



Summary of Agency Chief FOIA Officer  
Reports for 2024  
*and*  
Assessment of Agency Progress in FOIA  
Administration  
*with*  
OIP Guidance for Further Improvement

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## 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].”<sup>1</sup> 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' [2024 Chief FOIA Officer Reports](#), as well as their [Fiscal Year \(FY\) 2023 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. A visual snapshot of this assessment is provided in Figure 1 below. While all of these agencies had the same reporting guidelines, OIP continued to separately assess different milestones for the twenty-seven high-volume agencies receiving more than 1,000 requests and the forty-two medium-volume agencies receiving between 51-1,000 requests. Based on its review, OIP is also issuing guidance to agencies for continued improvement in the years ahead.

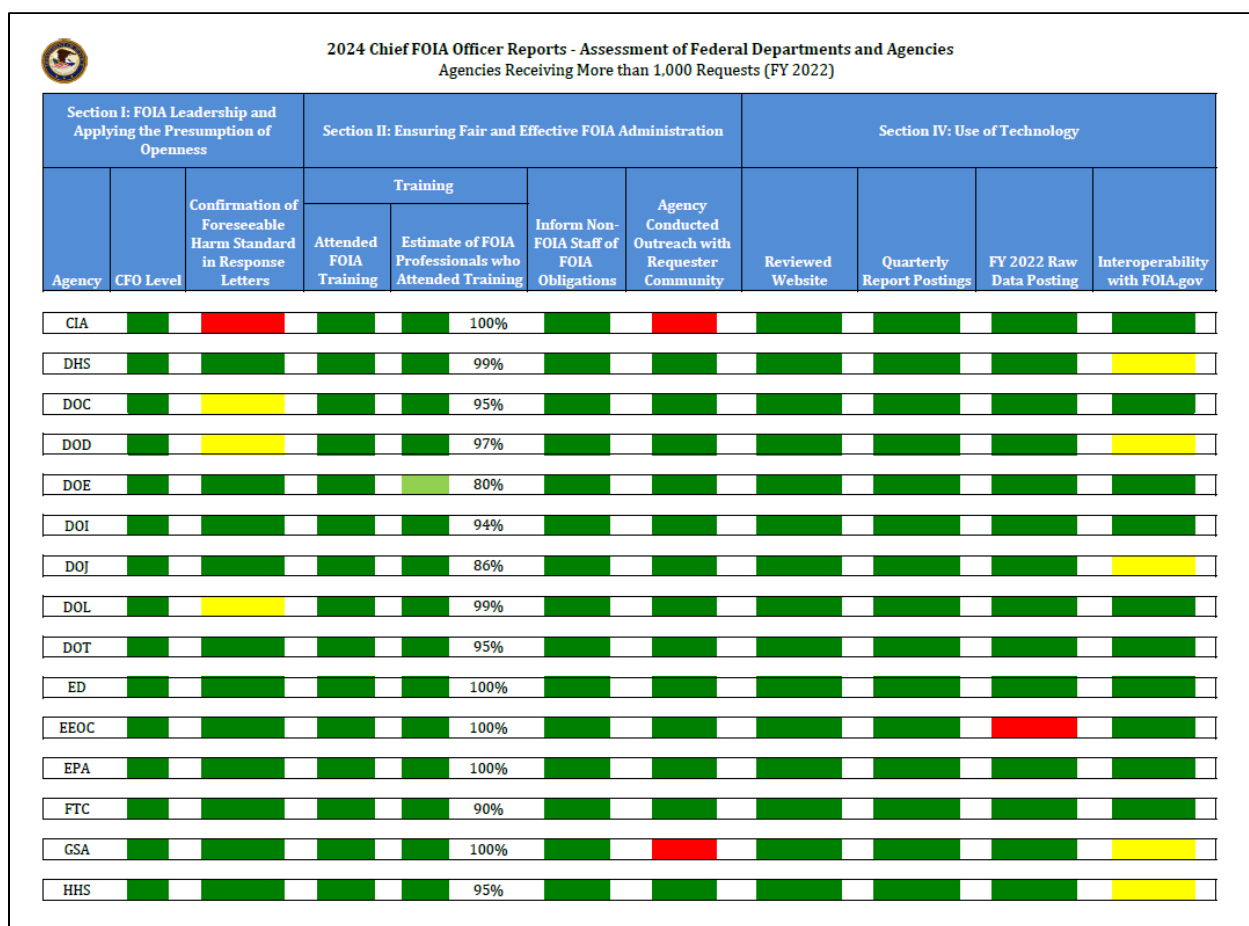


Figure 1: 2023 Chief FOIA Officer Reports - Assessment of Federal Departments and Agencies

<sup>1</sup> 5 U.S.C. § 552(j)(2)(D) (2018).

## Summary of Agency Progress Based on 2023 Chief FOIA Officer Reports

The [2024 Chief FOIA Officer Reports](#) address agency efforts to improve FOIA administration in five key areas: (1) FOIA leadership and applying the presumption of openness, (2) ensuring fair and effective FOIA administration, (3) proactive disclosures, (4) utilizing technology to improve efficiency, and (5) removing barriers to access, improving timeliness, and reducing backlogs. 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 [2024 Chief FOIA Officer Reports](#) for even more detail on the successes achieved this past year. The Chief FOIA Officer Reports are accessible from the [Reports](#) page of OIP's website or from each agency's FOIA website.

### Section I: FOIA Leadership and Applying the Presumption of Openness

The first section of agencies' [2024 Chief FOIA Officer Reports](#) addresses the importance of agency leadership in ensuring effective FOIA administration and steps taken by agencies to apply a presumption of openness. Agencies described a wide range of efforts in this area, including senior level oversight by the agency's Chief FOIA Officer, providing substantive FOIA training to agency FOIA professionals, engaging in outreach with the requester community, and ensuring non-FOIA professionals are aware of their obligations under the FOIA.

#### *Chief FOIA Officer Designation*

The FOIA requires each agency to designate a Chief FOIA Officer (CFO) who is a senior official at the Assistant Secretary or equivalent level.<sup>2</sup> The Department of Justice (DOJ) reinforced this requirement in January 2019 by issuing a [memorandum](#) to all agency General Counsels and CFOs about the importance of designating CFOs at the appropriate level. The CFO is charged with "agency-wide responsibility for efficient and appropriate compliance" with the FOIA.<sup>3</sup>

"FOIA professionals deserve the full support of their Chief FOIA Officers and all their agency colleagues."

-- Attorney General's 2022 FOIA Guidelines

In keeping with the FOIA's requirements, agencies reported, and were assessed, on whether their CFO is at the Assistant Secretary or equivalent level. All sixty-nine agencies receiving more than fifty requests reported that their CFO was at the appropriate level.

#### *Incorporating FOIA Into Core Agency Mission*

OIP once again asked agencies to describe steps taken to incorporate FOIA into their core missions. Approximately, sixty-four agencies reported taking steps to do so. For example:

- [Environmental Protection Agency](#) (EPA) set a long-term performance goal in its FY 2022-2026 EPA Strategic Plan to eliminate the backlog of overdue FOIA responses by September 30, 2026.
- [Department of Defense](#) (DOD)/Defense Counterintelligence and Security Agency incorporated FOIA into its FY 2022-2027 Strategic Plan and core mission by enhancing tracking, monitoring, and auditing capabilities and improving reporting capabilities within its FOIA tracking system.
- [Department of Transportation's](#) (DOT) Strategic Plan for FY 2022-2026 includes a focus on transparency. Under DOT's Customer Service Strategic Goal, the Office of the Secretary of

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<sup>2</sup> 5 U.S.C. § 552(j)(1) (2018).

<sup>3</sup> *Id.* at § 552(j)(2)(A).

Transportation leads the agency's efforts to "[i]mprove transparency and promote data sharing by increasing public access to data and data analysis and visualization tools."

- [National Labor Relations Board](#) incorporated FOIA timeliness into its FY 2022-2026 Strategic Plan.
- [Tennessee Valley Authority's](#) (TVA) mission is to serve the people of the Tennessee Valley, and its business model is based on partnerships with the region's citizens, communities, and local power companies. TVA reported that public input, public participation, and the sharing of information are foundational to its development and implementation of strategic plans and policy decisions.

### *Foreseeable Harm Standard*

The [Attorney General's 2022 FOIA Guidelines](#) provide that "agencies should confirm in response letters to FOIA requesters that they have considered the foreseeable harm standard when reviewing records and applying FOIA exemptions." Accordingly, OIP asked agencies to confirm whether they provide this confirmation in response letters. Fifty-nine agencies responded that they notified requesters that they considered the foreseeable harm standard in response letters. Five agencies reported that some, but not all, of their components notified requesters that they considered the foreseeable harm standard in response letters. Five agencies responded that they did not notify requesters that they considered the foreseeable harm standard in response letters. Of those, one agency indicated that they will notify requesters that they considered the foreseeable harm standard in response letters in the future. OIP has advised all agencies that are not addressing the foreseeable harm standard in their response letters to do so as soon as possible.

### *Glomar (Neither Confirm nor Deny) Responses*

For informational purposes, OIP again asked agencies about their use and tracking of Glomar responses. If acknowledging the existence of records would harm an interest protected by a FOIA exemption, agencies may respond to a requester that it can neither confirm nor deny the existence of requested records. This is commonly referred to as a Glomar response. In 2024, forty-six medium and high-volume agencies reported some or all of their components tracked Glomar responses. Agencies that track their use of Glomar responses reported issuing approximately 925 full or partial Glomar responses during the reporting period. Exemptions 3, 6, and 7(C) were among the most frequently cited exemptions. Of the twenty-three agencies that did not track the use of Glomar responses, some indicated they had plans to track in the future, while others did not have plans to specifically track the use of Glomar responses.

## **Section II: Ensuring Fair and Effective FOIA Administration**

The [Attorney General's 2022 FOIA Guidelines](#) provide that "[e]nsuring fair and effective FOIA administration requires . . . proper training, and a full understanding of FOIA obligations by the entire agency workforce." The Guidelines also reinforce longstanding guidance to "work with FOIA requesters in a spirit of cooperation." The Guidelines also "urge agency Chief FOIA Officers to undertake comprehensive review of all aspects of their agencies' FOIA administration" as part of ensuring fair and effective FOIA administration. In their [2024 Chief FOIA Officer Reports](#), agencies provided details on various efforts related to FOIA training, outreach, and other initiatives, such as the allocation of agency resources to FOIA administration.

### *FOIA Training for FOIA Professionals*

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. Many agencies made significant efforts this past year to provide substantive FOIA training to their personnel. As in previous years,

nearly all medium and high-volume agencies ensured that the majority of their FOIA staff received substantive FOIA training during the reporting period. Overall, twenty-six out of twenty-seven 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, thirty-six out of forty-two medium-volume agencies reported that greater than 80% of their FOIA professionals attended substantive FOIA training. Examples of the different types of training provided include:

- [Department of Commerce's](#) (DOC) Chief FOIA Officer hosted its annual Sunshine Week Event that includes FOIA training sessions and panel discussions available to all agency personnel.
- [Department of Housing and Urban Development](#) (HUD) provided FOIA training to Headquarters FOIA specialists, Departmental FOIA liaisons, and Regional FOIA liaisons on topics including procedural requirements, HUD's regulations, and exemption application.
- [Department of Labor](#) (DOL) hosted a two-day FOIA training conference to over 500 employees from across DOL covering all aspects of FOIA administration.
- [Nuclear Regulatory Commission](#) hosted its annual FOIA training event covering topics such as records management, the Exemption 5 deliberative process privilege, how to utilize the Office of Government Information Services, and how the Office of General Counsel can provide support in the FOIA process.

Additionally, OIP asked agencies to specifically describe the efforts taken to ensure proper FOIA training was made available and used by agency personnel. In response, agencies reported measures such as incorporating FOIA training into the onboarding process, disseminating external training opportunities for FOIA staff, and making FOIA resources available through intranet and collaboration sites.

Finally, many agencies reported that their FOIA professionals attended government-wide FOIA training provided by DOJ. OIP continued to offer virtual courses to enable maximum attendance. OIP offered topical workshops several times throughout the year. The virtual setting offers expanded capacity for agency participation with respect to both the number and geographic location of attendees, which had been limited by physical space in the past during on-site training. Between March 2023 and March 2024, approximately 8,000 individuals registered to attend OIP-led virtual training sessions.

