



Summary of Agency Chief FOIA Officer Reports for 2016 and Assessment of Agency Progress in Implementing the President's FOIA Memorandum and Department of Justice FOIA Guidelines With OIP Guidance for Further Improvement

This year marks the seventh anniversary of the [Department of Justice's 2009 Freedom of Information Act \(FOIA\) Guidelines](#), and the seventh year that agencies have published their Chief FOIA Officer Reports. The 2009 FOIA Guidelines highlighted the importance of the FOIA as a reflection of "our nation's fundamental commitment to open government." To underscore that commitment and to ensure it is realized, the [2009 Guidelines](#) directed agency Chief FOIA Officers to annually review "all aspects of their agencies' FOIA administration" and to report each year to the Department of Justice on the steps taken to "improve FOIA operations and facilitate information disclosure."

Over the past seven years, these [Chief FOIA Officer Reports](#) have illustrated agencies' efforts to improve FOIA administration in the five key areas addressed by the [2009 FOIA Guidelines](#):

- (1) applying the presumption of openness;
- (2) ensuring that there are efficient and effective systems in place for responding to requests;
- (3) increasing proactive disclosures;
- (4) increasing greater utilization of technology; and
- (5) improving timeliness and reducing backlogs.

Each year since the issuance of the [2009 FOIA Guidelines](#), OIP has provided guidance to agencies on the content of their Chief FOIA Officer Reports. As agency implementation of the Guidelines has matured, OIP has continually refined the questions asked in the Chief FOIA Officer Reports to reflect that progress. As in prior years, while the overall topics to be addressed in the 2016 reports remained the same, OIP once again [modified and updated the questions](#) that were asked. OIP continued in 2016 to create separate reporting requirements for agencies that receive a lower volume of FOIA requests (less than 1,000 requests). By providing these agencies with separate reporting requirements, OIP can more easily address the different circumstances and challenges faced by those agencies with small-volume FOIA workloads, while continuing to focus in depth on those agencies that receive a higher volume of FOIA requests (more than 1,000).

As in prior years, after reviewing all agencies' [2016 Chief FOIA Officer Reports](#), as well as their [Fiscal Year 2015 Annual FOIA Reports](#), OIP has prepared a brief summary of agency progress over the past year, which immediately follows this introduction. OIP has also conducted a detailed assessment of

all one hundred agencies subject to the FOIA during Fiscal Year 2015, scoring each one on various milestones. Based on our review, OIP has also issued guidance to agencies for continued improvement in the years ahead.

Agency	Acronym	Overall Score for Section I	Overall Score for Section II	Overall Score for Section IV	Overall Score for Section V
Department of Labor	Labor				
Department of State	State				
Department of the Interior	DOI				
Department of the Treasury	Treasury				
Department of Transportation	DOT				
Department of Veterans Affairs	VA				
Environmental Protection Agency	EPA				
Equal Employment Opportunity Commission	EEOC				
Export-Import Bank	Ex-Im Bank				

Figure 1: 2016 Chief FOIA Officer Reports - Assessment of Federal Departments and Agencies

Summary of Agency Progress Based on the 2016 Chief FOIA Officer Reports

As noted above, the [2016 Chief FOIA Officer Reports](#) address efforts in improving FOIA administrations in five key areas tied to [DOJ's 2009 FOIA Guidelines](#). The summary below focuses on the successes reported by agencies in each of these five key areas. Agencies and the public are encouraged to review the individual [2016 Chief FOIA Officer Reports](#) for even more detail on the successes achieved this past year in these five key areas. The Chief FOIA Officer Reports can be found on the [Reports](#) page of OIP's website or on each agency's FOIA website.

Section I: Applying the Presumption of Openness

The first section of agencies' [2016 Chief FOIA Officer Reports](#) addresses the steps taken to apply the presumption of openness. Agencies described a wide range of efforts undertaken to ensure that they are administering the FOIA with the presumption of openness called for by the [President](#) and [DOJ](#), including providing substantive FOIA training to agency FOIA professionals, engaging in outreach with the public, and making discretionary releases of information.

FOIA Training

A proper understanding of the FOIA and the [DOJ's 2009 FOIA Guidelines](#) is the first step towards applying the presumption of openness, and many agencies made significant efforts this past year to provide substantive FOIA training to their personnel. For example:

- In April 2015, the [Department of Labor](#) hosted the Department's 7th Annual FOIA Training Conference in Washington, D.C. The lecture style training was presented to a live audience and via webcast production, and made available to approximately 400 DOL FOIA professionals nationwide.
- In August and September 2015, the [Equal Employment Opportunity Commission](#) (EEOC) conducted in-person FOIA training for all agency FOIA coordinators and processing professionals. The EEOC also conducted training via video conference on May 20, 2015 for all FOIA Disclosure Coordinators and FOIA Specialists. On November 17, 2015, new FOIA personnel received training via video conference on all exemptions utilized by the EEOC. Topics included Exemptions 3, 5, 6, 7(A), and 7(C).
- In 2015, the [Federal Trade Commission](#) (FTC) FOIA Office conducted FOIA training for the various FTC Bureaus, Offices and Regional Offices that included over 100 participants. The training addressed the proper application of FOIA exemptions and concentrated on best practices in conducting FOIA searches and new developments in FOIA policy.

- Several agencies, such as the Departments of [Energy](#), [Homeland Security](#), [Housing and Urban Development](#), and [Transportation](#), have made or plan to make available to agency personnel the digital FOIA training resources that OIP released in March 2015. This [suite of resources](#) includes e-learning modules and other materials for all government employees, including general program personnel, FOIA professionals, and senior executives.
- At the [Department of Commerce](#), Census Bureau FOIA staff continued their monthly FOIA Lunch and Learns series covering topics such as: What Every Agency Should Know About FOIA; Helpful Hints to Program Areas for Processing FOIA Requests; An Overview of the FOIA Exemptions; and FOIA Requests for Title 13 Protected Records (A Discussion of How FOIA Exemption 3 Applies).
- In May 2015, [USDA](#) began circulating an internal advice column. The column features a beloved character from USDA's extended online FOIA training module and provides guidance on commonly asked questions from the Department's FOIA community.

Notably, all of the high-volume agencies conducted substantive FOIA training for their staff during the reporting period. Both high and low volume agencies were required to report on the percentage of their FOIA professionals who attending FOIA training during the year. Overall, eighty-nine agencies scored dark green in this year's assessment for having over 80% of staff attend training, two scored light green with between 61%-80% attending training, two scored yellow for 60% attending training, and six scored red for having less than 20% attending training.

Outreach

Agencies also described in their Chief FOIA Officer Reports the different ways they are engaging with requesters and civil society organizations to improve the customer experience and facilitate greater access to records. For example:

- The [DHS](#) Privacy Office hosted an open forum meeting with representatives from its component FOIA offices, OGIS, and several members of the requester community to discuss the Department's FOIA process and ways to improve it.
- [EEOC's](#) Assistant Legal Counsel, in conjunction with the Philadelphia District office, participated in an outreach session to discuss FOIA processing of EEOC records with Pennsylvania State and Local Fair Employment Practices Agencies.
- [DoD/NSA](#) hosted a roundtable with a representative of civil society in July and held a session with a frequent requester at the Intelligence Community FOIA Officers Information Day in April.
- The Chief FOIA Officer for [USPS](#) held a FOIA Forum in December 2015 that was open to postal employees and the public. The Forum provided attendees an overview of the Administration's FOIA policies, an overview of the USPS FOIA program, a recap of Fiscal Year 2015 issues and results, and the focus of the FOIA Program for Fiscal Year 2016. At the end of the presentation, the panel held a question and answer period. The event was advertised on the USPS FOIA website. For those members of the public who were unable to attend the forum, an email address was provided in which questions about the USPS FOIA Program could be submitted. In 2016, USPS plans to use the material developed from the forum for a video "Q&A" that will be posted on the USPS FOIA website.

Discretionary Releases

The [2016 Chief FOIA Officer Reports](#) once again detailed agency efforts to make discretionary releases of information whenever possible. In 2010, OIP identified a correlation between agencies that have a process or system in place to review materials for discretionary release and the ability of agencies to make such releases. This year, over eighty-nine agencies reported having such a system or process in

place, with sixty-five agencies reporting making a discretionary release during the reporting period. These agencies found opportunities to make discretionary releases of information that otherwise would have been exempt under Exemptions 2, 3, 5, 7D, 7E, and 8.

In addition to reporting on the exemptions that were evaluated when making discretionary releases, agencies continued this year to provide a range of examples of the types of materials that they discretionarily released during the reporting period. Just a few examples of these discretionary releases include the disclosure of Exemption 5 material from e-mails, internal memoranda, drafts, and talking points at the Department of Transportation. The Federal Highway Administration also released deliberative material regarding federal-aid highway projects that could have been withheld under Exemption 5. The Federal Emergency Management Agency (FEMA) released grant application evaluations sheets and internal memoranda. ATF made discretionary releases of draft memoranda covered under the deliberative process privilege and portions of ATF's Operational Plans that could have been withheld pursuant to Exemption 7(E). The FBI released material related to investigative techniques, informant information, and internal deliberative processes that were no longer sensitive based on the date of the information. The Board of Governors of the Federal Reserve System (FRB) released documents which included communications between supervised institutions and Federal Reserve staff that could have been withheld pursuant to Exemption 8.

Other Initiatives

The [2009 FOIA Guidelines](#) state that "FOIA is everyone's responsibility" and "it is not merely a task assigned to an agency's FOIA staff." In the 2016 Chief FOIA Officer Reports, high-volume agencies described efforts undertaken to inform non-FOIA professionals of their obligations under the FOIA. For example:

- The [IRS](#) Disclosure Office has implemented a telephone and e-mail "Help Desk" that is available to IRS employees who need assistance with FOIA and disclosure issues. The Help Desk is available to educate IRS employees about their roles and responsibilities in the FOIA process. Help Desk staff seek to promote access to IRS records through proactive disclosures and through direct disclosures of records outside of the FOIA process when the law, regulations, and procedures allow.
- [HUD](#) provided FOIA training on August 19, 2015, for Field Office staff, titled "FOIA and You," which addressed key roles played by HUD's personnel who work with the Department's FOIA professionals in responding to FOIA requests. The purpose of the training was to increase employees' understanding of their responsibilities as individuals tasked with searching for responsive records.

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

As a part of the [2016 guidelines](#) for agency Chief FOIA Officer Reports, the Department of Justice asked agencies to provide information on the steps "taken to ensure that [the] management of [their] FOIA program is effective and efficient." In their 2016 reports, agencies provided details on various efforts related to processing procedures and requester services.

Processing Procedures

Agencies were asked to report on whether they adjudicated requests for expedited processing in an average of ten calendar days or less during Fiscal Year 2015. OIP's [guidance](#) released in December 2014 stresses the importance of ensuring timely determinations on requests for expedited processing. Thirty-four agencies reported that they did not receive any requests for expedited processing during Fiscal Year 2015, but of the agencies that did adjudicate such

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requests, forty-eight, including eight of the fifteen cabinet departments reported that they did so within an average of ten calendar days or less. Overall, the government adjudicated over 82% of requests for expedited processing during Fiscal Year 2015 within ten calendar days. Agencies that did not maintain an average of ten days or less to adjudicate requests for expedited processing provided plans for improvement during Fiscal Year 2016.

In line with OIP's previously-released [guidance](#) on routing misdirected requests, many high-volume agencies reported already having an efficient process for the routing of misdirected requests, while others have taken steps to make the routing of misdirected requests more efficient. For example, at [HHS](#), the Centers for Medicare and Medicaid Services (CMS) initiated a pilot program with the CMS Atlanta regional office to serve as a "clearinghouse" from which all perfected requests are forwarded to the appropriate region. CMS is currently analyzing the result of the pilot to determine if this process should be more fully implemented.

The Department of Justice added a new question for agencies for 2016 that asked them to report on their compliance with OIP's new [guidance](#) issued in July 2015 regarding proper procedures for inquiring whether a requester is still interested in the processing of his or her request. Specifically, this question asked whether agencies were making such inquiries in accordance with the new guidelines for doing so, including affording requesters a minimum of thirty working days to respond to such inquiries. Out of the fifty agencies that indicated sending "still interested" inquiries since July 2015, forty-eight of them reported doing so in accordance with OIP's guidance.

Requester Services

For 2016, OIP added a [new question](#) asking agencies to describe any steps taken to strengthen the services provided by their FOIA Requester Service Centers and FOIA Public Liaison(s). The individuals serving in these roles are the face and voice of the agency and they provide very important services to requesters such as 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 Requester Service Centers and FOIA Public Liaisons to assist requesters in resolving disputes. Many agencies reported that these services were already robust and meeting the needs of their FOIA customers. Other agencies reported steps taken during the reporting period to strengthen these services:

- The [Federal Communications Commission](#) FOIA Requester Service Center instituted a new practice intended to assist requesters in better formulating their requests. Prior to the assignment of a request to a Bureau or Office, the FOIA Public Liaison consults with a designated team of FOIA legal specialists and then communicates with the requester to clarify or revise the request as necessary so that the Bureau or Office subsequently assigned to process it will be able to locate the responsive records and issue a response as efficiently as possible.
- [The Department of the Treasury](#) implemented a new phone system in the main FOIA Requester Service Center that immediately routes incoming calls to an available FOIA employee.
- At the [Federal Energy Regulatory Commission \(FERC\)](#), the FOIA Public Liaison has enhanced routine interactions with requesters to clarify how material is filed and classified at FERC. This often includes an overview of the online FERC e-library that contains detailed index sheets of documents that have been filed at, or issued by, FERC. Requesters are also advised of the large volume of public material that can be viewed online, without the need for a FOIA request.
- The [Department of Justice](#) put an emphasis on the role of the FOIA Public Liaison, as well as other FOIA contacts, in its new FOIA regulations issued in April 2015. In accordance with the Department's new FOIA regulations, "[e]ach component has a FOIA Public Liaison who can assist individuals in locating records particular to a component." 28 C.F.R § 16.2 (Apr. 3, 2015). Further, "[b]efore submitting their requests, requesters may contact the component's FOIA contact or FOIA Public Liaison to discuss the records they are seeking and to receive assistance in

describing the records.” *Id.* at § 16.3(b). If a component determines a request is not reasonably described, “it shall inform the requester what additional information is needed or why the request is otherwise insufficient.” *Id.* The regulations further provide that “[r]equesters who are attempting to reformulate or modify such a request may discuss their request with the component’s designated FOIA contact, its FOIA Public Liaison, or a representative of [OIP], each of whom is available to assist the requester in reasonably describing the records sought.” *Id.* When fees are at issue, the regulations declare that “[c]omponents shall make available their FOIA Public Liaison or other FOIA professional to assist any requester in reformulating a request to meet the requester’s needs at a lower cost.” *Id.* at § 16.10(e)(4).

Other Initiatives

This year’s reports also detailed additional steps agencies have undertaken to ensure that their FOIA systems operate efficiently and effectively, including:

- To ensure that the [FRB](#) continues to respond to FOIA requests in a timely and efficient manner, FRB staff with responsibility for records management have undertaken several initiatives that involve digitizing paper records and finding aids to improve search processes.
- The Nuclear Regulatory Commission FOIA office tracks program office response times against agency goals and provides monthly metrics to the heads of each program office. By the end of FY 2015, the overall average for program offices responding within the metric for search and review of documents had risen to 89 percent, an increase of 6 percent from FY 2014.
- [Pension Benefit Guaranty Corporation’s](#) (PBGC) Disclosure Division officially implemented a new team-based business model for FOIA after a successful one-year pilot program. PBGC’s green team manages intake of FOIA cases. The yellow team primarily processes simple-track requests related to income verifications and participant-requests. The blue team conducts internal and external training, processes requests for government contracts, serves as point of contact for appeals administration, provides assistance in voluminous requests for other teams, and processes special project requests. And finally, the red team processes requests involving multiple offices, subpoenas, standard or distressed pension plan terminations, actuarial information, and requests from PBGC employees and the union. The model has improved overall efficiency and consistency, and created more opportunities to craft strength-based staff guidance and training.

Section III: Increasing Proactive Disclosures

Both the [President](#) and the [Department of Justice](#) have emphasized the need for agencies to work proactively to post information online without waiting for individual requests to be received. In their 2015 Reports, agencies described their processes for identifying proactive disclosures, including the identification of records that are frequently requested under the FOIA. In addition to identifying their processes for identifying this material, agencies also provided examples of material they posted during the reporting period.

*“Open government
requires agencies to work
proactively. . . .”
-- DOJ FOIA Guidelines*

To satisfy the [directive](#) for agencies to “readily and systematically post information online” it is important that each agency have a process in place to identify records for proactive disclosure. In March 2015, OIP issued [guidance about proactive disclosures](#) that details various methods for disclosure, including strategies for identifying frequently requested records, and the importance of ensuring the usability of posted information. Many agencies use different strategies tailored to serve the community of individuals who visit their websites most frequently.

Some examples of the processes described by agencies to identify records for proactive disclosures include:

- The [National Labor Relations Board's](#) (NLRB) FOIA professionals regularly meet with NLRB's FOIA Officer to discuss documents for proactive disclosure. In addition, the FOIA Branch regularly meets with high level management officials from the Office of the Chief Information Officer, which includes the privacy section, and staff from the Office of Congressional and Public Affairs to identify documents for proactive disclosure and posting online.
- The [Department of Energy](#) FOIA Office, Office of Public Affairs, and Office of General Counsel discuss their FOIA requests to determine what subjects appear to be of greatest interest to the public. This group also discusses other topics of interest it believes would be beneficial to proactively disclose. Recommendations are provided to the Open Government Team to communicate with the various records holders so that they can consider proactively posting the information on DOE webpages in addition to the datasets it already posts.
- The [Department of Transportation](#) launched an ambitious proactive disclosures initiative. The Chief Information Officer and the General Counsel co-signed a memorandum to the Department's Operating Administrations (OAs) entitled Developing a Systemic Approach for Increasing the Public Availability of Information about Agency Operations. The memorandum directed each OA to develop a systemic approach to sustained proactive disclosures of valuable Departmental information – based largely on indications from the public on what information is sought. The OAs brought together cross-functional teams with representatives from program offices, public affairs, FOIA, data, information technology, etc. to develop their respective plans. The various OA plans under this initiative are posted at <https://www.transportation.gov/mission/open/plans-increasing-public-availability-information-about-agency-operations>. The OAs will monitor their plans throughout the year in various ways. In the Office of the Secretary (OST), for example, the Executive Sponsor will hold quarterly meetings with the program offices and support offices that formed the OST Team. DOT anticipates that the plans will be updated and refined as it learns and shares best practices throughout the implementation process.

The FOIA itself requires agencies to proactively disclose records that have been frequently requested and released. Identifying these frequently requested records is central to an agency's ability to post them online. In their 2016 Chief FOIA Officer Reports, agencies describe the different processes they have put in place for identifying frequently requested records. Most agencies routinely monitor their FOIA logs or information in their FOIA tracking system. For example, upon receipt of each request, [SEC](#) FOIA professionals conduct a search of the electronic FOIA tracking system for all prior requests made for the same records. Once it is determined that there have been three requests made for the same record, the SEC posts the materials to its website as Frequently Requested FOIA Documents.

Some agency FOIA offices report going beyond the requirement of posting frequently requested records and posting almost all records they released under the FOIA. For example, some [DoD](#) components post nearly all records released in response to requests on their websites. Notably, during the reporting period, seven agencies joined the Department of Justice's Proactive Disclosure Pilot to test the feasibility of posting most FOIA released records online. The DOJ pilot is designed to answer questions such as the cost and impact of such a policy and strategies for success. One challenge that has been identified by many agencies over the years for increasing proactive disclosures are the resources required to prepare documents for posting by making them accessible and compliant with Section 508 of the Rehabilitation Act.

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

Using various methods to identify proactive disclosures, agencies also provided a wealth of examples in their Reports of new or regularly updated information posted on their websites. For example:

- The [Privacy and Civil Liberties Oversight Board](#) maintains a current “library” of proactively disclosed records on its website, which includes copies of the agency's policies, oversight reports, notices of public hearings and meetings (including transcripts), and official correspondence between the Board and other agencies, the President, and Congress.
- The [Federal Maritime Commission](#) added to its website links to compromise agreements entered into by the Bureau of Enforcement. Previously, the public did not have access to compromise agreements through the website.
- [DOI/National Park Service](#) posted the administrative [history of Joshua Tree National Park](#).

These are just a few examples of the types of proactive disclosures described in agencies' 2016 Chief FOIA Officer Reports. A wealth of additional examples can be found in the individual agency Chief FOIA Officer Reports available on [OIP's website](#).

Section IV: Greater Utilization of Technology in FOIA Administration

A key component of the [President's FOIA Memorandum](#) is the call for agencies to "use modern technology to inform citizens about what is known and done by their Government." In response to this directive, agencies have used advanced technology not only to make more information available online and improve their websites, but also to assist in their overall administration of the FOIA. Each year, OIP asks agencies to describe in their [Chief FOIA Officer Reports](#) the steps they have taken to greater utilize technology in their FOIA administration.

