a customer-friendly negotiation tool with requesters. DOT components have used the e-discovery tool to suggest search terms and immediately report back to requesters on the search results, which has helped narrow the scope of the request and hence reduce the number of documents under review.

Posting Quarterly FOIA Reports

In Fiscal Year 2017, 72% of agencies receiving more than 50 requests reported posting their Quarterly FOIA Reports successfully with corresponding data appearing on [FOIA.gov](#). An additional 18% of agencies were able to post their quarterly reports successfully to their own website even though they may have had technical difficulties that resulted in their information not appearing on FOIA.gov. Any agency that was unable to successfully post all quarterly reports was required to provide a plan for ensuring that such reporting is successfully done in Fiscal Year 2018. Given the importance of providing the public these key FOIA statistics during the course of the fiscal year, every agency should ensure that their quarterly FOIA reports are timely and properly posted in accordance with OIP's [guidance](#), so that they can be accessed through [FOIA.gov](#).

Posting Raw Data Used to Compile the Annual FOIA Report

The *FOIA Improvement Act of 2016* amended the [FOIA](#) to require agencies to make available in an electronic format the raw statistical data used to compile their Annual FOIA Report. Previously, this information was required to be made available upon request. OIP issued [guidance](#)

to assist agencies in meeting this requirement, and [asked](#) agencies to provide links to their raw data postings for the Fiscal Year 2016 in their [2018 Chief FOIA Officer Reports](#). Seventy-four percent of agencies receiving more than 50 requests successfully posted the raw data used to compile their Fiscal Year 2016 Annual FOIA Report. Several agencies have also already posted the raw data for their Fiscal Year 2017 reports.

Section V: Improving Timeliness and Reducing Backlogs

For the [2018 Chief FOIA Officer Reports](#), OIP again asked agencies to provide detailed information on their average processing times for simple track requests and their efforts to reduce backlogs and close their ten oldest requests, appeals, and consultations. Those agencies that had a request backlog of over 1,000 were also required to provide a plan for achieving backlog reduction in the year ahead. Likewise, agencies that did not close their ten oldest requests, appeals, or consultations were required to describe their plans for closing those requests, appeals or consultations by the end of Fiscal Year 2018.

Simple Track Requests

Because of the strong correlation between the type of request that is made and the ability of the agency to respond to that request more quickly, in 2012, OIP established a milestone that addressed whether the agency overall responded to requests in its simple track within an average of twenty working days or less. Agencies once again reported on this metric in their [2018 Chief FOIA Officer Reports](#). Over 55% of all medium and high-volume agencies reported that they either processed their simple-track requests in an average of twenty-working days or less, or if they did not use multi-track processing, they processed all of their non-expedited requests within that average timeframe.

Backlogs

With regard to request backlogs, twenty-five medium and high-volume agencies reported that they either reduced the number of requests in their backlog at the end of Fiscal Year 2017 or they had no backlog to reduce. Seven agencies reported a slight increase of up to five backlogged requests. Thirty-two agencies experienced a backlog increase of more than five requests.

Request Backlog Comparison: End of FY 2016 to End of FY 2017

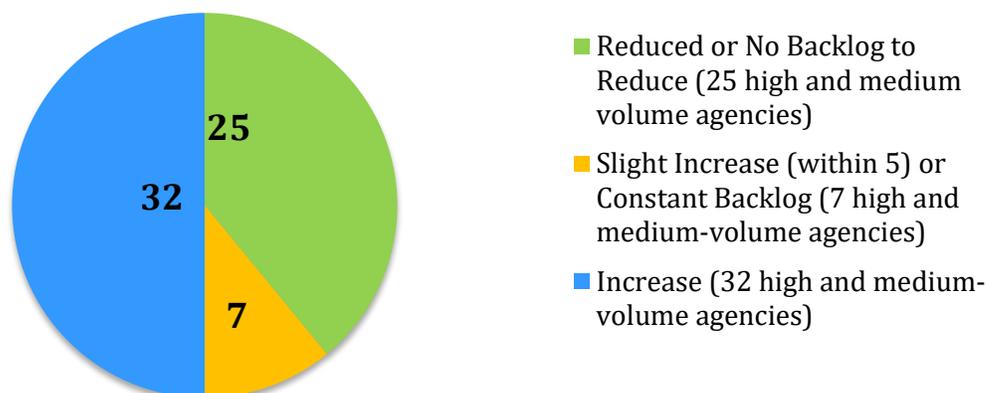


Figure 3: Backlog Comparison, FY 2016 to FY 2017

For administrative FOIA appeals, forty-four medium and high-volume agencies reported that they either reduced the number of appeals in their backlog at the end of Fiscal Year 2017 or they had no backlog to reduce. Nine agencies reported a slight increase of up to five backlogged appeals. Twelve agencies reported an appeal backlog increase of over five appeals.

As with previous years, agencies that experienced an increase in their request or appeal backlogs explained the causes that contributed to those increases in their [2018 Chief FOIA Officer Reports](#). The most frequently cited factor was the increased number of incoming requests and appeals. Many agencies also reported losing experienced staff and the increased complexity of requests and appeals as contributing to the backlog.

Although OIP continues to assess agencies on backlog reduction each year, we recognize that agencies' backlogs may increase due to circumstances outside of their control. Many agencies strive to respond to significantly more requests received while relying on the same amount of (or, in some instances, fewer) experienced FOIA staff. As the numbers of requests received across the government continues its upward trend, many agencies reach a point at which, despite their best efforts to streamline processing and leverage technology, their backlog will nevertheless increase. Some agencies can reallocate resources to help reduce backlogs. For example, over the years, [DHS's Chief FOIA Officer Reports](#) describe multiple instances when the DHS Privacy Office has partnered with other DHS components on backlog reduction efforts. [Most recently](#), the Privacy Office's partnership with the National Protection and Programs Directorate led to a 30% reduction in DHS's overall backlog. Similarly, the [Social Security Administration](#) (SSA) reported how it uses its internal "SkillsConnect" program to obtain temporary assistance from employees in other SSA offices to process FOIA requests. These efforts underscore the impact that personnel resources have on overall FOIA administration. Even with limited resources, however, agencies continue to make progress on improving processing times and reducing the overall age of their backlogs.

[Status of Ten Oldest Requests, Appeals, and Consultations](#)

A critical element of the government's backlog-reduction efforts is the closing of the ten oldest pending requests, appeals, and consultations at each agency every year. Thirty medium and high-volume agencies, out of 65 such agencies, reported that they either closed all ten of their oldest requests from Fiscal Year 2016 by the end of Fiscal Year 2017, or they had no ten oldest to close. While many agencies did not close all ten oldest requests, nine of these agencies did close nine out of ten.

Number of Ten Oldest Requests Closed	Number of Agencies
10	30
9	9
8	7
7	6*
6	2
5	1
4	6
3	2
2	0
1	0
0	2

Figure 4: Number of Ten Oldest Requests Closed

* One agency reported closing 7/9 pending requests

OIP also asked agencies to report on whether any of their ten oldest requests were closed because the request was withdrawn by the requester. Overall, eighteen medium and high-volume agencies reported closing any of their ten oldest requests as a result of a withdrawal. Notably, only 2.7% of all the medium and high-volume agency ten oldest requests were closed because the request was withdrawn (16 out of 577).

With regard to appeals, forty-eight medium and high-volume agencies either closed their ten oldest pending appeals or they had no ten oldest to close. Finally, fifty-three medium and high-volume agencies closed their ten oldest pending consultations or they continued to maintain no pending consultations at the end of the fiscal year.

Conclusion

OIP's 2018 Summary and Assessment demonstrates that even in the face of increasing demands agencies continue to find areas to improve their administration of the FOIA through various initiatives connected to the five key areas addressed in the DOJ FOIA Guidelines. Agencies continue to apply a presumption of openness, make more proactive disclosures, use technology for the benefit of FOIA, and make efforts to improve timeliness and reduce backlogs. While there are many laudable achievements noted in this summary, the successes achieved by individual agencies can vary. OIP's Assessment serves as a visual snapshot of where each agency should focus its efforts in the upcoming year to achieve even greater success. To assist agencies OIP also offers the following guidance.

OIP Guidance for Further Improvement Based on 2018 Chief FOIA Officer Report Review and Assessment

Strategically Managing Backlogs

In Fiscal Year (FY) 2017, the government once again received a record number of requests. The government overall received 818,271 requests, a 3.7% increase from FY 2016 (29,502 more requests). The government also processed a record high number of requests during FY 2017 (823,222 requests, an 8.3% increase from FY 2016). Every year, agencies strive to reduce the backlog of pending requests and improve processing times. In FY 2017, the government overall achieved backlog reduction compared to FY 2016, although a majority of high and medium-volume agencies experienced increases in their individual backlogs.

OIP acknowledged in last year's guidance that while agencies should continue to strive for backlog reduction, the reality is that these efforts will always be impacted by certain factors outside of the agency's control, such as limited resources and fluctuations in the number of incoming requests that agencies face from year to year. While some agencies can reallocate personnel resources to assist in backlog reduction, as discussed in this year's Summary, this is not always feasible for all agencies. Many agencies that are leveraging all available resources and utilizing technology for greater efficiency may still experience backlog increases. Accordingly, we encourage agencies to continue managing their backlog strategically and provide some methods for doing so below.

First, agencies should ensure that they have systems in place to respond to simple requests quickly. We have [encouraged](#) agencies to use multitrack processing so that requests that take less time to process are not delayed behind requests that are more complex. The majority of agencies reported processing their simple track requests within twenty working days during FY 2017. As the government continues to receive more requests each year, we encourage agencies to identify simple requests as soon as possible upon receipt so that FOIA staff can ensure that those requests continue to be processed quickly. Relatedly, agencies should actively work with requesters and continue to give them the opportunity to clarify or narrow the scope of their requests so that they can be processed in the simple track. Finally, as discussed [last year](#), agencies should continue to focus on closing their oldest requests, in particular the ten oldest requests, in order to limit the age of their backlogs overall.