### *Efforts to Inform Non-FOIA Professionals of their FOIA Obligations*

The Attorney General's 2022 FOIA Guidelines recognize the Department's longstanding declaration that "FOIA is everyone's responsibility." 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 [2024 Chief FOIA Officer Reports](#) a description of their efforts to inform non-FOIA professionals of their obligations under the FOIA. Additionally, agencies were asked whether senior leaders were briefed on agency FOIA resources, obligations, and expectations. For 2024, all sixty-nine agencies receiving more than fifty requests reported informing non-FOIA professionals of their obligations under the FOIA. Agencies also provided a wide range of examples of their efforts to inform non-FOIA professionals of their obligations under the FOIA. For instance:

- Many agencies, such as the [Department of Interior](#) (DOI), [Federal Mine Safety and Health Review Commission](#), [National Aeronautics and Space Administration](#) (NASA), and [Office of](#)

[the U.S. Trade Representative](#) provided an overview of FOIA responsibilities during new employee training.

- DHS/Privacy Office launched a DHS-wide FOIA Bootcamp that was open to all employees and was intended to enhance FOIA literacy for personnel who may not interact with FOIA regularly. The program sessions were spread across a week and featured a variety of topics including basic requirements of the FOIA statute, application of exemptions, and DHS records. Over 650 DHS employees participated in the bootcamp, which will be offered twice yearly.
- [Office of Government Ethics](#) (OGE) Chief FOIA officer provided quarterly briefings to OGE's senior leaders on the agency's FOIA program, resources, obligations, and expectations during the FOIA process.
- [Department of Agriculture](#) (USDA)/Animal and Planet Health Inspection Service (APHIS) FOIA Office developed and delivered a three-part training course for 100+ APHIS employees on topics including the timely return of records and best practices for conducting searches.
- Federal Trade Commission's (FTC) FOIA team conducted virtual trainings for incoming office liaisons across the agency, which provided liaisons with the knowledge and support they needed to conduct proper searches for files and understand the overall FOIA process.

### *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-one high-volume agencies conducted outreach that went beyond the regular communication that takes place within the FOIA request and appeal process. High and medium-volume agencies provided a range of examples, such as:

- [National Archives and Records Administration](#) (NARA) live-streamed a panel discussion entitled "Making Access Happen: FOIA at the National Archives" during Sunshine Week and also posted a number of shorter FOIA videos to its YouTube channel.
- [Occupational Safety and Health Review Commission](#) is redesigning its Open Government webpage, and soliciting feedback from the requester community regarding final agency decisions to inform its reconfiguration of the Decision Search feature to make it more user-friendly.
- [Securities and Exchange Commission](#) met in-person with a frequent requester to discuss their ongoing requests and SEC's processing routine.
- [USDA](#)/U.S. Forest Service's Region 9 FOIA office proactively contacted one of its frequent requesters regarding a new project at the Daniel Boone National Forest to explain the anticipated timeline for the high visibility project.
- Multiple representatives from various agencies served on the Chief FOIA Officer's Council's two committees and the FOIA Federal Advisory Committee, both of which provide opportunities for public engagement.

Additionally, OIP asked agencies whether, as part of the standard request process, their FOIA professionals proactively contacted requesters concerning complex or voluminous requests in an effort to clarify or narrow the scope of the request so requesters can receive responses more quickly. During the reporting period, all sixty-nine agencies surveyed reported proactively



contacting requesters as part of the standard request process concerning complex or voluminous requests.

### *Requester Services*

Agency FOIA Public Liaisons and FOIA Requester Service Centers assist 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 the services provided by each agency's FOIA Public Liaison in their response letters.

OIP asked agencies to provide estimates of how often requesters sought assistance from their FOIA Public Liaisons. As illustrated in Figure 2, of the sixty-nine agencies receiving more than fifty requests, thirty-one received ten or fewer requester inquiries to their FOIA Public Liaison during the reporting period. Twenty agencies received 11-100 inquiries, another eleven agencies received 101-1,000 inquiries, and seven agencies received over 1,000 inquiries.

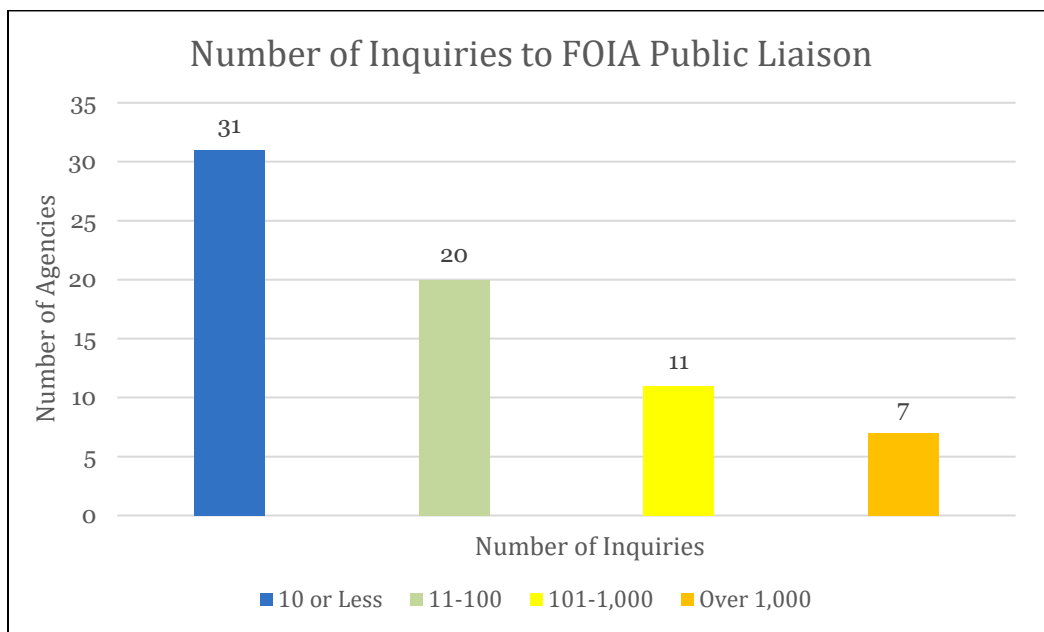


Figure 2: Number of Inquiries to FOIA Public Liaison

### *Allocation of FOIA Personnel Resources Required to Meet FOIA Demand*

For 2024, OIP asked agencies whether they evaluated the personnel resources needed to respond to current and anticipated FOIA demands. Agencies provided a variety of answers in response. For example:

- [Central Intelligence Agency](#) recently implemented a large-scale reorganization to assess workloads and more effectively facilitate the allocation of resources across programs.
- [Federal Deposit Insurance Company](#) (FDIC) used various hiring options to support their FOIA Office including: hiring an additional FOIA attorney and two government information specialists; seeking temporary assistance from the Legal Division to assist in records reviews; hosting three honors attorneys and a detailee; and, cooperating with FDIC's Legal Information Technology Unit on operating their case management system.

- FTC, after a record-high year of requests received, provided additional training to FOIA liaison personnel in FTC bureaus; obtained additional support through hiring, flexible assignments, and contractor support; reclassified positions to better reflect job assignments; and, increased salary and promotion opportunities.
- Department of Veterans Affairs' (VA) internal FOIA Advisory Council established a working group to evaluate their decentralized FOIA program and make recommendations on potential systemic staffing changes to the program.

### *FOIA Data and Processing Metrics*

Finally, OIP asked agencies to describe how they used data or processing metrics to ensure efficient management of their FOIA workload. Among other things, data processing metrics can help identify areas for improvement and appropriate distribution of resources. For 2024, agency examples include:

- [DOC](#)/National Oceanic and Atmospheric Administration's use of a backlog scrub tiger team to routinely pull a backlog listing and identify requests in the first-in, first-out processing methodology that could have a short search conducted to more quickly process and release records while reducing the backlog.
- [Federal Reserve Board](#) use of case management reports and staff processing statistics to ensure efficient management of FOIA workloads. The Board's Information Disclosure Section manager uses these reports to inform assignments or reassignments among the FOIA staff.
- [OGE](#) regularly conducts self-assessments of its FOIA program by reviewing processing procedures and response templates and analyzing Annual FOIA Report data. When appropriate, OGE makes changes to increase efficiency, improve search processes, increase transparency, and to otherwise improve the management of OGE's FOIA workload.
- [Department of Treasury](#) leveraged its case management system to send automated reports on a routine basis to program office recordholder points of contact to provide them a snapshot of their active FOIA search assignments.

## **Section III: Proactive Disclosures**

The Attorney General's 2022 FOIA Guidelines note that "proactive disclosure of information is . . . fundamental to the faithful application of FOIA." The Guidelines explain that "[i]n making proactive disclosures, agencies should post records online as soon as feasible." "Agencies should also continue to maximize their efforts to post more records online quickly and systematically in advance of any public request." Finally, the Guidelines reiterate that agencies should post records "in the most useful, searchable, and open formats possible." In their [2024 Chief FOIA Officer Reports](#), agencies provided examples of material they proactively disclosed during the reporting period, including records requested and released three or more times in accordance with 5 U.S.C. § 552(a)(2)(D).

### *Steps to Identify, Track, and Post (a)(2) Proactive Disclosures*

OIP asked agencies to describe the steps taken to identify, track, and post (a)(2) proactive disclosures. Agencies reported a variety of examples:



- Multiple agencies, including the [Department of State](#) (DOS), [EPA](#), and Office of the Director of National Intelligence continue to implement a “release to one, release to all” approach by proactively disclosing all records released under FOIA except for first-party requests.
- [DOI](#) uses web analytics to better understand the types of information of greatest interest to the public. Additionally, DOI components work with program offices regarding upcoming initiatives, rules, lease sales, drafts for publication, and Federal Register notices that could be posted as soon as they are finalized.
- [General Services Administration](#), when processing multiple requests on a similar topic, works to process the broadest request first, so that the maximum number of documents on that particular topic can be processed and quickly shared with other requesters who have also asked for information on that topic, followed generally by proactive disclosure on GSA’s website.

### *Timing of Posting Proactive Disclosures*

New for 2024, OIP asked agencies how long after identifying records for proactive disclosure does it take for agencies to post them online. Nearly half of the assessed agencies indicated that it typically takes one week or less to post required proactive disclosures online after identifying the records for posting. Other agencies reported varied timeframes ranging from one week to, at times, several weeks or months. Various factors impact the time for publishing proactive disclosures, such as the complexity and size of records, coordination with other offices, decentralized posting processes, and remediation for compliance with Section 508 of the Rehabilitation Act.

### *Examples of Proactively Disclosed Material*

In 2024, OIP asked agencies to provide examples of any material that has been proactively disclosed during the past reporting year, including records that have been requested and released three or more times in accordance with 5 U.S.C. § 552(a)(2)(D). Agency examples include:

- [Council of the Inspectors General on Integrity and Efficiency](#) manages the [Pandemic Oversight website](#) that provides publicly accessible data and interactive tools that display where pandemic program funding money is being spent.
- [Department of Education](#) National Center for Education Statistics recently released the [Integrated Postsecondary Education Data System](#) (IPEDS). IPEDS gathers information annually from U.S. college, university, and technical and vocational institutions eligible to participate in any of the Title IV federal student financial aid programs.
- [Securities and Exchange Commission](#) released records concerning [Ramesh "Sunny" Balwani](#), a [Mark Zuckerberg transcript](#), and company information about active broker-dealers.
- [U.S. Agency for International Development](#) continues to manage [ForeignAssistance.gov](#), which publishes U.S. foreign assistance information through user-friendly maps and graphics that allow people to explore foreign assistance data across countries.
- Office of Director National Intelligence released the [Assessment of Foreign Threats to the 2022 U.S. Elections](#).

- Department of Energy/The National Nuclear Security Administration (NNSA) proactively posted [Oppenheimer resources and documents](#) and [UFO/UAP resources and documents](#).

### *Making Posted Information More Useful*

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. In August 2022, OIP issued additional [guidance](#) to agencies on the timing and format of proactive disclosures, including encouraging agency FOIA offices to collaborate with their data, IT, and program office subject matter experts to post information in the most useful formats and locations on their websites. In 2024, nearly all agencies reported that they took steps to make posted information more useful to the public.

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:

- [Consumer Product Safety Commission](#) incorporates public feedback in improving its website. These comments often mention specific improvements that would enhance the design and functionalities available to the public on CPSC.gov. For example, consumer feedback led to the redesign of CPSC.gov's recalls section, business education section, and tools such as the FOIA PAL, NEISS Query System, Clearinghouse Query System, Lab Search, and Regulatory Robot.
- [EPA](#) posts information in open, machine readable, machine actionable formats by providing the public with an [Environmental Dataset Gateway](#) (EDG). The EDG offers data consumers a catalog of all EPA open data content.
- [NASA's](#) Technical Reports Server (NTRS) provides access to NASA metadata records, full-text online documents, images, and videos. The database includes conference papers, journal articles, meeting papers, patents, research reports, images, movies, and technical videos – scientific and technical information created or funded by NASA.