As a part of [the first Chief FOIA Officer Reports](#), submitted in 2010, agencies were surveyed to determine the extent to which they were using technology to receive, track, and process requests, and to prepare their Annual FOIA Reports. After reviewing the 2010 Chief FOIA Officer Reports OIP found that agencies had embraced technology to help them manage these key aspects of FOIA administration. At the same time, OIP noted that with the explosion of e-mail and the existence of disparate records systems throughout agencies, that “real efficiency in FOIA processing will entail agencies maximizing their electronic record-keeping capacities to facilitate identification of the location of records responsive to requests.” Two years later, OIP surveyed agencies again, this time to determine the extent to which they had progressed to using more advanced technologies to assist in the actual processing of requests, such as using technology to improve search capabilities. OIP continued to ask agencies to report on their efforts to utilize technology to improve the processing of records in 2013, 2014, and 2015. For [2016](#), high-volume agencies were asked to report on the extent to which they are using more advanced technologies to assist with the processing of requests and whether the agency conducted training for its FOIA staff on any new processing tools. Agencies were also asked about the steps they had taken to ensure the information they make available online is more useful to the public. High-volume agencies were asked whether FOIA professionals interacted with other agency staff (such as technology specialists or public affairs or communications professionals) to identify any new ways to post agency information online. Finally, all agencies were asked to report on other initiatives, including whether they properly posted their Quarterly FOIA Reports and whether they communicate electronically with requesters as a default.

Making Material Posted Online More Useful

Agencies can leverage technology to make posted material more useful to the public. As illustrated in the [2016 Chief FOIA Officer Reports](#), agencies continued to make posted information more useful in a variety of ways, such as by improving search functionalities, posting material in open formats, making material available through mobile applications, and soliciting feedback on the content and presentation of posted materials. Often, the process of finding ways to make the material posted online more useful to the public benefits from collaboration between a range of professionals within an organization, such as technology specialists and public affairs or communications professionals. Many agencies reported that they are taking steps to make posted material more useful. For example:

- [DOE's](#) Energy.gov blog highlights timely content featuring the many innovations occurring across the Energy Department complex, from program offices to the National Labs. Energy.gov blog entries provide plain language summaries of complex scientific processes and discoveries that are written in a conversational style for the public.
- [IMLS](#) hosted an Open Data Open House, in which IMLS staff interacted with a cohort of 30 data wonks, librarians, curators, researchers, developers, and representatives from a wide range of organizations to help explore and share ideas on how IMLS data could be used and how the data catalog could be improved.
- The [DHS](#) Privacy Office launched an eFOIA mobile application, which enables users to access all of the content on the FOIA website, including the DHS FOIA Library, from their mobile devices. The material posted is in PDF format, which is easily accessible on any computer or mobile device.

Use of Technology to Facilitate Processing of Requests

The use of technology to reduce the time and labor needed to process requests, such as tools that can sort and de-duplicate documents, provide shared platforms to facilitate consultations, or improve search capabilities, has great potential for improving agencies' FOIA administration. Given these benefits OIP has focused on this topic for the past four years. For 2016, many agencies once again reported that they are taking steps to utilize more advanced technology to assist with the processing of requests. For example:

- As of May 2015, [USDA](#) is able to review and search its FOIA reading rooms internally regardless of the types of records (PDF, Excel, Word, HTML, etc.) available in those rooms. Upon receipt of requests, the Department can quickly cross reference all its reading rooms to ensure the item(s) requested are not already publicly available.
- Many [DOJ](#) components including, the Antitrust and Environment and Natural Resources Divisions, Executive Office for Immigration Review, Executive Office for United States Attorneys, Justice Management Division, Offices of the Inspector General, Legal Counsel, Pardon Attorney and Information Policy and the Civil Division are now using tools to search for, sort, and de-duplicate responsive documents.

Several agencies also reported providing training on the use of processing tools such as for new case management systems, or for search, redaction, or other processing tools.

Other Initiatives

Using technology to communicate with requesters facilitates efficiency in keeping the public informed on the processing of their requests. On November 22, 2013, OIP issued [guidance](#) to agencies on the importance of good communication with requesters. A key focus of that guidance was the importance of agencies using technology to further improve how they communicate with requesters. Agencies were advised to communicate electronically with requesters as a default. In the 2016 Chief FOIA Officer

Reports, nearly all agencies and agency components confirmed that their agency FOIA professionals use e-mail or other electronic means to communicate with requesters whenever feasible.

Finally, in Fiscal Year 2016, 70% of agencies reported posting their Quarterly FOIA Reports successfully with corresponding data appearing on FOIA.gov. An additional 14% of agencies were able to post their quarterly reports successfully to their own website even though they may have had technical difficulties that resulted in their information not appearing on FOIA.gov. 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.

Section V: Improving Timeliness and Reducing Backlogs

Both the [President](#) and the [Department of Justice](#) have emphasized the importance of improving timeliness in responding to requests. In his [FOIA Memorandum](#), President Obama directed agencies to "act promptly" when responding to requests." The Department's [2009 FOIA Guidelines](#) emphasize that "[t]imely disclosure of information is an essential component of transparency . . . [and that] [l]ong delays should not be viewed as an inevitable and insurmountable consequence of high demand." For the [2016 Chief FOIA Officer Reports](#), OIP again asked agencies to provide detailed information on their average processing times for simple requests and their efforts to reduce backlogs and close their ten oldest requests, appeals, and consultations. Those agencies that had a request backlog of over 1,000 were also required to provide a plan for achieving backlog reduction in the year ahead. Likewise, agencies that did not close their ten oldest requests, appeals, or consultations were required to describe their plans for closing those requests, appeals or consultations by the end of Fiscal Year 2016.

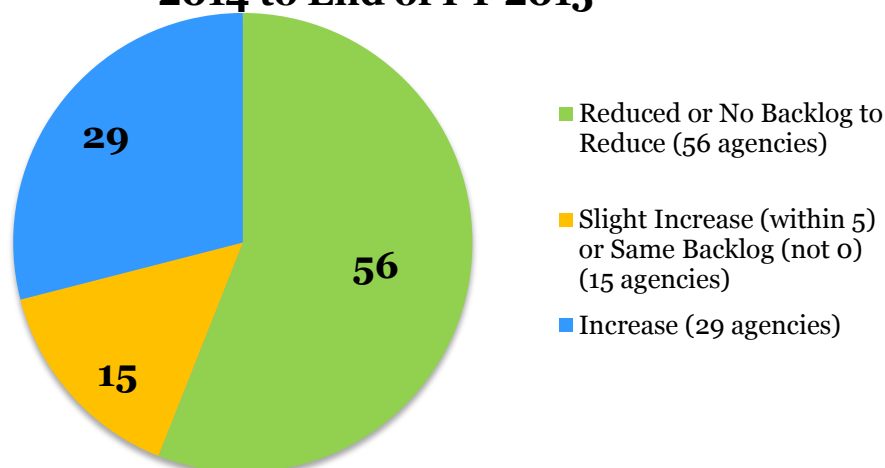
Simple Track Requests

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 were once again required to report on this metric in their [2016 Chief FOIA Officer Reports](#). Fifty-seven agencies reported that they either processed their simple-track requests in an average of twenty-working days or less, or if they did not use multi-track processing, they processed all of their non-expedited requests within that average timeframe.

Backlogs

With regard to request backlogs, fifty-six agencies reported that they either reduced the number of requests in their backlog at the end of Fiscal Year 2015 or they had no backlog to reduce. Additionally, fifteen agencies reported a slight increase of up to five backlogged requests or no change in their backlog. Twenty-nine agencies experienced a backlog increase of more than five requests. Notably, as observed in [DOJ's Summary of the Annual FOIA Reports for Fiscal Year 2015](#), the government overall reduced its backlog of FOIA requests substantially by over 35%.

Request Backlog Comparison - End of FY 2014 to End of FY 2015



For administrative FOIA appeals, seventy-eight agencies reported that they either reduced the number of appeals in their backlog at the end of Fiscal Year 2015 or they had no backlog to reduce. Eleven agencies reported a slight increase of up to five backlogged appeals. Eleven agencies reported an appeal backlog increase of over five appeals.

As with previous years, agencies that experienced an increase in their request or appeal backlogs explained the causes that contributed to those increases in their [2016 Chief FOIA Officer Reports](#). Some of the common factors reported by agencies included an increase in the number of incoming requests, loss of FOIA staff, and an increase in the complexity of the requests or appeals received by the agency.

Status of Ten Oldest Requests, Appeals, and Consultations

A critical element of the government's efforts to reduce backlogs and answer the [President's](#) and [DOJ's](#) call to provide timely disclosures of information is closing the ten oldest pending requests, appeals, and consultations at each agency every year. Sixty-one agencies reported that they either closed all ten of their oldest requests from Fiscal Year 2014 by the end of Fiscal Year 2015, or they had no ten oldest to close. In addition, OIP asked agencies to report on whether any of their ten oldest requests were closed because the request was withdrawn by the requester. Overall, only seventeen agencies reported closing any of their ten oldest requests as a result of a withdrawal. Moreover, only 6.11% of all the agency ten oldest requests were closed because the request was withdrawn (41 out of 671).

Agencies that closed all of their ten oldest requests or had none to close:

- Requests: **Sixty-one** agencies
- Appeals: **Seventy-seven** agencies
- Consultations: **Ninety-two** agencies

With regard to appeals, seventy-seven agencies either closed their ten oldest pending appeals or they had no ten oldest to close. Finally, ninety-two agencies closed their ten oldest pending consultations or they continued to maintain no pending consultations at the end of the fiscal year.

Interim Responses

High-volume agencies were also asked to report in their [2016 Chief FOIA Officer Reports](#) on whether they have a system in place for providing requesters substantive interim responses when appropriate. In the spirit of providing more timely disclosures of information, OIP issued [guidance](#) in 2010 to agencies encouraging the use of interim releases whenever a request involves a voluminous amount of material or a search in multiple locations is required. All high-volume agencies reported that

they have a process in place for making interim responses. Additionally, these agencies reported an estimate of the number of cases in their backlogs for which an interim response was provided.

Use of Law Enforcement Exclusions

On September 14, 2012, OIP issued [guidance](#) to agencies on the implementation of the FOIA's statutory exclusion provisions, which included four requirements that bring greater accountability and transparency to this part of the law. One of the requirements of the guidance is that agencies must publicly report in their Chief FOIA Officer Reports on the number of times they used an exclusion during the prior fiscal year. During Fiscal Year 2015, only two agencies reported using an exclusion for a total of 164 times. These two agencies were [DOJ](#) and [SEC](#). When compared to the 519,879 requests reviewed by the government during Fiscal Year 2014 for exemption applicability, exclusions were used in response to 0.03% of requests processed for disclosure.

Conclusion

OIP's 2016 Summary and Assessment demonstrates that agencies continue to improve their administration of the FOIA through various initiatives connected to the five key areas established in the Department's [2009 FOIA Guidelines](#). Agencies continue to embrace the [President's](#) and [DOJ's](#) 2009 FOIA directives by applying the presumption of openness, making more proactive disclosures, utilizing technology for the benefit of FOIA administration, and making efforts to improve timeliness. While significant improvements are evident, the successes achieved by individual agencies can vary. OIP's Assessment serves as a visual snapshot of where each agency should focus its efforts in the upcoming year to achieve even greater success in implementing the [President's Memorandum on the FOIA](#) and [2009 FOIA Guidelines](#). To assist agencies, OIP also offers the following guidance based on our 2016 Assessment.

OIP Guidance for Further Improvement Based on 2016 Chief FOIA Officer Report Review and Assessment

Closing the Ten Oldest Requests and Appeals

As agencies work to improve timeliness in processing requests, they should continue to prioritize closing the ten oldest requests and appeals reported as pending at the end of the previous fiscal year (FY) in their [Annual FOIA Reports](#). During FY2015, 56% of agencies that reported having a “Ten Oldest Request” at the end of FY2014 did not close all of those requests in FY2015, and 57% of agencies that reported having a “Ten Oldest Appeal” at the end of FY2014 did not close all of those appeals in FY2015. While it is important to focus on reducing the overall number of requests and appeals in their backlogs, agencies should also devote attention to closing their ten oldest requests and appeals, so that both the age and number of requests and appeals in their backlogs continues to improve. Additionally, for those agencies that receive consultations, focusing on closing the ten oldest consultations each year helps ensure that the agencies that sent the consultations have the information they need to close out the requests. Agencies demonstrated success in the closing of their ten oldest consultations in FY2015, with ninety-two agencies either closing their ten oldest or having no pending consultations to close. A similar focus on closing the ten oldest requests and appeals will ensure that we continually reduce the age of the government’s backlog.

OIP encourages agencies to take steps to actively monitor the status of their ten oldest requests, appeals, and consultations throughout the fiscal year. For example, agencies may task specific FOIA personnel to regularly follow up on the status of the ten oldest requests, appeals, or consultations, which can help agencies to identify and address any unique challenges to processing those cases. Agencies can also use their quarterly reports, discussed below, to monitor the progress of the ten oldest requests, and may also consider checking the status of the ten oldest appeals and consultations each quarter as well.

Successfully Posting Quarterly Reports

Quarterly FOIA Reports provide a snapshot of an agency’s key FOIA statistics throughout the fiscal year. Each quarter, agencies report on the status of their ten oldest requests from the prior fiscal year, as well as the number of requests received, processed, and backlogged as of the end of the reporting quarter. Quarterly reports are a useful supplement to the Annual FOIA Reports because they help inform agency personnel and members of the public about an agency’s progress in key areas of FOIA administration throughout the fiscal year, rather than only one time at the end of the fiscal year.

OIP’s [Guidance for Quarterly FOIA Reporting](#) details the requirements and instructions for agencies to post their quarterly reports so that the data appears in a human-readable format on FOIA.gov that is accessible to agencies and the public. During FY2015, many agencies successfully posted their quarterly reports. While several agencies posted their reports on their website, the data did not appear on FOIA.gov. Agencies can check to ensure that each quarter’s data appears on FOIA.gov by visiting the FOIA.gov Reports page and selecting their agency and “Quarterly.” Agencies should inform OIP if their quarterly data does not appear within 48 hours of the reporting deadline so that any technical issues can be addressed to ensure successful reporting.

Conducting Self-Assessments

Conducting self-assessments can assist all agencies in reviewing and improving their FOIA administration. Several high-volume and low-volume agencies reported conducting self-assessments during the past year. Self-assessments can give agencies an opportunity to, for example, review aspects of their FOIA program to streamline processing procedures, identify new ways to use technology, and determine whether to reallocate resources to facilitate continued progress towards agency processing goals. Agencies can also examine other aspects of FOIA administration through self-assessments, such as procedures for identifying records for proactive or discretionary release. Self-assessments may also reveal best practices or areas where FOIA guidance and best practices can be more effectively implemented.

Agencies' [Annual](#) and Quarterly FOIA Reports, along with OIP's [Assessments of Chief FOIA Officer Reports](#), can be a significant resource to help inform agency self-assessments, from identifying trends over time, to highlighting areas of success, and pinpointing those areas in need of improvement. OIP encourages all agencies to regularly conduct self-assessments to help them improve and refine their administration of the FOIA.

2016 Assessment of Agency Progress in Implementing the President's FOIA Memorandum and the Department of Justice's FOIA Guidelines

As noted above, OIP has created two sets of reporting requirements, one for agencies that receive a high volume of FOIA requests, and another for those agencies with smaller volumes. By providing agencies with separate reporting requirements and metrics for assessment, OIP can more easily address the different circumstances and challenges faced by those agencies with smaller-volume FOIA workloads, while continuing to focus in depth on those agencies which receive a higher volume of FOIA requests, i.e., more than 1,000 a year.

For the 2016 assessment, OIP has selected nineteen milestones for scoring high volume agencies and seventeen milestones for small volume agencies, all of which are tied to one of the five key areas addressed in the [Chief FOIA Officer Reports](#). These milestones were chosen as indicative of progress made in each area, but they are by no means exclusive. Agencies include in their [Chief FOIA Officer Reports](#) a wide range of accomplishments and initiatives that have been undertaken to improve their administration of the FOIA. As these reports themselves provide a more comprehensive picture of each agency's work in implementing [DOJ's FOIA Guidelines](#), this assessment is designed to provide a visual snapshot of several key areas of agency FOIA administration and is meant to be read in conjunction with the [Chief FOIA Officer Reports](#). The assessment readily illustrates many areas where agencies have made real progress in the past year and also serves to highlight areas where further improvements can be made.

The assessment covers all one hundred agencies that were subject to the FOIA during Fiscal Year 2015. As in prior years, agencies are scored on the different milestones based on a stoplight scoring system. The assessment includes overall scores for each assessed section and additional narrative information is also provided from the agency reports. 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. This year, Section III, in particular, which addresses proactive disclosures, was such a section and so was not given an overall score this year.

A detailed methodology is provided below describing how each milestone was scored and how the overall scores for each section were calculated. 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 were added to provide more gradation as to the progress the agency has made in the area being scored.

The time period for the assessment is generally March 2015 to March 2016, which is the period covered by the [2016 Chief FOIA Officer Reports](#). For the milestones concerning average time to adjudicate requests for expedited processing, processing times for simple track requests, backlogs, and the ten oldest requests, appeals, and consultations, the time period is Fiscal Year 2015. The data for these metrics was compiled from agency Annual FOIA Reports, which are available on both [FOIA.gov](#) and OIP's [Reports](#) page.

2016 Chief FOIA Officer Report Assessment Methodology

Agencies Receiving More than 1,000 Requests in Fiscal Year 2014

Color/Score Breakdown

- Dark Green (DG) – 4
- Light Green (LG) – 3
- Yellow (Y) – 2
- Orange (O) – 1
- Red (R) – 0

Overall Section Score Breakdown (Average)*

- 4.0 to 3.5 – Dark Green
- 3.49 to 3.0 – Light Green
- 2.99 to 2.5 – Yellow
- 2.49 to 2.0 – Orange
- 1.99 and below – Red

*As indicated above, each score is assigned a numerical value from zero to four. For the overall score for each section of the Assessment, the total number of points the agency achieved based on its scores in that section were averaged.

Section I: Steps Taken to Apply the Presumption of Openness

FOIA Training

1. Did your agency conduct FOIA training during the reporting period for FOIA professionals?
 - **DG:** Held training or had a FOIA conference (one or multiple)
 - **LG:** Held staff meetings that included some FOIA training; holding training after reporting period
 - **Y:** Training is in planning stages
 - **O:** Will explore options for holding training
 - **R:** Did not hold training
2. Did your FOIA professionals attend any FOIA training or conference during the reporting period such as that provided by the Department of Justice? **(Not Graded)**
3. Provide an estimate of the percentage of your FOIA professionals and staff with FOIA responsibilities who attended substantive FOIA training during this reporting period.
 - **DG:** 100% to 81%
 - **LG:** 80% to 61%
 - **Y:** 60% to 41%
 - **O:** 40% to 21%
 - **R:** 20% and below

Outreach

4. Did your FOIA professionals engage in any outreach or dialogue with the requester community or open government groups regarding your administration of the FOIA?
 - **DG:** Agency conducted outreach
 - **Y:** Agency conducted outreach with requesters during request/appeal process
 - **R:** Agency did not conduct any outreach

Discretionary Releases

5. Does your agency have a distinct process or system in place to review records for discretionary release?
 - **DG:** Agency has a distinct process in place for review; for decentralized agencies all components have a process in place
 - **Y:** Agency does not have a separate process in place outside of normal review; if decentralized not all components have a process in place
 - **R:** Agency does not review for discretionary release
6. During the reporting period, did your agency make any discretionary releases of information?
 - **DG:** Yes
 - **R:** No
 - **N/A:** Agency answered that they did not have the opportunity based on requests received
7. What exemption(s) would have covered the material released as a matter of discretion? For a discussion of the exemptions that allow for discretionary releases, please see OIP's guidance on [implementing the President's and Attorney General's FOIA Memoranda](#). **(Not Graded)**

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

Processing Procedures

1. For Fiscal Year 2014, 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 2014 Annual FOIA Report.
 - **DG:** Less than 10 days
 - **LG:** Between 10.1 and 10.5 days
 - **Y:** Between 10.6 and 11.0 days
 - **O:** Between 11 and 12 days
 - **R:** Over 12 days
 - **N/A:** Did not adjudicate such a request during FY
2. If your agency has a decentralized FOIA process, has your agency taken steps to make the routing of misdirected requests within your agency more efficient? If so, please describe those steps. **(Not Graded)**
3. On July 2, 2015, OIP issued [new guidance](#) to agencies on the proper procedures to be used in the event an agency has a reason to inquire whether a requester is still interested in the processing of his or her request. Please confirm here that to the extent your agency may have had occasion to send a "still interested" inquiry, it has done so in accordance with the new guidelines for doing so, including affording requesters thirty working days to respond.
 - **DG:** Yes
 - **Y:** If decentralized – Not all components have implemented
 - **R:** No
 - **N/A:** Agency answered that they did not send any "still interested" letters

Requester Services

4. Agency FOIA Requester Service Centers and FOIA Public Liaisons serve as the face and voice of an agency. In this capacity they provide a very important service for requesters, 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 Requester Service Centers and FOIA Public Liaisons to assist requesters in resolving disputes. Please explain here any steps your agency has taken to strengthen these services to better inform requesters about their requests and to prevent or resolve FOIA disputes.