Improvements in agency FOIA backlogs can happen in many ways, including a reduction in the number of backlogged requests, maintaining a small ratio of backlogged requests compared to incoming, improvements in processing times, and reductions in the age of the agency's backlog. Agencies should strategically focus their attention on the areas where they can have the greatest impact.

Closing Ten Oldest Consultations

At times, requests may take longer to process because the agency has sent records to another agency for consultation. To promote closing consultations in a timely manner, we have long encouraged agencies to focus on closing their ten oldest consultations, in addition to their ten oldest requests and appeals. In their 2018 Chief FOIA Officer Reports, while most agencies closed their ten oldest consultations or had none to close, several agencies reported that they did not close the ten oldest consultations pending from FY 2016 during FY 2017. We encourage agencies to

continue focusing on closing all consultations, in particularly the ten oldest, in a timely manner as a way to assist other agencies in ultimately closing the request.

Posting Raw Data from Annual FOIA Reports

The FOIA Improvement Act of 2016 amended the FOIA to require all agencies to proactively post the raw data that makes up the content of their Annual FOIA Reports. Previously, agencies were required to make that raw data available upon request, but agencies are now required to post the raw data electronically so that it is available for public inspection in an electronic format. In 2016, OIP issued [Guidance on the New Requirements for Agency Annual FOIA Reports](#) to assist agencies in complying with this requirement. The 2018 Chief FOIA Officer Report Guidelines asked agencies to provide the link to the raw data posting from their FY 2016 Annual FOIA Report. While most agencies posted their FY 2016 raw data, there were some agencies that indicated they were not able to do so. Those agencies that have not yet posted their raw data should review OIP's guidance and determine next steps for ensuring that they can comply with this posting requirement.

2018 Assessment of Agency Progress in FOIA Administration

For the 2018 assessment, OIP selected seventeen milestones for scoring high volume agencies and fourteen milestones for medium volume agencies, each of which is tied to one of the five key areas addressed in the DOJ's FOIA Guidelines. These milestones were chosen as indicative of progress made in each area, but they are by no means exclusive. Agencies include in their [Chief FOIA Officer Reports](#) a wide range of accomplishments and initiatives that have been undertaken to improve their administration of the FOIA. As these reports themselves provide a more comprehensive picture of each agency's work in implementing [DOJ's FOIA Guidelines](#), this assessment is designed to provide a visual snapshot of several key areas of agency FOIA administration and is meant to be read in conjunction with the [Chief FOIA Officer Reports](#). The assessment readily illustrates many areas where agencies have made real progress in the past year and also serves to highlight areas where further improvements can be made.

The assessment covers the twenty-seven high volume agencies and thirty-eight medium-volume agencies that were subject to the FOIA during Fiscal Year 2017. As in prior years, agencies are scored on the different milestones based on a stoplight scoring system. Agencies provide a wealth of information as a part of their [Chief FOIA Officer Reports](#) that do not lend themselves to scoring, but are still very informative as to their efforts to improve their FOIA administration. In an effort to streamline the presentation of the assessment, narrative information is not included in the charts.

A detailed methodology is provided below describing how each milestone was scored. As in prior years, questions assessed on the three-step scoring system use a score of dark green, yellow, and red. Dark green indicates that the agency met the milestone, yellow indicates partial progress, and red indicates that the milestone was not met. For the five-step scoring system, the colors light green and orange provide more gradation as to the progress the agency has made in the area being scored.

The time period for the assessment is generally March 2017 to March 2018, which is the period covered by the [2018 Chief FOIA Officer Reports](#). For the milestones concerning average time to adjudicate requests for expedited processing, processing times for simple track requests, backlogs, and the ten oldest requests, appeals, and consultations, the time period is Fiscal Year 2017. The data for these metrics was compiled from agency Annual FOIA Reports, which are available on both [FOIA.gov](#) and OIP's [Reports](#) page.

2018 Chief FOIA Officer Report Methodology

Section 1: Steps Taken to Apply the Presumption of Openness

A. FOIA Training

Agencies Receiving More Than 1000 Requests	Agencies Receiving 50-1000 Requests
<p>1. Did your FOIA professionals or the personnel at your agency who have FOIA responsibilities attend any FOIA training or conference during the reporting period such as that provided by the Department of Justice?</p> <ul style="list-style-type: none"> • Dark Green: Attended training/FOIA conference (one or multiple), or held a staff meeting that included some FOIA training • Yellow: Is planning to attend or hold training after reporting period • Red: Did not hold or attend training <p>2. If yes, please provide a brief description of the type of training attended or conducted and the topics covered. (Not Graded)</p> <p>3. Provide an estimate of the percentage of your FOIA professionals and staff with FOIA responsibilities who attended substantive FOIA training during this reporting period.</p> <ul style="list-style-type: none"> • Dark Green: 100% to 81% • Light Green: 80% to 61% • Yellow: 60% to 41% • Orange: 40% to 21% • Red: 20% and below <p>4. OIP has directed agencies to “take steps to ensure that all of their FOIA professionals attend substantive FOIA training at least once throughout the year.” If your response to the previous question is that less than 80% of your FOIA professionals attended training, please explain your agency’s plan to ensure that all FOIA professionals receive or attend substantive FOIA training during the next reporting year. (Not Graded)</p>	<p>1. Did your FOIA professionals or the personnel at your agency who have FOIA responsibilities attend any FOIA training or conference during the reporting period such as that provided by the Department of Justice?</p> <ul style="list-style-type: none"> • Dark Green: Attended training/FOIA conference (one or multiple), or held a staff meeting that included some FOIA training • Yellow: Is planning to attend or hold training after reporting period • Red: Did not hold or attend training <p>2. If yes, please provide a brief description of the type of training attended or conducted and the topics covered. (Not Graded)</p> <p>3. Provide an estimate of the percentage of your FOIA professionals and staff with FOIA responsibilities who attended substantive FOIA training during this reporting period. (Not Graded)</p> <p>3. OIP has directed agencies to “take steps to ensure that all of their FOIA professionals attend substantive FOIA training at least once throughout the year.” If your response to the previous question is that less than 80% of your FOIA professionals attended training, please explain your agency’s plan to ensure that all FOIA professionals receive or attend substantive FOIA training during the next reporting year. (Not Graded)</p>

B. Outreach

Agencies Receiving More Than 1000 Requests	Agencies Receiving 50-1000 Requests
<p>5. Did your FOIA professionals engage in any outreach or dialogue with the requester community or open government groups regarding your administration of the FOIA?</p> <ul style="list-style-type: none"> • Dark Green: Agency conducted outreach • Yellow: Agency conducted outreach with requesters during request/appeal process • Red: Agency did not conduct any outreach 	<p>5. Did your FOIA professionals engage in any outreach or dialogue with the requester community or open government groups regarding your administration of the FOIA? (Not Graded)</p>

C. Other Initiatives

Agencies Receiving More Than 1000 Requests	Agencies Receiving 50-1000 Requests
<p>6. Describe any efforts your agency has undertaken to inform non-FOIA professionals of their obligations under the FOIA?</p> <ul style="list-style-type: none"> • Dark Green: Yes • Yellow: Planned • Red: No <p>7. If there are any other initiatives undertaken by your agency to ensure that the presumption of openness is being applied, please describe them here. (Not Graded)</p>	<p>6. Describe any efforts your agency has undertaken to inform non-FOIA professionals of their obligations under the FOIA?</p> <ul style="list-style-type: none"> • Dark Green: Yes • Yellow: Planned • Red: No <p>7. If there are any other initiatives undertaken by your agency to ensure that the presumption of openness is being applied, please describe them here. (Not Graded)</p>

Section II: Steps Taken to Ensure that Your Agency Has an Effective System in Place for Responding to Requests

Agencies Receiving More Than 1000 Requests	Agencies Receiving 50-1000 Requests
<p>1. For Fiscal Year 2017, what was the average number of days your agency reported for adjudicating requests for expedited processing? Please see Section VIII.A. of your agency's Fiscal Year 2017 Annual FOIA Report.</p> <ul style="list-style-type: none"> • Dark Green: Less than 10 days • Light Green: Between 10.1 and 10.5 days • Yellow: Between 10.6 and 11.0 days • Orange: Between 11.1 and 12 days • Red: Over 12 days • N/A: Did not adjudicate such a request during FY <p>2. If your agency's average number of days to adjudicate requests for expedited processing was above ten calendar days, please describe the steps your agency will take to ensure that requests for expedited processing are adjudicated within ten calendar days or less. (Not Graded)</p> <p>3. During the reporting period, did your agency conduct a self-assessment of its FOIA program? If so, please describe the methods used, such as reviewing Annual Report data, using active workflows and track management, reviewing and updating processing procedures, etc. (Not Graded)</p> <p>4. The FOIA Improvement Act of 2016 requires additional notification to requesters about the services provided by the agency's FOIA Public Liaison. Please provide an estimate of the number of times requesters sought assistance from your agency's FOIA Public Liaison during FY 2017 (please provide a total number or an estimate of the number). (Not Graded)</p>	<p>1. For Fiscal Year 2017, what was the average number of days your agency reported for adjudicating requests for expedited processing? Please see Section VIII.A. of your agency's Fiscal Year 2017 Annual FOIA Report.</p> <ul style="list-style-type: none"> • Dark Green: Less than 10 days • Light Green: Between 10.1 and 10.5 days • Yellow: Between 10.6 and 11.0 days • Orange: Between 11 and 12 days • Red: Over 12 days • N/A: Did not adjudicate such a request during FY <p>2. If your agency's average number of days to adjudicate requests for expedited processing was above ten calendar days, please describe the steps your agency will take to ensure that requests for expedited processing are adjudicated within ten calendar days or less. (Not Graded)</p> <p>3. During the reporting period, did your agency conduct a self-assessment of its FOIA program? If so, please describe the methods used, such as reviewing Annual Report data, using active workflows and track management, reviewing and updating processing procedures, etc. (Not Graded)</p> <p>4. The FOIA Improvement Act of 2016 requires additional notification to requesters about the services provided by the agency's FOIA Public Liaison. Please provide an estimate of the number of times requesters sought assistance from your agency's FOIA Public Liaison during FY 2017 (please provide a total number or an estimate of the number). (Not Graded)</p>