### *Collaboration with Agency Staff Outside of FOIA Offices*

In 2024, OIP asked agencies whether their proactive disclosure process or system involved collaboration with agency staff outside the FOIA office, such as IT or data personnel. If so, OIP asked agencies to describe the interaction. Many agencies reported regularly collaborating with IT, public affairs, and general counsel staff to coordinate postings. Some specific examples of collaboration include:

- DOD/SOCOM received assistance from its Command's Chief Digital and Artificial Intelligence Office in creating data-visualization dashboards to increase FOIA awareness and to provide snapshots of current workloads for leadership oversight.
- DHS/Transportation Security Administration (TSA) FOIA staff worked with TSA Security Operations to post bi-weekly TSA throughput data. It also worked with the Customer Service Branch to post monthly compliance data.
- [Government Services Administration's](#) (GSA) FOIA Requester Service Center coordinates ongoing conversations with GSA's key business lines, program areas, and records management staff about information and data sets that could be proactively disclosed. For new and evolving programs, the conversations tend to be progressive in nature and advance as requirements, data sets, and informational reporting mature.

- [Occupational Safety and Health Review Commission's](#) website redesign committee includes representatives from offices from across the agency to collaborate on how best to efficiently (and increasingly) post records on the agency's redesigned website.

## Section IV: Utilizing Technology to Improve Efficiency

Agencies continue to use advanced technology to make more information available online, improve their websites, and assist in their overall FOIA administration. Each year, OIP asks agencies to describe the steps they have taken to greater utilize technology in their FOIA administration. OIP refines the questions in this section as the use of technology evolves. The [Attorney General's 2022 FOIA Guidelines](#) state that agency FOIA websites should be easily navigable and agencies should ensure they are complying with the [FOIA.gov](#) interoperability requirements. The [joint memorandum M-19-10](#) issued by the Office of Management and Budget and DOJ outline the standards of interoperability for the National FOIA Portal.

For 2024, agencies were asked to describe ways they leverage technology to facilitate efficiency in FOIA administration that they have not previously reported. Agencies were also asked to confirm that they had reviewed their FOIA websites to address elements noted in OIP [guidance](#) and to verify compliance with reporting and National FOIA Portal interoperability requirements.

### *FOIA-Related Technological Capabilities*

In 2024, OIP asked agencies to identify whether they had reviewed their FOIA-related technological capabilities to identify resources needed to respond to current and anticipated FOIA demands. All sixty-nine medium and high-volume agencies responded they had reviewed their FOIA-related technological capabilities.

### *Leveraging Technology to Facilitate Efficiency and Automate Record Processing*

Technological resources have long been a fundamental element of agencies' success in FOIA administration. In past Chief FOIA Officer Reports, agencies have reported on the use of new FOIA case management systems, advanced review and redaction tools, and collaborative tools. For 2024, many agencies reported using or exploring new and advanced types of technology to improve efficiency in FOIA processing. Several agencies transitioned to new case management systems during the reporting period or began using additional advanced functionality associated with their existing systems. OIP also specifically asked whether agencies used any technology to automate record processing, such as machine learning, predictive coding, and technology assisted review. The use of artificial intelligence and machine learning has the potential to make the search and review of records more efficient and accurate, while accompanied by human monitoring and safeguards to ensure agencies' work is consistent with the FOIA. The Chief FOIA Officers Council Technology Committee's Artificial Intelligence working group and OIP are closely monitoring developments in this area. Below summarizes some examples of how agencies are using technology to improve FOIA administration:

- [DOS](#) made its first release of declassified cables to its FOIA Library that had been reviewed with the assistance of a machine learning technology. DOS will continue releasing these declassification cables as part of its monthly "release to one, release to all" FOIA postings.
- Federal Mediation and Conciliation Services' FOIA Office implemented a new internal electronic FOIA PowerApp that is used to send FOIA requests to different offices within the agency to provide responsive documents, allowing FOIA professionals to respond to FOIA requesters in a timely and more efficient manner.

- DHS/U.S. Customs and Border Protection (CBP) FOIA Office uses a robotic process automation BOT system, which automates portions of CBP's request processing. The FOIA Bot conducted 22,873 searches and closed 32,789 requests saving CBP FOIA approximately 8,000+ man hours and \$500,000+ in costs during FY 2023.
- [Department of Health and Human Services](#) (HHS)/National Institutes for Health is in the process of acquiring video software that automatically tracks and identifies certain features such as faces in a video recording and redacts them for the duration of the video.

### *Review of Agency Websites*

In 2017, OIP issued [guidance](#) encouraging agencies to regularly review their FOIA websites to ensure they contain essential resources, are informative, and user-friendly. In their [2024 Chief FOIA Officer Reports](#), all sixty-nine agencies receiving more than fifty requests reported that they reviewed their websites for compliance with OIP Guidance.

### *Posting Quarterly FOIA Reports*

In FY 2024, 90% of agencies receiving more than fifty requests reported posting their Quarterly FOIA Reports successfully on FOIA.gov. An additional 3% of agencies were able to post some of their quarterly reports successfully. Any agency that was unable to successfully provide all quarterly report data for display on FOIA.gov was required to provide a plan for ensuring that such reporting is successful in FY 2025. 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 proactively make available in an electronic format the raw statistical data used to compile their Annual FOIA Report. OIP issued [guidance](#) to assist agencies in meeting this requirement, and [asked](#) agencies to provide links to their raw data postings for FY 2022 in their [2024 Chief FOIA Officer Reports](#). For this reporting period, 87% of agencies receiving more than fifty requests successfully posted the raw data used to compile their FY 2022 Annual FOIA Report. Several agencies have also already posted the raw data for their FY 2023 reports.

### *Interoperability with the National FOIA Portal*

In February 2019, DOJ and the Office of Management and Budget (OMB) issued [joint guidance](#) establishing interoperability standards to receive requests from the National FOIA Portal on FOIA.gov. For 2024, OIP asked agencies whether all their components were in compliance with the guidance. For this reporting period, 84% of agencies receiving more than fifty requests confirmed that they were interoperable with the National FOIA Portal in line with the OMB/DOJ guidance. Another 12% of agencies receiving more than 50 requests answered that some, but not all, of their components were interoperable with the National FOIA Portal.

### *Best Practices and Challenges with Technology*

Some agencies described best practices in the area of technology. Many agencies described best practices related to the use of e-discovery and deduplication tools to improve efficiency. The [DOC/ITA](#) is developing more sophisticated data visualizations (i.e., dashboards) and analytical reporting to improve the overall FOIA program operations. [FDIC's](#) FOIA Group develops succinct reference guides, standard operating procedures, and frequently asked questions to serve as both training and instructional resources for the FDIC's FOIA case management system.

Agencies also provided examples of challenges they face related to technology. The [DOI](#) explained that the decentralized nature of the agency presents challenges to implementing FOIA technology across the agency, but that they are working to acquire agency-wide solutions, developing comprehensive training materials for end users, and providing ongoing support for the systems. Multiple agencies that transitioned to new FOIA case management systems from FOIAonline, which is now decommissioned, reported challenges relating to this transition while also in several instances benefiting from additional functionality available in their new systems.

## **Section V: Steps Taken to Remove Barriers to Access, Improve Timeliness, and Reduce Backlogs**

For the [2024 Chief FOIA Officer Reports](#), OIP asked agencies to report in this section whether they provide alternative means of access to first-party requested records and to discuss any other efforts to reduce barriers to access. OIP also asked agencies to provide detailed information on the adjudication of requests seeking expedition, simple track processing times, and their efforts to reduce backlogs and close their ten oldest requests, appeals, and consultations. Agencies that had a request backlog of over 1,000 provided plans for achieving backlog reduction in the year ahead. Agencies that did not close their ten oldest requests, appeals, or consultations from FY 2022 during FY 2023 described their plans for closing those requests, appeals or consultations by the end of FY 2024. Finally, OIP asked agencies to describe the impact of any FOIA litigation on their overall FOIA administration.

### *Alternative Means of Access to First Party Requested Records*

In 2024, OIP asked agencies to report whether they provided alternative means of access to first-party requested records outside of the FOIA process, and if so, to provide examples. Multiple agencies reported providing alternative means of access for first-party requests. For example:

- [EPA](#) hosts MyProperty, which is an internet-based tool for searching facility data that comes from multiple EPA data sources available through the EPA's Facility Registry System (FRS). This tool allows property owners, as well as real estate agents, mortgage banks, engineering and environmental consulting firms and the public, to determine if EPA's FRS system has records on a specific property without filing a FOIA request.
- [Merit Systems Protection Board](#) (MSPB) provides access to MSPB appeal case files through a web-based e-Appeal system that provides case parties access to their files. It was recently modernized and redesigned in 2024 and easily allows requesters to download electronic copies of their appeal files.
- [NARA](#) and the VA are collaborating to digitize veterans' Official Military Personnel Files.
- [Peace Corps](#) created an online portal for Returned Peace Corps Volunteers so they can access their records upon completion of service.

### *Requests for Expedition*

The FOIA requires that agencies establish procedures in their regulations that provide "for expedited processing of requests" in certain circumstances. 5 U.S.C. § 552(a)(6)(E)(i) (2018). For 2024, OIP asked agencies to report the average number of days they took to adjudicate requests for expedition. During FY 2023, thirty-eight medium and high-volume agencies adjudicated requests for expedition in less than ten days.

### *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 [2024 Chief FOIA Officer Reports](#). Twenty-nine 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 their non-expedited requests within that average timeframe. Of the forty agencies that did not process simple-track requests in fewer than twenty-working days, sixteen reported that the simple-track processing time decreased compared to the prior fiscal year.

### *Backlogs*

With regard to request backlogs, as illustrated in Figure 3, twenty-nine medium and high-volume agencies reported that they either reduced the number of requests in their backlog at the end of FY 2023 or they had no backlog to reduce. Nine agencies reported that the backlog was the same as the previous fiscal year or an increase of up to five backlogged requests. Thirty-one agencies experienced a backlog increase of more than five requests; of these agencies, twenty-four reported that they processed more requests than the previous fiscal year.

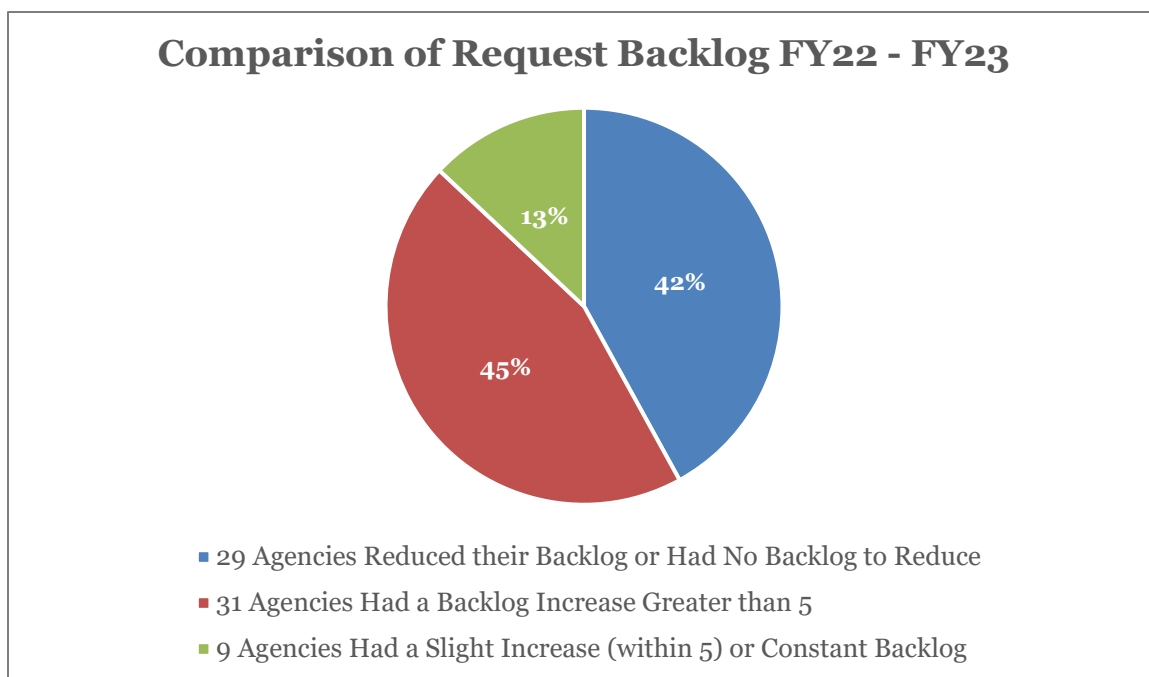


Figure 3: Backlog Comparison, FY 2021 to FY 2022

For administrative FOIA appeals, forty-five medium and high-volume agencies reported that they either reduced the number of appeals in their backlog at the end of FY 2023 or they had no backlog to reduce. Fourteen agencies reported that the backlog was the same as the previous fiscal year or an increase of up to five backlogged appeals. Ten agencies reported an appeal backlog increase of over five appeals. Further, of the twenty-four agencies that reported an increase or constant appeals backlog, twelve also reported that they processed more appeals than the previous fiscal year.