If your agency has not taken any steps recently to strengthen these services, either because there has been no need to due to low demand or because these services are already robust, please briefly explain that that here. **(Not Graded)**

Section III: Steps Taken to Increase Proactive Disclosures

Posting Material

1. Describe your agency's process for identifying "frequently requested" records that should be posted online. **(Not Graded)**
2. Does your agency have a distinct process or system in place to identify records for proactive disclosure? If so, please describe your agency's process or system.
 - **DG:** Agency answered yes
 - **LG:** *If decentralized – Agency answered that most components have distinct systems*
 - **Y:** Agency makes a lot of information available, but no set system
 - Alternatively: Agency answered no but provided examples of information posted (beyond things like Federal Register notice or press releases)
 - **O:** *If decentralized – Agency answered that most components do not have distinct systems*
 - **R:** Agency answered no
3. Has your agency encountered challenges that make it difficult to post records you otherwise would like to post? **(Not Graded)**
4. Did your agency use any means to publicize or highlight important proactive disclosures for public awareness? If yes, please describe these efforts.
 - **DG:** Agency answered yes
 - **Y:** Agency noted that they send an email to a set list of recipients or have information on their website for users to see
 - **R:** Agency answered no

Other Initiatives

5. If there are any other steps your agency has taken to increase proactive disclosures, please describe them. **(Not Graded)**

Section IV: Steps Taken to Greater Utilize Technology

Making Material Posted Online More Useful

1. 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?

- **DG:** Agency answered yes
 - Alternatively: Agency answered that it is already making information available in its most useful format
 - **Y:** Agency is looking into how they would do so
 - Alternatively: If agency noted that their website is not supported within the agency
 - **R:** Agency answered no
2. Have your agency's FOIA professionals interacted with other agency staff (such as technology specialists or public affairs or communications professionals) in order to identify if there are new ways to post agency information online? **(Not Graded)**

Use of Technology to Facilitate Processing of Requests

3. Did your agency conduct training for FOIA staff on any new processing tools during the reporting period, such as for a new case management system, or for search, redaction, or other processing tools? **(Not Graded)**
4. Beyond using technology to redact documents, is your agency taking steps to utilize more advanced technology to facilitate overall FOIA efficiency, such as improving record search capabilities, utilizing document sharing platforms for consultations and referrals, or employing software that can sort and de-duplicate documents? If yes, describe the technological improvements being made. **(Not Graded)**

Other Initiatives

5. Did your agency successfully post all four quarterly reports for Fiscal Year 2014?
- **DG:** Agency did successfully, with data appearing on FOIA.gov
 - **LG:** Agency did, but data did not appear on FOIA.gov due to technical reasons and reached out to OIP to resolve issues
 - **Y:** Agency posted 2 or 3 of the reports, and reached out to OIP to resolve issues
 - **O:** Agency posted at least 1 report, and is working with OIP to resolve issues
 - **R:** Agency did not post any reports
6. Do your agency's FOIA professionals use e-mail or other electronic means to communicate with requesters whenever feasible?
- **DG:** Agency answered yes
 - **LG:** Agency answered yes, but noted that there is limited opportunity
 - **Y:** Agency would like to use electronic communications, but current system are not set up for it and they are working to resolve
 - Alternatively: Agency would like to, but cannot due to nature of records
 - **O:** Agency would like to, but current systems not set up to allow it
 - **R:** Agency answered no

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

Simple Track

1. Does your agency utilize a separate track for simple requests? **(Not Graded)**

2. If so, for your agency overall in Fiscal Year 2015, was the average number of days to process simple requests twenty working days or fewer?
 - **DG:** Average time is 20 days or below
 - **LG:** Average time is between 20.01 and 22 days
 - **Y:** Average time is between 22.01 and 23 days
 - **O:** Average time is between 23.01 and 25 days
 - **R:** Average time is above 25.01 days
3. Please provide the percentage of requests processed by your agency in Fiscal Year 2015 that were placed in your simple track. **(Not Graded)**
4. If your agency does not track simple requests separately, was the average number of days to process all non-expedited requests twenty working days or fewer? (Graded if no simple track grade articulated above in question 2)
 - **DG:** Average time is 20 days or below days
 - **LG:** Average time is between 20.01 and 22 days
 - **Y:** Average time is above 22.01 days

Backlogs

5. If your agency had a backlog of requests at the close of Fiscal Year 2015, did that backlog decrease as compared with the backlog reported at the end of Fiscal Year 2014?
 - **DG:** Agency backlog decreased (or backlog was constant at 0)
 - **Y:** Agency backlog was same as previous fiscal year (not 0) or increased within 5 requests
 - **R:** Agency backlog increased more than 5 requests
6. 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 2015.
 - **DG:** 0% to 10%
 - **LG:** 11% to 20%
 - **Y:** 21% to 30%
 - **O:** 31% to 40%
 - **R:** 41% and above
7. If your agency had a backlog of appeals at the close of Fiscal Year 2015, did that backlog decrease as compared with the backlog reported at the end of Fiscal Year 2014?
 - **DG:** Agency backlog decreased (or backlog was constant at 0)
 - **Y:** Agency backlog was same as previous fiscal year (not 0) or increased within 5 requests
 - **R:** Agency backlog increased more than 5 requests
8. 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 2015. If your agency did not receive any appeals in Fiscal Year 2015 and/or has no appeal backlog, please answer with "N/A."
 - **DG:** 0% to 10%
 - **LG:** 11% to 20%
 - **Y:** 21% to 30%
 - **O:** 31% to 40%
 - **R:** 41% and above

Status of Ten Oldest Requests, Appeals, and Consultations

9. In Fiscal Year 2015, did your agency close the ten oldest requests that were reported pending in your Fiscal Year 2014 Annual FOIA Report?
 - **DG:** Agency answered yes (or no ten oldest to close)
 - **R:** Agency answered no
10. 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 2014 Annual FOIA Report. If you had less than ten total oldest requests to close, please indicate that. **(Not Graded)**
11. Of the requests your agency was able to close from your ten oldest, please indicate how many of these were closed because the request was withdrawn by the requester. If any were closed because the request was withdrawn, did you provide any interim responses prior to the withdrawal? **(Not Graded)**
12. In Fiscal Year 2015, did your agency close the ten oldest appeals that were reported pending in your Fiscal Year 2014 Annual FOIA Report?
 - **DG:** Agency answered yes (or no ten oldest to close)
 - **R:** Agency answered no
13. 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 2014 Annual FOIA Report. If you had less than ten total oldest appeals to close, please indicate that. **(Not Graded)**
14. In Fiscal Year 2015, did your agency close the ten oldest consultations that were reported pending in your Fiscal Year 2014 Annual FOIA Report?
 - **DG:** Agency answered yes (or no ten oldest to close)
 - **R:** Agency answered no
15. 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 2014 Annual FOIA Report. If you had less than ten total oldest consultations to close, please indicate that. **(Not Graded)**

Interim Responses

16. Does your agency have a system in place to provide interim responses to requesters when appropriate? See OIP Guidance, [“The Importance of Good Communication with FOIA Requesters.”](#) (Mar. 1, 2010)
 - **DG:** Agency answered yes
 - **R:** Agency answered no
 - **N/A:** Does not have the opportunity to provide such responses
17. If your agency had a backlog in Fiscal Year 2014, please provide an estimate of the number or percentage of cases in the backlog where a substantive, interim response was provided during the fiscal year, even though the request was not finally closed. **(Not Graded)**

2016 Chief FOIA Officer Report Assessment Methodology

Agencies Receiving Less than 1,000 Requests in Fiscal Year 2014

Color/Score Breakdown

- Dark Green (DG) – 4
- Light Green (LG) – 3
- Yellow (Y) – 2
- Orange (O) – 1
- Red (R) – 0

Overall Section Score Breakdown (Average)*

- 4.0 to 3.5 – Dark Green
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- 1.99 and below – Red

*As indicated above, each score is assigned a numerical value from zero to four. For the overall score for each section of the Assessment, the total number of points the agency achieved based on its scores in that section were averaged.

Section I: Steps Taken to Apply the Presumption of Openness

FOIA Training

1. Did your FOIA professionals or the personnel at your agency who have FOIA responsibilities attend any FOIA training or conference during the reporting period such as that provided by the Department of Justice?
 - **DG:** Attended training/FOIA conference (one or multiple), or held a staff meeting that included some FOIA training
 - **Y:** Is planning to attend or hold training after reporting period
 - **R:** Did not hold or attend training
2. Provide an estimate of the percentage of your FOIA professionals and staff with FOIA responsibilities who attended substantive FOIA training during this reporting period.
 - **DG:** 100% to 81%
 - **LG:** 80% to 61%
 - **Y:** 60% to 41%
 - **O:** 40% to 21%
 - **R:** 20% and below

Discretionary Releases

3. Does your agency have a distinct process or system in place to review records for discretionary release?
 - **DG:** Agency has a distinct process in place for review; for decentralized agencies all components have a process in place
 - **Y:** Agency does not have a separate process in place outside of normal review; if decentralized not all components have a process in place
 - **R:** Agency does not review for discretionary release
4. During the reporting period, did your agency make any discretionary releases of information?
 - **DG:** Yes

- **R:** No
 - **N/A:** Agency answered that they did not have the opportunity based on requests received
5. What exemption(s) would have covered the material released as a matter of discretion? For a discussion of the exemptions that allow for discretionary releases, please see OIP's guidance on [implementing the President's and Attorney General's FOIA Memoranda](#). **(Not Graded)**

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

Processing Procedures

1. For Fiscal Year 2014, 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 2014 Annual FOIA Report.
 - **DG:** Less than 10 days
 - **LG:** Between 10.1 and 10.5 days
 - **Y:** Between 10.6 and 11.0 days
 - **O:** Between 11 and 12 days
 - **R:** Over 12 days
 - **N/A:** Did not adjudicate such a request during FY
2. On July 2, 2015, OIP issued [new guidance](#) to agencies on the proper procedures to be used in the event an agency has a reason to inquire whether a requester is still interested in the processing of his or her request. Please confirm here that to the extent your agency may have had occasion to send a "still interested" inquiry, it has done so in accordance with the new guidelines for doing so, including affording requesters thirty working days to respond.
 - **DG:** Yes
 - **Y:** If decentralized – Not all components have implemented
 - **R:** No
 - **N/A:** Agency answered that they did not send any "still interested" letters

Requester Services

3. Agency FOIA Requester Service Centers and FOIA Public Liaisons serve as the face and voice of an agency. In this capacity they provide a very important service for requesters, 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 Requester Service Centers and FOIA Public Liaisons to assist requesters in resolving disputes. Please explain here any steps your agency has taken to strengthen these services to better inform requesters about their requests and to prevent or resolve FOIA disputes.

If your agency has not taken any steps recently to strengthen these services, either because there has been no need to due to low demand or because these services are already robust, please briefly explain that that here. **(Not Graded)**

Section III: Steps Taken to Increase Proactive Disclosures

Posting Material

1. Describe your agency's process for identifying "frequently requested" records that should be posted online. **(Not Graded)**

2. Does your agency have a distinct process or system in place to identify records for proactive disclosure? If so, please describe your agency's process or system.
 - a. **DG:** Agency answered yes
 - b. **LG:** *If decentralized – Agency answered that most components have distinct systems*
 - c. **Y:** Agency makes a lot of information available, but no set system
 - i. Alternatively: Agency answered no but provided examples of information posted (beyond things like Federal Register notice or press releases)
 - d. **O:** *If decentralized – Agency answered that most components do not have distinct systems*
 - e. **R:** Agency answered no
3. Has your agency encountered challenges that make it difficult to post records you otherwise would like to post? **(Not Graded)**

Other Initiatives

4. If there are any other steps your agency has taken to increase proactive disclosures, please describe them. **(Not Graded)**

Section IV: Steps Taken to Greater Utilize Technology

Making Material Posted Online More Useful

1. 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?
 - **DG:** Agency answered yes
 - Alternatively: Agency answered that it is already making information available in its most useful format
 - **Y:** Agency is looking into how they would do so
 - Alternatively: If agency noted that their website is not supported within the agency
 - **R:** Agency answered no
2. If yes, please provide examples of such improvements.

Other Initiatives

3. Did your agency successfully post all four quarterly reports for Fiscal Year 2014?
 - **DG:** Agency did successfully, with data appearing on FOIA.gov
 - **LG:** Agency did, but data did not appear on FOIA.gov due to technical reasons and reached out to OIP to resolve issues
 - **Y:** Agency posted 2 or 3 of the reports, and reached out to OIP to resolve issues
 - **O:** Agency posted at least 1 report, and is working with OIP to resolve issues
 - **R:** Agency did not post any reports
4. Do your agency's FOIA professionals use e-mail or other electronic means to communicate with requesters whenever feasible?
 - **DG:** Agency answered yes
 - **LG:** Agency answered yes, but noted that there is limited opportunity
 - **Y:** Agency would like to use electronic communications, but current system are not set up for it and they are working to resolve

- Alternatively: Agency would like to, but cannot due to nature of records
- **O:** Agency would like to, but current systems not set up to allow it
- **R:** Agency answered no

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

Simple Track

1. Does your agency utilize a separate track for simple requests? **(Not Graded)**
2. If so, for your agency overall in Fiscal Year 2015, was the average number of days to process simple requests twenty working days or fewer?
 - **DG:** Average time is 20 days or below
 - **LG:** Average time is between 20.01 and 22 days
 - **Y:** Average time is between 22.01 and 23 days
 - **O:** Average time is between 23.01 and 25 days
 - **R:** Average time is above 25.01 days
3. Please provide the percentage of requests processed by your agency in Fiscal Year 2015 that were placed in your simple track. **(Not Graded)**
4. If your agency does not track simple requests separately, was the average number of days to process all non-expedited requests twenty working days or fewer? (Graded if no simple track grade articulated above in question 2)
 - **DG:** Average time is 20 days or below days
 - **LG:** Average time is between 20.01 and 22 days
 - **Y:** Average time is above 22.01 days

Backlogs

5. If your agency had a backlog of requests at the close of Fiscal Year 2015, did that backlog decrease as compared with the backlog reported at the end of Fiscal Year 2014?
 - **DG:** Agency backlog decreased (or backlog was constant at 0)
 - **Y:** Agency backlog was same as previous fiscal year (not 0) or increased within 5 requests
 - **R:** Agency backlog increased more than 5 requests
6. 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 2015.
 - **DG:** 0% to 10%
 - **LG:** 11% to 20%
 - **Y:** 21% to 30%
 - **O:** 31% to 40%
 - **R:** 41% and above
7. If your agency had a backlog of appeals at the close of Fiscal Year 2015, did that backlog decrease as compared with the backlog reported at the end of Fiscal Year 2014?
 - **DG:** Agency backlog decreased (or backlog was constant at 0)
 - **Y:** Agency backlog was same as previous fiscal year (not 0) or increased within 5 requests
 - **R:** Agency backlog increased more than 5 requests

8. 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 2015. If your agency did not receive any appeals in Fiscal Year 2015 and/or has no appeal backlog, please answer with "N/A."

- **DG:** 0% to 10%
- **LG:** 11% to 20%
- **Y:** 21% to 30%
- **O:** 31% to 40%
- **R:** 41% and above

Status of Ten Oldest Requests, Appeals, and Consultations

9. In Fiscal Year 2015, did your agency close the ten oldest requests that were reported pending in your Fiscal Year 2014 Annual FOIA Report?

- **DG:** Agency answered yes (or no ten oldest to close)
- **R:** Agency answered no

10. 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 2014 Annual FOIA Report. If you had less than ten total oldest requests to close, please indicate that. **(Not Graded)**

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

12. In Fiscal Year 2015, did your agency close the ten oldest appeals that were reported pending in your Fiscal Year 2014 Annual FOIA Report?

- **DG:** Agency answered yes (or no ten oldest to close)
- **R:** Agency answered no

13. 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 2014 Annual FOIA Report. If you had less than ten total oldest appeals to close, please indicate that. **(Not Graded)**

14. In Fiscal Year 2015, did your agency close the ten oldest consultations that were reported pending in your Fiscal Year 2014 Annual FOIA Report?

- **DG:** Agency answered yes (or no ten oldest to close)
- **R:** Agency answered no

15. 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 2014 Annual FOIA Report. If you had less than ten total oldest consultations to close, please indicate that. **(Not Graded)**



2016 Chief FOIA Officer Reports - Assessment of Federal Departments and Agencies

U.S. Department of Justice
Office of Information Policy

Agency	Acronym	Overall Score for Section I	Overall Score for Section II	Overall Score for Section IV	Overall Score for Section V
Administrative Conference of the United States	ACUS		N/A		
American Battle Monuments Commission	ABMC		N/A		
Amtrak	NRPC				
Armed Forces Retirement Home	AFRH		N/A		
Board of Governors of the Federal Reserve System	FRB				
Broadcasting Board of Governors	BBG				
Central Intelligence Agency	CIA				
Chemical Safety and Hazard Investigation Board	CSB		N/A		
Committee for Purchase from People Who Are Blind or Severely Disabled	CPPBSD		N/A		
Commodity Futures Trading Commission	CFTC				
Consumer Financial Protection Bureau	CFPB				
Corporation for National and Community Service	CNCS		N/A		
Council of the Inspectors General on Integrity and Efficiency	CIGIE		N/A		
Council on Environmental Quality	CEQ				
Court Services and Offender Supervision Agency	CSOSA		N/A		
Defense Nuclear Facilities Safety Board	DNFSB				
Department of Agriculture	USDA				
Department of Commerce	DOC				
Department of Defense	DOD				
Department of Education	ED				
Department of Energy	DOE				
Department of Health and Human Services	HHS				
Department of Homeland Security	DHS				
Department of Housing and Urban Development	HUD				
Department of Justice	DOJ				



2016 Chief FOIA Officer Reports - Assessment of Federal Departments and Agencies

U.S. Department of Justice
Office of Information Policy

Agency	Acronym	Overall Score for Section I	Overall Score for Section II	Overall Score for Section IV	Overall Score for Section V
Department of Labor	Labor	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
Department of State	State	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
Department of the Interior	DOI	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
Department of the Treasury	Treasury	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
Department of Transportation	DOT	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
Department of Veterans Affairs	VA	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
Environmental Protection Agency	EPA	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
Equal Employment Opportunity Commission	EEOC	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
Export-Import Bank	Ex-Im Bank	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
Farm Credit Administration	FCA	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
Farm Credit System Insurance Corporation	FCSIC	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
Federal Communications Commission	FCC	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
Federal Deposit Insurance Corporation	FDIC	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
Federal Election Commission	FEC	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
Federal Energy Regulatory Commission	FERC	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
Federal Financial Institutions Examination Council	FFIEC	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
Federal Housing Finance Agency	FHFA	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
Federal Labor Relations Authority	FLRA	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
Federal Maritime Commission	FMC	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
Federal Mediation and Conciliation Service	FMCS	<div><div></div></div>	N/A	<div><div></div></div>	<div><div></div></div>
Federal Mine Safety and Health Review Commission	FMSHRC	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
Federal Open Market Committee	FOMC	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
Federal Retirement Thrift Investment Board	FRTIB	<div><div></div></div>	N/A	<div><div></div></div>	<div><div></div></div>
Federal Trade Commission	FTC	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
General Services Administration	GSA	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>



2016 Chief FOIA Officer Reports - Assessment of Federal Departments and Agencies

U.S. Department of Justice
Office of Information Policy

Agency	Acronym	Overall Score for Section I	Overall Score for Section II	Overall Score for Section IV	Overall Score for Section V
Institute of Museum and Library Services	IMLS	<div><div></div></div>	N/A	<div><div></div></div>	<div><div></div></div>
Inter-American Foundation	IAF	<div><div></div></div>	N/A	<div><div></div></div>	<div><div></div></div>
Legal Services Corporation	LSC	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
Merit Systems Protection Board	MSPB	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
Millennium Challenge Corporation	MCC	<div><div></div></div>	N/A	<div><div></div></div>	<div><div></div></div>
National Aeronautics and Space Administration	NASA	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
National Archives and Records Administration	NARA	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
National Capital Planning Commission	NCPC	<div><div></div></div>	N/A	<div><div></div></div>	<div><div></div></div>
National Credit Union Administration	NCUA	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
National Endowment for the Arts	NEA	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
National Endowment for the Humanities	NEH	<div><div></div></div>	N/A	<div><div></div></div>	<div><div></div></div>
National Indian Gaming Commission	NIGC	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
National Labor Relations Board	NLRB	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
National Mediation Board	NMB	<div><div></div></div>	N/A	<div><div></div></div>	<div><div></div></div>
National Science Foundation	NSF	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
National Transportation Safety Board	NTSB	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
Nuclear Regulatory Commission	USNRC	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
Occupational Safety and Health Review Commission	OSHRC	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
Office of Government Ethics	OGE	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
Office of Management and Budget	OMB	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
Office of National Drug Control Policy	ONDCP	<div><div></div></div>	N/A	<div><div></div></div>	<div><div></div></div>
Office of Navajo and Hopi Indian Relocation	ONHIR	<div><div></div></div>	N/A	<div><div></div></div>	<div><div></div></div>
Office of Personnel Management	OPM	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
Office of Science and Technology Policy	OSTP	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
Office of Special Counsel	OSC	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>