Agencies Receiving More Than 1000 Requests	Agencies Receiving 50-1000 Requests
<p>5. Optional Survey Question: If possible, please provide an estimate of the average number of pages that your agency processes for each request. You may provide estimates for each track.</p> <p>6. If there are any other steps your agency has undertaken to ensure that your FOIA system operates efficiently and effectively, such as improving search processes, eliminating redundancy, etc., please describe them here. (Not Graded)</p>	<p>5. Optional Survey Question: If possible, please provide an estimate of the average number of pages that your agency processes for each request. You may provide estimates for each track.</p> <p>6. If there are any other steps your agency has undertaken to ensure that your FOIA system operates efficiently and effectively, such as improving search processes, eliminating redundancy, etc., please describe them here. (Not Graded)</p>

Section III: Steps Taken to Increase Proactive Disclosures

A. Posting Material

Agencies Receiving More Than 1000 Requests	Agencies Receiving 50-1000 Requests
<p>1. Provide examples of material that your agency has proactively disclosed during the past reporting year, including links to the posted material (Not Graded)</p> <p>2. Did your agency use any means to publicize or highlight important proactive disclosures for public awareness? If yes, please describe these efforts.</p> <ul style="list-style-type: none"> • Dark Green: Agency answered yes • Yellow: Agency noted that they send an email to a set list of recipients or have information on their website for users to see • Red: Agency answered no <p>3. Beyond posting new material, is your agency taking steps to make the posted information more useful to the public, especially to the community of individuals who regularly access your agency’s website?</p> <ul style="list-style-type: none"> • Dark Green: Agency answered yes <ul style="list-style-type: none"> ○ Alternatively: Agency answered that it is already making information available in its most useful format • Yellow: Agency is looking into how they would do so <ul style="list-style-type: none"> ○ Alternatively: If agency noted that they do not operate their website in house • Red: Agency answered no <p>4. If yes, please provide examples of such improvements. (Not Graded)</p>	<p>1. Provide examples of material that your agency has proactively disclosed during the past reporting year, including links to the posted material (Not Graded)</p> <p>2. Did your agency use any means to publicize or highlight important proactive disclosures for public awareness? If yes, please describe these efforts. (Not Graded)</p> <p>3. Beyond posting new material, is your agency taking steps to make the posted information more useful to the public, especially to the community of individuals who regularly access your agency’s website?</p> <ul style="list-style-type: none"> • Dark Green: Agency answered yes <ul style="list-style-type: none"> ○ Alternatively: Agency answered that it is already making information available in its most useful format • Yellow: Agency is looking into how they would do so <ul style="list-style-type: none"> ○ Alternatively: If agency noted that they do not operate their website in house • Red: Agency answered no <p>4. If yes, please provide examples of such improvements. (Not Graded)</p>

Agencies Receiving More Than 1000 Requests	Agencies Receiving 50-1000 Requests
5. If there are any other steps your agency has taken to improve proactive disclosures, please describe them here. For example, has your agency engaged requesters in determining how and what to post? Has your agency used web analytics to inform your proactive disclosures? (Not Graded)	5. If there are any other steps your agency has taken to improve proactive disclosures, please describe them here. For example, has your agency engaged requesters in determining how and what to post? Has your agency used web analytics to inform your proactive disclosures? (Not Graded)

Section IV: Steps Taken to Greater Utilize Technology

Agencies Receiving More Than 1000 Requests	Agencies Receiving 50-1000 Requests
<p>1. Has your agency identified any best practices to leverage technology to facilitate overall FOIA efficiency, such as improving record search capabilities, utilizing document sharing platforms for consultations and referrals, or employing software that can sort and de-duplicate documents? If yes, please describe the best practices, the types of technology used, and the impact on your agency's processing. (Not Graded)</p> <p>2. Did your agency successfully post all four quarterly reports for Fiscal Year 2017?</p> <ul style="list-style-type: none"> • Dark Green: Agency did successfully, with data appearing on FOIA.gov • Light Green: Agency did, but data did not appear on FOIA.gov due to technical reasons and reached out to OIP to resolve issues • Yellow: Agency posted 2 or 3 of the reports, and reached out to OIP to resolve issues • Orange: Agency posted at least 1 report, and is working with OIP to resolve issues • Red: Agency did not post any reports • N/A: Agency did not post quarterly reports because this is their first year providing an annual report. They will provide quarterly reports in FY2018. <p>3. If your agency did not successfully post all quarterly reports, with information appearing on FOIA.gov, please explain why and provide your agency's plan for ensuring that such reporting is successful in Fiscal Year 2018. (Not Graded)</p>	<p>1. Has your agency identified any best practices to leverage technology to facilitate overall FOIA efficiency, such as improving record search capabilities, utilizing document sharing platforms for consultations and referrals, or employing software that can sort and de-duplicate documents? If yes, please describe the best practices, the types of technology used, and the impact on your agency's processing.</p> <p>2. Did your agency successfully post all four quarterly reports for Fiscal Year 2017?</p> <ul style="list-style-type: none"> • Dark Green: Agency did successfully, with data appearing on FOIA.gov • Light Green: Agency did, but data did not appear on FOIA.gov due to technical reasons and reached out to OIP to resolve issues • Yellow: Agency posted 2 or 3 of the reports, and reached out to OIP to resolve issues • Orange: Agency posted at least 1 report, and is working with OIP to resolve issues • Red: Agency did not post any reports • N/A: Agency did not post quarterly reports because this is their first year providing an annual report. They will provide quarterly reports in FY2018. <p>3. If your agency did not successfully post all quarterly reports, with information appearing on FOIA.gov, please explain why and provide your agency's plan for ensuring that such reporting is successful in Fiscal Year 2018. (Not Graded)</p>

Agencies Receiving More Than 1000 Requests	Agencies Receiving 50-1000 Requests
<p>4. The FOIA Improvement Act of 2016 requires all agencies to post the raw statistical data used to compile their Annual FOIA Reports. Please provide the link to this posting for your agency's Fiscal Year 2016 Annual FOIA Report and, if available, for your agency's Fiscal Year 2017 Annual FOIA Report.</p> <ul style="list-style-type: none">• Dark Green: Provided link to posting• Red: Did not provide link to posting <p>5. If there are any other steps your agency has taken to improve use of technology in FOIA, please describe them here. (Not Graded)</p>	<p>4. The FOIA Improvement Act of 2016 requires all agencies to post the raw statistical data used to compile their Annual FOIA Reports. Please provide the link to this posting for your agency's Fiscal Year 2016 Annual FOIA Report and, if available, for your agency's Fiscal Year 2017 Annual FOIA Report.</p> <ul style="list-style-type: none">• Dark Green: Provided link to posting• Red: Did not provide link to posting <p>5. If there are any other steps your agency has taken to improve use of technology in FOIA, please describe them here. (Not Graded)</p>

Section V: Steps Taken to Improve Timeliness in Responding to Requests and Reducing Backlogs

A. Simple Track

Agencies Receiving More Than 1000 Requests	Agencies Receiving 50-1000 Requests
<p>1. Does your agency utilize a separate track for simple requests? (Not Graded)</p> <p>2. If so, for your agency overall in Fiscal Year 2017, was the average number of days to process simple requests twenty working days or fewer?</p> <ul style="list-style-type: none"> • Dark Green: Average time is 20 days or below (with or without) • Light Green: 20.01 and 22 (with or without) • Yellow: Average time is between 22.01 and 23 days (with simple track); time is above 22.01 days (without simple track) • Orange: 23.01 and 25 (with simple) • Red: Average time is above 25.01 days (with simple track) <p>3. Please provide the percentage of requests processed by your agency in Fiscal Year 2017 that were placed in your simple track. (Not Graded)</p> <p>4. If your agency does not track simple requests separately, was the average number of days to process all non-expedited requests twenty working days or fewer? (Graded if no simple track grade articulated above in question 2)</p> <ul style="list-style-type: none"> • Dark Green: Average time is 20 days or below days • Light Green: 20.01 and 22 (with or without) • Yellow: Average time is above 22.01 	<p>1. Does your agency utilize a separate track for simple requests? (Not Graded)</p> <p>2. If so, for your agency overall in Fiscal Year 2017, was the average number of days to process simple requests twenty working days or fewer?</p> <ul style="list-style-type: none"> • Dark Green: Average time is 20 days or below (with or without) • Light Green: 20.01 and 22 (with or without) • Yellow: Average time is between 22.01 and 23 days (with simple track); time is above 22.01 days (without simple track) • Orange: 23.01 and 25 (with simple) • Red: Average time is above 25.01 days (with simple track) <p>3. Please provide the percentage of requests processed by your agency in Fiscal Year 2017 that were placed in your simple track. (Not Graded)</p> <p>4. If your agency does not track simple requests separately, was the average number of days to process all non-expedited requests twenty working days or fewer? (Graded if no simple track grade articulated above in question 2)</p> <ul style="list-style-type: none"> • Dark Green: Average time is 20 days or below days • Light Green: 20.01 and 22 (with or without) • Yellow: Average time is above 22.01

B. Backlogs

Agencies Receiving More Than 1000 Requests	Agencies Receiving 50-1000 Requests
<p>BACKLOGGED REQUESTS</p> <p>5. If your agency had a backlog of requests at the close of Fiscal Year 2017, did that backlog decrease as compared with the backlog reported at the end of Fiscal Year 2016? If not, explain why and describe the causes that contributed to your agency not being able reduce its backlog.</p> <ul style="list-style-type: none"> • Dark Green: Agency backlog decreased (or backlog was constant at 0) • Yellow: Agency backlog was same as previous FY (not 0) or increased within 5 requests • Red: Agency backlog increased more than 5 requests <p>6. If not, explain why and describe the causes that contributed to your agency not being able to reduce its backlog. When doing so, please also indicate if any of the following were contributing factors:</p> <ul style="list-style-type: none"> • An increase in the number of incoming requests. • A loss of staff. • An increase in the complexity of the requests received. If possible, please provide examples or briefly describe the types of complex requests contributing to your backlog increase. • Any other reasons – please briefly describe or provide examples when possible. 	<p>BACKLOGGED REQUESTS</p> <p>5. If your agency had a backlog of requests at the close of Fiscal Year 2017, did that backlog decrease as compared with the backlog reported at the end of Fiscal Year 2016? If not, explain why and describe the causes that contributed to your agency not being able reduce its backlog.</p> <ul style="list-style-type: none"> • Dark Green: Agency backlog decreased (or backlog was constant at 0) • Yellow: Agency backlog was same as previous FY (not 0) or increased within 5 requests • Red: Agency backlog increased more than 5 requests <p>6. If not, explain why and describe the causes that contributed to your agency not being able to reduce its backlog. When doing so, please also indicate if any of the following were contributing factors:</p> <ul style="list-style-type: none"> • An increase in the number of incoming requests. • A loss of staff. • An increase in the complexity of the requests received. If possible, please provide examples or briefly describe the types of complex requests contributing to your backlog increase. • Any other reasons – please briefly describe or provide examples when possible.