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 [2024 Chief FOIA Officer](#)



[Reports](#). The most frequently cited factors were the increase in the number and complexity of requests and the loss of staff. Twenty-nine agencies reported an increase in the complexity of requests as contributing to the backlog. Twenty-six agencies reported the loss of staff as a contributing factor. Twenty-five agencies identified the increased number of requests as another factor.

With respect to appeals, twelve agencies identified the complexity of appeals as contributing to the backlog. Eleven agencies identified a loss of staff as a factor. Ten agencies identified the increased number of appeals received as another factor.

### *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. Twenty-two medium and high-volume agencies reported that they either closed all ten of their oldest requests from FY 2022 by the end of FY 2023, or they had no ten oldest to close.

With regard to appeals, fifty-three medium and high-volume agencies either closed their ten oldest pending appeals or they had no ten oldest to close. Finally, fifty-eight 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.

### *FOIA Litigation*

OIP once asked agencies whether any requests were the subject of FOIA litigation during the reporting period and, if so, to provide examples describing the impact on the agency's overall request processing. OIP also asked agencies to report common causes leading to litigation, if possible. For context, as reported in the [Department of Justice's Litigation and Compliance Report](#), during Calendar Year 2023, 834 FOIA cases were filed in the federal district courts. As reported in OIP's [Summary of the Annual FOIA Reports for Fiscal Year 2023](#), approximately \$49 million was spent by agencies on FOIA litigation-related activities.

Overall, forty-seven of the sixty-nine agencies that submitted Chief FOIA Officer Reports reported having FOIA litigation during the reporting period. The number of cases that agencies reported handling varied with some agencies handling one or two FOIA cases while others such as DOJ, DHS, HHS, and State having over a hundred. The most common cause of litigation reported by agencies was constructive exhaustion when the agency was not able to meet the twenty- or thirty-day deadline for responding to the request. However, some agencies also reported having litigation because of a dispute concerning agency withholdings or denials of requests for expedition.

Nearly all agencies that reported having litigation during the reporting period indicated that the resources required to respond to the litigation diverted resources from processing administrative cases. Significant staffing resources are often required to effectively coordinate with litigating counsel, review court filings, and draft declarations, in addition to processing the records themselves. Additionally, agencies reported that court-ordered production deadlines often require the agency to prioritize cases in litigation and divert resources away from the requests in the administrative queue. For some smaller agencies, even one or two requests in litigation can have a significant impact on their overall FOIA administration due to limited resources.

## **Conclusion**

OIP's 2024 Summary and Assessment demonstrates that agencies continued to implement new ways to improve their administration of the FOIA through various initiatives connected to the five key areas addressed above. As illustrated in the individual agency Chief FOIA Officer Reports, significant efforts have been made to apply a presumption of openness in FOIA administration,

ensure effective systems are in place to process requests, continue to make more proactive disclosures, utilize technology, and make efforts to reduce barriers to access, improve timeliness, and reduce backlogs. While there are many 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 greater success. To assist agencies OIP also offers the following guidance.

## OIP Guidance for Further Improvement Based on 2024 Chief FOIA Officer Report Review and Assessment

### *FOIA Training and the Role of the Chief FOIA Officer*

FOIA training is integral to any successful FOIA program. The FOIA requires agency Chief FOIA Officers to “offer training to agency staff regarding their responsibilities under [FOIA].” 5 U.S.C. § 552(j)(2)(F). Notably, the statute describes this responsibility as applying to all agency staff and not just FOIA professionals. The [Attorney General’s 2022 FOIA Guidelines](#) echo the importance of training for all staff, recognizing that “FOIA is everyone’s responsibility” and encouraging senior leaders “to provide regular and proper training . . . that explains the importance of FOIA and every individual’s role in administering it.” As part of the Chief FOIA Officers Report, agencies report on steps taken to ensure that FOIA professionals receive substantive FOIA training annually, and steps taken to inform non-FOIA professionals of their FOIA obligations. OIP’s assessments over the years have shown that nearly all agencies’ FOIA professionals are attending training annually. Many agencies also report requiring FOIA training for all new employees, beyond those who handle FOIA as a primary responsibility.

The examples in these reports and OIP’s Summary of the 2024 Chief FOIA Officer Reports are helpful when Chief FOIA Officers are considering the best methods for offering staff this important training. Some agencies, for example, hold annual FOIA conferences while others provide regular FOIA trainings and briefings during meetings. Other agencies have incorporated FOIA training as part of their onboarding of new employees.

In furtherance of the Chief FOIA Officer’s role to provide FOIA training, OIP encourages all Chief FOIA Officers to consider requiring that FOIA professionals at their agency attend at least one substantive training each year. This is a topic that agencies have been scored on in OIP assessments over the years. Agencies should also consider requiring non-FOIA professionals to complete FOIA training upon hire, or more frequently as needed. Agencies are best positioned to effectively and appropriately administer the FOIA when there is adequate training and awareness at all levels. To assist agency Chief FOIA Officers in meeting their obligation to offer training, OIP has developed a FOIA infographic and three separate e-learning training resources available to all agencies. These resources are listed below alongside links and instructions for how to access them:

- [FOIA Infographic](#) - A one page handout covering FOIA basics for all employees new to the federal workforce. (Updated 2022)
- Three modules for use in agency e-learning systems
  - **Freedom of Information Act Training for Executives** – A 15-minute course that provides a basic overview of the FOIA and explains how this law impacts agency leaders. Topics covered include an overview of the FOIA, proactive disclosure, reporting and accountability, and FOIA resources and support.
  - **Freedom of Information Act Training for Federal Employees** – A 1-hour course that provides a primer on the FOIA and explains how employees can assist your agency in FOIA administration. Topics covered include who can make a request, the FOIA’s time limits, and searching for responsive records.

- **Freedom of Information Act Training for FOIA Professionals** – An in-depth course designed specifically for FOIA professionals and addressing all of the major procedural and substantive requirements of the law. Topics covered include receiving and acknowledging FOIA requests, statutory protections for sensitive information, working in a spirit of cooperation, and providing good customer service.

The files for the three FOIA e-Learning modules are available to be directly uploaded into agencies' Learning Management System. To request these files, agencies should contact OIP's Training Coordinator at DOJ.OIP.FOIA@usdoj.gov. If an agency does not have a Learning Management System, the courses can be accessed directly via web browser from the [Training Page](#) of OIP's website.

OIP also hosts regular live trainings that provide frequent opportunities for agency employees to hear the latest developments in FOIA and is available to provide tailored training at the request of agencies.

### *FOIA Websites*

Agencies' FOIA websites offer an efficient way to communicate key information to the public, such as information about how to submit a request, agency contact information, and other information that could impact an agency's processing of requests. Agencies often use temporary notices to the public for various reasons, such as to announce upcoming FOIA case management system changes or facility closures. For example, during the COVID-19 pandemic, many agencies posted notices on their websites notifying the public of changes or impacts to FOIA request processing resulting from health and safety precautions.

Agencies are encouraged to use their websites to communicate important updates to the public. When doing so, agencies should be mindful to remove outdated information as soon as it is no longer needed. OIP's [Guidance for Agency FOIA Websites 2.0](#) highlights several types of information that agency FOIA websites should include and encourages agencies to review their sites for accuracy at least once per quarter.

### *Processing Requests for Expedition and Calculating Agency Overall Metrics*

The FOIA provides for expedited processing of requests when a requester demonstrates a "compelling need," as defined by the FOIA, or other need as defined in an agency's FOIA regulations. 5 U.S.C. § 552(a)(6)(E). Agencies are required to grant or deny a request for expedition within ten calendar days. *Id.* OIP has assessed agencies on whether they meet this requirement because it can be an indicator of how efficiently an agency intakes and acts on its requests. Agencies that reported an average time to adjudicate requests for expedition of greater than ten calendar days in Fiscal Year 2023 should take steps to identify and address the cause(s) of the delays. OIP's [FOIA Self-Assessment Toolkit](#), Module 1: Initial Request Intake and Review, can help agencies in examining their procedures.

As with all processing times, when reporting times to adjudicate requests for expedition as part of Section VIII of the Annual FOIA Report, decentralized agencies should ensure they are reporting true average and median numbers. These agency overall metrics should not simply be an "average of component averages" or "median of component medians." Overall metrics should be calculated from the agency's underlying raw data. Properly calculating agency overall data will help ensure that agencies are reporting accurate information and are fairly assessed as part of the Chief FOIA Officer Report Summary.

## 2024 Assessment of Agency Progress in FOIA Administration

For the 2024 assessment, OIP selected twenty-two milestones for scoring high volume agencies and twenty milestones for medium volume agencies, each of which is tied to one of the five key areas addressed above. 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 they have undertaken to improve their administration of the FOIA. As these reports themselves provide a more comprehensive picture of each agency's work in implementing the [Attorney General's 2022 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 FY 2023. 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 towards that milestone.

The time period for the assessment is generally March 2023 to March 2024, which is the period covered by the [2024 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 FY 2023. The data for these metrics was compiled from agency Annual FOIA Reports, which are available on both [FOIA.gov](#) and OIP's [Reports](#) page.

## 2024 Chief FOIA Officer Report Methodology

### Section I: FOIA Leadership and Applying the Presumption of Openness

#### A. Leadership Support for FOIA

1. The FOIA requires each agency to designate a Chief FOIA Officer who is a senior official at least at the Assistant Secretary or equivalent level. See 5 U.S.C. § 552(j)(1) (2018). Is your agency's Chief FOIA Officer at or above this level?
  - **Dark Green:** Yes
  - **Red:** No
2. Please provide the name and title of your agency's Chief FOIA Officer. **(Not Graded)**
3. What steps has your agency taken to incorporate FOIA into its core mission? For example, has your agency incorporated FOIA milestones into its strategic plan? **(Not Graded)**

#### B. Presumption of Openness

4. The Attorney General's 2022 FOIA Guidelines provides that "agencies should confirm in response letters to FOIA requesters that they have considered the foreseeable harm standard when reviewing records and applying FOIA exemptions." Does your agency provide such confirmation in its response letters?
  - **Dark Green:** Yes
  - **Yellow:** Partial
  - **Red:** No
5. In some circumstances, agencies may respond to a requester that it can neither confirm nor deny the existence of requested records if acknowledging the existence of records would harm an interested protected by a FOIA exemption. This is commonly referred to as a *Glomar* response. If your agency tracks Glomar responses, please provide **(Not Graded)**:
  - a) the number of times your agency issued a full or partial *Glomar* response (separate full and partial if possible);
  - b) the number of times a *Glomar* response was issued by exemption (e.g., Exemption 7(C) – 20 times, Exemption 1 – 5 times).
6. If your agency does not track the use of Glomar responses, are you planning to track this information in the future? **(Not Graded)**
7. Optional -- 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)**

### Section II: Ensuring Fair and Effective FOIA Administration

#### A. FOIA Training

1. The FOIA directs agency Chief FOIA Officers to ensure that FOIA training is offered to agency personnel. See 5 U.S.C. § 552(a)(j)(2)(F). Please describe the efforts your agency has undertaken to ensure proper FOIA training is made available and used by agency personnel. **(Not Graded)**



2. Did your FOIA professionals or the personnel at your agency who have FOIA responsibilities attend substantive FOIA training during the reporting period such as that provided by the Department of Justice?
  - **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
3. If yes, please provide a brief description of the type of training attended or conducted and the topics covered. **(Not Graded)**
4. Please provide an estimate of the percentage of your FOIA professionals and staff with FOIA responsibilities who attended substantive FOIA training during this reporting period. **(Graded only for agencies receiving greater than 1,000 requests)**
  - **Dark Green:** 100% to 81%
  - **Light Green:** 80% to 61%
  - **Yellow:** 60% to 41%
  - **Orange:** 40% to 21%
  - **Red:** 20% and below
5. 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)**
6. Describe any efforts your agency has undertaken to inform non-FOIA professionals of their obligations under the FOIA. In particular, please describe how often and in what formats your agency provides FOIA training or briefings to non-FOIA staff; and if senior leaders at your agency received a briefing on your agency’s FOIA resources, obligations and expectations during the FOIA process?
  - **Dark Green:** Yes
  - **Red:** No

## B. Outreach

7. As part of the standard request process, do your FOIA professionals proactively contact requesters concerning complex or voluminous requests in an effort to clarify or narrow the scope of the request so requesters can receive responses more quickly? Please describe any such outreach or dialogue and, if applicable, any specific examples. **(Not Graded)**
8. Outside of the standard request process or routine FOIA Liaison or FOIA Requester Service Center interactions, did your FOIA professionals engage in any outreach or dialogue, with the requester community or open government groups regarding your administration of the FOIA? For example, did you proactively contact frequent requesters, host FOIA-related conference calls with open government groups, or provide FOIA training to members of the public? Please describe any such outreach or dialogue and, if applicable, any specific examples of how this dialogue has led to

improvements in your agency's FOIA administration. **(Graded only for agencies receiving greater than 1,000 requests)**