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Agency	Acronym	Overall Score for Section I	Overall Score for Section II	Overall Score for Section IV	Overall Score for Section V
Office of the Director of National Intelligence	ODNI	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
Office of the U.S. Trade Representative	USTR	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
Overseas Private Investment Corporation	OPIC	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
Peace Corps	PC	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
Pension Benefit Guaranty Corporation	PBGC	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
Postal Regulatory Commission	PRC	<div><div></div></div>	N/A	<div><div></div></div>	<div><div></div></div>
Privacy and Civil Liberties Oversight Board	PCLOB	<div><div></div></div>	N/A	<div><div></div></div>	<div><div></div></div>
Railroad Retirement Board	USRRB	<div><div></div></div>	N/A	<div><div></div></div>	<div><div></div></div>
Securities and Exchange Commission	SEC	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
Selective Service System	SSS	<div><div></div></div>	N/A	<div><div></div></div>	<div><div></div></div>
Small Business Administration	SBA	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
Social Security Administration	SSA	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
Special Inspector General for Afghanistan Reconstruction	SIGAR	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
Surface Transportation Board	STB	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
Tennessee Valley Authority	TVA	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
U.S. Access Board	USAB	<div><div></div></div>	N/A	<div><div></div></div>	<div><div></div></div>
U.S. African Development Foundation	USADF	<div><div></div></div>	N/A	<div><div></div></div>	<div><div></div></div>
U.S. Agency for International Development	USAID	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
U.S. Commission on Civil Rights	USCCR	<div><div></div></div>	N/A	<div><div></div></div>	<div><div></div></div>
U.S. Consumer Product Safety Commission	USCPSC	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
U.S. Copyright Office	CO	<div><div></div></div>	N/A	<div><div></div></div>	<div><div></div></div>
U.S. International Boundary and Water Commission	USIBWC	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
U.S. International Trade Commission	USITC	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
U.S. Postal Service	USPS	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
U.S. Trade and Development Agency	USTDA	<div><div></div></div>	N/A	<div><div></div></div>	<div><div></div></div>



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Agency	Acronym	Overall Score for Section I	Overall Score for Section II	Overall Score for Section IV	Overall Score for Section V
Administrative Conference of the United States	ACUS	DG	N/A	DG	DG
American Battle Monuments Commission	ABMC	O	N/A	DG	DG
Amtrak	NRPC	DG	DG	DG	R
Armed Forces Retirement Home	AFRH	DG	N/A	DG	DG
Board of Governors of the Federal Reserve System	FRB	DG	DG	DG	LG
Broadcasting Board of Governors	BBG	DG	DG	DG	LG
Central Intelligence Agency	CIA	DG	DG	Y	R
Chemical Safety and Hazard Investigation Board	CSB	DG	N/A	Y	Y
Committee for Purchase from People Who Are Blind or Severely Disabled	CPPBSD	DG	N/A	R	DG
Commodity Futures Trading Commission	CFTC	DG	O	DG	O
Consumer Financial Protection Bureau	CFPB	DG	DG	Y	DG
Corporation for National and Community Service	CNCS	DG	N/A	DG	DG
Council of the Inspectors General on Integrity and Efficiency	CIGIE	DG	N/A	Y	LG
Council on Environmental Quality	CEQ	DG	O	DG	O
Court Services and Offender Supervision Agency	CSOSA	R	N/A	O	DG
Defense Nuclear Facilities Safety Board	DNFSB	R	DG	O	DG
Department of Agriculture	USDA	DG	O	DG	R
Department of Commerce	DOC	DG	DG	DG	R
Department of Defense	DOD	DG	LG	DG	O
Department of Education	ED	DG	LG	DG	Y
Department of Energy	DOE	DG	DG	DG	R
Department of Health and Human Services	HHS	DG	DG	DG	LG
Department of Homeland Security	DHS	DG	O	DG	O
Department of Housing and Urban Development	HUD	DG	DG	DG	O
Department of Justice	DOJ	DG	DG	DG	LG



2016 Chief FOIA Officer Reports - Assessment of Federal Departments and Agencies

U.S. Department of Justice
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Agency	Acronym	Overall Score for Section I	Overall Score for Section II	Overall Score for Section IV	Overall Score for Section V
Department of Labor	Labor	DG	O	DG	R
Department of State	State	LG	DG	DG	R
Department of the Interior	DOI	DG	DG	DG	LG
Department of the Treasury	Treasury	DG	DG	DG	R
Department of Transportation	DOT	DG	Y	DG	Y
Department of Veterans Affairs	VA	DG	O	DG	O
Environmental Protection Agency	EPA	DG	DG	DG	O
Equal Employment Opportunity Commission	EEOC	DG	DG	DG	LG
Export-Import Bank	Ex-Im Bank	DG	DG	DG	Y
Farm Credit Administration	FCA	DG	O	DG	DG
Farm Credit System Insurance Corporation	FCSIC	DG	DG	DG	DG
Federal Communications Commission	FCC	DG	Y	DG	R
Federal Deposit Insurance Corporation	FDIC	DG	DG	DG	DG
Federal Election Commission	FEC	LG	DG	DG	R
Federal Energy Regulatory Commission	FERC	DG	DG	LG	Y
Federal Financial Institutions Examination Council	FFIEC	DG	DG	DG	DG
Federal Housing Finance Agency	FHFA	DG	DG	DG	DG
Federal Labor Relations Authority	FLRA	DG	DG	DG	DG
Federal Maritime Commission	FMC	Y	DG	DG	LG
Federal Mediation and Conciliation Service	FMCS	DG	N/A	DG	DG
Federal Mine Safety and Health Review Commission	FMSHRC	DG	DG	DG	DG
Federal Open Market Committee	FOMC	DG	DG	DG	DG
Federal Retirement Thrift Investment Board	FRTIB	R	N/A	LG	LG
Federal Trade Commission	FTC	DG	DG	DG	DG
General Services Administration	GSA	DG	DG	DG	DG



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Agency	Acronym	Overall Score for Section I	Overall Score for Section II	Overall Score for Section IV	Overall Score for Section V
Institute of Museum and Library Services	IMLS	DG	N/A	DG	DG
Inter-American Foundation	IAF	DG	N/A	DG	DG
Legal Services Corporation	LSC	DG	DG	DG	DG
Merit Systems Protection Board	MSPB	Y	O	DG	O
Millennium Challenge Corporation	MCC	O	N/A	DG	DG
National Aeronautics and Space Administration	NASA	Y	DG	DG	DG
National Archives and Records Administration	NARA	DG	DG	DG	R
National Capital Planning Commission	NCPC	R	N/A	DG	DG
National Credit Union Administration	NCUA	DG	DG	DG	DG
National Endowment for the Arts	NEA	DG	DG	DG	LG
National Endowment for the Humanities	NEH	DG	N/A	DG	DG
National Indian Gaming Commission	NIGC	DG	DG	DG	O
National Labor Relations Board	NLRB	LG	DG	DG	LG
National Mediation Board	NMB	LG	N/A	DG	DG
National Science Foundation	NSF	DG	DG	DG	LG
National Transportation Safety Board	NTSB	DG	O	DG	R
Nuclear Regulatory Commission	USNRC	DG	DG	DG	DG
Occupational Safety and Health Review Commission	OSHRC	DG	DG	DG	DG
Office of Government Ethics	OGE	DG	DG	DG	DG
Office of Management and Budget	OMB	DG	DG	DG	R
Office of National Drug Control Policy	ONDCP	DG	N/A	DG	DG
Office of Navajo and Hopi Indian Relocation	ONHIR	O	N/A	Y	DG
Office of Personnel Management	OPM	DG	DG	DG	Y
Office of Science and Technology Policy	OSTP	DG	DG	DG	DG
Office of Special Counsel	OSC	DG	O	LG	R



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Agency	Acronym	Overall Score for Section I	Overall Score for Section II	Overall Score for Section IV	Overall Score for Section V
Office of the Director of National Intelligence	ODNI	DG	O	LG	R
Office of the U.S. Trade Representative	USTR	DG	Y	Y	O
Overseas Private Investment Corporation	OPIC	DG	DG	DG	LG
Peace Corps	PC	DG	R	LG	Y
Pension Benefit Guaranty Corporation	PBGC	DG	LG	DG	DG
Postal Regulatory Commission	PRC	DG	N/A	DG	DG
Privacy and Civil Liberties Oversight Board	PCLOB	DG	N/A	DG	DG
Railroad Retirement Board	USRRB	DG	N/A	Y	LG
Securities and Exchange Commission	SEC	DG	DG	DG	Y
Selective Service System	SSS	DG	N/A	DG	DG
Small Business Administration	SBA	DG	DG	DG	LG
Social Security Administration	SSA	DG	DG	DG	Y
Special Inspector General for Afghanistan Reconstruction	SIGAR	DG	DG	DG	DG
Surface Transportation Board	STB	DG	DG	DG	DG
Tennessee Valley Authority	TVA	DG	DG	DG	DG
U.S. Access Board	USAB	DG	N/A	DG	DG
U.S. African Development Foundation	USADF	DG	N/A	DG	DG
U.S. Agency for International Development	USAID	DG	DG	DG	R
U.S. Commission on Civil Rights	USCCR	Y	N/A	DG	DG
U.S. Consumer Product Safety Commission	USCPSC	Y	DG	DG	Y
U.S. Copyright Office	CO	R	N/A	DG	DG
U.S. International Boundary and Water Commission	USIBWC	O	DG	LG	DG
U.S. International Trade Commission	USITC	DG	DG	DG	DG
U.S. Postal Service	USPS	DG	DG	DG	LG
U.S. Trade and Development Agency	USTDA	DG	N/A	LG	O



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Agencies Receiving More than 1,000 Requests (FY 2014)

U.S. Department of Justice
Office of Information Policy

Section I -- Steps Taken to Apply the Presumption of Openness									
Agency	Training				Agency Conducted Outreach	Discretionary Disclosure			
	Held/ Conducted Training	FOIA Staff Attended Outside Training	Estimate of FOIA Professionals who Attended Training			Process in Place for Review	All Components Have Process	Made a Dis. Disclosure	Exs. Used in Connection with Dis. Disclosure
			Grade	Estimate					
CIA	<div></div>	Yes	<div></div>	85%	<div></div>	<div></div>	N/A	<div></div>	3
USDA	<div></div>	Yes	<div></div>	90%	<div></div>	<div></div>	Yes	<div></div>	2, 5
DOC	<div></div>	Yes	<div></div>	70%	<div></div>	<div></div>	Yes	<div></div>	5
DOD	<div></div>	Yes	<div></div>	90%	<div></div>	<div></div>	No	<div></div>	2, 5, 7
ED	<div></div>	Yes	<div></div>	95%	<div></div>	<div></div>	N/A	<div></div>	5
DOE	<div></div>	Yes	<div></div>	90%	<div></div>	<div></div>	Yes	<div></div>	5
HHS	<div></div>	Yes	<div></div>	86%	<div></div>	<div></div>	No	<div></div>	2, 5
DHS	<div></div>	Yes	<div></div>	67%	<div></div>	<div></div>	Yes	<div></div>	5, 7(E)
HUD	<div></div>	Yes	<div></div>	80%	<div></div>	<div></div>	Yes	<div></div>	5
DOJ	<div></div>	Yes	<div></div>	88%	<div></div>	<div></div>	Yes	<div></div>	2, 5, 7(D), 7(E)
Labor	<div></div>	Yes	<div></div>	95%	<div></div>	<div></div>	Yes	<div></div>	2, 5
State	<div></div>	Yes	<div></div>	10%	<div></div>	<div></div>	N/A	<div></div>	5
DOI	<div></div>	Yes	<div></div>	90%	<div></div>	<div></div>	Yes	<div></div>	5
Treasury	<div></div>	Yes	<div></div>	100%	<div></div>	<div></div>	Yes	<div></div>	5, 8
DOT	<div></div>	Yes	<div></div>	100%	<div></div>	<div></div>	Yes	<div></div>	5
VA	<div></div>	Yes	<div></div>	60%	<div></div>	<div></div>	Yes	<div></div>	5
EPA	<div></div>	Yes	<div></div>	100%	<div></div>	<div></div>	Yes	<div></div>	5
EEOC	<div></div>	Yes	<div></div>	100%	<div></div>	<div></div>	Yes	<div></div>	5



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Agencies Receiving More than 1,000 Requests (FY 2014)

U.S. Department of Justice
Office of Information Policy

Section I -- Steps Taken to Apply the Presumption of Openness									
Agency	Training				Agency Conducted Outreach	Discretionary Disclosure			
	Held/ Conducted Training	FOIA Staff Attended Outside Training	Estimate of FOIA Professionals who Attended Training			Process in Place for Review	All Components Have Process	Made a Dis. Disclosure	Exs. Used in Connection with Dis. Disclosure
			Grade	Estimate					
FTC	<div></div>	Yes	<div></div>	100%	<div></div>	<div></div>	N/A	<div></div>	2, 5
GSA	<div></div>	Yes	<div></div>	100%	<div></div>	<div></div>	N/A	<div></div>	5
NARA	<div></div>	Yes	<div></div>	80%	<div></div>	<div></div>	N/A	<div></div>	5
NLRB	<div></div>	Yes	<div></div>	100%	<div></div>	<div></div>	N/A	<div></div>	5
OPM	<div></div>	Yes	<div></div>	90%	<div></div>	<div></div>	N/A	<div></div>	5
PBGC	<div></div>	Yes	<div></div>	100%	<div></div>	<div></div>	N/A	<div></div>	5
SEC	<div></div>	Yes	<div></div>	100%	<div></div>	<div></div>	N/A	<div></div>	5
SBA	<div></div>	Yes	<div></div>	100%	<div></div>	<div></div>	N/A	<div></div>	5
SSA	<div></div>	Yes	<div></div>	95%	<div></div>	<div></div>	N/A	<div></div>	5
USCPSC	<div></div>	No	<div></div>	10%	<div></div>	<div></div>	N/A	<div></div>	5
USPS	<div></div>	Yes	<div></div>	100%	<div></div>	<div></div>	Yes	<div></div>	3, 5, 7(D), 7(E)



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Agency	Requests for Expedited Processing		Agency has taken steps to make the handling of misdirected req. more efficient	Agency complies with OIP guidance on "still-interested" inquiries	Agency took steps to strengthen FOIA Public Liaison Services
	Did agency maintain an avg. of 10 calendar days or less to adjudicate expedition?	Avg. Time to Adjudicate			
CIA		8.83	N/A	N/A	While we did not strengthen these services in the Fiscal Year 2015, the CIA FOIA Requester Service Center operates our FOIA hotline. This provides requesters with a direct connection to the CIA's FOIA Public Liaison and public access professionals. Using this mechanism, our FOIA Public Liaison has interacted directly with requesters to explain and clarify our processes and capabilities. In Fiscal Year 2016, requesters will be able to contact our FOIA Requester Center via email.
USDA		25.85	Yes		The Department's FOIA agencies and offices continue to communicate routinely with FOIA requesters to keep them informed on the status of their requests and provide contact information for the FOIA Officer and/or Requester Service Centers in the event any questions arises concerning their requests. One example of a step taken to strengthen these services includes APHIS' recent creation of a FOIA Intake Team. Designed to increase communication with FOIA requesters and encourage dialogue between the APHIS FOIA Office, APHIS program offices, and the APHIS requester community, the APHIS FOIA Intake Team is led by a senior government information specialist responsible for overseeing the interpretation of every incoming FOIA and consulting when appropriate with APHIS programs offices about the scope of the request. To date, the Intake Team has consulted on over ninety incoming FOIAs. About 24% of these FOIAs requiring consult were either significantly narrowed after discussions between the APHIS program offices and requesters or administratively closed as a result of the FOIA Office directing requesters to the information online. Requesters also walked away better understanding the regulatory mission of APHIS and the types of records the agency maintains.
DOC		8	N/A		The Department of Commerce and its components have FOIA Requester Service Centers, as well as FOIA Public Liaisons. Contact information for both can be found at http://www.osec.doc.gov/omo/FOIA/servicecenters.htm , and on foia.gov at http://www.foia.gov/report-makerequest.html .



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DOD		6.35	Yes		All the DoD Components report particular focus on good customer service and communications with FOIA requesters. Telephone and email communications are the primary methods preferred for working with the public but many components are also reporting that public facing electronic tools have helped requesters better track their requests and monitor progress towards case completion. Components report that employees have taken customer service training offered by their components and that the subject is a matter of routine emphasis from headquarters elements throughout the field. [See report for examples]
ED		10.74	N/A		In addition to the strong commitment to customer service that the FSC has in place already, ED is developing a public facing FOIA/PA Guidebook that will provide the requester community with a wealth of information about the Department's FOIA program.
DOE		8.5	Yes		At our offices who receive a lower volume of FOIA requests, all communication and other interaction is handled by the FOIA Officer and staff to ensure the requester is aware of the request process, ownership of records issues, and handling of individual requests. At HQ, the FOIA requester service center staff is the FOIA Officer and staff who are trained to assist the requester community with issues or questions regarding their FOIA requests. The FOIA Public Liaison at HQ is the Director over the FOIA Office and is knowledgeable about the FOIA process and other FOIA related matters. He has direct interaction with the FOIA Office on a daily basis and is able to assist the requester community regarding FOIA issues related to requests.



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HHS		9.9	Yes		DHHS continually strives to improve efficiencies and processes to better serve our constituents. Examples of how the individual OpDivs have improved their centers and services follow. ACF FOIA has increased the number of individuals providing FOIA processing and responding to FOIA requests and inquiries. CDC is increasing this function to improve customer service and reduce the FOIA case backlog through more focused records searches in response to requester's interests. CMS has begun reaching out to requesters with appeals pending with the agency, offering to work with the requesters to come up with a response that will meet the requesters' needs within the original request process. Should the requestor agree, CMS will provide a response or a supplemental response to the original FOIA request, as opposed to going through the lengthier appeal process. The requesters are provided with full appeal rights, should they be dissatisfied with CMS' additional response. FDA recently enhanced their telephone tree for incoming calls, so that requesters can more easily obtain the information they are seeking by either a pre-set recording (such as instructions for submitting a request) or speaking with a live agent. PSC is a small office with a small staff; however, everyone on the PSC staff is trained and available to help a requester. If the PSC is not able to assist a requester, the requester is advised how to contact OGIS for assistance. In addition, PSC recently invested in FOIA software to assist with FOIA tracking and processing, to reduce duplicative efforts, and increase processing efficiency. [See report for additional examples]



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DHS		38	Yes		The DHS Privacy Office and the Components already have robust services in place to inform requesters of how the FOIA process works, the handling of their requests, and resolving disputes. The DHS Privacy Office constantly redesigns its public-facing FOIA website, http://www.dhs.gov/freedom-information-act-foia , to improve usability. The site features a simplified menu and graphic links to rich content. Detailed information explains how to submit a FOIA request and information on where to direct it, while a link off the index page enables requesters to check the status of submitted requests. The site provides a list of FOIA Officers and Public Liaisons along with their contact information and links to the Component websites. The Component FOIA websites also contain a great deal of information regarding how to submit a FOIA request, frequently asked questions, how to locate records on their sites, and dispute resolution services. [See report for additional examples]
HUD		8.26	Yes		HUD's FOIA Public Liaisons are managerial or supervisory officials who assist the Chief FOIA Officer in reducing delays, resolving disputes, and increasing transparency. These Public Liaisons are adept at resolving complex FOIA matters due to their knowledge of the Freedom of Information Act, departmental FOIA regulations, and various HUD programs. HUD's FOIA Public Liaisons are often contacted after an initial response from the FOIA Requester Service Center and consistently resolve disputes without intervention from the Office of Government Information Services, the department charged by Congress to resolve FOIA disputes between Federal agencies and requesters and to review FOIA policies, procedures, and compliance of Federal agencies.



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DOJ		7.34	Yes		Over the past seven years, the Department has put a significant emphasis on the importance of customer services and good communication with requesters. In 2010 and again in 2013, OIP issued government-wide guidance on this important topic. [...] Here at the Department, each component has set up its own FOIA Requester Service Center and FOIA Public Liaison to assist the public with any questions they might have regarding their FOIA request or the FOIA in general. In addition, OIP fields numerous calls from the public, assisting requesters in understanding how the FOIA works as well as how and where to make requests. Notably, the Department put an emphasis on the role of the FOIA Public Liaison, as well as other FOIA contacts, in its new FOIA regulations issued in April 2015. [...] In addition to these Department-wide efforts, several components have taken proactive approaches to further strengthen these customer services for the public. [See report for examples]
Labor		77.7	Yes		Over the course of FY 2015 and the first quarter of FY 2016 there were 120 instances in which the FOIA Public Liaison was contacted for assistance. The majority of the inquiries were to inquire regarding the status of a pending request. This number is relatively low considering the Department processed 17,104 requests during FY 2015.
State		10.49	N/A		IPS has assigned an additional employee to respond to public inquiries regarding pending FOIA requests and the Department's FOIA processes. This employee serve as an alternate to the FOIA Public Liaison to improve the efficiency of our responses to public inquiries about the Department's FOIA process and to provide details about the processing of individual requests. This employee also assists in resolving disputes between FOIA requesters and the Department.



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DOI		3	Yes		After completing a survey of other Cabinet-level agencies' FOIA websites, it was clear that the Department's FOIA website's easily located contact information (including names and direct contacts) and explanation of what these services are (so requesters know when and how they may be utilized) meant the Department's services are already robust.
Treasury		4	Yes		During the reporting period, Treasury implemented a number of enhancements to its FOIA webpage and customer service processes to improve customer access to FOIA services. In December 2015, Treasury implemented an online status check feature that allows FOIA requesters to directly obtain the status of their FOIA request. Additionally, Treasury implemented a new phone system in the main FOIA Requester Service Center that immediately routes incoming calls to an available FOIA employee. The new phone system has also reduced the number of "non-FOIA related" calls received at the FOIA Requester Service Center. IRS's ten FOIA processing offices serve as the Requester Service Centers, and their managers serve as the FOIA Public Liaisons for requests submitted by requesters located in the geographical areas covered by those offices. Because the Public Liaisons are primarily responsible for the FOIA requests processed by their offices, they are uniquely positioned to resolve issues with specific cases worked by their offices or to facilitate the transfer of public liaison issues to the appropriate office. [...]