7. If you had a request backlog please report the percentage of requests that make up the backlog out of the total number of requests *received* by your agency in Fiscal Year 2017.

- **Dark Green:** 0% to 10%
- **Light Green:** 11% to 20%
- **Yellow:** 21% to 30%
- **Orange:** 31% to 40%
- **Red:** 41% and above

BACKLOGGED APPEALS

8. If your agency had a backlog of appeals at the close of Fiscal Year 2017, did that backlog decrease as compared with the backlog reported at the end of Fiscal Year 2016? If not, explain why and describe the causes that contributed to your agency not being able reduce backlog.

- **Dark Green:** Agency backlog decreased (or backlog was constant at 0)
- **Yellow:** Agency backlog was same as previous FY (not 0) or increased within 5 appeals
- **Red:** Agency backlog increased more than 5 appeals

9. If not, explain why and describe the causes that contributed to your agency not being able to reduce its backlog. When doing so, please also indicate if any of the following were contributing factors:

- An increase in the number of incoming appeals.
- A loss of staff.
- An increase in the complexity of the requests received. If possible, please provide examples or briefly describe the types of complex requests contributing to your backlog increase.
- Any other reasons – please briefly describe or provide examples when possible.

7. If you had a request backlog please report the percentage of requests that make up the backlog out of the total number of requests *received* by your agency in Fiscal Year 2017.

- **Dark Green:** 0% to 10%
- **Light Green:** 11% to 20%
- **Yellow:** 21% to 30%
- **Orange:** 31% to 40%
- **Red:** 41% and above

BACKLOGGED APPEALS

8. If your agency had a backlog of appeals at the close of Fiscal Year 2017, did that backlog decrease as compared with the backlog reported at the end of Fiscal Year 2016? If not, explain why and describe the causes that contributed to your agency not being able reduce backlog.

- **Dark Green:** Agency backlog decreased (or backlog was constant at 0)
- **Yellow:** Agency backlog was same as previous FY (not 0) or increased within 5 appeals
- **Red:** Agency backlog increased more than 5 appeals

9. If not, explain why and describe the causes that contributed to your agency not being able to reduce its backlog. When doing so, please also indicate if any of the following were contributing factors:

- An increase in the number of incoming appeals.
- A loss of staff.
- An increase in the complexity of the requests received. If possible, please provide examples or briefly describe the types of complex requests contributing to your backlog increase.
- Any other reasons – please briefly describe or provide examples when possible.

<p>10. If you had an appeal backlog please report the percentage of appeals that make up the backlog out of the total number of appeals received by your agency in Fiscal Year 2017. If your agency did not receive any appeals in Fiscal Year 2017 and/or has no appeal backlog, please answer with "N/A."</p> <ul style="list-style-type: none"> • Dark Green: 0% to 10% • Light Green: 11% to 20% • Yellow: 21% to 30% • Orange: 31% to 40% • Red: 41% and above 	<p>10. If you had an appeal backlog please report the percentage of appeals that make up the backlog out of the total number of appeals received by your agency in Fiscal Year 2017. If your agency did not receive any appeals in Fiscal Year 2017 and/or has no appeal backlog, please answer with "N/A."</p> <ul style="list-style-type: none"> • Dark Green: 0% to 10% • Light Green: 11% to 20% • Yellow: 21% to 30% • Orange: 31% to 40% • Red: 41% and above
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C. Backlog Reduction Plans

Agencies Receiving More Than 1000 Requests	Agencies Receiving 50-1000 Requests
<p>11. In the 2017 guidelines for Chief FOIA Officer Reports, any agency with a backlog of over 1000 requests in Fiscal Year 2016 was asked to provide a plan for achieving backlog reduction in the year ahead. Did your agency implement a backlog reduction plan last year? If so, describe your agency's efforts in implementing this plan and note if your agency was able to achieve backlog reduction in Fiscal Year 2017? (Not Graded)</p> <p>12. If your agency had a backlog of more than 1,000 requests in Fiscal Year 2017, what is your agency's plan to reduce this backlog during Fiscal Year 2018? (Not Graded)</p>	<p>11. In the 2017 guidelines for Chief FOIA Officer Reports, any agency with a backlog of over 1000 requests in Fiscal Year 2016 was asked to provide a plan for achieving backlog reduction in the year ahead. Did your agency implement a backlog reduction plan last year? If so, describe your agency's efforts in implementing this plan and note if your agency was able to achieve backlog reduction in Fiscal Year 2017? (Not Graded)</p> <p>12. If your agency had a backlog of more than 1,000 requests in Fiscal Year 2017, what is your agency's plan to reduce this backlog during Fiscal Year 2018? (Not Graded)</p>

D. Status of Ten Oldest Requests, Appeals, and Consultations

Agencies Receiving More Than 1000 Requests	Agencies Receiving 50-1000 Requests
<p>TEN OLDEST REQUESTS</p> <p>13. In Fiscal Year 2017, did your agency close the ten oldest requests that were reported pending in your Fiscal Year 2016 Annual FOIA Report?</p> <ul style="list-style-type: none"> • Dark Green: Agency answered yes (or no ten oldest to close) • Red: Agency answered no 	<p>TEN OLDEST REQUESTS</p> <p>13. In Fiscal Year 2017, did your agency close the ten oldest requests that were reported pending in your Fiscal Year 2016 Annual FOIA Report?</p> <ul style="list-style-type: none"> • Dark Green: Agency answered yes (or no ten oldest to close) • Red: Agency answered no

14. If no, please provide the number of these requests your agency was able to close by the end of the fiscal year, as listed in Section VII.E of your Fiscal Year 2016 Annual FOIA Report. If you had less than ten total oldest requests to close, please indicate that. **(Not Graded)**

15. Of the requests your agency was able to close from your ten oldest, please indicate how many of these were closed because the request was withdrawn by the requester. If any were closed because the request was withdrawn, did you provide any interim responses prior to the withdrawal? **(Not Graded)**

TEN OLDEST APPEALS

16. In Fiscal Year 2017, did your agency close the ten oldest appeals that were reported pending in your Fiscal Year 2016 Annual FOIA Report?

- **Dark Green:** Agency answered yes (or no ten oldest to close)
- **Red:** Agency answered no

17. If no, please provide the number of these appeals your agency was able to close by the end of the fiscal year, as listed in Section VII.C.(5) of your Fiscal Year 2016 Annual FOIA Report. If you had less than ten total oldest appeals to close, please indicate that. **(Not Graded)**

TEN OLDEST CONSULTATIONS

18. In Fiscal Year 2017, did your agency close the ten oldest consultations that were reported pending in your Fiscal Year 2016 Annual FOIA Report?

- **Dark Green:** Agency answered yes (or no ten oldest to close)
- **Red:** Agency answered no

14. If no, please provide the number of these requests your agency was able to close by the end of the fiscal year, as listed in Section VII.E of your Fiscal Year 2016 Annual FOIA Report. If you had less than ten total oldest requests to close, please indicate that. **(Not Graded)**

15. Of the requests your agency was able to close from your ten oldest, please indicate how many of these were closed because the request was withdrawn by the requester. If any were closed because the request was withdrawn, did you provide any interim responses prior to the withdrawal? **(Not Graded)**

TEN OLDEST APPEALS

16. In Fiscal Year 2017, did your agency close the ten oldest appeals that were reported pending in your Fiscal Year 2016 Annual FOIA Report?

- **Dark Green:** Agency answered yes (or no ten oldest to close)
- **Red:** Agency answered no

17. If no, please provide the number of these appeals your agency was able to close by the end of the fiscal year, as listed in Section VII.C.(5) of your Fiscal Year 2016 Annual FOIA Report. If you had less than ten total oldest appeals to close, please indicate that. **(Not Graded)**

TEN OLDEST CONSULTATIONS

18. In Fiscal Year 2017, did your agency close the ten oldest consultations that were reported pending in your Fiscal Year 2016 Annual FOIA Report?