- **Dark Green:** Agency conducted outreach outside of the standard request process
- **Red:** Agency did not conduct any outreach outside of the standard request process

9. 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 Fiscal Year 2023 (please provide a total number or an estimate of the number for the agency overall). **(Not Graded)**

### C. Other Initiatives

10. Has your agency evaluated the allocation of agency personnel resources needed to respond to current and anticipated FOIA demands? If so, please describe what changes your agency has or will implement. **(Not Graded)**
11. How does your agency use data or processing metrics to ensure efficient management of your FOIA workload? For example, case management reports, staff processing statistics, etc. In addition, please specifically highlight any data analysis methods or technologies used. **(Not Graded)**
12. Optional -- If there are any other initiatives undertaken by your agency to ensure fair and effective FOIA administration, please describe them here. **(Not Graded)**

## Section III: Proactive Disclosures

1. Please describe what steps your agency takes to identify, track, and post (a)(2) proactive disclosures. **(Not Graded)**
2. How long after identifying a record for proactive disclosure does it take your agency to post it? **(Not Graded)**
3. Does your agency post logs of its FOIA requests? **(Not Graded)**
  - a) If so, what information is contained in the logs?
  - b) Are they posted in CSV format? If not, what format are they posted in?
4. Provide examples of any material that your agency has proactively disclosed during the past reporting year, including records that have been requested and released three or more times in accordance with 5 U.S.C. § 552(a)(2)(D). Please include links to these materials as well. **(Not Graded)**
5. 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? **(Not Graded)**
6. If yes, please provide examples of such improvements. In particular, please describe steps your agency is taking to post information in open, machine-readable, and machine-actionable formats, to the extent feasible. If not posting in open formats, please explain why and note any challenges. **(Not Graded)**

7. Does your proactive disclosure process or system involve any collaboration with agency staff outside the FOIA office, such as IT or data personnel? If so, describe this interaction. **(Not Graded)**
8. Optional -- Please describe the best practices used to improve proactive disclosures and any challenges your agency faces in this area. **(Not Graded)**

## Section IV: Steps Take to Greater Utilize Technology

1. Has your agency reviewed its FOIA-related technological capabilities to identify resources needed to respond to current and anticipated FOIA demands? **(Not Graded)**
2. Please briefly describe any new types of technology your agency uses to support your FOIA program. **(Not Graded)**
3. Does your agency currently use any technology to automate record processing? For example, does your agency use machine learning, predictive coding, technology assisted review or similar tools to conduct searches or make redactions? If so, please describe and, if possible, estimate how much time and financial resources are saved since implementing the technology. **(Not Graded)**
4. OIP issued [guidance](#) in 2017 encouraging agencies to regularly review their FOIA websites to ensure that they contain essential resources and are informative and user-friendly. Has your agency reviewed its FOIA website(s) during the reporting period to ensure it addresses the elements noted in the guidance?
  - **Dark Green:** Agency reviewed
  - **Yellow:** Planning to review
  - **Red:** Did not review
5. Did all four of your agency's quarterly reports for Fiscal Year 2023 appear on FOIA.gov?
  - **Dark Green:** Agency did successfully, with data appearing on FOIA.gov
  - **Yellow:** Agency posted 2 or 3 of the reports
  - **Orange:** Agency posted at least 1 report
  - **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 FY24.
6. If your agency did not successfully post all quarterly reports on FOIA.gov, please explain why and provide your agency's plan for ensuring that such reporting is successful in Fiscal Year 2024. **(Not Graded)**
7. 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 2022 Annual FOIA Report and, if available, for your agency's Fiscal Year 2023 Annual FOIA Report.
  - **Dark Green:** Provided link to posting
  - **Red:** Did not provide link to posting

8. In February 2019, DOJ and OMB issued joint Guidance establishing interoperability standards to receive requests from the National FOIA Portal on FOIA.gov. Are all components of your agency in compliance with the guidance?
  - **Dark Green:** All components are in compliance with the guidance
  - **Yellow:** Some but not all components are in compliance with the guidance
  - **Red:** Agency is not in compliance with the guidance
9. Optional -- Please describe the best practices used in greater utilizing technology and any challenges your agency faces in this area. **(Not Graded)**

## Section V: Steps Taken to Remove Barriers to Access, Improve Timeliness in Responding to Requests, and Reduce Backlogs

### A. Remove Barriers to Access

1. Has your agency established alternative means of access to first-party requested records, outside of the typical FOIA or Privacy Act process? **(Not Graded)**
2. If yes, please provide examples. If no, please indicate why not. Please also indicate if you do not know. **(Not Graded)**
3. Please describe any other steps your agency has taken to remove barriers to accessing government information. **(Not Graded)**

### B. Timeliness

4. For Fiscal Year 2023, 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 2023 Annual FOIA Report.
  - **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
5. If your agency's average number of days to adjudicate requests for expedited processing was above ten calendar days, according to Section VIII.A. of your agency's Fiscal Year 2023 Annual FOIA Report, 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)**
6. Does your agency utilize a separate track for simple requests? **(Not Graded)**
7. If your agency uses a separate track for simple requests, according to Annual FOIA Report section VII.A, was the agency overall average number of days to process simple requests twenty working days or fewer in Fiscal Year 2023?
  - **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)
8. If not, did the simple track average processing time decrease compared to the previous Fiscal Year?
- **Dark Green:** Simple track average processing time in FY23 decreased from FY22.
  - **Yellow:** Simple track average processing time remained the same.
  - **Red:** Simple track average processing time in FY23 increased from FY22.
  - **N/A:** Simple track average processing time 20 days or below.
9. Please provide the percentage of requests processed by your agency in Fiscal Year 2023 that were placed in your simple track. Please use the following calculation based on the data from your Annual FOIA Report: (processed simple requests from Section VII.C.1) divided by (requests processed from Section V.A.) x 100. **(Not Graded)**
10. 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 7.)**
- **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

## C. Backlogs

### BACKLOGGED REQUESTS

11. If your agency had a backlog of requests at the close of Fiscal Year 2023, according to Annual FOIA Report Section XII.D.2, did that backlog decrease as compared with the backlog reported at the end of Fiscal Year 2022?
- **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
12. If not, according to Annual FOIA Report Section XII.D.1, did your agency process more requests during Fiscal Year 2023 than it did during Fiscal Year 2022?
- **Dark Green:** Agency processed more in FY23 than in FY22
  - **Yellow:** Agency processed the same amount in FY23 as in FY22
  - **Red:** Agency processed less in FY23 than in FY22
13. If your agency's request backlog increased during Fiscal Year 2023, please 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 **(Not Graded)**:
- 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)

- Litigation
- Any other reasons – please briefly describe or provide examples when possible

14. 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 2023. Please use the following calculation based on data from your Annual FOIA Report: (backlogged requests from Section XII.A) divided by (requests received from Section V.A) x 100. This number can be greater than 100%. If your agency has no request backlog, please answer with "N/A."

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

#### BACKLOGGED APPEALS

15. If your agency had a backlog of appeals at the close of Fiscal Year 2023, according to Section XII.E.2 of the Annual FOIA Report, did that backlog decrease as compared with the backlog reported at the end of Fiscal Year 2022?

- **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

16. If not, according to section XII.E.1 of the Annual FOIA Report, did your agency process more appeals during Fiscal Year 2023 than it did during Fiscal Year 2022?

- **Dark Green:** Agency processed more in FY23 than in FY22
- **Yellow:** Agency processed the same amount in FY23 than in FY22
- **Red:** Agency processed less in FY23 than in FY22

17. If your agency's appeal backlog increased during Fiscal Year 2023, please 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)
- Litigation
- Any other reasons – please briefly describe or provide examples when possible

18. 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 2023. Please use the following calculation based on data from your Annual FOIA Report: (backlogged appeals from Section XII.A) divided by (appeals received from Section VI.A) x 100. This number can be greater than 100%. If your agency did not receive any appeals in Fiscal Year 2023 and/or has no appeal backlog, please answer with "N/A."



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

#### D. Backlog Reduction Plans

19. In the 2023 guidelines for Chief FOIA Officer Reports, any agency with a backlog of over 1000 requests in Fiscal Year 2022 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 2023? **(Not Graded)**
20. If your agency had a backlog of more than 1,000 requests in Fiscal Year 2023, please explain your agency's plan to reduce this backlog during Fiscal Year 2024. **(Not Graded)**

#### E. Reducing the Age of Requests, Appeals, and Consultations

##### TEN OLDEST REQUESTS

21. In Fiscal Year 2023, did your agency close the ten oldest pending perfected requests that were reported in Section VII.E. of your Fiscal Year 2022 Annual FOIA Report?
- **Dark Green:** Agency answered yes (or no ten oldest to close)
  - **Red:** Agency answered no
22. 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 2022 Annual FOIA Report. If you had less than ten total oldest requests to close, please indicate that. **(Not Graded)**
23. Beyond work on the ten oldest requests, please describe any steps your agency took to reduce the overall age of your pending requests. **(Not Graded)**

##### TEN OLDEST APPEALS

24. In Fiscal Year 2023, did your agency close the ten oldest appeals that were reported pending in Section VI.C.5 of your Fiscal Year 2022 Annual FOIA Report?
- **Dark Green:** Agency answered yes (or no ten oldest to close)
  - **Red:** Agency answered no
25. 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 2022 Annual FOIA Report. If you had less than ten total oldest appeals to close, please indicate that. **(Not Graded)**
26. Beyond work on the ten oldest appeals, please describe any steps your agency took to reduce the overall age of your pending appeals. **(Not Graded)**

## TEN OLDEST CONSULTATIONS

27. In Fiscal Year 2023, did your agency close the ten oldest consultations that were reported pending in Section XII.C. of your Fiscal Year 2022 Annual FOIA Report?

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

28. 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 2022 Annual FOIA Report. If you had less than ten total oldest consultations to close, please indicate that. **(Not Graded)**

## ADDITIONAL INFORMATION REGARDING TEN OLDEST

29. If your agency did not close its ten oldest pending requests, appeals, or consultations, please explain why and provide a plan describing how your agency intends to close those “ten oldest” requests, appeals, and consultations during Fiscal Year 2024. **(Not Graded)**

## F. Additional Information about FOIA Processing

30. Were any requests at your agency the subject of FOIA litigation during the reporting period? If so, please describe the impact on your agency’s overall FOIA request processing and backlog. If possible, please indicate:

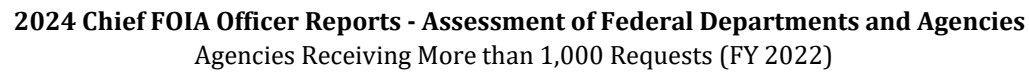
- a. The number and nature of requests subject to litigation
- b. Common causes leading to litigation
- c. Any other information to illustrate the impact of litigation on your overall FOIA administration



## 2024 Chief FOIA Officer Reports - Assessment of Federal Departments and Agencies

Agencies Receiving More than 1,000 Requests (FY 2022)

Section I: FOIA Leadership and Applying the Presumption of Openness			Section II: Ensuring Fair and Effective FOIA Administration				Section IV: Use of Technology			
Agency	CFO Level	Confirmation of Foreseeable Harm Standard in Response Letters	Training		Inform Non FOIA Staff of FOIA Obligations	Agency Conducted Outreach with Requester Community	Reviewed Website	Quarterly Report Postings	FY 2022 Raw Data Posting	Interoperability with FOIA.gov
			Attended FOIA Training	Estimate of FOIA Professionals who Attended Training						
CIA	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	100%	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
DHS	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	99%	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
DOC	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	95%	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
DOD	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	97%	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
DOE	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	80%	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
DOI	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	94%	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
DOJ	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	86%	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
DOL	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	99%	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
DOT	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	95%	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
ED	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	100%	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
EEOC	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	100%	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
EPA	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	100%	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
FTC	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	90%	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
GSA	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	100%	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
HHS	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	95%	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
HUD	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	85%	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>



Section I: FOIA Leadership and Applying the Presumption of Openness			Section II: Ensuring Fair and Effective FOIA Administration				Section IV: Use of Technology			
Agency	CFO Level	Confirmation of Foreseeable Harm Standard in Response Letters	Training		Inform Non FOIA Staff of FOIA Obligations	Agency Conducted Outreach with Requester Community	Reviewed Website	Quarterly Report Postings	FY 2022 Raw Data Posting	Interoperability with FOIA.gov
			Attended FOIA Training	Estimate of FOIA Professionals who Attended Training						
NARA	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	95%	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>
NLRB	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	100%	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>
PBGC	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	100%	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>
SBA	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	100%	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>
SEC	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	100%	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>
SSA	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	100%	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>
State	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	90%	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>
Treasury	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	90%	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>
USDA	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	92%	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>
USPS	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	100%	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>
VA	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	100%	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>