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DOT		11.38	Yes		DOT's FOIA Requester Service Centers within the various components' FOIA Offices and FOIA Public Liaisons serve as the face and voice of an agency. They provide an important service for requesters, informing them about how the FOIA process works and providing specific details on the handling of their individual requests, and assisting requesters in resolving disputes. In calendar year 2016, we began adding a monthly agenda item to our monthly DOT-wide FOIA meeting called "Strengthening FOIA Requester Service Centers." Each month, we discuss ways to improve our FOIA Requester Service Centers throughout DOT. I recently met with the DOT's FOIA Public Liaisons to ensure they understood their responsibilities as FOIA Public Liaisons and to offer them my support as DOT's Chief FOIA Officer. I also attend selected monthly DOT-wide FOIA meetings to highlight the importance of various issues. [See report for examples]
VA		20.37	N/A		The VA FOIA Service located at the VA's Central office is clearly identified on the agency's FOIA webpage and in agency regulations (38 Code of Federal Regulations § 1.554) as the office to contact if a requester is unsure of where and/or how to submit a FOIA request to the VA and/or if more than one component office may have responsive records. The VA has a decentralized (approximately 400 geographically-dispersed components) system for handling FOIA requests and this can be confusing to requesters. The FOIA Service continues to work closely with requesters on a daily basis by phone and email to assist requesters in ensuring their requests are directed to the correct office(s) and to resolve disputes between requesters and component offices.



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EPA		5.32	N/A		In October 2012, EPA deployed FOIAonline, a new FOIA management system. All FOIA requests received at the EPA are managed throughout their lifecycle in this system. FOIAonline gives requesters the capability to create individual accounts which then allows them to view the specific processing details of their individual requests. Requesters who have created such accounts are able to view all status information (e.g., when the request was received, where the request has been assigned) regarding the processing and managing of their individual requests. The Agency's FOIA Service Center is open from 6:00 a.m. to 6:00 p.m., Monday thru Friday to provide assistance to all requesters and to resolve any FOIA disputes that may arise. The Agency has also included in FOIA.gov and EPA's FOIA site information about how to contact EPA's FOIA Public Liaison. EPA's FOIA Liaison has worked with requesters and program offices to resolve disputes. The FOIA Public Liaison has also worked with the Office of Government Information Services (OGIS) in resolving concerns raised by the public.
EEOC		2.64	Yes	N/A	The EEOC has established two FOIA Requester Service Centers, one in Washington, DC and one in our Los Angeles District Office, to serve requesters. EEOC has one FOIA Public Liaison located in Washington, DC. In Fiscal Year 2015, some FOIA Liaison duties such as responding to requester telephone calls and written communications were distributed among FOIA Programs staff to ensure a rapid response to all questions and/or concerns. However, all requesters may continue to contact the FOIA Public Liaison directly for assistance.



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FTC		8	N/A	N/A	<p>If a requester has questions or comments about the FOIA process, they may call the FOIA Requester Service Center at (202) 326-2430 to either speak directly to a FOIA Case Officer or leave a voice message. A requester may ask the FOIA Case Officer to speak with the FOIA Public Liaison if there are concerns about the quality of the service received regarding the processing of an initial response or appeal. Moreover, the FOIA Public Liaison's contact information is available here: https://www.ftc.gov/about-ftc/foia/freedom-information-act-contacts), and any individual can directly contact the FTC's FOIA Public Liaison. FOIA Case Officers and the Public Liaison are available to assist individual requesters at each step of the process in filing a FOIA request. The FTC's FOIA process includes sending acknowledgment letters to requesters if processing the request will likely take longer than five business days. The acknowledgment letter includes FOIA staff contact information in case the requester has questions. Additionally, the FTC's website includes a "Track Your FOIA Request" feature, which allows requesters to keep track of FOIA requests that have opened and closed in the most recent month. Further, the FTC's substantive response letters to FOIA appeals notify requesters about the mediation services offered by OGIS. These letters describe the mediation process and provide requesters with information on how to pursue this option. Thereafter, the Public Liaison also works with OGIS on a case-by-case basis to respond the questions or concerns of FOIA requesters.</p>



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GSA		1.32	N/A		GSA's FOIA Requester Service Center and FOIA Public Liaisons take their roles very seriously, and serve both professionally and publically as the face and voice of GSA to the general public. Our FOIA professionals are very knowledgeable on the FOIA process and take every opportunity when interacting with the public to explain how the FOIA process works and provide specific details and timelines explanation on the handling of their individual requests. The rare times that disputes occur, the GSA FOIA Requester Service Center and FOIA Public Liaison step right in to work on resolving disputes. GSA has continued to improve in this area by taking a proactive approach to reaching out to the requester very early in the FOIA process. GSA is working proactively to reduce and mitigate potential disputes. By thoroughly explaining the FOIA process; working with the requesters to help craft and modify the scope of the request to pin down exactly what the requester is specifically looking for; explaining the fees assessed, and how the agency will work with them to get that information to them proves to be extremely helpful to the general public.
NARA		10.34	Yes		The National Archives has always implemented a FOIA Requester Service Center model, based on the research facility where the records are maintained –i.e., Main Archives, Field Archives, and Presidential Libraries. The role and function of the FOIA Public Liaison has always been played by the Supervisory Archivist at each location.
NLRB		5	N/A		The NLRB's FOIA Public Liaison has participated in training from OGIS and has consulted with OGIS on FOIA practices. In addition, the Agency's website has been updated to identify the FOIA Public Liaison.



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OPM		1	N/A		The Chief FOIA Officer also serves as the OPM's FOIA Public Liaison. As mentioned earlier, we have two hotlines to respond to the public's questions. In particular, the Public Liaison hotline receives an average of 3-5 telephone calls from the public on a daily basis. Telephone calls often pertain to status updates, request issues, or proper placement of a FOIA request. These are just some of the types of questions that are received on a daily basis. These calls are almost always handled immediately and except for holidays or leave, are handled no less than 24 hours from receipt of the call. We take great pride in being responsive to the public and in following up with respect to questions and issues even if they do not belong with OPM. As mentioned above in our response to Question #4, we work extensively to make sure that our customers are fully informed with regards to the OPM FOIA processes, potential processing times and issues that may have a major effect on the request. In keeping to our mission of providing excellent customer service, we follow-up with each customer, whether internal or external, returning emails and telephone, in most cases within 24 hours or less. This greatly helps to reduce misunderstandings, appeals and provides great satisfaction to our customers. They know that they are being given the best assistance and treatment with respect to their FOIA request and inquiries.
PBGC		10.6	N/A		Since the FOIA disclosure mission is centralized at the PBGC, the FOIA Public Liaisons are frequently the points of contact for requests in which disputes may arise, in addition to the Disclosure Officer. Nevertheless, the contact information for PBGC FOIA Public Liaisons is posted on PBGC's FOIA website. Additionally, PBGC anticipates issuing changes to the agency's implementing regulation concerning FOIA procedures and processes, which will be published in the agency's implementing regulation how the public can contact PBGC's FOIA Public Liaisons.



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SEC		6.23	N/A		SEC FOIA Public Liaisons are available directly by email or telephone. This contact information is located on the SEC's public website. SEC FOIA Public Liaisons assisted requesters by helping them understand the FOIA process generally and how it is implemented at the SEC. Another valuable service that SEC FOIA Public Liaisons provide to requesters is helping them to refine the scope of overly broad requests, as well as those that would yield a voluminous amount of records and/or require a significant amount of time to fulfill. As FOIA experts and SEC employees, the public liaisons are ideally suited to handle these matters, since they have both the procedural and institutional knowledge to assist requesters. [See report for examples]
SBA		1.8	Yes		<p>SBA's National FOIA team includes OGC Attorneys, an in-house FOIA team (currently staffed by two Government Information Specialists) and several Public Liaisons working to strengthen the quality of verbal and written communications with the FOIA requester community in a decentralized FOIA system at each phase of the FOIA request (initial request to final appeal.) In an effort to strengthen SBA's FOIA services, these legal and FOIA professionals provide routine training and guidance to Agency employees who have varying levels of exposure to FOIA through their collateral duty responsibilities. The Agency is continuously improving the quality of its written responses to initial FOIA requests and to FOIA appeals.</p> <p>The Office of Hearings and Appeals (OHA) FOIA team is responsible to oversee the FOIA activities of the Agency's program offices, to provide procedural guidance to Agency FOIA personnel, and to ensure that the Agency's components adhere to the 20-day time limit for responses. As a result of an Agency VERA/VSIP Early Buyout, the OHA FOIA team's longstanding FOIA Chief and Senior Government Information Specialist retired in the fall of 2014. After a complete turnover of the Agency's FOIA team at the close of FY 2015, the Agency committed to strengthen the Agency FOIA program by recruiting experienced FOIA personnel to backfill the vacancies. [...]</p>



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SSA	N/A	N/A	N/A		Yes. We try to resolve disputes with requesters in house, if possible. In our training, we explain how the Office of Government Information Systems (OGIS) helps to resolve disputes when they are contacted by requesters, and designated one FOIA analyst to work on resolving cases when we are contacted by OGIS.
USCPSC		1	N/A		The FOI office has initiated a policy of keeping requesters abreast of their request through constant communication to explain the search and information gathering process, particularly with requesters seeking voluminous information. This process keeps the requesters informed and updated on their requests from the beginning to completion of the request (the measure also allows for providing partial responses as appropriate). We notify requesters of the availability of mediation services in FY 2016. We include language in our correspondence with requesters of their right to the mediation services offered by the Office of Government Information Services.
USPS		5.37	Yes		There have been no recent changes in the organizational structure of the USPS FOIA Program, which already has in place four RSC's, each having a designated FOIA Public Liaison. Contact information for the RSCs and FOIA Public Liaisons are posted online. With more than 30,000 facilities throughout the country at which records are maintained, FOIA Coordinators in each of the USPS Headquarters departments and each of the Area and District offices across the country play a key role in responding to inquiries from FOIA requesters about their requests. Also, requesters are informed in writing of any subsequent referral of their request and provided contact information.



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Section III -- Steps Taken to Increase Proactive Disclosures (PD)					
Agency	Process for Identifying Frequently Requested Records	System in Place to Identify Records for PD	Challenges to Posting Material Online	Publicized Important PDs	Other Steps Taken to Increase PDs
CIA	It is CIA's intention to post online all records released under our FOIA program. We do give priority to items that, per our FOIA logs, are frequently requested.		No		CIA posts documents released in response to the FOIA and 25-year automatic declassification program under Executive Order 13526 to the electronic reading room at CIA.gov. Discretionary releases associated with the Historical Review Program are also added to the CIA portal. Millions of pages of records processed by the 25-year automatic declassification program have been loaded onto CREST systems located at NARA as well as individual presidential libraries. CIA disseminates declassified records in this way to increase the number of records provided to the public at large.
USDA	The Department's FOIA Officers employ varying methods for identifying frequently requested records. Most common among the methods however is routine monitoring of the FOIA logs.		Yes		N/A
DOC	DOC identifies those records that are likely of interest to the public and its constituents such as grant documents, reports, etc. and posts those using either a blog and/or on its individual bureau main web pages and by topic for ease of access. FOIA Officers work with program offices, office of public affairs and the webmaster to ensure that records from the programs are routinely made available on the Department's website. As an example, the OIG FOIA Officer keeps track of the records that have been frequently requested. Once a previously-released record has been requested a total of 3 or more times, the FOIA Officer works collaboratively with the OIG office responsible for the OIG website and posting of public documents to ensure that a copy of the properly FOIA-processed record is posted in a timely manner. The Department of Commerce also uses FOIAonline to both identify and make available records for proactive disclosure. The ways that FOIA professionals use the system to assist them include: reviewing responses to requests to determine if material disclosed may be of use to other requesters and discussing how to make responsive records available through the FOIAonline system, which is available to the public. Through the FOIAonline system, individuals can access posted FOIA requests and agency responses to those requests. Those responses include disclosed responsive records.		Yes		The Department of Commerce Open Government team has taken the lead in identifying new ways to make more information publicly available. For example, the Open Government team has taken the lead in identifying new ways to make more information publicly available. The Census Bureau is accessing data through products and tools including data visualizations, mobile apps, interactive web apps and other software at http://www.census.gov/data.html . The USPTO FOIA Office continues to monitor and examine the nature of FOIA requests received each year on an ongoing basis to determine if and whether it has repeat requests or popular categories that are not already addressed in the FOIA Reading Room. In addition, the USPTO's FOIA Reading Room contains document repositories that are fully text-searchable so that the public can quickly access the records that are proactively disclosed. NOAA held special meetings on multiple occasions to discuss the possibility of certain types of records, such as congressional correspondence logs, to be routinely extracted and disclosed absent the submission of a FOIA request despite the need for possible reasonable segregation. This is being considered due to the significant public interest in these types of records and the value they have for increasing the public's understanding of bureau activities.



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Agency	Process for Identifying Frequently Requested Records	System in Place to Identify Records for PD	Challenges to Posting Material Online	Publicized Important PDs	Other Steps Taken to Increase PDs
DOD	<p>Frequently requested records are easily identified at some DoD Components because case tracking systems or small staffs recognize requests and flag them for posting. Other components report not having frequently requested records or as in the case of DoD IG, already posting nearly all the requests on their websites which negates the need to identify records as frequently requested in order to post them.</p> <p>Some components such as DSS, DFAS and JPRA report that the vast majority of the requests for information fall into privacy or other restrictions which do not lend themselves to frequently requested records for posting. However, most components report some level of FOIA log review or request trend analysis to pinpoint items of high public interest. These items may be subject to posting as frequently requested items. DISA sets the bar at only two, vice three, requests in identifying records to be posted. Additionally, NORTHCOM, OSD/JS, DTIC and Air Force post nearly all requests without privacy implications to their FOIA libraries and websites. Other components, DIA among them, report that they are moving towards posting all requests online. In fact, TRANSCOM is redesigning their website to accommodate the change. Navy highlights some as "hot topics" on their website but their case management system has made searching for released records much easier for requesters.</p>		Yes		<p>DCAA leads the way in other steps to increase proactive disclosures through its Field Liaison Advisors who work with acquisition, contract administration, and contract audit personnel to coordinate audit processes and provide other valuable audit assistance. They also focus on assisting small businesses with training and information to help them navigate the audit process. Presentations and guidebooks are posted on their public website at http://www.dcaa.mil/audit_process_overview.html.</p> <p>Additionally, DCAA posts the results of their outside auditor's review of their financial statements. The statements provide important information on the DCAA's financial health and compliance with applicable financial laws and regulations. DCAA earned an "unqualified opinion" which is the highest rating available. DFAS posts the Social Security Number (SSN) Justification Memorandums and Privacy Impact Assessments at the following links: http://www.dfas.mil/foia/SSN-Justification-Memos.html and http://www.dfas.mil/foia/privacyimpactassessments.html.</p>
ED	<p>Yes. ED's FSC collaborates internally with program offices across the Department as an ongoing effort to identify records for proactive disclosure. This is an ongoing effort in the Department's FSC, which, at times, requires an electronic search of the case management tracking system to identify frequently requested records. Two of the most commonly-requested categories of records within ED are the successful grant applications and contracts.</p> <p>Also, ED's FSC in partnering with the OGC FOIA Attorneys continues to communicate to program offices to follow the "rule of three" to identify categories of records that have been frequently requested or for which there is an anticipated high public interest.</p>		Yes		<p>ED's Chief Privacy Officer (CPO) meets periodically with FOIA Senior Leaders from each program office to inform them of their obligation to the Department's FOIA program. The topic of proactive disclosures is a standing agenda item in which the CPO encourages the program offices to identify information for proactive disclosures, and also explains the benefits and overall impact that proactive disclosures have.</p>



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DOE	The agency reviews a list of all FOIA requests received each week to determine what has been requested. The FOIA office also conducts key word searches in the FOIA database to identify frequent requests. FOIA analysts also advise the FOIA officer of frequently requested documents. If documents are requested at least twice it is considered a frequently requested document.		No		At Golden, the Environmental Office posts disclosures on the Golden Public Reading Room, including National Environmental Policy Act (NEPA) documents consisting of Categorical Exclusions (CX), Environmental Assessments (EA), Environmental Impact Statements (EIS) and other NEPA documents. See, http://www.energy.gov/eere/golden-field-office-reading-room . Western regularly meets with the public to share information and continues to respond to public and media queries in a timely fashion. Additionally, relevant content is shared proactively on Western's newsroom website: https://www.wapa.gov/newsroom/Pages/newsroom.aspx . DOE PAGESBeta contain an initial collection of journal articles and accepted manuscripts as a demonstration of its functionality and eventual expanded content. Over the next year, additional metadata and links to articles and accepted manuscripts will be added as they are submitted to OSTI. The anticipated annual growth is expected to be between 20,000-30,000 publicly-accessible articles and manuscripts. When DOE PAGES move beyond the "beta" period, it will offer distributed full-text access to all DOE-affiliated accepted manuscripts or articles after an administrative interval of 12 months. Hanford holds open public meetings that include the Hanford Advisory Board. Hanford Site management regularly provides updated information about cleanup work and responds to questions from board members about ongoing activities. Site employees also staff an active Hanford Speakers' Bureau, with the goal of reaching out to schools, civic service organizations, and university students with new information related to the work at the Site. Hanford Site public tours are scheduled each year, providing yet another avenue for interested individuals to see the work that is occurring and an opportunity to ask questions of the current employees.
HHS	The Department employs a number of ways to identify records for proactive disclosure. OpDivs frequently use the established threshold of three requests for the same information to identify records of substantial public interest, either through manually tracking FOIA requests or from identifying requests for the same records from an electronic tracking system. Additionally, information is gathered from program areas and offices about significant policy documents that may be candidates for proactive disclosure. Public affairs and communications staff also provide input and suggestions for department records that may be proactively disclosed.		Yes		CMS posts its FOIA logs on a recurring basis and continues to work with the agency's contracting office to post frequently requested contracts.



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DHS	<p>DHS and the Components follow the guidance set forth in a policy memorandum from December 2010, titled DHS FOIA Office Procedures and Standards for Effectively Implementing Section (a)(2)(D) of the FOIA "Frequently Requested Documents" Procedures, which outlines the process for determining when and how to disclose frequently requested documents.</p> <ul style="list-style-type: none">• The DHS Privacy Office identifies frequently requested records through its COTS web application, which has a built in request comparison feature that identifies similar requests already entered in the system. [...]• CBP uses its FOIAonline tracking system to mark specific records for public viewing, assigns these records key words for search purposes, and has made some records available in this manner. [...]• USCIS follows a standard "rule of three" when determining if a record falls into the frequently requested category. The USCIS electronic processing system alerts staff when any record is requested at least three different times. USCIS pulls the record and reviews it for proactive disclosure.• NPPD also follows the standard rule of three but may consider a second request as a frequently requested record.• ICE tracks incoming requests through the COTS web application, which allows the intake team to track duplicate or similar requests. [...]• I&A, FEMA, and TSA use the COTS web application to identify frequently requested records.• S&T considers two requests for the same records to be frequently requested records and recommends posting to the DHS website.• FLETC and FEMA monitor FOIA logs for frequently requested records.		Yes		The Department remains committed to increasing proactive disclosures as mentioned throughout the report, but has nothing further to describe.
HUD	HUD monitors its FOIA logs on a regular basis and identifies material to be posted to its website. A comprehensive list of documents and materials have been compiled and posted, and are updated and reviewed quarterly.		No		The posted material is reviewed quarterly to ensure that the websites are functional and the materials are current and available for viewing.



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DOJ	The Department's components use different methods for identifying "frequently requested" records including: monitoring for such requests as part of their ongoing case management process, conducting periodic reviews of FOIA logs, and holding monthly meetings that include not only FOIA professionals but other interested stake holders like IT and Communications personnel.		Yes		Several components reported additional steps taken to further promote proactive disclosure practices. For example, BOP leadership emphasized the importance of promoting openness and transparency in their meetings and directorates are encouraged to post records demonstrating how BOP operates. The FBI established a strategic measure to increase the number of proactive disclosures on the Vault by 20% in FY 2015, and they exceeded this goal by posting substantially more records on thirty-one new topics. OIP has also taken steps to further encourage proactive disclosures across the government. On March 16, 2015, OIP issued new guidance to agencies entitled Proactive Disclosures of Non-Exempt Agency Information: Making Information Available Without the Need to File a FOIA Request. Additionally, in July 2015, the Department launched a Proactive Disclosure Pilot which was designed to test the feasibility of posting FOIA responses online so that they are available to all requesters. Further emphasizing the importance of proactive disclosures, OIP added a session on Best Practices on Collaborative Approaches for Proactive Disclosures to its April and June Advanced FOIA Seminars. Finally, FOIA.gov continues to serve as the government's one-stop shop for FOIA data and resources. Among many other functions, FOIA.gov takes the detailed statistics contained in agency Annual FOIA Reports and displays them graphically. The website also allows users to search and sort the data in any way they want, so that comparisons can be made between agencies and over time. The most recent set of data to be made available on FOIA.gov is the data from agencies' Fiscal Year 2015 Annual FOIA Reports. New charts and graphs will be added to show the evolution of key FOIA statistics over the past several fiscal years. FOIA.gov also continued to be updated with spotlights on the new releases agencies have made.
Labor	The Department of Labor encourages agency components to monitor the FOIA logs that are generated by the Secretary's Information Management System for FOIA (SIMS-FOIA) for frequently requested documents. In addition, FOIA contacts are encouraged to recognize materials that are the subject of multiple FOIA requests to determine if they are appropriate for posting under Subsection (a)(2).		No		DOL has utilized blogs, YouTube, Twitter and other electronic communication channels, as well as specific pages or sections of the website devoted to a particular topic to proactively disclose information. Some agency components highlight significant information of public interest through news releases and "hot topics" sections of the agency's webpage. A few components are in the process of improving their websites search engines to provide more enhanced online search tools and download functionality than is currently available. It is our belief that more robust search functionality will increase accessibility to online data and is expected to reduce the number of requesters who request customized data sets through the FOIA process.