- **Dark Green:** Agency answered yes (or no ten oldest to close)
- **Red:** Agency answered no

19. If no, please provide the number of these consultations your agency was able to close by the end of the fiscal year, as listed in Section XII.C. of your Fiscal Year 2016 Annual FOIA Report. If you had less than ten total oldest consultations to close, please indicate that. (Not Graded)	19. If no, please provide the number of these consultations your agency was able to close by the end of the fiscal year, as listed in Section XII.C. of your Fiscal Year 2016 Annual FOIA Report. If you had less than ten total oldest consultations to close, please indicate that. (Not Graded)
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E. Additional Information on Ten Oldest Requests, Appeals, and Consultations & Plans

Agencies Receiving More Than 1000 Requests	Agencies Receiving 50-1000 Requests
20. Briefly explain any obstacles your agency faced in closing its ten oldest requests, appeals, and consultations from Fiscal Year 2016. (Not Graded)	20. Briefly explain any obstacles your agency faced in closing its ten oldest requests, appeals, and consultations from Fiscal Year 2016. (Not Graded)
21. If your agency was unable to close any of its ten oldest requests because you were waiting to hear back from other agencies on consultations you sent, please provide the date the request was initially received by your agency, the date when your agency sent the consultation, and the date when you last contacted the agency where the consultation was pending. (Not Graded)	21. If your agency was unable to close any of its ten oldest requests because you were waiting to hear back from other agencies on consultations you sent, please provide the date the request was initially received by your agency, the date when your agency sent the consultation, and the date when you last contacted the agency where the consultation was pending. (Not Graded)
22. If your agency did not close its ten oldest pending requests, appeals, or consultations, please provide a plan describing how your agency intends to close those “ten oldest” requests, appeals, and consultations during Fiscal Year 2018. (Not Graded)	22. If your agency did not close its ten oldest pending requests, appeals, or consultations, please provide a plan describing how your agency intends to close those “ten oldest” requests, appeals, and consultations during Fiscal Year 2018. (Not Graded)

F. Success Stories

Agencies Receiving More Than 1000 Requests	Agencies Receiving 50-1000 Requests
Out of all the activities undertaken by your agency since March 2017 to increase transparency and improve FOIA administration, please briefly describe here at least one success story that you would like to highlight as emblematic of your agency’s	Out of all the activities undertaken by your agency since March 2017 to increase transparency and improve FOIA administration, please briefly describe here at least one success story that you would like to highlight as emblematic of your agency’s

efforts. The success story can come from any one of the five key areas. As noted above, these agency [success stories](#) will be highlighted during Sunshine Week by OIP. To facilitate this process, all agencies should use bullets to describe their success story and limit their text to a half page. The success story is designed to be a quick summary of key achievements. A complete description of all your efforts will be contained in the body of your Chief FOIA Officer Report.

efforts. The success story can come from any one of the five key areas. As noted above, these agency [success stories](#) will be highlighted during Sunshine Week by OIP. To facilitate this process, all agencies should use bullets to describe their success story and limit their text to a half page. The success story is designed to be a quick summary of key achievements. A complete description of all your efforts will be contained in the body of your Chief FOIA Officer Report.



2018 Chief FOIA Officer Reports - Assessment of Federal Departments and Agencies

Agencies Receiving More than 1,000 Requests (FY 2016)

Section I: Steps Taken to Apply the Presumption of Openness					Section II: Effective System for Responding to Requests		Section III: Proactive Disclosures		Section IV: Use of Technology		
Agency	Training		Agency Conducted Outreach with Requester Community	Outreach to Non-FOIA Staff	Adjudicating Requests for Expedited Processing		Publicize Proactive Disclosures	Making Information More Useful	Quarterly Report Postings	FY 2016 Raw Data Posting	
	Attended FOIA Training	Estimate of FOIA Professionals who Attended Training			Average Number of Days <10	Average Number of Days					
		Grade									Percentage
CIA	█	█	90%	█	█	█	1	█	█	█	█
USDA	█	█	90%	█	█	█	11.65	█	█	█	█
DOC	█	█	90%	█	█	█	9.94	█	█	█	█
DOD	█	█	94%	█	█	█	3.7	█	█	█	█
ED	█	█	90%	█	█	█	25.54	█	█	█	█
DOE	█	█	80%	█	█	█	7.47	█	█	█	█
HHS	█	█	85-90%	█	█	█	6.39	█	█	█	█
DHS	█	█	95%	█	█	█	13.05	█	█	█	█
HUD	█	█	83%	█	█	█	6.78	█	█	█	█
DOJ	█	█	95%	█	█	█	8.83	█	█	█	█
Labor	█	█	90%	█	█	█	80.8	█	█	█	█
State	█	█	90%	█	█	█	10.31	█	█	█	█
DOI	█	█	80%	█	█	█	5	█	█	█	█
Treasury	█	█	90%	█	█	█	3	█	█	█	█
DOT	█	█	100%	█	█	█	8.06	█	█	█	█



2018 Chief FOIA Officer Reports - Assessment of Federal Departments and Agencies

Agencies Receiving More than 1,000 Requests (FY 2016)

Section I: Steps Taken to Apply the Presumption of Openness					Section II: Effective System for Responding to Requests		Section III: Proactive Disclosures		Section IV: Use of Technology		
Agency	Training		Agency Conducted Outreach with Requester Community	Outreach to Non-FOIA Staff	Adjudicating Requests for Expedited Processing		Publicize Proactive Disclosures	Making Information More Useful	Quarterly Report Postings	FY 2016 Raw Data Posting	
	Attended FOIA Training	Estimate of FOIA Professionals who Attended Training			Average Number of Days <10	Average Number of Days					
	Grade	Percentage									
VA			90%				28				
EPA			100%				7.16				
EEOC			100%				1				
FTC			25%				5.5				
NARA			85%				7.5				
NLRB			100%				2.46				
OPM			80%			N/A	N/A				
PBGC			100%				4.3				
SEC			100%				3.7				
SBA			100%				8.5				
SSA			95%				3.55				
USPS			85%				1.55				



2018 Chief FOIA Officer Reports - Assessment of Federal Departments and Agencies
 Agencies Receiving More than 1,000 Requests (FY 2016)

Section V -- Steps Taken to Improve Timeliness in Responding to Requests (Req.) and Reducing Backlogs																	
Agency	Simple Track				Backlog Decreased		Percentage of Backlog to # of Req./App. Received in FY 2017				Agency Closed Ten Oldest Req., Appeals (App.) & Consultations (Consults.). If not, # closed in FY 2017						
	Has a Simple Track?	Score	Avg. No. of Days to Process	% of Req. In Simple Track	Req.	App.	Req. Score	Req. %	App. Score	App. %	Req.	If no, # closed	# closed as Req. Withdrawn	App.	If no, # closed	Consults	If no, # closed
CIA	Yes		28.91	51%				68%		51%		4/10	0		4/10		1/10
USDA	Yes		11.09	93%				9%		167%		8/10	0		7/10		6/10
DOC	Yes		13.2	56%				14%		35%		4/10	0		2/10		N/A
DOD	Yes		16.34	55%				19%		76%		8/10	0		N/A		1/10
ED	Yes		14	48%				21%		75%		9/10	0		7/10		N/A
DOE	Yes		48.23	81%				13%		24%		7/10	0		2/10		7/10
HHS	Yes		18.95	40%				13%		162%		N/A	3		5/10		6/10
DHS	Yes		39.11	50%				12%		3%		N/A	0		N/A		8/10
HUD	Yes		27.82	68%				23%		9%		9/10	4		7/10		N/A
DOJ	Yes		27.87	69%				16%		5%		N/A	0		N/A		N/A
Labor	Yes		27.9	35%				4%		151%		8/10	0		2/10		8/9
State	Yes		390.17	14%				169%		156%		7/10	0		N/A		6/10
DOI	Yes		8	8%				20%		200%		N/A	0		N/A		N/A
Treasury	Yes		18	22%				9%		49%		5/10	3		N/A		6/10
DOT	Yes		62.52	83%				25%		75%		6/10	6		6/10		1/4
VA	Yes		33	82%				12%		20%		8/10	4		N/A		N/A
EPA	Yes		18.15	74%				16%		56%		3/10	0		9/10		N/A
EEOC	Yes		32.09	95%				12%		<1%		N/A	0		N/A		N/A



2018 Chief FOIA Officer Reports - Assessment of Federal Departments and Agencies
 Agencies Receiving More than 1,000 Requests (FY 2016)

Section V -- Steps Taken to Improve Timeliness in Responding to Requests (Req.) and Reducing Backlogs																	
Agency	Simple Track				Backlog Decreased		Percentage of Backlog to # of Req./App. Received in FY 2017				Agency Closed Ten Oldest Req., Appeals (App.) & Consultations (Consults.). If not, # closed in FY 2017						
	Has a Simple Track?	Score	Avg. No. of Days to Process	% of Req. In Simple Track	Req.	App.	Req. Score	Req. %	App. Score	App. %	Req.	If no, # closed	# closed as Req. Withdrawn	App.	If no, # closed	Consults	If no, # closed
FTC	Yes		5.7	60%				<1%		0%		N/A	0		N/A		N/A
NARA	Yes		8.65	96%				3%		230%		8/10	0		2/10		N/A
NLRB	No		34.88	N/A				13%		9%		9/10	0		N/A		N/A
OPM	Yes		3.1	72%				2%		158%		9/10	1		N/A		N/A
PBGC	Yes		5.98	28%				0%		0%		N/A	0		N/A		N/A
SEC	Yes		12.5	99%				<1%		2%		7/10	1		N/A		N/A
SBA	Yes		14.3	97%				<1%		7%		N/A	0		N/A		N/A
SSA	Yes		12.05	95%				<1%		4%		9/10	1		9/10		N/A
USPS	Yes		9.12	82%				1%		6%		7/10	3		N/A		N/A



2018 Chief FOIA Officer Reports - Assessment of Federal Departments and Agencies
 Agencies Receiving 51-1,000 Requests (FY 2016)

Section I: Steps Taken to Apply the Presumption of Openness				Section II: Effective System for Responding to Requests		Section III: Proactive Disclosures	Section IV: Use of Technology	
Agency	Training		Outreach to Non-FOIA Staff	Adjudicating Requests for Expedited Processing		Making Information More Useful	Quarterly Report Postings	FY 2016 Raw Data Posting
	Attended FOIA Training	Estimate of FOIA Professionals who Attended Training		Average Number of Days <10	Average Number of Days			
NRPC		100%			2.4			
BBG		0%			10			
FRB		100%			7			
CFTC		100%			8			
CFPB		100%			1			
CEQ		100%			11			
CSOSA		100%		N/A	N/A			
Ex-Im Bank		100%			1			
FCC		80%			6.47			
FDIC		100%			6.03			
FEC		75%			15			
FERC		80%			8			
FHFA		100%			1.22			
FLRA		95%			5.95			
FMCS		100%			7			
FMSHRC		0%			2			



2018 Chief FOIA Officer Reports - Assessment of Federal Departments and Agencies
 Agencies Receiving 51-1,000 Requests (FY 2016)