2024 Chief FOIA Officer Reports - Assessment of Federal Departments and Agencies  
Agencies Receiving More than 1,000 Requests (FY 2022)

Section V Steps Taken to Improve Timeliness in Responding to Requests (Req.) and Reducing Backlogs																					
Agency	Requests for Expedition		Simple Track					Agency Request Backlog				Agency Appeal Backlog				Agency Closed Ten Oldest Req., Appeals (App.) & Consultations (Consults.). If not, # closed in FY 2023					
	Score	Avg. # Days to Adjudicate	Has a Simple Track?	Score	Avg. # Days to Process	Process. Time Decrease	% Req. In Simple Track	Req. Score	Process More Req.	Backlog % Score	Req. Backlog %	App. Score	Process More App.	Backlog % Score	App. Backlog %	Req.	If no, # closed	App.	If no, # closed	Con- sults	If no, # closed
CIA		9.79	Y		28.87		4%				158%		N/A		515%		3/10		5/10		1/10
DHS		3	Y		5	N/A	3%				9%				8%		9/10		N/A		6/10
DOC		44.58	Y		59.33		69%				48%				287%		1/10		0/10		5/10
DOD		15.85	Y		28.38		49%				33%		N/A		66%		8/10		9/10		N/A
DOE		12.16	Y		40.03		56%				40%				44%		2/10		1/10		6/10
DOI		47	Y		148		61%		N/A		61%		N/A		106%		N/A		N/A		4/10
DOJ		21.36	Y		159.86		68%		N/A		40%		N/A		12%		N/A		N/A		N/A
DOL		59.38	Y		24.51		58%				10%				144%		7/10		N/A		5/7
DOT		12.18	Y		64.55		87%				35%				294%		N/A		0/10		1/10
ED		9.46	Y		46.54		32%				70%				78%		9/10		N/A		N/A
EEOC		15.38	Y		10.15	N/A	92%				3%		N/A		2%		4/10		N/A		N/A
EPA		2.24	Y		49.47		49%		N/A		20%		N/A		0%		5/10		N/A		5/6
FTC		8.3	Y		5.73	N/A	54%				2%		N/A		0%		N/A		N/A		N/A
GSA		3.63	Y		43.61		39%				23%				8%		7/10		N/A		N/A
HHS		12.08	Y		21.13		29%		N/A		9%				137%		6/10		1/10		N/A
HUD		38.92	Y		36.48		30%		N/A		29%		N/A		0%		7/10		N/A		N/A
NARA		13	Y		17	N/A	41%		N/A		10%				185%		6/10		1/10		N/A
NLRB		1.84	N		11.28	N/A	81%		N/A		<1%		N/A		0%		5/10		N/A		N/A
PBGC		8.93	Y		14.59	N/A	38%		N/A		0%		N/A		0%		N/A		N/A		N/A
SBA		32.69	Y		52		80%				18%		N/A		9%		0/10		N/A		N/A



2024 Chief FOIA Officer Reports - Assessment of Federal Departments and Agencies  
Agencies Receiving More than 1,000 Requests (FY 2022)

Section V Steps Taken to Improve Timeliness in Responding to Requests (Req.) and Reducing Backlogs																					
Agency	Requests for Expedition		Simple Track					Agency Request Backlog				Agency Appeal Backlog				Agency Closed Ten Oldest Req., Appeals (App.) & Consultations (Consults.). If not, # closed in FY 2023					
	Score	Avg. # Days to Adjudicate	Has a Simple Track?	Score	Avg. # Days to Process	Process. Time Decrease	% Req. In Simple Track	Req. Score	Process More Req.	Backlog % Score	Req. Backlog %	App. Score	Process More App.	Backlog % Score	App. Backlog %	Req.	If no, # closed	App.	If no, # closed	Con-sults	If no, # closed
SEC		3.39	Y		5.9	N/A	46%				9%				<1%		3/10		N/A		N/A
SSA		5	Y		26		94%				2%				5%		4/10		8/10		N/A
State		15.13	Y		150.1		4%				138%		N/A		65%		N/A		7/10		N/A
Treasury		9.58	Y		12.04	N/A	23%				23%		N/A		25%		2/10		4/10		0/10
USDA		10.27	Y		22.76		89%		N/A		12%				135%		N/A		6/10		N/A
USPS		3.42	Y		11.9	N/A	82%				3%		N/A		0%		5/10		N/A		N/A
VA		25.87	Y		23		82%		N/A		1%				75%		7/10		N/A		0/10



## 2024 Chief FOIA Officer Reports - Assessment of Federal Departments and Agencies

Agencies Receiving 51-1,000 Requests (FY 2022)

Section I: FOIA Leadership and Applying the Presumption of Openness			Section II: Ensuring Fair and Effective FOIA Administration			Section IV: Use of Technology			
Agency	CFO Level	Confirmation of Foreseeable Harm Standard in Response Letters	Training		Inform Non FOIA Staff of FOIA Obligations	Reviewed Website	Quarterly Report Postings	FY 2022 Raw Data Posting	Interoperability with FOIA.gov
			Attended FOIA Training	Estimate of FOIA Professionals who Attended Training					
CEQ	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	100%	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
CFPB	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	100%	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
CFTC	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	100%	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
CIGIE	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	29%	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
CO	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	0%	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
CPSC	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	100%	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
CSB	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	66%	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
CSOSA	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	100%	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
EAC	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	0%	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
EXIM	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	100%	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
FCC	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	100%	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
FDIC	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	100%	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
FEC	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	100%	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
FERC	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	80%	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
FHFA	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	100%	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>





## 2024 Chief FOIA Officer Reports - Assessment of Federal Departments and Agencies

Agencies Receiving 51-1,000 Requests (FY 2022)

Section I: FOIA Leadership and Applying the Presumption of Openness			Section II: Ensuring Fair and Effective FOIA Administration			Section IV: Use of Technology			
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			Attended FOIA Training	Estimate of FOIA Professionals who Attended Training					
FLRA	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	100%	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
FMCS	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	100%	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
FMSHRC	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	100%	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
FRB	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	100%	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
MSPB	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	100%	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
NASA	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	100%	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
NCUA	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	100%	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
NRC	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	100%	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
NRPC	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	100%	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
NSF	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	100%	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
NTSB	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	100%	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
ODNI	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	100%	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
OGE	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	100%	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
OMB	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	100%	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
OPM	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	100%	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
OSC	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	100%	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>



## 2024 Chief FOIA Officer Reports - Assessment of Federal Departments and Agencies

Agencies Receiving 51-1,000 Requests (FY 2022)

Section I: FOIA Leadership and Applying the Presumption of Openness			Section II: Ensuring Fair and Effective FOIA Administration			Section IV: Use of Technology			
Agency	CFO Level	Confirmation of Foreseeable Harm Standard in Response Letters	Training		Inform Non FOIA Staff of FOIA Obligations	Reviewed Website	Quarterly Report Postings	FY 2022 Raw Data Posting	Interoperability with FOIA.gov
			Attended FOIA Training	Estimate of FOIA Professionals who Attended Training					
OSHRC	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	100%	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
OSTP	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	100%	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
PC	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	90%	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
RRB	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	100%	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
STB	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	0%	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
TVA	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	90%	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
USCCR	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	100%	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
USAGM	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	100%	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
USAID	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	100%	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
USITC	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	100%	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
USTR	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	100%	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>



## 2024 Chief FOIA Officer Reports - Assessment of Federal Departments and Agencies

Agencies Receiving 51-1,000 Requests (FY 2022)

Section V Steps Taken to Improve Timeliness in Responding to Requests (Req.) and Reducing Backlogs																					
Agency	Requests for Expedition		Simple Track					Agency Request Backlog				Agency Appeal Backlog				Agency Closed Ten Oldest Req., Appeals (App.) & Consultations (Consults.). If not, # closed in FY 2023					
	Score	Avg.# Days to Adjudicate	Has a Simple Track?	Score	Avg. # Days to Process	Process. Time Decrease	% Req. In Simple Track	Req. Score	Process More Req.	Backlog % Score	Req. Backlog %	App. Score	Process More App.	Backlog % Score	App. Backlog %	Req.	If no, # closed	App.	If no, # closed	Con sults	If no, # closed
CEQ		13	Y		107.17		61%		N/A		22%		N/A		0%		N/A		N/A		N/A
CFPB		6.6	Y		9.63	N/A	57%		N/A		7%		N/A		0%		8/10		N/A		N/A
CFTC		8.29	Y		4.38	N/A	32%				1%		N/A		0%		N/A		N/A		N/A
CIGIE	N/A	N/A	Y		4.88	N/A	47%				31%				100%		8/10		2/10		N/A
CO	N/A	N/A	Y		27		60%				13%		N/A		0%		0/10		N/A		N/A
CPSC		9.62	Y		199.98		14%		N/A		33%		N/A		0%		8/10		N/A		N/A
CSB		128.43	Y		82.02		21%				36%		N/A		0%		0/10		N/A		N/A
CSOSA		2	Y		3	N/A	48%		N/A		0%		N/A		0%		N/A		N/A		N/A
EAC		8	Y		274		99%				332%		N/A		0%		2/10		N/A		N/A
EXIM	N/A	N/A	Y		33.59		44%				20%		N/A		0%		8/10		N/A		N/A
FCC		3.24	Y		16.08	N/A	80%				6%				71%		5/10		3/10		1/10
FDIC		4.6	Y		16.93	N/A	49%				15%		N/A		0%		7/10		N/A		N/A
FEC	N/A	N/A	N	N/A	N/A	N/A	0%		N/A		1%		N/A		0%		N/A		N/A		N/A
FERC		8	Y		25		14%				68%		N/A		0%		0/10		N/A		N/A
FHFA		3	Y		25.66		79%				44%		N/A		0%		5/10		N/A		N/A
FLRA		21.13	Y		54		95%				16%		N/A		0%		6/10		N/A		N/A
FMCS		2.8	Y		14.4	N/A	79%		N/A		0%		N/A		0%		N/A		N/A		N/A
FMSHRC	N/A	N/A	Y		3.45	N/A	81%				5%		N/A		0%		1/2		N/A		N/A
FRB		7	Y		6	N/A	18%				5%				8%		8/10		N/A		N/A
MSPB		3.15	Y		5.91	N/A	59%				43%				11%		2/10		N/A		N/A



## 2024 Chief FOIA Officer Reports - Assessment of Federal Departments and Agencies

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	Score	Avg. # Days to Adjudicate	Has a Simple Track?	Score	Avg. # Days to Process	Process. Time Decrease	% Req. In Simple Track	Req. Score	Process More Req.	Backlog % Score	Req. Backlog %	App. Score	Process More App.	Backlog % Score	App. Backlog %	Req.	If no, # closed	App.	If no, # closed	Consults	If no, # closed
NASA		9.02	Y		7.61	N/A	41%		N/A		3%				41%		7/10		4/6		N/A
NCUA	N/A	N/A	Y		12.28	N/A	72%		N/A		0%		N/A		0%		N/A		N/A		N/A
NRC		<1	Y		13.9	N/A	62%				41%				29%		0/10		N/A		N/A
NRPC		61.52	Y		78.71		63%				44%				222%		5/10		N/A		N/A
NSF	N/A	N/A	Y		102		35%				190%		N/A		0%		0/10		N/A		N/A
NTSB		51	Y		41.46		53%				17%		N/A		0%		N/A		N/A		N/A
ODNI		8.08	Y		23.56		55%				170%		N/A		127%		1/10		3/10		8/10
OGE		1.2	N		24.9		93%		N/A		0%		N/A		0%		N/A		N/A		N/A
OMB		10	Y		344		53%		N/A		167%		N/A		13%		7/10		N/A		N/A
OPM		<1	Y		42.74		86%		N/A		17%				100%		8/10		2/10		N/A
OSC		4.29	Y		16.45	N/A	81%				17%				13%		N/A		N/A		N/A
OSHRC		10	Y		3.9	N/A	93%				1%		N/A		0%		N/A		N/A		N/A
OSTP		10	Y		223.05		44%				269%		N/A		0%		7/10		N/A		N/A
PC		7.94	Y		42.4		31%		N/A		24%		N/A		0%		7/10		N/A		N/A
RRB	N/A	N/A	N		15	N/A	100%		N/A		0%		N/A		0%		N/A		N/A		N/A
STB		1.94	Y		2.65	N/A	65%		N/A		0%		N/A		0%		N/A		N/A		N/A
TVA		7	Y		16.8	N/A	74%				17%				25%		6/10		N/A		N/A
USCCR	N/A	N/A	Y		6	N/A	76%		N/A		0%		N/A		0%		N/A		N/A		N/A
USAGM		3	Y		40		25%		N/A		6%		N/A		100%		N/A		N/A		N/A
USAID		16.94	Y	N/A	N/A	N/A	0%		N/A		119%				61%		8/10		N/A		N/A