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State	The Department continues to employ a well-established procedure for identifying records that have been processed under the FOIA for posting on the public website, www.foia.state.gov . After documents are released in response to a FOIA request, the Requester Liaison Division (which manages the Department's FOIA website) works with the Statutory Compliance and Research Division (which processes the requests) to identify documents to be uploaded. Documents released in response to a Privacy Act request are not posted online. In addition, other bureaus within the Department also post documents of wide public interest on www.state.gov .		Yes		N/A
DOI	A specific provision in the Department's FOIA regulations addresses frequently requested records. Additionally, sections 2.7 and 3.3 of the Department's FOIA Handbook discuss this issue. This topic is frequently discussed by Departmental FOIA Policy Staff, bureau FOIA Officers, and other Departmental employees. Bureau FOIA Officers are familiar with the requests that come in and regularly review their FOIA logs for frequently requested records.		Yes		The Departmental FOIA Policy Staff worked with the Communications Office to coordinate proactive disclosures and with bureaus to increase their technical knowledge on making proactive disclosures. Additionally, the importance of proactive disclosures is a reoccurring theme in formal and informal training given by (and to) Department employees, including at monthly FOIA Officer meetings.
Treasury	Each Treasury Bureau has a system in place to identify and post frequently requested records. BEP, DO, FinCEN, Fiscal Service, and Mint FOIA professionals review lists of incoming requests on a quarterly basis to identify frequently requested documents and information. When three or more requests are received for substantially the same information, those records are flagged for proactive posting. IRS conducts an annual review of its FOIA log to identify frequently requested records. Additionally, IRS has established a team that will identify frequently requested records and make those documents available on IRS's website.		Yes		During the reporting period, the Department began tracking proactive disclosures on a monthly basis. Additionally, during monthly teleconferences, the Director for FOIA and Transparency encouraged each Treasury Bureau to seek out and post new material.



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DOT	DOT's components regularly monitor their FOIA logs to identify frequently requested records.		No		<p>DOT's Chief Data Officer and Departmental FOIA Officer formed a cross-modal, cross-functional group to help inform the Open Government Plan guidance mentioned above, on increasing proactive disclosures. They sought input from those whose jobs can have a positive impact in effectively increasing proactive disclosures throughout DOT. Participants included experts in the areas of Public Affairs, Open Government, FOIA, Records, Web, Communications, and Data. Our goal was to be more systematic in the area of proactive disclosures, and we believe this collaboration was key.</p> <p>The next step was for the Chief Information Officer and the General Counsel to send a memorandum to the Heads of the Operating Administrations (OAs) titled, "Developing a Systemic Approach for Increasing the Public Availability of Information about Agency Operations." That memorandum directed the OAs to develop a plan for systematically identifying and posting more "in demand" information on their responsive websites. The guidance to the OAs instructed them to address, at a minimum, certain types of documents (Congressional reports and testimony, FOIA request logs, funding/apportionment tables, and correspondence logs). The guidance also instructed the OAs to review their current practices, including how they ensure that Electronic Reading Rooms are current, and identify new information or data releases based on various demand signals.</p> <p>The OAs' plans are posted at www.transportation.gov/open/. The OAs will monitor their plans throughout the year in various ways. For example, the Executive Sponsor for the OST will hold quarterly meetings with the program offices and support offices that formed the OST Team. We anticipate the plans will be updated and refined as we learn and share best practices throughout the implementation process.</p>
VA	No		Yes		N/A
EPA	Since October 1, 2012, EPA has posted all records released through FOIA on FOIAonline. Accordingly, responses to most FOIA requests, including those containing frequently requested information, are available to the public through FOIAonline.		No		N/A
EEOC	EEOC monitors non-charge file FOIA requests. If the same material has been requested three times or has been requested two times with a strong likelihood of a third request, the material is posted online.		Yes		N/A



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FTC	FOIA staff are trained to identify instances where three or more requests have sought the same set of documents. When this occurs, staff posts the accessible documents in the agency's FOIA reading room. These requests can be found here: www.ftc.gov/about-ftc/foia/foia-reading-rooms/frequently-requested-records .		No		As described above, the FTC posts a wide array of documents to its public website, including frequently requested records.
GSA	Beginning in Fiscal Year 2015, GSA began to post almost all released FOIA requests responses online regardless of if they are "frequently requested" records or not.		No		All steps have been described in the above section.
NARA	The Office of General Counsel FOIA team monitors its FOIA log for requests for operational records on a regular basis to determine if there are additional sets of records that should be posted on our reading room (see http://www.archives.gov/foia/electronic-reading-room.html). NARA's archival holdings continue to be processed according to our Strategic Goal (see http://www.archives.gov/digitization/strategy.html) to digitize our holdings for greater access to the public.		Yes		N/A
NLRB	The FOIA Branch monitors its FOIA logs.		Yes		N/A
OPM	At present, we do not have a knowledge management system that would allow us to identify records that were both frequently requested and produced on multiple occasions for proactive disclosure.		Yes		We continue to work with the program offices to encourage the posting of frequently requested records on the Reading Room. Although we do post frequently requested records on the Document Count tool, we also work towards putting additionally sought records on the Reading Room site. We are presently in the process of placing frequently requested information on the web and making it 508 compliant. It is anticipated that the placement may take place in the Spring, 2016.
PBGC	The Disclosure Division enjoys collaborative working relationships with the public-facing arms of the agency, including the Customer Call Center, the Field Benefit Administrators, the Communications, Outreach & Legislative Affairs (COLA) Department and the Document Management Center to identify areas of significant public interest. This information is communicated through meetings and working groups with different departments in the Corporation.		No		Yes. The PBGC continues to provide requesters, plan participants, practitioners, and third-parties the opportunity to subscribe to information from nine different topics through the following site: http://www.pbgc.gov/res/stay-informed.html .



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SEC	The SEC utilizes OIP's "Rule of Three" with respect to identifying "frequently requested" records for posting online. Upon receipt of each request, SEC FOIA professionals conduct a search of the electronic FOIA tracking system for all prior requests made for the same records. Under normal circumstances, where it is determined that there have been three requests made for the same records; the materials are posted to the SEC's website at Frequently Requested FOIA Documents.		Yes		The SEC is always examining its practices in an effort to improve all aspects of FOIA processing, to include increasing proactive disclosures. An example from the reporting period is the posting of all SEC FOIA logs by quarter.
SBA	The FOIA team reviews the Agency's quarterly FOIA activity numbers for each program office to identify program offices with the highest numbers of FOIA requests. The FOIA team has worked with the program offices with high numbers of FOIA requests to identify the most frequently requested records that can feasibly be fully disclosed and proactively disclosed on the Agency's website.		Yes		N/A
SSA	We created a tracking sheet to identify frequently requested documents.		Yes		N/A
USCPSC	"Frequently requested" records are determined by the Commission's FOIA professionals, based on the subject matter of FOIA requests received by the FOIA office. For example, if the FOIA office receives multiple requests for the same information, and if appropriate requirements have been satisfied, we post the material online. Similarly, documents relating to subjects that have garnered significant public interest routinely are posted online.		Yes		We post information proactively on the Commission's website. Requesters are continuously made aware of the Commission's publicly available website, www.SaferProducts.gov which provides information that was previously only available through FOIA requests. Also, see the responses to questions 6 and 7.



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USPS	Each records custodian is responsible for determining which of its records are required to be made publicly available, identifying additional records of interest to the public that are appropriate for public disclosure, and posting such records to the Postal Service's website. In addition to providing records in response to FOIA requests, USPS often voluntarily provides supplemental or explanatory information about the records subject in order to increase transparency and to respond in a spirit of cooperation. In particular, FOIA professionals work with Corporate Communications and stakeholders in coordinating responses to news media requests. The FOIA Tracking System alerts FOIA professionals when the same or similar FOIA requests are received and logged into the tracking system. It is the responsibility of each USPS records custodian to ensure that records processed and disclosed in response to a FOIA request, and are likely to become the subject of subsequent requests for substantially the same records, be made available in the Postal Service's Electronic FOIA Reading Room.		No		<p>In addition to website postings and social media, Corporate Communications proactively discloses information through other means, such as through media events and public events, webinars, mailings and other forms of communication. USPS is continuing to help customers find answers to their mailing and shipping questions. The latest videos in the Postal Service's "How To: Shipping Tips" address topics such as wedding announcements, holding mail, military mail and returning merchandise through USPS. The new videos are available on the Postal Service's YouTube channel https://www.youtube.com/user/uspstv.</p> <p>The Postal Service showcased its latest innovations at the recent Consumer Electronics Show in Las Vegas. The services highlighted include door-to-door package tracking and free parcel delivery options for shippers. Recent improvements in customer service also were showcased. The Consumer Electronics Show allows USPS to meet with customers from across the globe to show them how the Postal Service is leveraging technology and our infrastructure to better meet their needs. The Consumer Electronics Show draws more than 150,000 attendees each year, along with 6,000 reporters, bloggers and other members of the news media. A team of employees from across the Postal Service participated in the event, which was held on January 6 – 9, 2016.</p> <p>The Historian's Office completed its long-term loan of "Railway Mail Service, 10th Division: Schedules of Mail Trains" (12 volumes), to Railway Mail Service Library (RMSL) for digitization purposes, increasing the availability of this information to the public.</p> <p>The Historian's Office continued its long-term loan of microfilm copies of the United States Official Postal Guide, 1874–1954 to the American Philatelic Research Library for digitization and posting on www.uspostalbulletins.com.</p>



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Agency	Section IV -- Steps Taken to Greater Utilize Technology					
	Agency is Taking Steps to Make Online Info. More Useful	FOIA Staff Interacted with Other Agency Staff to ID New Ways to Post Material	Training on New Processing Tools	Agency Taking Steps to Utilize Advanced Tech.	Posted All FY 2015 Quarterly Reports	Agency Uses E-mail to Communicate with Requesters
CIA		In addition to working with CIA IMTOs as outlined in the answer to question 2, above, the CIA FOIA team this past year interacted with the Office of Public Affairs and the manager of the CIA Twitter account to publicize the public release of information.	CIA public access professionals participated in a day-long refresher on the primary database used to administer FOIA requests. This is an annual mandate to ensure their case management skills remain sharp.	Yes		
USDA		Yes. Just recently, the Department revamped its FOIA site with the assistance of OCIO technology specialists. In addition to identify new ways to post agency information, the Department was able to create a slide show on it FOIA homepage to highlight new initiatives, rearrange its main page for the FOIA reading room for ease of review by the public, and share useful tips for filing FOIAs at the Department.	Yes. The Department did provide training on several of its existing and new processing tools.	Yes		
DOC		Yes. FOIA Officers regularly communicate with public affairs/communications professionals as well as the Office of Chief Information Officer to determine whether there are new ways to post agency information online. At this time, FOIAonline is the FOIA professionals' medium for posting relevant FOIA information.	Yes. The Department of Commerce and the Environmental Protection Agency provided training on the FOIAonline system to Department FOIA professionals. Those individuals use FOIAonline to facilitate overall FOIA efficiency. FOIAonline is an electronic tracking and processing tool developed by a partnership of federal agencies that allows anyone to submit a FOIA request, correspond with FOIA professionals processing the request, track the status of a request, and download the responsive documents once they are released to the requester.	Yes		



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DOD		The DoD Components also report that they are working with non-FOIA professional agency staff to identify other ways to post agency information online. Most work very closely with their IT professionals and with their Public Affairs Officers to address technical aspects and better gauge public interest. Others report working with document repository owners so that they are readily involved in potential discretionary releases. Several components reported working with their case management system professionals, who are not necessarily agency staff, to improve the systems that serve the public as well as the agency FOIA professionals through case or document release automation.	During this reporting period, 46% of DoD Components reported that they conducted training for FOIA professionals and staff on new processing tools. Most of the training centered on the technical application of redaction software or on new or revised case management systems. Some components reported movement from traditional shared drives to document sharing platforms which necessitated training on better searching, as well as, file naming conventions.	Yes		
ED		Yes. The staff from the FSC routinely communicates with the Office of the Chief Information Office, webmasters, and the Assistive Technology Team in order to identify if there are any new ways to post agency information online.	Although ED has had the same case management system for an extended period of time, training is provided to the application end-users as the system is upgraded annually. Additionally, individuals that have been granted access to ED's E-Discovery tool have had in depth training on how to effectively use the platform.	Yes		
DOE		Yes. The FOIA Office and other FOIA professionals routinely discuss with information technology specialists, the Open Government Team, and other communications professionals new ways to publicly post information more efficiently for the public.	At Oak Ridge FOIA staff was trained on a new Document Management System which stores FOIA case files.	Yes		
HHS		Yes. FOIA staff frequently solicit assistance from the information technology staff to help facilitate online postings.	Yes. OS, ACF, CDC, CMS, FDA, HRSA and PSC all conducted training for new or existing FOIA processing systems.	Yes		



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Agency	Section IV -- Steps Taken to Greater Utilize Technology					
	Agency is Taking Steps to Make Online Info. More Useful	FOIA Staff Interacted with Other Agency Staff to ID New Ways to Post Material	Training on New Processing Tools	Agency Taking Steps to Utilize Advanced Tech.	Posted All FY 2015 Quarterly Reports	Agency Uses E-mail to Communicate with Requesters
DHS		DHS and the Components interacted with the following agency staff to identify new ways to post agency information online: The DHS Privacy Office and USSS interacted with their respective Offices of Public Affairs. OIG and I&A interacted with their respective Offices of Public Affairs and information technology staff. USCIS interacted with its Office of Communications. FEMA interacted with its OCIO and External Affairs. S&T interacted with its Office of Corporate Communications.	Yes, the DHS Privacy Office provided the following training on its COTS web application: An overview of the application to NPPD FOIA leadership and to members of the Information Governance Working Group; ythree separate training sessions to TSA regarding overall use, the Advanced Document Review, and how to use the Vaughn index function; training to FEMA regarding proficient searches and redactions. CBP provided refresher training to its staff regarding its FOIAonline tracking system, best practices for searching and using CBP's databases, and the use of CBP's FOIA Helper tool. USCIS provided training to its staff on the full use of technology available to them to perform their daily responsibilities from home, as they are now authorized to telework four days a week. ICE trained Office of the Principal Legal Advisor Government Information Law Division attorneys on the COTS web application for integration into their processes. OIG conducted training on its newly acquired eDiscovery tool. USSS provided refresher training to its staff regarding its COTS web application.	Yes		
HUD		Yes, FOIA staff frequently solicits assistance from the information technology staff to help facilitate online postings.	Training was provided on the recent upgrades to the FOIA Management System, which is utilized by all FOIA Liaisons Departmentwide. A few of the upgrades included an enhanced redacting tool and faster transmittal of misdirected requests.	Yes		



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DOJ		Several of the Department's components reported that their FOIA professionals interacted with other agency staff, such as technology specialists, public affairs, or communications professionals in order to identify new and effective ways of posting information online. BOP's FOIA Office works with its IT and public affairs professionals to evaluate methods to make it easier for the public to use its website. USNCB worked with its IT professionals to launch a mobile application for the iPhone and iPad. EOUST's FOIA professionals regularly meet with IT and Office of Planning and Evaluation staff at meetings of the Open Government Team to find new ways of posting component information online.	Furthermore, several components provided training to their staff on technology that assists with the actual processing of records. FOIA professionals at the Antitrust Division, ATF, and EOIR received training on the software they use to redact information. OIP, ENRD, EOUST, JMD, OLC, and the Tax Division all provided training to their FOIA staff on sophisticated tools that allow for advanced search capabilities and deduplication.	Yes		
Labor		Yes. DOL FOIA professionals maintain an ongoing working collaboration with the Office of Public Affairs to evaluate website analytics which provide a snapshot of trends, topics and other information that is of potential interest to the public. Using that information, components evaluate their web resources and plan ways in which they can post information that meets the needs of a critical mass of web visitors.	No. The Department did not conduct training on specific electronic processing tools.	Yes		



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State		The Department's FOIA Program Manager and representatives of the IT staff that support the FOIA Program participate in the inter-agency Open Government meetings to discuss ways to post information online.	IPS employees received updates on using the Department's FOIA case processing system, FREEDOMS2. This system allows the user community to track, redact, classify, declassify, and finalize all documents prior to releasing information to the public. It also allows the user to create all correspondence related to each individual case. The system tracks all potential duplicates within the system, which allows for more consistent review and gives the users a central location for all case documentation. This makes FOIA case processing more efficient and accurate. During FY 2015 FOIA Staff participated in a User Group for testing the enhanced State Archiving System (SAS), which is an automated interface to the Department's Central Foreign Policy File (Central File). SAS allows employees to search the full text of millions of telegrams and other substantive correspondence documents in the Central File. SAS has the ability to store, search, retrieve, and manage mission-critical, historical and sensitive cables, record emails and written correspondence. IPS set up the SAS enhancement project to address over 100 user requests for changes to the system. The SAS User Group vetted and prioritized the requirements for these changes. IPS rolled out an enhanced SAS in early FY 2016.	Yes		
DOI		Yes. The Departmental FOIA Policy Staff meets frequently with other agency staff who are experts in records management and website management to, among other matters, identify new and more effective ways to post agency information online.	The Departmental FOIA Policy Staff issued extensive new training slides on how to use the EFTS (the Department's centralized, Web-based, electronic FOIA tracking system) to reflect updates to the EFTS and provide guidance on a number of subjects where EFTS usage is not intuitive.	Yes		



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Treasury		Yes. Department FOIA professionals worked collaboratively with Information Technology professionals to identify new methods of posting information online. The IRS Disclosure Office conferred with the IRS Online Services Division to identify potential improvements to the IRS FOIA Library, including alternative methods of posting information. DO FOIA professionals collaborated with Treasury Printing and Graphics to make FOIA publications accessible and available in mobile reader format (EPUB). TTB FOIA professionals collaborated with Information Technology Professionals to make improvements to the Public Certificates of Label Approval Registry.	Yes. During the reporting period, DO FOIA professionals received training in the use of an e-discovery system for processing large, complex FOIA requests. Additionally, DO, FinCEN, and Fiscal Service FOIA professionals received training in the use of Adobe Professional redaction tools.	Yes	 
DOT		"Developing a Systemic Approach for Increasing the Public Availability of Information about Agency Operations" undertaken by all DOT OAs was to bring together cross-functional teams with representatives from program offices, public affairs, FOIA, data, information technology, etc. within each OA. Components reported listening to various demand signals, using web analytics, to determine what people are clicking and search terms being used, to target what additional information to post and/or make easier to find. They found value in bringing these multi-disciplinary teams together to identify records and new ways to post information online.	FOIA professionals in two components attended system training provided by their commercial off-the-shelf FOIA product company, including an add-on product that provides de-duplicating and email. In OST, FOIA contractors were trained on the use of an e-discovery tool used by the FOIA team, and the FOIA team used on-the-job training to expand the use of an e-discovery tool for FOIA processing. Online training on a commercial off-the-shelf redaction tool has been made available and encouraged for FAA's FOIA professionals, and FAA is using webpage postings and SharePoint technology to enhance document sharing.	Yes	 
VA		No.	No.	Yes	 



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EPA		Yes. EPA continually works with its Web program and regional office staff to identify ways to improve the Agency's website. This past year, EPA as part of the One EPA Web initiative, totally redesigned its website to allow the public greater access to information through the site. EPA also redesigned its FOIA website to allow greater access to information by the public.	Yes. EPA provided training on Adobe XI Pro and Relativity redaction tools.	Yes		
EEOC		Yes. In the revision and update of the FOIA page.	Yes. In August 2015 the EEOC conducted agency wide training on FOIAXpress, the agency's new processing tool.	No		
FTC		No.	Yes, FOIA staff received training on a program called ZyLAB, which is the FTC's new Document Review Platform. ZyLAB has an advanced user interface that will enable the FOIA staff to efficiently review large sets of data for FOIA requests.	Yes		
GSA		Yes, GSA FOIA professionals have partnered with technology specialists and open government professionals in order to maximize opportunities to post and share GSA information and data sets online.	Yes, GSA trained its FOIA professionals on technology improvements and upgrades during this reporting period. The agency migrated to FOIAonline this year and ample training was provided on this transition and operational change with GSA's FOIA case management processing system. Additionally, there was training on 508 compliance, website and HTML training, Adobe Professional and redaction training. There was also additional training on using the Google suite of technological programs and the Google drive document sharing applications during this reporting period.	Yes		