Section I: Steps Taken to Apply the Presumption of Openness				Section II: Effective System for Responding to Requests		Section III: Proactive Disclosures	Section IV: Use of Technology	
Agency	Training		Outreach to Non-FOIA Staff	Adjudicating Requests for Expedited Processing		Making Information More Useful	Quarterly Report Postings	FY 2016 Raw Data Posting
	Attended FOIA Training	Estimate of FOIA Professionals who Attended Training		Average Number of Days <10	Average Number of Days			
GSA	100%	100%			2.03			
MSPB	100%	100%			4.92			
NASA	100%	100%			6.16			
NCUA	100%	100%			5.5			
NEA	85%	85%			6			
NSF	100%	100%			16.5			
NTSB	100%	100%			21			
USNRC	100%	100%			2.3			
OSHRC	100%	100%		N/A	N/A			
OGE	89%	89%			10.9			
OMB	100%	100%		N/A	N/A			
ONHIR	0%	0%		N/A	N/A			
OSTP	100%	100%			6.25			
OSC	100%	100%			31.23			
ODNI	100%	100%		N/A	N/A			
USTR	100%	100%			6			



2018 Chief FOIA Officer Reports - Assessment of Federal Departments and Agencies
 Agencies Receiving 51-1,000 Requests (FY 2016)

Section I: Steps Taken to Apply the Presumption of Openness				Section II: Effective System for Responding to Requests		Section III: Proactive Disclosures	Section IV: Use of Technology	
Agency	Training		Outreach to Non-FOIA Staff	Adjudicating Requests for Expedited Processing		Making Information More Useful	Quarterly Report Postings	FY 2016 Raw Data Posting
	Attended FOIA Training	Estimate of FOIA Professionals who Attended Training		Average Number of Days <10	Average Number of Days			
OPIC	<div style="width: 100%; height: 10px; background-color: green;"></div>	100%	<div style="width: 100%; height: 10px; background-color: green;"></div>	<div style="width: 100%; height: 10px; background-color: green;"></div>	1	<div style="width: 100%; height: 10px; background-color: green;"></div>	<div style="width: 100%; height: 10px; background-color: green;"></div>	<div style="width: 100%; height: 10px; background-color: green;"></div>
PC	<div style="width: 100%; height: 10px; background-color: green;"></div>	25%	<div style="width: 100%; height: 10px; background-color: green;"></div>	N/A	N/A	<div style="width: 100%; height: 10px; background-color: green;"></div>	<div style="width: 100%; height: 10px; background-color: red;"></div>	<div style="width: 100%; height: 10px; background-color: green;"></div>
USRRB	<div style="width: 100%; height: 10px; background-color: green;"></div>	100%	<div style="width: 100%; height: 10px; background-color: green;"></div>	N/A	N/A	<div style="width: 100%; height: 10px; background-color: green;"></div>	<div style="width: 100%; height: 10px; background-color: red;"></div>	<div style="width: 100%; height: 10px; background-color: red;"></div>
TVA	<div style="width: 100%; height: 10px; background-color: green;"></div>	100%	<div style="width: 100%; height: 10px; background-color: green;"></div>	<div style="width: 100%; height: 10px; background-color: green;"></div>	6	<div style="width: 100%; height: 10px; background-color: green;"></div>	<div style="width: 100%; height: 10px; background-color: green;"></div>	<div style="width: 100%; height: 10px; background-color: red;"></div>
USAID	<div style="width: 100%; height: 10px; background-color: green;"></div>	100%	<div style="width: 100%; height: 10px; background-color: green;"></div>	<div style="width: 100%; height: 10px; background-color: green;"></div>	3.32	<div style="width: 100%; height: 10px; background-color: green;"></div>	<div style="width: 100%; height: 10px; background-color: green;"></div>	<div style="width: 100%; height: 10px; background-color: green;"></div>
USCPSC	<div style="width: 100%; height: 10px; background-color: green;"></div>	100%	<div style="width: 100%; height: 10px; background-color: green;"></div>	N/A	N/A	<div style="width: 100%; height: 10px; background-color: green;"></div>	<div style="width: 100%; height: 10px; background-color: green;"></div>	<div style="width: 100%; height: 10px; background-color: red;"></div>



2018 Chief FOIA Officer Reports - Assessment of Federal Departments and Agencies
 Agencies Receiving 51-1,000 Requests (FY 2016)

Section V -- Steps Taken to Improve Timeliness in Responding to Requests (Req.) and Reducing Backlogs																	
Agency	Simple Track				Agency Backlog Decreased		Percentage of Backlog to # of Req./App. Received in FY 2017				Agency Closed Ten Oldest Req., Appeals (App.) & Consultations (Consults.). If not, # closed in FY 2017						
	Has a Simple Track?	Score	Avg. No. of Days to Process	% of Req. In Simple Track	Req.	App.	Req. Score	Req. %	App. Score	App. %	Req.	If no, # closed	# closed as Req. Withdrawn	App.	If no, # closed	Consults	If no, # closed
NRPC	Yes		51.36	17%				30%		80%		N/A	9		6/10		N/A
BBG	No		70.5	N/A				3%		25%		9/10	0		N/A		N/A
FRB	Yes		8	50%				6%		0%		N/A	0		N/A		N/A
CFTC	Yes		24.55	91%				8%		0%		8/10	3		N/A		N/A
CFPB	Yes		11	93%				<1%		0%		N/A	0		N/A		N/A
CEQ	Yes		64	46%				21%		0%		9/10	1		N/A		N/A
CSOSA	Yes		31.92	98%				10%		0%		N/A	0		N/A		N/A
Ex-Im Bank	Yes		10.4	55%				30%		0%		4/10	1		N/A		N/A
FCC	Yes		18.26	74%				2%		38%		N/A	1		7/10		N/A
FDIC	Yes		8.93	52%				<1%		0%		N/A	0		N/A		N/A
FEC	Yes		14.5	69%				40%		50%		0/10	0		2/6		N/A
FERC	Yes		34	74%				15%		0%		4/10	0		N/A		N/A
FHFA	Yes		10.62	78%				9%		0%		4/10	4		N/A		N/A
FLRA	Yes		7	90%				0%		0%		N/A	0		N/A		N/A
FMCS	Yes		32	86%				28%		0%		N/A	0		N/A		N/A
FMSHRC	Yes		3	76%				2%		0%		N/A	0		N/A		N/A
GSA	Yes		10.99	52%				14%		14%		N/A	0		N/A		N/A
MSPB	Yes		79.3	75%				40%		0%		7/10	0		N/A		N/A



2018 Chief FOIA Officer Reports - Assessment of Federal Departments and Agencies
 Agencies Receiving 51-1,000 Requests (FY 2016)

Section V -- Steps Taken to Improve Timeliness in Responding to Requests (Req.) and Reducing Backlogs																	
Agency	Simple Track				Agency Backlog Decreased		Percentage of Backlog to # of Req./App. Received in FY 2017				Agency Closed Ten Oldest Req., Appeals (App.) & Consultations (Consults.). If not, # closed in FY 2017						
	Has a Simple Track?	Score	Avg. No. of Days to Process	% of Req. In Simple Track	Req.	App.	Req. Score	Req. %	App. Score	App. %	Req.	If no, # closed	# closed as Req. Withdrawn	App.	If no, # closed	Consults	If no, # closed
NASA	Yes		5.73	40%				1%		0%		N/A	0		N/A		N/A
NCUA	Yes		4.24	43%				0%		0%		N/A	0		N/A		N/A
NEA	Yes		13	88%				1%		0%		N/A	0		N/A		N/A
NSF	Yes		64	18%				81%		0%		N/A	5		N/A		N/A
NTSB	Yes		252.53	54%				187%		27%		4/10	3		N/A		N/A
USNRC	Yes		16.57	78%				9%		2%		N/A	0		N/A		N/A
OSHRC	Yes		6.2	100%				0%		0%		N/A	0		N/A		N/A
OGE	No		18.4	N/A				27%		0%		N/A	0		N/A		N/A
OMB	No		87	N/A				93%		7%		0/10	0		0/4		N/A
ONHIR	No		1.66	N/A				0%		0%		N/A	0		N/A		N/A
OSTP	Yes		24	84%				17%		0%		6/10	0		N/A		N/A
OSC	Yes		76.93	28%				114%		8%		9/10	2		N/A		4/5
ODNI	Yes		24.33	75%				79%		63%		N/A	5		0/10		8/10
USTR	Yes		16	60%				4%		0%		9/10	0		N/A		N/A
OPIC	Yes		12.5	78%				7%		0%		7/9	0		N/A		N/A
PC	Yes		65	60%				28%		0%		8/10	0		N/A		N/A
USRRB	No		337.75	N/A				8%		0%		3/10	0		N/A		N/A
TVA	Yes		33	82%				3%		0%		N/A	0		N/A		N/A



2018 Chief FOIA Officer Reports - Assessment of Federal Departments and Agencies
 Agencies Receiving 51-1,000 Requests (FY 2016)

Section V -- Steps Taken to Improve Timeliness in Responding to Requests (Req.) and Reducing Backlogs																	
Agency	Simple Track				Agency Backlog Decreased		Percentage of Backlog to # of Req./App. Received in FY 2017				Agency Closed Ten Oldest Req., Appeals (App.) & Consultations (Consults.). If not, # closed in FY 2017						
	Has a Simple Track?	Score	Avg. No. of Days to Process	% of Req. In Simple Track	Req.	App.	Req. Score	Req. %	App. Score	App. %	Req.	If no, # closed	# closed as Req. Withdrawn	App.	If no, # closed	Consults	If no, # closed
USAID	Yes		10.78	3%				100%		20%		N/A	0		N/A		N/A
USCPSC	Yes		25	21%				28%		0%		N/A	0		N/A		N/A



2018 Chief FOIA Officer Reports - Assessment of Federal Departments and Agencies

Agencies Receiving More than 1,000 Requests (FY 2016)