**2024 Chief FOIA Officer Reports - Assessment of Federal Departments and Agencies**  
Agencies Receiving 51-1,000 Requests (FY 2022)

Section V Steps Taken to Improve Timeliness in Responding to Requests (Req.) and Reducing Backlogs																					
Agency	Requests for Expedition		Simple Track					Agency Request Backlog				Agency Appeal Backlog				Agency Closed Ten Oldest Req., Appeals (App.) & Consultations (Consults.). If not, # closed in FY 2023					
	Score	Avg.# Days to Adjudicate	Has a Simple Track?	Score	Avg. # Days to Process	Process. Time Decrease	% Req. In Simple Track	Req. Score	Process More Req.	Backlog % Score	Req. Backlog %	App. Score	Process More App.	Backlog % Score	App. Backlog %	Req.	If no, # closed	App.	If no, # closed	Con sults	If no, # closed
USITC	N/A	N/A	Y		11.9	N/A	59%				53%		N/A		0%		1/10		N/A		N/A
USTR		5	Y		22		73%				9%		N/A		0%		N/A		N/A		N/A



## 2024 Chief FOIA Officer Reports - Assessment of Federal Departments and Agencies

Agencies Receiving More than 1,000 Requests (FY 2022)

Section I: FOIA Leadership and Applying the Presumption of Openness			Section II: Ensuring Fair and Effective FOIA Administration					Section IV: Use of Technology			
Agency	CFO Level	Confirmation of Foreseeable Harm Standard in Response Letters	Training			Inform Non FOIA Staff of FOIA Obligations	Agency Conducted Outreach with Requester Community	Reviewed Website	Quarterly Report Postings	FY 2022 Raw Data Posting	Interoperability with FOIA.gov
			Attended FOIA Training	Estimate of FOIA Professionals who Attended Training							
CIA	DG	R	DG	DG	100%	DG	R	DG	DG	DG	DG
DHS	DG	DG	DG	DG	99%	DG	DG	DG	DG	DG	Y
DOC	DG	Y	DG	DG	95%	DG	DG	DG	DG	DG	DG
DOD	DG	Y	DG	DG	97%	DG	DG	DG	DG	DG	Y
DOE	DG	DG	DG	LG	80%	DG	DG	DG	DG	DG	DG
DOI	DG	DG	DG	DG	94%	DG	DG	DG	DG	DG	DG
DOJ	DG	DG	DG	DG	86%	DG	DG	DG	DG	DG	Y
DOL	DG	Y	DG	DG	99%	DG	DG	DG	DG	DG	DG
DOT	DG	DG	DG	DG	95%	DG	DG	DG	DG	DG	DG
ED	DG	DG	DG	DG	100%	DG	DG	DG	DG	DG	DG
EEOC	DG	DG	DG	DG	100%	DG	DG	DG	DG	R	DG
EPA	DG	DG	DG	DG	100%	DG	DG	DG	DG	DG	DG
FTC	DG	DG	DG	DG	90%	DG	DG	DG	DG	DG	DG
GSA	DG	DG	DG	DG	100%	DG	R	DG	DG	DG	Y
HHS	DG	DG	DG	DG	95%	DG	DG	DG	DG	DG	Y
HUD	DG	DG	DG	DG	85%	DG	DG	DG	DG	DG	DG



## 2024 Chief FOIA Officer Reports - Assessment of Federal Departments and Agencies

Agencies Receiving More than 1,000 Requests (FY 2022)

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			Attended FOIA Training	Estimate of FOIA Professionals who Attended Training							
NARA	DG	Y	DG	DG	95%	DG	DG	DG	DG	DG	R
NLRB	DG	DG	DG	DG	100%	DG	DG	DG	DG	DG	DG
PBGC	DG	DG	DG	DG	100%	DG	DG	DG	DG	DG	DG
SBA	DG	R	DG	DG	100%	DG	R	DG	R	DG	DG
SEC	DG	DG	DG	DG	100%	DG	DG	DG	DG	DG	DG
SSA	DG	DG	DG	DG	100%	DG	R	DG	DG	DG	DG
State	DG	DG	DG	DG	90%	DG	DG	DG	DG	DG	Y
Treasury	DG	DG	DG	DG	90%	DG	DG	DG	DG	DG	DG
USDA	DG	DG	DG	DG	92%	DG	DG	DG	DG	DG	DG
USPS	DG	DG	DG	DG	100%	DG	DG	DG	DG	DG	DG
VA	DG	DG	DG	DG	100%	DG	DG	DG	DG	DG	DG





2024 Chief FOIA Officer Reports - Assessment of Federal Departments and Agencies  
Agencies Receiving More than 1,000 Requests (FY 2022)

Section V Steps Taken to Improve Timeliness in Responding to Requests (Req.) and Reducing Backlogs																					
Agency	Requests for Expedition		Simple Track					Agency Request Backlog				Agency Appeal Backlog				Agency Closed Ten Oldest Req., Appeals (App.) & Consultations (Consults.). If not, # closed in FY 2023					
	Score	Avg. # Days to Adjudicate	Has a Simple Track?	Score	Avg. # Days to Process	Process. Time Decrease	% Req. In Simple Track	Req. Score	Process More Req.	Backlog % Score	Req. Backlog %	App. Score	Process More App.	Backlog % Score	App. Backlog %	Req.	If no, # closed	App.	If no, # closed	Con- sults	If no, # closed
CIA	DG	9.79	Y	R	28.87	R	4%	R	R	R	158%	DG	N/A	R	515%	R	3/10	R	5/10	R	1/10
DHS	DG	3	Y	DG	5	N/A	3%	R	DG	DG	9%	R	R	DG	8%	R	9/10	DG	N/A	R	6/10
DOC	R	44.58	Y	R	59.33	DG	69%	R	DG	R	48%	R	DG	R	287%	R	1/10	R	0/10	R	5/10
DOD	R	15.85	Y	R	28.38	DG	49%	R	DG	O	33%	DG	N/A	R	66%	R	8/10	R	9/10	DG	N/A
DOE	R	12.16	Y	R	40.03	R	56%	R	DG	O	40%	Y	R	R	44%	R	2/10	R	1/10	R	6/10
DOI	R	47	Y	R	148	R	61%	DG	N/A	R	61%	DG	N/A	R	106%	DG	N/A	DG	N/A	R	4/10
DOJ	R	21.36	Y	R	159.86	R	68%	DG	N/A	O	40%	DG	N/A	LG	12%	DG	N/A	DG	N/A	DG	N/A
DOL	R	59.38	Y	O	24.51	R	58%	R	R	DG	10%	Y	DG	R	144%	R	7/10	DG	N/A	R	5/7
DOT	R	12.18	Y	R	64.55	DG	87%	R	R	O	35%	R	DG	R	294%	DG	N/A	R	0/10	R	1/10
ED	DG	9.46	Y	R	46.54	R	32%	R	DG	R	70%	Y	R	R	78%	R	9/10	DG	N/A	DG	N/A
EEOC	R	15.38	Y	DG	10.15	N/A	92%	R	DG	DG	3%	DG	N/A	DG	2%	R	4/10	DG	N/A	DG	N/A
EPA	DG	2.24	Y	R	49.47	R	49%	DG	N/A	LG	20%	DG	N/A	DG	0%	R	5/10	DG	N/A	R	5/6
FTC	DG	8.3	Y	DG	5.73	N/A	54%	R	DG	DG	2%	DG	N/A	DG	0%	DG	N/A	DG	N/A	DG	N/A
GSA	DG	3.63	Y	R	43.61	R	39%	R	DG	Y	23%	Y	DG	DG	8%	R	7/10	DG	N/A	DG	N/A
HHS	R	12.08	Y	LG	21.13	R	29%	DG	N/A	DG	9%	R	R	R	137%	R	6/10	R	1/10	DG	N/A
HUD	R	38.92	Y	R	36.48	DG	30%	DG	N/A	Y	29%	DG	N/A	DG	0%	R	7/10	DG	N/A	DG	N/A
NARA	R	13	Y	DG	17	N/A	41%	DG	N/A	DG	10%	R	DG	R	185%	R	6/10	R	1/10	DG	N/A
NLRB	DG	1.84	N	DG	11.28	N/A	81%	DG	N/A	DG	<1%	DG	N/A	DG	0%	R	5/10	DG	N/A	DG	N/A
PBGC	DG	8.93	Y	DG	14.59	N/A	38%	DG	N/A	DG	0%	DG	N/A	DG	0%	DG	N/A	DG	N/A	DG	N/A
SBA	R	32.69	Y	R	52	DG	80%	R		LG	18%	DG	N/A	DG	9%	R	0/10	DG	N/A	DG	N/A



2024 Chief FOIA Officer Reports - Assessment of Federal Departments and Agencies  
Agencies Receiving More than 1,000 Requests (FY 2022)

Section V Steps Taken to Improve Timeliness in Responding to Requests (Req.) and Reducing Backlogs																					
Agency	Requests for Expedition		Simple Track					Agency Request Backlog				Agency Appeal Backlog				Agency Closed Ten Oldest Req., Appeals (App.) & Consultations (Consults.). If not, # closed in FY 2023					
	Score	Avg. # Days to Adjudicate	Has a Simple Track?	Score	Avg. # Days to Process	Process. Time Decrease	% Req. In Simple Track	Req. Score	Process More Req.	Backlog % Score	Req. Backlog %	App. Score	Process More App.	Backlog % Score	App. Backlog %	Req.	If no, # closed	App.	If no, # closed	Con-sults	If no, # closed
SEC	DG	3.39	Y	DG	5.9	N/A	46%	R	R	DG	9%	Y	DG	DG	<1%	R	3/10	DG	N/A	DG	N/A
SSA	DG	5	Y	R	26	R	94%	R	R	DG	2%	R	DG	DG	5%	R	4/10	R	8/10	DG	N/A
State	R	15.13	Y	R	150.1	R	4%	R	DG	R	138%	DG	N/A	R	65%	DG	N/A	R	7/10	DG	N/A
Treasury	DG	9.58	Y	DG	12.04	N/A	23%	R	DG	Y	23%	DG	N/A	Y	25%	R	2/10	R	4/10	R	0/10
USDA	LG	10.27	Y	Y	22.76	DG	89%	DG	N/A	LG	12%	Y	R	R	135%	DG	N/A	R	6/10	DG	N/A
USPS	DG	3.42	Y	DG	11.9	N/A	82%	R	DG	DG	3%	DG	N/A	DG	0%	R	5/10	DG	N/A	DG	N/A
VA	R	25.87	Y	Y	23	R	82%	DG	N/A	DG	1%	R	DG	R	75%	R	7/10	DG	N/A	R	0/10



## 2024 Chief FOIA Officer Reports - Assessment of Federal Departments and Agencies

Agencies Receiving 51-1,000 Requests (FY 2022)

Section I: FOIA Leadership and Applying the Presumption of Openness			Section II: Ensuring Fair and Effective FOIA Administration			Section IV: Use of Technology			
Agency	CFO Level	Confirmation of Foreseeable Harm Standard in Response Letters	Training		Inform Non FOIA Staff of FOIA Obligations	Reviewed Website	Quarterly Report Postings	FY 2022 Raw Data Posting	Interoperability with FOIA.gov
			Attended FOIA Training	Estimate of FOIA Professionals who Attended Training					
CEQ	DG	DG	DG	100%	DG	DG	DG	DG	DG
CFPB	DG	DG	DG	100%	DG	DG	DG	DG	DG
CFTC	DG	DG	DG	100%	DG	DG	DG	DG	DG
CIGIE	DG	DG	DG	29%	DG	DG	DG	DG	DG
CO	DG	R	R	0%	DG	DG	DG	R	DG
CPSC	DG	DG	DG	100%	DG	DG	DG	DG	DG
CSB	DG	DG	DG	66%	DG	DG	DG	DG	R
CSOSA	DG	DG	DG	100%	DG	DG	DG	DG	DG
EAC	DG	DG	R	0%	DG	DG	R	R	DG
EXIM	DG	DG	DG	100%	DG	DG	DG	DG	DG
FCC	DG	DG	DG	100%	DG	DG	DG	DG	DG
FDIC	DG	DG	DG	100%	DG	DG	DG	DG	DG
FEC	DG	DG	DG	100%	DG	DG	DG	R	DG
FERC	DG	DG	DG	80%	DG	DG	DG	R	DG
FHFA	DG	DG	DG	100%	DG	DG	DG	DG	Y



## 2024 Chief FOIA Officer Reports - Assessment of Federal Departments and Agencies

Agencies Receiving 51-1,000 Requests (FY 2022)