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NARA		Yes. NARA's Web Program and Social Media presence is operated, monitored and regulated by the Office of Innovation. All content that will be posted to NARA's Catalog or Social Media outlets must meet the requirements produced by this office, so therefore all FOIA professionals work closely with that office.	No.	Yes		
NLRB		Members of the Office of the Chief Information Officer (OCIO), which includes the privacy section, staff from the Office of Congressional and Public Affairs (OCPA), and the Agency's FOIA professionals, interact regularly to identify if there are any new ways, or new information, to post online. A primary example is their attendance at Docketing Committee meetings, wherein decisions are made regarding information posted on the website's Case Pages. The Agency's OCIO-based Data Coordinator also directly supports FOIA and OCPA in their interactions with constituents and Congress.	Yes. Many Agency FOIA professionals received training on a redaction software tool. This software has been used to conduct certain large scale searches for documents, and for review and redaction of voluminous document requests.	Yes		
OPM		Yes. The Chief information Officer's Web Services group, in conjunction with the Office of Communications, worked collaboratively to implement a content management system (CMS). This CMS allows for providing minor, non-substantive revisions to content posted on the web. This is another example of using technology to post items and update the placement of items on the web.	Although there was no training on specific FOIA related processing tools, the FOIA Team was included in the overall training of the new "Content Management" system for non-substantive revision of items posted on the web, reducing some of the time consuming steps required for the posting of revised items, including FOIA-related information on the web. We also attended the numerous update meetings provided to OPM and CIO regarding the establishment of a new IT enterprise architecture system.	Yes		



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PBGC		Yes. A member of the Disclosure Division meets quarterly with a representative from Communications Outreach & Legislative Affairs (COLA) Department and the Office of Information Technology (OIT) to discuss new trends and innovations in public information sharing to incorporate into the agency's FOIA website.	Yes. The Disclosure Division conducts both targeted and personalized refresher training on PBGC web-based databases and programs that FOIA staff use regularly to conduct records searches. Additionally, the Disclosure Officer issues timely communications and conducts training concerning any changes to the FOIAonline platform.	Yes		
SEC		The SEC's Office of FOIA Services routinely works with IT specialists and with the Office of Public Affairs (OPA) in order to find ways to accommodate the requester community by enhancing search and access capabilities. For example, OPA has recently assisted with the restructuring of the SEC's FOIA public webpage. FOIA staff also coordinates with other SEC program offices in order to post information. An example, described in greater detail in Section III, No. 6, is where FOIA professionals worked with DERA staff to post aggregate data related to the EDGAR system. In another instance, FOIA staff worked closely for several months with multiple program offices in order to obtain complex aggregate data from a self-regulatory organization, the Financial Industry Regulatory Authority (FINRA), and make it publicly available.	All SEC FOIA professionals attended in-house, technical training pertaining to upgrades made during the reporting period to the SEC's FOIA processing application and tracking system, FOIA Xpress. SEC FOIA staff also attended training offered by contractor staff related to upgrades to this same system.	Yes		



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SBA		No	Yes. At the end of Fiscal Year 2014, SBA purchased rights to use the web-based FOIA Online System along with several other federal agency partners. During Fiscal Year 2015, the Office of Hearings and Appeals FOIA team rolled out the tracking system agency-wide and provided decentralized FOIA coordinators and liaisons with hands-on training events to learn the system.	Yes		
SSA		Yes. We work with our Office of Open Government and our IT Specialists to identify new or better ways to post agency information online.	Yes. We conducted training on Introspect, a tool that is available to assist with sorting, deduplicating, and redacting documents.	Yes		
USCPSC		Yes. The FOIA professionals are working with technical IT experts and contractors to develop more efficient document platforms for way to share and post agency information online.	A new FOIA Government Information Specialist underwent training for our case management application. The staff manager of the application underwent training on updates to the application. FOIA staff attended the annual user's conference conducted by the vendor for CPSC's FOIA electronic tracking system, which provides updates on new developments in the tracking system. Staff also attended other training offered by the vendor of the CPSC's FOIA electronic tracking system.	Yes		



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USPS		Yes. USPS FOIA professionals met with Retail and Customer Service Operations and Supply Management staff to determine if addition information could be posted online. USPIS met with their Management Analysis and Planning Group to determine if certain statistical information could be proactively disclosed. The OIG Dynamic Reporting team is part of the Chief of Staff office, which handles public affairs and communications.	Yes. Several agency employees attended basic training on the FOIA Tracking System provided by a supplier. The basic training course consists of two days of intensive classes that cover the full lifecycle of a FOIA request and many of the primary features and functions of the software solution. FOIA professionals attended a conference held by the software provider of the USPS FOIA Tracking System. A widely attended event with attendees from more than 50 different government agencies, USPS FOIA professionals took part in a discussion about FOIA software, best practices, and emerging issues. During the event, the vendor announced the upcoming release of the FOIA software package that will include a new graphical user interface (GUI) dashboard design for user-friendly usability as well as several other new features.	Yes		



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Section V -- Steps Taken to Improve Timeliness in Responding to Requests (Req.) and Reducing Backlogs																			
Agency	Simple Track				Agency Backlog Decreased		Percentage of Backlog to # of Req./App. Received in FY 2015				Agency Closed Ten Oldest Req., Appeals (App.) & Consultations (Consults.). If not, # closed in FY 2015							Interim Responses	
	Has a Simple Track?	Score	Avg. No. of Days to Process	% of Req. In Simple Track	Req.	App.	Req. Score	Req. %	App. Score	App. %	Req.	If no, # closed	# closed as "Req. Withdrawn"	App.	If no, # closed	Consults.	If no, # closed	System in Place	% of Backlogged Req. Receiving Interim Response
CIA	Yes		39.85	44%				31.0%		53.0%		9/10	0		6/10		1/10		1%
USDA	Yes		11.2	91%				5.8%		128.0%		7/10	0		5/10		0/3		75%
DOC	Yes		45.41	83%				15.4%		68.6%		3/10	0		3/10		0/10		40%
DOD	Yes		16.6	59%				16.5%		73.6%		8/10	0		N/A		N/A		61%
ED	Yes		11.27	55%				11.0%		138.0%		8/10	0		6/10		N/A		30%
DOE	Yes		26.81	71%				12.0%		12.0%		5/10	0		6/10		5/10		60%
HHS	Yes		15.1	61%				13.3%		140.1%		N/A	1		N/A		N/A		10%
DHS	Yes		25.44	44%				13.0%		4.0%		9/10	5		5/10		N/A		1-30%
HUD	Yes		34.26	78%				11.0%		15.8%		N/A	2		9/10		N/A		39%
DOJ	Yes		29.83	69%				15.0%		6.9%		N/A	1		N/A		N/A		7%
Labor	Yes		26.4	42%				3.5%		100.0%		9/10	0		5/10		N/A		Unable to estimate
State	Yes		111	60%				83.0%		155.0%		9/10	3		4/10		N/A		5%
DOI	Yes		10	7%				8.0%		122.0%		N/A	2		9/10		N/A		5%
Treasury	Yes		12	18%				5.5%		32.1%		7/10	0		N/A		8/10		20%
DOT	Yes		56.51	79%				13.9%		13.4%		N/A	3		N/A		N/A		8%
VA	Yes		24.88	84%				3.1%		71.4%		6/10	0		0/10		N/A		20%
EPA	Yes		12.34	43%				12.0%		78.0%		5/10	0		1/10		N/A		60%
EEOC	Yes		18.42	N/A				2.5%		1.1%		N/A	0		N/A		N/A		100%
FTC	Yes		5.73	62%				0.5%		0.0%		N/A	0		N/A		N/A		55%
GSA	Yes		21.74	70%				5.6%		2.7%		N/A	0		N/A		N/A		5%



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Agency	Simple Track				Agency Backlog Decreased		Percentage of Backlog to # of Req./App. Received in FY 2015				Agency Closed Ten Oldest Req., Appeals (App.) & Consultations (Consults.). If not, # closed in FY 2015								Interim Responses	
	Has a Simple Track?	Score	Avg. No. of Days to Process	% of Req. In Simple Track	Req.	App.	Req. Score	Req. %	App. Score	App. %	Req.	If no, # closed	# closed as "Req. Withdrawn"	App.	If no, # closed	Consults.	If no, # closed	System in Place	% of Backlogged Req. Receiving Interim Response	
NARA	Yes	<div></div>	26	95%	<div></div>	<div></div>	<div></div>	36.9%	<div></div>	100.9%	<div></div>	7/10	1	<div></div>	1/10	<div></div>	N/A	<div></div>	68%	
NLRB	No	<div></div>	12	N/A	<div></div>	<div></div>	<div></div>	1.9%	<div></div>	4.0%	<div></div>	N/A	0	<div></div>	N/A	<div></div>	N/A	<div></div>	5%	
OPM	Yes	<div></div>	2.4	72%	<div></div>	<div></div>	<div></div>	0.7%	<div></div>	48.6%	<div></div>	N/A	0	<div></div>	N/A	<div></div>	N/A	<div></div>	23-25%	
PBGC	Yes	<div></div>	7.79	50%	<div></div>	<div></div>	<div></div>	0.0%	<div></div>	0.0%	<div></div>	N/A	0	<div></div>	N/A	<div></div>	N/A	<div></div>	N/A	
SEC	Yes	<div></div>	14.9	99%	<div></div>	<div></div>	<div></div>	2.6%	<div></div>	1.4%	<div></div>	9/10	1	<div></div>	9/10	<div></div>	N/A	<div></div>	5-10%	
SBA	No	<div></div>	12.29	N/A	<div></div>	<div></div>	<div></div>	0.7%	<div></div>	3.4%	<div></div>	N/A	0	<div></div>	N/A	<div></div>	N/A	<div></div>	100%	
SSA	Yes	<div></div>	24	98%	<div></div>	<div></div>	<div></div>	0.6%	<div></div>	12.7%	<div></div>	N/A	0	<div></div>	N/A	<div></div>	N/A	<div></div>	4-5%	
USCPSC	Yes	<div></div>	44	15%	<div></div>	<div></div>	<div></div>	26.0%	<div></div>	0.0%	<div></div>	3/10	0	<div></div>	N/A	<div></div>	N/A	<div></div>	40%	
USPS	Yes	<div></div>	18.91	89%	<div></div>	<div></div>	<div></div>	3.0%	<div></div>	6.3%	<div></div>	4/10	Not Tracked	<div></div>	8/10	<div></div>	N/A	<div></div>	Unable to estimate	



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Agency	Training				Agency Conducted Outreach	Discretionary Disclosure			
	Held/ Conducted Training	FOIA Staff Attended Outside Training	Estimate of FOIA Professionals who Attended Training			Process in Place for Review	All Components Have Process	Made a Dis. Disclosure	Exs. Used in Connection with Dis. Disclosure
			Grade	Estimate					
CIA	DG	Yes	DG	85%	Y	DG	N/A	DG	3
USDA	DG	Yes	DG	90%	DG	DG	Yes	DG	2, 5
DOC	DG	Yes	LG	70%	DG	DG	Yes	DG	5
DOD	DG	Yes	DG	90%	DG	Y	No	DG	2, 5, 7
ED	DG	Yes	DG	95%	Y	DG	N/A	DG	5
DOE	DG	Yes	DG	90%	DG	DG	Yes	DG	5
HHS	DG	Yes	DG	86%	DG	Y	No	DG	2, 5
DHS	DG	Yes	LG	67%	DG	DG	Yes	DG	5, 7(E)
HUD	DG	Yes	DG	80%	DG	DG	Yes	DG	5
DOJ	DG	Yes	DG	88%	DG	DG	Yes	DG	2, 5, 7(D), 7(E)
Labor	DG	Yes	DG	95%	DG	DG	Yes	DG	2, 5
State	DG	Yes	R	10%	DG	DG	N/A	DG	5
DOI	DG	Yes	DG	90%	DG	DG	Yes	DG	5
Treasury	DG	Yes	DG	100%	DG	DG	Yes	DG	5, 8
DOT	DG	Yes	DG	100%	Y	DG	Yes	DG	5
VA	DG	Yes	Y	60%	DG	DG	Yes	DG	5
EPA	DG	Yes	DG	100%	DG	DG	Yes	DG	5
EEOC	DG	Yes	DG	100%	DG	DG	Yes	DG	5



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	Held/ Conducted Training	FOIA Staff Attended Outside Training	Estimate of FOIA Professionals who Attended Training			Process in Place for Review	All Components Have Process	Made a Dis. Disclosure	Exs. Used in Connection with Dis. Disclosure
			Grade	Estimate					
FTC	DG	Yes	DG	100%	Y	DG	N/A	DG	2, 5
GSA	DG	Yes	DG	100%	DG	DG	N/A	DG	5
NARA	DG	Yes	DG	80%	DG	DG	N/A	DG	5
NLRB	DG	Yes	DG	100%	Y	Y	N/A	DG	5
OPM	DG	Yes	DG	90%	DG	DG	N/A	DG	5
PBGC	DG	Yes	DG	100%	DG	DG	N/A	DG	5
SEC	DG	Yes	DG	100%	DG	DG	N/A	DG	5
SBA	DG	Yes	DG	100%	Y	DG	N/A	DG	5
SSA	DG	Yes	DG	95%	DG	DG	N/A	DG	5
USCPSC	DG	No	R	10%	Y	DG	N/A	DG	5
USPS	DG	Yes	DG	100%	DG	DG	Yes	DG	3, 5, 7(D), 7(E)



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Section II -- Steps Taken to Ensure that Agency Has an Effective System in Place for Responding to Requests (Req.)

Agency	Requests for Expedited Processing		Agency has taken steps to make the handling of misdirected req. more efficient	Agency complies with OIP guidance on "still-interested" inquiries	Agency took steps to strengthen FOIA Public Liaison Services
	Did agency maintain an avg. of 10 calendar days or less to adjudicate expedition?	Avg. Time to Adjudicate			
CIA	DG	8.83	N/A	N/A	While we did not strengthen these services in the Fiscal Year 2015, the CIA FOIA Requester Service Center operates our FOIA hotline. This provides requesters with a direct connection to the CIA's FOIA Public Liaison and public access professionals. Using this mechanism, our FOIA Public Liaison has interacted directly with requesters to explain and clarify our processes and capabilities. In Fiscal Year 2016, requesters will be able to contact our FOIA Requester Center via email.
USDA	R	25.85	Yes	DG	The Department's FOIA agencies and offices continue to communicate routinely with FOIA requesters to keep them informed on the status of their requests and provide contact information for the FOIA Officer and/or Requester Service Centers in the event any questions arises concerning their requests. One example of a step taken to strengthen these services includes APHIS' recent creation of a FOIA Intake Team. Designed to increase communication with FOIA requesters and encourage dialogue between the APHIS FOIA Office, APHIS program offices, and the APHIS requester community, the APHIS FOIA Intake Team is led by a senior government information specialist responsible for overseeing the interpretation of every incoming FOIA and consulting when appropriate with APHIS programs offices about the scope of the request. To date, the Intake Team has consulted on over ninety incoming FOIAs. About 24% of these FOIAs requiring consult were either significantly narrowed after discussions between the APHIS program offices and requesters or administratively closed as a result of the FOIA Office directing requesters to the information online. Requesters also walked away better understanding the regulatory mission of APHIS and the types of records the agency maintains.
DOC	DG	8	N/A	DG	The Department of Commerce and its components have FOIA Requester Service Centers, as well as FOIA Public Liaisons. Contact information for both can be found at http://www.osec.doc.gov/omo/FOIA/servicecenters.htm , and on foia.gov at http://www.foia.gov/report-makerequest.html .



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Agency	Requests for Expedited Processing		Agency has taken steps to make the handling of misdirected req. more efficient	Agency complies with OIP guidance on "still-interested" inquiries	Agency took steps to strengthen FOIA Public Liaison Services
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DOD	DG	6.35	Yes	Y	All the DoD Components report particular focus on good customer service and communications with FOIA requesters. Telephone and email communications are the primary methods preferred for working with the public but many components are also reporting that public facing electronic tools have helped requesters better track their requests and monitor progress towards case completion. Components report that employees have taken customer service training offered by their components and that the subject is a matter of routine emphasis from headquarters elements throughout the field. [See report for examples]
ED	Y	10.74	N/A	DG	In addition to the strong commitment to customer service that the FSC has in place already, ED is developing a public facing FOIA/PA Guidebook that will provide the requester community with a wealth of information about the Department's FOIA program.
DOE	DG	8.5	Yes	DG	At our offices who receive a lower volume of FOIA requests, all communication and other interaction is handled by the FOIA Officer and staff to ensure the requester is aware of the request process, ownership of records issues, and handling of individual requests. At HQ, the FOIA requester service center staff is the FOIA Officer and staff who are trained to assist the requester community with issues or questions regarding their FOIA requests. The FOIA Public Liaison at HQ is the Director over the FOIA Office and is knowledgeable about the FOIA process and other FOIA related matters. He has direct interaction with the FOIA Office on a daily basis and is able to assist the requester community regarding FOIA issues related to requests.



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HHS	DG	9.9	Yes	DG	DHHS continually strives to improve efficiencies and processes to better serve our constituents. Examples of how the individual OpDivs have improved their centers and services follow. ACF FOIA has increased the number of individuals providing FOIA processing and responding to FOIA requests and inquiries. CDC is increasing this function to improve customer service and reduce the FOIA case backlog through more focused records searches in response to requester's interests. CMS has begun reaching out to requesters with appeals pending with the agency, offering to work with the requesters to come up with a response that will meet the requesters' needs within the original request process. Should the requestor agree, CMS will provide a response or a supplemental response to the original FOIA request, as opposed to going through the lengthier appeal process. The requesters are provided with full appeal rights, should they be dissatisfied with CMS' additional response. FDA recently enhanced their telephone tree for incoming calls, so that requesters can more easily obtain the information they are seeking by either a pre-set recording (such as instructions for submitting a request) or speaking with a live agent. PSC is a small office with a small staff; however, everyone on the PSC staff is trained and available to help a requester. If the PSC is not able to assist a requester, the requester is advised how to contact OGIS for assistance. In addition, PSC recently invested in FOIA software to assist with FOIA tracking and processing, to reduce duplicative efforts, and increase processing efficiency. [See report for additional examples]



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DHS	R	38	Yes	DG	The DHS Privacy Office and the Components already have robust services in place to inform requesters of how the FOIA process works, the handling of their requests, and resolving disputes. The DHS Privacy Office constantly redesigns its public-facing FOIA website, http://www.dhs.gov/freedom-information-act-foia , to improve usability. The site features a simplified menu and graphic links to rich content. Detailed information explains how to submit a FOIA request and information on where to direct it, while a link off the index page enables requesters to check the status of submitted requests. The site provides a list of FOIA Officers and Public Liaisons along with their contact information and links to the Component websites. The Component FOIA websites also contain a great deal of information regarding how to submit a FOIA request, frequently asked questions, how to locate records on their sites, and dispute resolution services. [See report for additional examples]
HUD	DG	8.26	Yes	DG	HUD's FOIA Public Liaisons are managerial or supervisory officials who assist the Chief FOIA Officer in reducing delays, resolving disputes, and increasing transparency. These Public Liaisons are adept at resolving complex FOIA matters due to their knowledge of the Freedom of Information Act, departmental FOIA regulations, and various HUD programs. HUD's FOIA Public Liaisons are often contacted after an initial response from the FOIA Requester Service Center and consistently resolve disputes without intervention from the Office of Government Information Services, the department charged by Congress to resolve FOIA disputes between Federal agencies and requesters and to review FOIA policies, procedures, and compliance of Federal agencies.



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DOJ	DG	7.34	Yes	DG	Over the past seven years, the Department has put a significant emphasis on the importance of customer services and good communication with requesters. In 2010 and again in 2013, OIP issued government-wide guidance on this important topic. [...] Here at the Department, each component has set up its own FOIA Requester Service Center and FOIA Public Liaison to assist the public with any questions they might have regarding their FOIA request or the FOIA in general. In addition, OIP fields numerous calls from the public, assisting requesters in understanding how the FOIA works as well as how and where to make requests. Notably, the Department put an emphasis on the role of the FOIA Public Liaison, as well as other FOIA contacts, in its new FOIA regulations issued in April 2015. [...] In addition to these Department-wide efforts, several components have taken proactive approaches to further strengthen these customer services for the public. [See report for examples]
Labor	R	77.7	Yes	DG	Over the course of FY 2015 and the first quarter of FY 2016 there were 120 instances in which the FOIA Public Liaison was contacted for assistance. The majority of the inquiries were to inquire regarding the status of a pending request. This number is relatively low considering the Department processed 17,104 requests during FY 2015.
State	LG	10.49	N/A	DG	IPS has assigned an additional employee to respond to public inquiries regarding pending FOIA requests and the Department's FOIA processes. This employee serve as an alternate to the FOIA Public Liaison to improve the efficiency of our responses to public inquiries about the Department's FOIA process and to provide details about the processing of individual requests. This employee also assists in resolving disputes between FOIA requesters and the Department.