Section I: Steps Taken to Apply the Presumption of Openness						Section II: Effective System for Responding to Requests		Section III: Proactive Disclosures		Section IV: Use of Technology	
Agency	Training			Agency Conducted Outreach with Requester Community	Outreach to Non-FOIA Staff	Adjudicating Requests for Expedited Processing		Publicize Proactive Disclosures	Making Information More Useful	Quarterly Report Postings	FY 2016 Raw Data Posting
	Attended FOIA Training	Estimate of FOIA Professionals who Attended Training				Average Number of Days <10	Average Number of Days				
		Grade	Percentage								
CIA	DG	DG	90%	DG	DG	DG	1	DG	DG	DG	R
USDA	DG	DG	90%	DG	DG	0	11.65	DG	DG	DG	DG
DOC	DG	DG	90%	DG	DG	DG	9.94	DG	DG	LG	DG
DOD	DG	DG	94%	DG	DG	DG	3.7	DG	DG	DG	R
ED	DG	DG	90%	DG	DG	R	25.54	DG	Y	DG	DG
DOE	DG	DG	80%	DG	DG	DG	7.47	DG	DG	LG	DG
HHS	DG	DG	85-90%	DG	DG	DG	6.39	DG	DG	DG	DG
DHS	DG	DG	95%	DG	DG	R	13.05	DG	DG	DG	DG
HUD	DG	DG	83%	DG	DG	DG	6.78	DG	DG	LG	DG
DOJ	DG	DG	95%	DG	DG	DG	8.83	DG	DG	DG	DG
Labor	DG	DG	90%	DG	DG	R	80.8	DG	DG	DG	DG
State	DG	DG	90%	DG	DG	LG	10.31	DG	DG	DG	R
DOI	DG	DG	80%	DG	DG	DG	5	DG	DG	DG	DG
Treasury	DG	DG	90%	DG	DG	DG	3	DG	DG	DG	DG
DOT	DG	DG	100%	DG	DG	DG	8.06	DG	DG	DG	DG



2018 Chief FOIA Officer Reports - Assessment of Federal Departments and Agencies

Agencies Receiving More than 1,000 Requests (FY 2016)

Section I: Steps Taken to Apply the Presumption of Openness						Section II: Effective System for Responding to Requests		Section III: Proactive Disclosures		Section IV: Use of Technology	
Agency	Training			Agency Conducted Outreach with Requester Community	Outreach to Non-FOIA Staff	Adjudicating Requests for Expedited Processing		Publicize Proactive Disclosures	Making Information More Useful	Quarterly Report Postings	FY 2016 Raw Data Posting
	Attended FOIA Training	Estimate of FOIA Professionals who Attended Training				Average Number of Days <10	Average Number of Days				
		Grade	Percentage								
VA	DG	DG	90%	Y	DG	R	28	Y	DG	LG	DG
EPA	DG	DG	100%	DG	DG	DG	7.16	DG	DG	DG	DG
EEOC	DG	DG	100%	DG	DG	DG	1	DG	DG	DG	DG
FTC	DG	0	25%	Y	DG	DG	5.5	DG	DG	DG	DG
NARA	DG	DG	85%	DG	DG	DG	7.5	DG	DG	LG	DG
NLRB	DG	DG	100%	DG	DG	DG	2.46	DG	DG	DG	DG
OPM	DG	DG	80%	R	DG	N/A	N/A	DG	DG	LG	R
PBGC	DG	DG	100%	DG	DG	DG	4.3	DG	DG	DG	DG
SEC	DG	DG	100%	DG	DG	DG	3.7	DG	DG	LG	DG
SBA	DG	DG	100%	DG	DG	DG	8.5	DG	DG	DG	DG
SSA	DG	DG	95%	DG	DG	DG	3.55	DG	DG	DG	DG
USPS	DG	DG	85%	R	DG	DG	1.55	DG	DG	DG	DG



2018 Chief FOIA Officer Reports - Assessment of Federal Departments and Agencies
 Agencies Receiving More than 1,000 Requests (FY 2016)

Section V -- Steps Taken to Improve Timeliness in Responding to Requests (Req.) and Reducing Backlogs																	
Agency	Simple Track				Backlog Decreased		Percentage of Backlog to # of Req./App. Received in FY 2017				Agency Closed Ten Oldest Req., Appeals (App.) & Consultations (Consults.). If not, # closed in FY 2017						
	Has a Simple Track?	Score	Avg. No. of Days to Process	% of Req. In Simple Track	Req.	App.	Req. Score	Req. %	App. Score	App. %	Req.	If no, # closed	# closed as Req. Withdrawn	App.	If no, # closed	Consults	If no, # closed
CIA	Yes	R	28.91	51%	R	DG	R	68%	R	51%	R	4/10	0	R	4/10	R	1/10
USDA	Yes	DG	11.09	93%	R	R	DG	9%	R	167%	R	8/10	0	R	7/10	R	6/10
DOC	Yes	DG	13.2	56%	R	R	LG	14%	O	35%	R	4/10	0	R	2/10	DG	N/A
DOD	Yes	DG	16.34	55%	R	DG	LG	19%	R	76%	R	8/10	0	DG	N/A	R	1/10
ED	Yes	DG	14	48%	R	R	Y	21%	R	75%	R	9/10	0	R	7/10	DG	N/A
DOE	Yes	R	48.23	81%	R	Y	LG	13%	Y	24%	R	7/10	0	R	2/10	R	7/10
HHS	Yes	DG	18.95	40%	R	DG	LG	13%	R	162%	DG	N/A	3	R	5/10	R	6/10
DHS	Yes	R	39.11	50%		R	LG	12%	DG	3%	DG	N/A	0	DG	N/A	R	8/10
HUD	Yes	R	27.82	68%	R	DG	Y	23%	DG	9%	R	9/10	4	R	7/10	DG	N/A
DOJ	Yes	R	27.87	69%	R	DG	LG	16%	DG	5%	DG	N/A	0	DG	N/A	DG	N/A
Labor	Yes	R	27.9	35%	DG	DG	DG	4%	R	151%	R	8/10	0	R	2/10	R	8/9
State	Yes	R	390.17	14%	DG	DG	R	169%	R	156%	R	7/10	0	DG	N/A	R	6/10
DOI	Yes	DG	8	8%	R	R	LG	20%	R	200%	DG	N/A	0	DG	N/A	DG	N/A
Treasury	Yes	DG	18	22%	R	R	DG	9%	R	49%	R	5/10	3	DG	N/A	R	6/10
DOT	Yes	R	62.52	83%	R	R	O	25%	R	75%	R	6/10	6	R	6/10	R	1/4
VA	Yes	R	33	82%	DG	DG	LG	12%	LG	20%	R	8/10	4	DG	N/A	DG	N/A
EPA	Yes	DG	18.15	74%	R	R	LG	16%	R	56%	R	3/10	0	R	9/10	DG	N/A
EEOC	Yes	R	32.09	95%	R	DG	LG	12%	DG	<1%	DG	N/A	0	DG	N/A	DG	N/A



2018 Chief FOIA Officer Reports - Assessment of Federal Departments and Agencies
 Agencies Receiving More than 1,000 Requests (FY 2016)

Section V -- Steps Taken to Improve Timeliness in Responding to Requests (Req.) and Reducing Backlogs																	
Agency	Simple Track				Backlog Decreased		Percentage of Backlog to # of Req./App. Received in FY 2017				Agency Closed Ten Oldest Req., Appeals (App.) & Consultations (Consults.). If not, # closed in FY 2017						
	Has a Simple Track?	Score	Avg. No. of Days to Process	% of Req. In Simple Track	Req.	App.	Req. Score	Req. %	App. Score	App. %	Req.	If no, # closed	# closed as Req. Withdrawn	App.	If no, # closed	Consults	If no, # closed
FTC	Yes	DG	5.7	60%	DG	DG	DG	<1%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A
NARA	Yes	DG	8.65	96%	DG	R	DG	3%	R	230%	R	8/10	0	R	2/10	DG	N/A
NLRB	No	R	34.88	N/A	R	Y	LG	13%	DG	9%	R	9/10	0	DG	N/A	DG	N/A
OPM	Yes	DG	3.1	72%	R	R	DG	2%	R	158%	R	9/10	1	DG	N/A	DG	N/A
PBGC	Yes	DG	5.98	28%	DG	DG	DG	0%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A
SEC	Yes	DG	12.5	99%	DG	R	DG	<1%	DG	2%	R	7/10	1	DG	N/A	DG	N/A
SBA	Yes	DG	14.3	97%	DG	Y	DG	<1%	DG	7%	DG	N/A	0	DG	N/A	DG	N/A
SSA	Yes	DG	12.05	95%	R	DG	DG	<1%	DG	4%	R	9/10	1	R	9/10	DG	N/A
USPS	Yes	DG	9.12	82%	DG	Y	DG	1%	DG	6%	R	7/10	3	DG	N/A	DG	N/A



2018 Chief FOIA Officer Reports - Assessment of Federal Departments and Agencies

Agencies Receiving 51-1,000 Requests (FY 2016)

Section I: Steps Taken to Apply the Presumption of Openness				Section II: Effective System for Responding to Requests		Section III: Proactive Disclosures	Section IV: Use of Technology	
Agency	Training		Outreach to Non-FOIA Staff	Adjudicating Requests for Expedited Processing		Making Information More Useful	Quarterly Report Postings	FY 2016 Raw Data Posting
	Attended FOIA Training	Estimate of FOIA Professionals who Attended Training		Average Number of Days <10	Average Number of Days			
NRPC	DG	100%	DG	DG	2.4	DG	DG	DG
BBG	R	0%	DG	DG	10	DG	DG	DG
FRB	DG	100%	DG	DG	7	DG	DG	DG
CFTC	DG	100%	DG	DG	8	DG	LG	R
CFPB	DG	100%	DG	DG	1	DG	DG	R
CEQ	DG	100%	DG	Y	11	DG	R	R
CSOSA	DG	100%	DG	N/A	N/A	DG	LG	R
Ex-Im Bank	DG	100%	DG	DG	1	DG	DG	DG
FCC	DG	80%	DG	DG	6.47	DG	DG	DG
FDIC	DG	100%	DG	DG	6.03	DG	DG	DG
FEC	DG	75%	DG	R	15	R	LG	DG
FERC	DG	80%	DG	DG	8	DG	R	R
FHFA	DG	100%	DG	DG	1.22	DG	DG	DG
FLRA	DG	95%	DG	DG	5.95	DG	DG	DG
FMCS	DG	100%	DG	DG	7	DG	LG	DG
FMSHRC	R	0%	DG	DG	2	DG	DG	R