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Agency	CFO Level	Confirmation of Foreseeable Harm Standard in Response Letters	Training		Inform Non FOIA Staff of FOIA Obligations	Reviewed Website	Quarterly Report Postings	FY 2022 Raw Data Posting	Interoperability with FOIA.gov
			Attended FOIA Training	Estimate of FOIA Professionals who Attended Training					
FLRA	DG	DG	DG	100%	DG	DG	DG	DG	Y
FMCS	DG	DG	DG	100%	DG	DG	DG	DG	DG
FMSHRC	DG	Y	DG	100%	DG	DG	DG	R	DG
FRB	DG	DG	DG	100%	DG	DG	DG	DG	DG
MSPB	DG	DG	DG	100%	DG	DG	DG	DG	DG
NASA	DG	DG	DG	100%	DG	DG	DG	DG	DG
NCUA	DG	DG	DG	100%	DG	DG	DG	DG	DG
NRC	DG	DG	DG	100%	DG	DG	DG	DG	DG
NRPC	DG	R	DG	100%	DG	DG	R	R	DG
NSF	DG	DG	DG	100%	DG	DG	Y	R	DG
NTSB	DG	DG	DG	100%	DG	DG	DG	DG	DG
ODNI	DG	DG	DG	100%	DG	DG	DG	DG	DG
OGE	DG	DG	DG	100%	DG	DG	DG	DG	DG
OMB	DG	DG	DG	100%	DG	DG	DG	DG	DG
OPM	DG	DG	DG	100%	DG	DG	Y	DG	DG
OSC	DG	DG	DG	100%	DG	DG	R	R	DG



## 2024 Chief FOIA Officer Reports - Assessment of Federal Departments and Agencies

Agencies Receiving 51-1,000 Requests (FY 2022)

Section I: FOIA Leadership and Applying the Presumption of Openness			Section II: Ensuring Fair and Effective FOIA Administration			Section IV: Use of Technology			
Agency	CFO Level	Confirmation of Foreseeable Harm Standard in Response Letters	Training		Inform Non FOIA Staff of FOIA Obligations	Reviewed Website	Quarterly Report Postings	FY 2022 Raw Data Posting	Interoperability with FOIA.gov
			Attended FOIA Training	Estimate of FOIA Professionals who Attended Training					
OSHRC	DG	DG	DG	100%	DG	DG	DG	DG	DG
OSTP	DG	DG	DG	100%	DG	DG	DG	DG	DG
PC	DG	DG	DG	90%	DG	DG	DG	DG	DG
RRB	DG	DG	DG	100%	DG	DG	DG	DG	DG
STB	DG	DG	DG	0%	DG	DG	DG	DG	DG
TVA	DG	DG	DG	90%	DG	DG	DG	DG	R
USCCR	DG	R	DG	100%	DG	DG	R	DG	DG
USAGM	DG	DG	DG	100%	DG	DG	DG	DG	DG
USAID	DG	DG	DG	100%	DG	DG	DG	DG	DG
USITC	DG	DG	DG	100%	DG	DG	DG	DG	DG
USTR	DG	DG	DG	100%	DG	DG	DG	DG	DG



## 2024 Chief FOIA Officer Reports - Assessment of Federal Departments and Agencies

Agencies Receiving 51-1,000 Requests (FY 2022)

Section V Steps Taken to Improve Timeliness in Responding to Requests (Req.) and Reducing Backlogs																					
Agency	Requests for Expedition		Simple Track					Agency Request Backlog				Agency Appeal Backlog				Agency Closed Ten Oldest Req., Appeals (App.) & Consultations (Consults.). If not, # closed in FY 2023					
	Score	Avg.# Days to Adjudicate	Has a Simple Track?	Score	Avg. # Days to Process	Process. Time Decrease	% Req. In Simple Track	Req. Score	Process More Req.	Backlog % Score	Req. Backlog %	App. Score	Process More App.	Backlog % Score	App. Backlog %	Req.	If no, # closed	App.	If no, # closed	Con sults	If no, # closed
CEQ	R	13	Y	R	107.17	R	61%	DG	N/A	Y	22%	DG	N/A	DG	0%	DG	N/A	DG	N/A	DG	N/A
CFPB	DG	6.6	Y	DG	9.63	N/A	57%	DG	N/A	DG	7%	DG	N/A	DG	0%	R	8/10	DG	N/A	DG	N/A
CFTC	DG	8.29	Y	DG	4.38	N/A	32%	Y	DG	DG	1%	DG	N/A	DG	0%	DG	N/A	DG	N/A	DG	N/A
CIGIE	N/A	N/A	Y	DG	4.88	N/A	47%	R	DG	O	31%	Y	R	R	100%	R	8/10	R	2/10	DG	N/A
CO	N/A	N/A	Y	R	27	R	60%	Y	R	LG	13%	DG	N/A	DG	0%	R	0/10	DG	N/A	DG	N/A
CPSC	DG	9.62	Y	R	199.98	R	14%	DG	N/A	O	33%	DG	N/A	DG	0%	R	8/10	DG	N/A	DG	N/A
CSB	R	128.43	Y	R	82.02	R	21%	Y	R	O	36%	DG	N/A	DG	0%	R	0/10	DG	N/A	DG	N/A
CSOSA	DG	2	Y	DG	3	N/A	48%	DG	N/A	DG	0%	DG	N/A	DG	0%	DG	N/A	DG	N/A	DG	N/A
EAC	DG	8	Y	R	274	R	99%	R	DG	R	332%	DG	N/A	DG	0%	R	2/10	DG	N/A	DG	N/A
EXIM	N/A	N/A	Y	R	33.59	DG	44%	R	DG	LG	20%	DG	N/A	DG	0%	R	8/10	DG	N/A	DG	N/A
FCC	DG	3.24	Y	DG	16.08	N/A	80%	Y	DG	DG	6%	Y	DG	R	71%	R	5/10	R	3/10	DG	1/10
FDIC	DG	4.6	Y	DG	16.93	N/A	49%	R	DG	LG	15%	DG	N/A	DG	0%	R	7/10	DG	N/A	DG	N/A
FEC	N/A	N/A	N	N/A	N/A	N/A	0%	DG	N/A	DG	1%	DG	N/A	DG	0%	DG	N/A	DG	N/A	DG	N/A
FERC	DG	8	Y	O	25	DG	14%	R	DG	R	68%	DG	N/A	DG	0%	R	0/10	DG	N/A	DG	N/A
FHFA	DG	3	Y	R	25.66	R	79%	R	DG	R	44%	DG	N/A	DG	0%	R	5/10	DG	N/A	DG	N/A
FLRA	R	21.13	Y	R	54	R	95%	Y	DG	LG	16%	DG	N/A	DG	0%	R	6/10	DG	N/A	DG	N/A
FMCS	DG	2.8	Y	DG	14.4	N/A	79%	DG	N/A	DG	0%	DG	N/A	DG	0%	DG	N/A	DG	N/A	DG	N/A
FMSHRC	N/A	N/A	Y	DG	3.45	N/A	81%	Y	DG	DG	5%	DG	N/A	DG	0%	R	1/2	DG	N/A	DG	N/A
FRB	DG	7	Y	DG	6	N/A	18%	R	DG	DG	5%	Y	R	DG	8%	R	8/10	DG	N/A	DG	N/A
MSPB	DG	3.15	Y	DG	5.91	N/A	59%	R	DG	R	43%	Y	DG	LG	11%	R	2/10	DG	N/A	DG	N/A



## 2024 Chief FOIA Officer Reports - Assessment of Federal Departments and Agencies

Agencies Receiving 51-1,000 Requests (FY 2022)

Section V Steps Taken to Improve Timeliness in Responding to Requests (Req.) and Reducing Backlogs																					
Agency	Requests for Expedition		Simple Track					Agency Request Backlog				Agency Appeal Backlog				Agency Closed Ten Oldest Req., Appeals (App.) & Consultations (Consults.). If not, # closed in FY 2023					
	Score	Avg. # Days to Adjudicate	Has a Simple Track?	Score	Avg. # Days to Process	Process. Time Decrease	% Req. In Simple Track	Req. Score	Process More Req.	Backlog % Score	Req. Backlog %	App. Score	Process More App.	Backlog % Score	App. Backlog %	Req.	If no, # closed	App.	If no, # closed	Con sults	If no, # closed
NASA	DG	9.02	Y	DG	7.61	N/A	41%	DG	N/A	DG	3%	Y	DG	R	41%	R	7/10	R	4/6	DG	N/A
NCUA	N/A	N/A	Y	DG	12.28	N/A	72%	DG	N/A	DG	0%	D	N/A	DG	0%	DG	N/A	DG	N/A	DG	N/A
NRC	DG	<1	Y	DG	13.9	N/A	62%	R	R	R	41%	Y	R	Y	29%	R	0/10	DG	N/A	DG	N/A
NRPC	R	61.52	Y	R	78.71	DG	63%	DG	DG	R	44%	R	R	R	222%	R	5/10	DG	N/A	DG	N/A
NSF	N/A	N/A	Y	R	102	R	35%	R	R	R	190%	DG	N/A	DG	0%	R	0/10	DG	N/A	DG	N/A
NTSB	R	51	Y	R	41.46	DG	53%	DG	DG	LG	17%	DG	N/A	DG	0%	DG	N/A	DG	N/A	DG	N/A
ODNI	DG	8.08	Y	O	23.56	R	55%	R	R	R	170%	DG	N/A	R	127%	R	1/10	R	3/10	R	8/10
OGE	DG	1.2	N	Y	24.9	DG	93%	DG	N/A	DG	0%	DG	N/A	DG	0%	DG	N/A	DG	N/A	DG	N/A
OMB	DG	10	Y	R	344	R	53%	DG	N/A	R	167%	DG	N/A	LG	13%	R	7/10	DG	N/A	DG	N/A
OPM	DG	<1	Y	R	42.74	DG	86%	DG	N/A	LG	17%	Y	R	R	100%	R	8/10	R	2/10	DG	N/A
OSC	DG	4.29	Y	DG	16.45	N/A	81%	R	R	LG	17%	Y	R	LG	13%	DG	N/A	DG	N/A	DG	N/A
OSHRC	DG	10	Y	DG	3.9	N/A	93%	Y	DG	DG	1%	DG	N/A	DG	0%	DG	N/A	DG	N/A	DG	N/A
OSTP	DG	10	Y	R	223.05	DG	44%	R	R	R	269%	DG	N/A	DG	0%	R	7/10	DG	N/A	DG	N/A
PC	DG	7.94	Y	R	42.4	DG	31%	DG	N/A	Y	24%	DG	N/A	DG	0%	R	7/10	DG	N/A	DG	N/A
RRB	N/A	N/A	N	DG	15	N/A	100%	DG	N/A	DG	0%	DG	N/A	DG	0%	DG	N/A	DG	N/A	DG	N/A
STB	DG	1.94	Y	DG	2.65	N/A	65%	DG	N/A	DG	0%	DG	N/A	DG	0%	DG	N/A	DG	N/A	DG	N/A
TVA	DG	7	Y	DG	16.8	N/A	74%	R	R	LG	17%	R	R	Y	25%	R	6/10	DG	N/A	DG	N/A
USCCR	N/A	N/A	Y	DG	6	N/A	76%	DG	N/A	DG	0%	DG	N/A	DG	0%	DG	N/A	DG	N/A	DG	N/A
USAGM	DG	3	Y	R	40	DG	25%	DG	N/A	DG	6%	DG	N/A	R	100%	DG	N/A	DG	N/A	DG	N/A
USAID	R	16.94	Y	N/A	N/A	N/A	0%	DG	N/A	R	119%	R	DG	R	61%	R	8/10	DG	N/A	DG	N/A





**2024 Chief FOIA Officer Reports - Assessment of Federal Departments and Agencies**  
Agencies Receiving 51-1,000 Requests (FY 2022)

Section V Steps Taken to Improve Timeliness in Responding to Requests (Req.) and Reducing Backlogs																					
Agency	Requests for Expedition		Simple Track					Agency Request Backlog				Agency Appeal Backlog				Agency Closed Ten Oldest Req., Appeals (App.) & Consultations (Consults.). If not, # closed in FY 2023					
	Score	Avg.# Days to Adjudicate	Has a Simple Track?	Score	Avg. # Days to Process	Process. Time Decrease	% Req. In Simple Track	Req. Score	Process More Req.	Backlog % Score	Req. Backlog %	App. Score	Process More App.	Backlog % Score	App. Backlog %	Req.	If no, # closed	App.	If no, # closed	Con sults	If no, # closed
USITC	N/A	N/A	Y	DG	11.9	N/A	59%	Y	R	R	53%	DG	N/A	DG	0%	R	1/10	DG	N/A	DG	N/A
USTR	DG	5	Y	LG	22	DG	73%	Y	R	DG	9%	DG	N/A	DG	0%	DG	N/A	DG	N/A	DG	N/A