2018 Chief FOIA Officer Reports - Assessment of Federal Departments and Agencies
 Agencies Receiving 51-1,000 Requests (FY 2016)

Section I: Steps Taken to Apply the Presumption of Openness				Section II: Effective System for Responding to Requests		Section III: Proactive Disclosures	Section IV: Use of Technology	
Agency	Training		Outreach to Non-FOIA Staff	Adjudicating Requests for Expedited Processing		Making Information More Useful	Quarterly Report Postings	FY 2016 Raw Data Posting
	Attended FOIA Training	Estimate of FOIA Professionals who Attended Training		Average Number of Days <10	Average Number of Days			
GSA	DG	100%	DG	DG	2.03	DG	DG	DG
MSPB	DG	100%	DG	DG	4.92	DG	DG	DG
NASA	DG	100%	DG	DG	6.16	DG	DG	DG
NCUA	DG	100%	DG	DG	5.5	DG	DG	DG
NEA	DG	85%	DG	DG	6	DG	DG	DG
NSF	DG	100%	DG	R	16.5	DG	DG	DG
NTSB	DG	100%	DG	R	21	DG	DG	DG
USNRC	DG	100%	DG	DG	2.3	DG	DG	R
OSHRC	DG	100%	DG	N/A	N/A	DG	DG	DG
OGE	DG	89%	DG	Y	10.9	DG	DG	DG
OMB	DG	100%	DG	N/A	N/A	DG	R	R
ONHIR	R	0%	R	N/A	N/A	R	R	R
OSTP	DG	100%	DG	DG	6.25	DG	LG	DG
OSC	DG	100%	DG	R	31.23	DG	DG	DG
ODNI	DG	100%	DG	N/A	N/A	DG	R	R
USTR	DG	100%	DG	DG	6	DG	DG	DG



2018 Chief FOIA Officer Reports - Assessment of Federal Departments and Agencies
 Agencies Receiving 51-1,000 Requests (FY 2016)

Section I: Steps Taken to Apply the Presumption of Openness				Section II: Effective System for Responding to Requests		Section III: Proactive Disclosures	Section IV: Use of Technology	
Agency	Training		Outreach to Non-FOIA Staff	Adjudicating Requests for Expedited Processing		Making Information More Useful	Quarterly Report Postings	FY 2016 Raw Data Posting
	Attended FOIA Training	Estimate of FOIA Professionals who Attended Training		Average Number of Days <10	Average Number of Days			
OPIC	DG	100%	DG	DG	1	DG	DG	DG
PC	DG	25%	DG	N/A	N/A	DG	R	DG
USRRB	DG	100%	DG	N/A	N/A	DG	R	R
TVA	DG	100%	DG	DG	6	DG	DG	R
USAID	DG	100%	DG	DG	3.32	DG	DG	DG
USCPSC	DG	100%	DG	N/A	N/A	DG	DG	R



2018 Chief FOIA Officer Reports - Assessment of Federal Departments and Agencies
 Agencies Receiving 51-1,000 Requests (FY 2016)

Section V -- Steps Taken to Improve Timeliness in Responding to Requests (Req.) and Reducing Backlogs																	
Agency	Simple Track				Agency Backlog Decreased		Percentage of Backlog to # of Req./App. Received in FY 2017				Agency Closed Ten Oldest Req., Appeals (App.) & Consultations (Consults.). If not, # closed in FY 2017						
	Has a Simple Track?	Score	Avg. No. of Days to Process	% of Req. In Simple Track	Req.	App.	Req. Score	Req. %	App. Score	App. %	Req.	If no, # closed	# closed as Req. Withdrawn	App.	If no, # closed	Consults	If no, # closed
NRPC	Yes	R	51.36	17%	DG	DG	O	30%	R	80%	DG	N/A	9	R	6/10	DG	N/A
BBG	No	Y	70.5	N/A	DG	Y	DG	3%	Y	25%	R	9/10	0	DG	N/A	DG	N/A
FRB	Yes	DG	8	50%	DG	DG	DG	6%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A
CFTC	Yes		24.55	91%	DG	DG	DG	8%	DG	0%	R	8/10	3	DG	N/A	DG	N/A
CFPB	Yes	DG	11	93%	Y	DG	DG	<1%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A
CEQ	Yes	R	64	46%	DG	DG	Y	21%	DG	0%	R	9/10	1	DG	N/A	DG	N/A
CSOSA	Yes	R	31.92	98%	R	DG	DG	10%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A
Ex-Im Bank	Yes	DG	10.4	55%	R	DG	Y	30%	DG	0%	R	4/10	1	DG	N/A	DG	N/A
FCC	Yes	DG	18.26	74%	R	DG	DG	2%	O	38%	DG	N/A	1	R	7/10	DG	N/A
FDIC	Yes	DG	8.93	52%	DG	DG	DG	<1%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A
FEC	Yes	DG	14.5	69%	R	DG	R	40%	R	50%	R	0/10	0	R	2/6	DG	N/A
FERC	Yes	R	34	74%	R	DG	LG	15%	DG	0%	R	4/10	0	DG	N/A	DG	N/A
FHFA	Yes	DG	10.62	78%	Y	DG	DG	9%	DG	0%	R	4/10	4	DG	N/A	DG	N/A
FLRA	Yes	DG	7	90%	DG	DG	DG	0%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A
FMCS	Yes	R	32	86%	R	DG	Y	28%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A
FMSHRC	Yes	DG	3	76%	Y	DG	DG	2%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A
GSA	Yes	DG	10.99	52%	R	Y	LG	14%	LG	14%	DG	N/A	0	DG	N/A	DG	N/A
MSPB	Yes	R	79.3	75%	Y	DG	O	40%	DG	0%	R	7/10	0	DG	N/A	DG	N/A



2018 Chief FOIA Officer Reports - Assessment of Federal Departments and Agencies
 Agencies Receiving 51-1,000 Requests (FY 2016)

Section V -- Steps Taken to Improve Timeliness in Responding to Requests (Req.) and Reducing Backlogs																	
Agency	Simple Track				Agency Backlog Decreased		Percentage of Backlog to # of Req./App. Received in FY 2017				Agency Closed Ten Oldest Req., Appeals (App.) & Consultations (Consults.). If not, # closed in FY 2017						
	Has a Simple Track?	Score	Avg. No. of Days to Process	% of Req. In Simple Track	Req.	App.	Req. Score	Req. %	App. Score	App. %	Req.	If no, # closed	# closed as Req. Withdrawn	App.	If no, # closed	Consults	If no, # closed
NASA	Yes	DG	5.73	40%	Y	DG	DG	1%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A
NCUA	Yes	DG	4.24	43%	DG	DG	DG	0%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A
NEA	Yes	DG	13	88%	Y	DG	DG	1%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A
NSF	Yes	R	64	18%	R	DG	R	81%	DG	0%	DG	N/A	5	DG	N/A	DG	N/A
NTSB	Yes	R	252.53	54%	R	Y	R	187%	Y	27%	R	4/10	3	DG	N/A	DG	N/A
USNRC	Yes	DG	16.57	78%	R	Y	DG	9%	DG	2%	DG	N/A	0	DG	N/A	DG	N/A
OSHRC	Yes	DG	6.2	100%	DG	DG	DG	0%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A
OGE	No	DG	18.4	N/A	R	DG	Y	27%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A
OMB	No	R	87	N/A	R	Y	R	93%	R	7%	R	0/10	0	R	0/4	DG	N/A
ONHIR	No	DG	1.66	N/A	DG	DG	DG	0%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A
OSTP	Yes	O	24	84%	Y	DG	LG	17%	DG	0%	R	6/10	0	DG	N/A	DG	N/A
OSC	Yes	R	76.93	28%	R	DG	R	114%	DG	8%	R	9/10	2	DG	N/A	R	4/5
ODNI	Yes	O	24.33	75%	R	R	R	79%	R	63%	DG	N/A	0	R	0/10	R	8/10
USTR	Yes	DG	16	60%	DG	DG	DG	4%	DG	0%	R	9/10	0	DG	N/A	DG	N/A
OPIC	Yes	DG	12.5	78%	DG	DG	DG	7%	DG	0%	R	7/9	0	DG	N/A	DG	N/A
PC	Yes	R	65	60%	DG	DG	Y	28%	DG	0%	R	8/10	0	DG	N/A	DG	N/A
USRRB	No	Y	337.75	N/A	DG	DG	DG	8%	DG	0%	R	3/10	0	DG	N/A	DG	N/A
TVA	Yes	R	33	82%	DG	DG	DG	3%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A



2018 Chief FOIA Officer Reports - Assessment of Federal Departments and Agencies
 Agencies Receiving 51-1,000 Requests (FY 2016)

Section V -- Steps Taken to Improve Timeliness in Responding to Requests (Req.) and Reducing Backlogs																	
Agency	Simple Track				Agency Backlog Decreased		Percentage of Backlog to # of Req./App. Received in FY 2017				Agency Closed Ten Oldest Req., Appeals (App.) & Consultations (Consults.). If not, # closed in FY 2017						
	Has a Simple Track?	Score	Avg. No. of Days to Process	% of Req. In Simple Track	Req.	App.	Req. Score	Req. %	App. Score	App. %	Req.	If no, # closed	# closed as Req. Withdrawn	App.	If no, # closed	Consults	If no, # closed
USAID	Yes	DG	10.78	3%	R	DG	R	100%	LG	20%	DG	N/A	0	DG	N/A	DG	N/A
USCPSC	Yes	0	25	21%	R	DG	Y	28%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A