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DOI	DG	3	Yes	DG	After completing a survey of other Cabinet-level agencies' FOIA websites, it was clear that the Department's FOIA website's easily located contact information (including names and direct contacts) and explanation of what these services are (so requesters know when and how they may be utilized) meant the Department's services are already robust.
Treasury	DG	4	Yes	DG	During the reporting period, Treasury implemented a number of enhancements to its FOIA webpage and customer service processes to improve customer access to FOIA services. In December 2015, Treasury implemented an online status check feature that allows FOIA requesters to directly obtain the status of their FOIA request. Additionally, Treasury implemented a new phone system in the main FOIA Requester Service Center that immediately routes incoming calls to an available FOIA employee. The new phone system has also reduced the number of "non-FOIA related" calls received at the FOIA Requester Service Center. IRS's ten FOIA processing offices serve as the Requester Service Centers, and their managers serve as the FOIA Public Liaisons for requests submitted by requesters located in the geographical areas covered by those offices. Because the Public Liaisons are primarily responsible for the FOIA requests processed by their offices, they are uniquely positioned to resolve issues with specific cases worked by their offices or to facilitate the transfer of public liaison issues to the appropriate office. [...]



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DOT	O	11.38	Yes	DG	DOT's FOIA Requester Service Centers within the various components' FOIA Offices and FOIA Public Liaisons serve as the face and voice of an agency. They provide an important service for requesters, informing them about how the FOIA process works and providing specific details on the handling of their individual requests, and assisting requesters in resolving disputes. In calendar year 2016, we began adding a monthly agenda item to our monthly DOT-wide FOIA meeting called "Strengthening FOIA Requester Service Centers." Each month, we discuss ways to improve our FOIA Requester Service Centers throughout DOT. I recently met with the DOT's FOIA Public Liaisons to ensure they understood their responsibilities as FOIA Public Liaisons and to offer them my support as DOT's Chief FOIA Officer. I also attend selected monthly DOT-wide FOIA meetings to highlight the importance of various issues. [See report for examples]
VA	R	20.37	N/A	DG	The VA FOIA Service located at the VA's Central office is clearly identified on the agency's FOIA webpage and in agency regulations (38 Code of Federal Regulations § 1.554) as the office to contact if a requester is unsure of where and/or how to submit a FOIA request to the VA and/or if more than one component office may have responsive records. The VA has a decentralized (approximately 400 geographically-dispersed components) system for handling FOIA requests and this can be confusing to requesters. The FOIA Service continues to work closely with requesters on a daily basis by phone and email to assist requesters in ensuring their requests are directed to the correct office(s) and to resolve disputes between requesters and component offices.



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EPA	DG	5.32	N/A	DG	In October 2012, EPA deployed FOIAonline, a new FOIA management system. All FOIA requests received at the EPA are managed throughout their lifecycle in this system. FOIAonline gives requesters the capability to create individual accounts which then allows them to view the specific processing details of their individual requests. Requesters who have created such accounts are able to view all status information (e.g., when the request was received, where the request has been assigned) regarding the processing and managing of their individual requests. The Agency's FOIA Service Center is open from 6:00 a.m. to 6:00 p.m., Monday thru Friday to provide assistance to all requesters and to resolve any FOIA disputes that may arise. The Agency has also included in FOIA.gov and EPA's FOIA site information about how to contact EPA's FOIA Public Liaison. EPA's FOIA Liaison has worked with requesters and program offices to resolve disputes. The FOIA Public Liaison has also worked with the Office of Government Information Services (OGIS) in resolving concerns raised by the public.
EEOC	DG	2.64	Yes	N/A	The EEOC has established two FOIA Requester Service Centers, one in Washington, DC and one in our Los Angeles District Office, to serve requesters. EEOC has one FOIA Public Liaison located in Washington, DC. In Fiscal Year 2015, some FOIA Liaison duties such as responding to requester telephone calls and written communications were distributed among FOIA Programs staff to ensure a rapid response to all questions and/or concerns. However, all requesters may continue to contact the FOIA Public Liaison directly for assistance.



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FTC	DG	8	N/A	N/A	<p>If a requester has questions or comments about the FOIA process, they may call the FOIA Requester Service Center at (202) 326-2430 to either speak directly to a FOIA Case Officer or leave a voice message. A requester may ask the FOIA Case Officer to speak with the FOIA Public Liaison if there are concerns about the quality of the service received regarding the processing of an initial response or appeal. Moreover, the FOIA Public Liaison's contact information is available here: https://www.ftc.gov/about-ftc/foia/freedom-information-act-contacts), and any individual can directly contact the FTC's FOIA Public Liaison. FOIA Case Officers and the Public Liaison are available to assist individual requesters at each step of the process in filing a FOIA request. The FTC's FOIA process includes sending acknowledgment letters to requesters if processing the request will likely take longer than five business days. The acknowledgment letter includes FOIA staff contact information in case the requester has questions. Additionally, the FTC's website includes a "Track Your FOIA Request" feature, which allows requesters to keep track of FOIA requests that have opened and closed in the most recent month. Further, the FTC's substantive response letters to FOIA appeals notify requesters about the mediation services offered by OGIS. These letters describe the mediation process and provide requesters with information on how to pursue this option. Thereafter, the Public Liaison also works with OGIS on a case-by-case basis to respond the questions or concerns of FOIA requesters.</p>



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GSA	DG	1.32	N/A	DG	GSA's FOIA Requester Service Center and FOIA Public Liaisons take their roles very seriously, and serve both professionally and publically as the face and voice of GSA to the general public. Our FOIA professionals are very knowledgeable on the FOIA process and take every opportunity when interacting with the public to explain how the FOIA process works and provide specific details and timelines explanation on the handling of their individual requests. The rare times that disputes occur, the GSA FOIA Requester Service Center and FOIA Public Liaison step right in to work on resolving disputes. GSA has continued to improve in this area by taking a proactive approach to reaching out to the requester very early in the FOIA process. GSA is working proactively to reduce and mitigate potential disputes. By thoroughly explaining the FOIA process; working with the requesters to help craft and modify the scope of the request to pin down exactly what the requester is specifically looking for; explaining the fees assessed, and how the agency will work with them to get that information to them proves to be extremely helpful to the general public.
NARA	LG	10.34	Yes	DG	The National Archives has always implemented a FOIA Requester Service Center model, based on the research facility where the records are maintained –i.e., Main Archives, Field Archives, and Presidential Libraries. The role and function of the FOIA Public Liaison has always been played by the Supervisory Archivist at each location.
NLRB	DG	5	N/A	DG	The NLRB's FOIA Public Liaison has participated in training from OGIS and has consulted with OGIS on FOIA practices. In addition, the Agency's website has been updated to identify the FOIA Public Liaison.



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OPM	DG	1	N/A	DG	The Chief FOIA Officer also serves as the OPM's FOIA Public Liaison. As mentioned earlier, we have two hotlines to respond to the public's questions. In particular, the Public Liaison hotline receives an average of 3-5 telephone calls from the public on a daily basis. Telephone calls often pertain to status updates, request issues, or proper placement of a FOIA request. These are just some of the types of questions that are received on a daily basis. These calls are almost always handled immediately and except for holidays or leave, are handled no less than 24 hours from receipt of the call. We take great pride in being responsive to the public and in following up with respect to questions and issues even if they do not belong with OPM. As mentioned above in our response to Question #4, we work extensively to make sure that our customers are fully informed with regards to the OPM FOIA processes, potential processing times and issues that may have a major effect on the request. In keeping to our mission of providing excellent customer service, we follow-up with each customer, whether internal or external, returning emails and telephone, in most cases within 24 hours or less. This greatly helps to reduce misunderstandings, appeals and provides great satisfaction to our customers. They know that they are being given the best assistance and treatment with respect to their FOIA request and inquiries.
PBGC	Y	10.6	N/A	DG	Since the FOIA disclosure mission is centralized at the PBGC, the FOIA Public Liaisons are frequently the points of contact for requests in which disputes may arise, in addition to the Disclosure Officer. Nevertheless, the contact information for PBGC FOIA Public Liaisons is posted on PBGC's FOIA website. Additionally, PBGC anticipates issuing changes to the agency's implementing regulation concerning FOIA procedures and processes, which will be published in the agency's implementing regulation how the public can contact PBGC's FOIA Public Liaisons.



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SEC	DG	6.23	N/A	DG	SEC FOIA Public Liaisons are available directly by email or telephone. This contact information is located on the SEC's public website. SEC FOIA Public Liaisons assisted requesters by helping them understand the FOIA process generally and how it is implemented at the SEC. Another valuable service that SEC FOIA Public Liaisons provide to requesters is helping them to refine the scope of overly broad requests, as well as those that would yield a voluminous amount of records and/or require a significant amount of time to fulfill. As FOIA experts and SEC employees, the public liaisons are ideally suited to handle these matters, since they have both the procedural and institutional knowledge to assist requesters. [See report for examples]
SBA	DG	1.8	Yes	DG	<p>SBA's National FOIA team includes OGC Attorneys, an in-house FOIA team (currently staffed by two Government Information Specialists) and several Public Liaisons working to strengthen the quality of verbal and written communications with the FOIA requester community in a decentralized FOIA system at each phase of the FOIA request (initial request to final appeal.) In an effort to strengthen SBA's FOIA services, these legal and FOIA professionals provide routine training and guidance to Agency employees who have varying levels of exposure to FOIA through their collateral duty responsibilities. The Agency is continuously improving the quality of its written responses to initial FOIA requests and to FOIA appeals.</p> <p>The Office of Hearings and Appeals (OHA) FOIA team is responsible to oversee the FOIA activities of the Agency's program offices, to provide procedural guidance to Agency FOIA personnel, and to ensure that the Agency's components adhere to the 20-day time limit for responses. As a result of an Agency VERA/VSIP Early Buyout, the OHA FOIA team's longstanding FOIA Chief and Senior Government Information Specialist retired in the fall of 2014. After a complete turnover of the Agency's FOIA team at the close of FY 2015, the Agency committed to strengthen the Agency FOIA program by recruiting experienced FOIA personnel to backfill the vacancies. [...]</p>



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SSA	N/A	N/A	N/A	DG	Yes. We try to resolve disputes with requesters in house, if possible. In our training, we explain how the Office of Government Information Systems (OGIS) helps to resolve disputes when they are contacted by requesters, and designated one FOIA analyst to work on resolving cases when we are contacted by OGIS.
USCPSC	DG	1	N/A	DG	The FOI office has initiated a policy of keeping requesters abreast of their request through constant communication to explain the search and information gathering process, particularly with requesters seeking voluminous information. This process keeps the requesters informed and updated on their requests from the beginning to completion of the request (the measure also allows for providing partial responses as appropriate). We notify requesters of the availability of mediation services in FY 2016. We include language in our correspondence with requesters of their right to the mediation services offered by the Office of Government Information Services.
USPS	DG	5.37	Yes	DG	There have been no recent changes in the organizational structure of the USPS FOIA Program, which already has in place four RSC's, each having a designated FOIA Public Liaison. Contact information for the RSCs and FOIA Public Liaisons are posted online. With more than 30,000 facilities throughout the country at which records are maintained, FOIA Coordinators in each of the USPS Headquarters departments and each of the Area and District offices across the country play a key role in responding to inquiries from FOIA requesters about their requests. Also, requesters are informed in writing of any subsequent referral of their request and provided contact information.



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Section III -- Steps Taken to Increase Proactive Disclosures (PD)					
Agency	Process for Identifying Frequently Requested Records	System in Place to Identify Records for PD	Challenges to Posting Material Online	Publicized Important PDs	Other Steps Taken to Increase PDs
CIA	It is CIA's intention to post online all records released under our FOIA program. We do give priority to items that, per our FOIA logs, are frequently requested.	DG	No	DG	CIA posts documents released in response to the FOIA and 25-year automatic declassification program under Executive Order 13526 to the electronic reading room at CIA.gov. Discretionary releases associated with the Historical Review Program are also added to the CIA portal. Millions of pages of records processed by the 25-year automatic declassification program have been loaded onto CREST systems located at NARA as well as individual presidential libraries. CIA disseminates declassified records in this way to increase the number of records provided to the public at large.
USDA	The Department's FOIA Officers employ varying methods for identifying frequently requested records. Most common among the methods however is routine monitoring of the FOIA logs.	DG	Yes	DG	N/A
DOC	DOC identifies those records that are likely of interest to the public and its constituents such as grant documents, reports, etc. and posts those using either a blog and/or on its individual bureau main web pages and by topic for ease of access. FOIA Officers work with program offices, office of public affairs and the webmaster to ensure that records from the programs are routinely made available on the Department's website. As an example, the OIG FOIA Officer keeps track of the records that have been frequently requested. Once a previously-released record has been requested a total of 3 or more times, the FOIA Officer works collaboratively with the OIG office responsible for the OIG website and posting of public documents to ensure that a copy of the properly FOIA-processed record is posted in a timely manner. The Department of Commerce also uses FOIAonline to both identify and make available records for proactive disclosure. The ways that FOIA professionals use the system to assist them include: reviewing responses to requests to determine if material disclosed may be of use to other requesters and discussing how to make responsive records available through the FOIAonline system, which is available to the public. Through the FOIAonline system, individuals can access posted FOIA requests and agency responses to those requests. Those responses include disclosed responsive records.	DG	Yes	DG	The Department of Commerce Open Government team has taken the lead in identifying new ways to make more information publicly available. For example, the Open Government team has taken the lead in identifying new ways to make more information publicly available. The Census Bureau is accessing data through products and tools including data visualizations, mobile apps, interactive web apps and other software at http://www.census.gov/data.html . The USPTO FOIA Office continues to monitor and examine the nature of FOIA requests received each year on an ongoing basis to determine if and whether it has repeat requests or popular categories that are not already addressed in the FOIA Reading Room. In addition, the USPTO's FOIA Reading Room contains document repositories that are fully text-searchable so that the public can quickly access the records that are proactively disclosed. NOAA held special meetings on multiple occasions to discuss the possibility of certain types of records, such as congressional correspondence logs, to be routinely extracted and disclosed absent the submission of a FOIA request despite the need for possible reasonable segregation. This is being considered due to the significant public interest in these types of records and the value they have for increasing the public's understanding of bureau activities.



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DOD	<p>Frequently requested records are easily identified at some DoD Components because case tracking systems or small staffs recognize requests and flag them for posting. Other components report not having frequently requested records or as in the case of DoD IG, already posting nearly all the requests on their websites which negates the need to identify records as frequently requested in order to post them.</p> <p>Some components such as DSS, DFAS and JPRA report that the vast majority of the requests for information fall into privacy or other restrictions which do not lend themselves to frequently requested records for posting. However, most components report some level of FOIA log review or request trend analysis to pinpoint items of high public interest. These items may be subject to posting as frequently requested items. DISA sets the bar at only two, vice three, requests in identifying records to be posted. Additionally, NORTHCOM, OSD/JS, DTIC and Air Force post nearly all requests without privacy implications to their FOIA libraries and websites. Other components, DIA among them, report that they are moving towards posting all requests online. In fact, TRANSCOM is redesigning their website to accommodate the change. Navy highlights some as "hot topics" on their website but their case management system has made searching for released records much easier for requesters.</p>	LG	Yes	DG	<p>DCAA leads the way in other steps to increase proactive disclosures through its Field Liaison Advisors who work with acquisition, contract administration, and contract audit personnel to coordinate audit processes and provide other valuable audit assistance. They also focus on assisting small businesses with training and information to help them navigate the audit process. Presentations and guidebooks are posted on their public website at http://www.dcaa.mil/audit_process_overview.html.</p> <p>Additionally, DCAA posts the results of their outside auditor's review of their financial statements. The statements provide important information on the DCAA's financial health and compliance with applicable financial laws and regulations. DCAA earned an "unqualified opinion" which is the highest rating available. DFAS posts the Social Security Number (SSN) Justification Memorandums and Privacy Impact Assessments at the following links: http://www.dfas.mil/foia/SSN-Justification-Memos.html and http://www.dfas.mil/foia/privacyimpactassessments.html.</p>
ED	<p>Yes. ED's FSC collaborates internally with program offices across the Department as an ongoing effort to identify records for proactive disclosure. This is an ongoing effort in the Department's FSC, which, at times, requires an electronic search of the case management tracking system to identify frequently requested records. Two of the most commonly-requested categories of records within ED are the successful grant applications and contracts.</p> <p>Also, ED's FSC in partnering with the OGC FOIA Attorneys continues to communicate to program offices to follow the "rule of three" to identify categories of records that have been frequently requested or for which there is an anticipated high public interest.</p>	DG	Yes	DG	<p>ED's Chief Privacy Officer (CPO) meets periodically with FOIA Senior Leaders from each program office to inform them of their obligation to the Department's FOIA program. The topic of proactive disclosures is a standing agenda item in which the CPO encourages the program offices to identify information for proactive disclosures, and also explains the benefits and overall impact that proactive disclosures have.</p>



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Agency	Process for Identifying Frequently Requested Records	System in Place to Identify Records for PD	Challenges to Posting Material Online	Publicized Important PDs	Other Steps Taken to Increase PDs
DOE	The agency reviews a list of all FOIA requests received each week to determine what has been requested. The FOIA office also conducts key word searches in the FOIA database to identify frequent requests. FOIA analysts also advise the FOIA officer of frequently requested documents. If documents are requested at least twice it is considered a frequently requested document.	DG	No	DG	At Golden, the Environmental Office posts disclosures on the Golden Public Reading Room, including National Environmental Policy Act (NEPA) documents consisting of Categorical Exclusions (CX), Environmental Assessments (EA), Environmental Impact Statements (EIS) and other NEPA documents. See, http://www.energy.gov/eere/golden-field-office-reading-room . Western regularly meets with the public to share information and continues to respond to public and media queries in a timely fashion. Additionally, relevant content is shared proactively on Western's newsroom website: https://www.wapa.gov/newsroom/Pages/newsroom.aspx . DOE PAGESBeta contain an initial collection of journal articles and accepted manuscripts as a demonstration of its functionality and eventual expanded content. Over the next year, additional metadata and links to articles and accepted manuscripts will be added as they are submitted to OSTI. The anticipated annual growth is expected to be between 20,000-30,000 publicly-accessible articles and manuscripts. When DOE PAGES move beyond the "beta" period, it will offer distributed full-text access to all DOE-affiliated accepted manuscripts or articles after an administrative interval of 12 months. Hanford holds open public meetings that include the Hanford Advisory Board. Hanford Site management regularly provides updated information about cleanup work and responds to questions from board members about ongoing activities. Site employees also staff an active Hanford Speakers' Bureau, with the goal of reaching out to schools, civic service organizations, and university students with new information related to the work at the Site. Hanford Site public tours are scheduled each year, providing yet another avenue for interested individuals to see the work that is occurring and an opportunity to ask questions of the current employees.
HHS	The Department employs a number of ways to identify records for proactive disclosure. OpDivs frequently use the established threshold of three requests for the same information to identify records of substantial public interest, either through manually tracking FOIA requests or from identifying requests for the same records from an electronic tracking system. Additionally, information is gathered from program areas and offices about significant policy documents that may be candidates for proactive disclosure. Public affairs and communications staff also provide input and suggestions for department records that may be proactively disclosed.	DG	Yes	DG	CMS posts its FOIA logs on a recurring basis and continues to work with the agency's contracting office to post frequently requested contracts.



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DHS	<p>DHS and the Components follow the guidance set forth in a policy memorandum from December 2010, titled DHS FOIA Office Procedures and Standards for Effectively Implementing Section (a)(2)(D) of the FOIA "Frequently Requested Documents" Procedures, which outlines the process for determining when and how to disclose frequently requested documents.</p> <ul style="list-style-type: none">• The DHS Privacy Office identifies frequently requested records through its COTS web application, which has a built in request comparison feature that identifies similar requests already entered in the system. [...]• CBP uses its FOIAonline tracking system to mark specific records for public viewing, assigns these records key words for search purposes, and has made some records available in this manner. [...]• USCIS follows a standard "rule of three" when determining if a record falls into the frequently requested category. The USCIS electronic processing system alerts staff when any record is requested at least three different times. USCIS pulls the record and reviews it for proactive disclosure.• NPPD also follows the standard rule of three but may consider a second request as a frequently requested record.• ICE tracks incoming requests through the COTS web application, which allows the intake team to track duplicate or similar requests. [...]• I&A, FEMA, and TSA use the COTS web application to identify frequently requested records.• S&T considers two requests for the same records to be frequently requested records and recommends posting to the DHS website.• FLETC and FEMA monitor FOIA logs for frequently requested records.	DG	Yes	DG	The Department remains committed to increasing proactive disclosures as mentioned throughout the report, but has nothing further to describe.
HUD	HUD monitors its FOIA logs on a regular basis and identifies material to be posted to its website. A comprehensive list of documents and materials have been compiled and posted, and are updated and reviewed quarterly.	DG	No	DG	The posted material is reviewed quarterly to ensure that the websites are functional and the materials are current and available for viewing.



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DOJ	The Department's components use different methods for identifying "frequently requested" records including: monitoring for such requests as part of their ongoing case management process, conducting periodic reviews of FOIA logs, and holding monthly meetings that include not only FOIA professionals but other interested stake holders like IT and Communications personnel.	DG	Yes	DG	Several components reported additional steps taken to further promote proactive disclosure practices. For example, BOP leadership emphasized the importance of promoting openness and transparency in their meetings and directorates are encouraged to post records demonstrating how BOP operates. The FBI established a strategic measure to increase the number of proactive disclosures on the Vault by 20% in FY 2015, and they exceeded this goal by posting substantially more records on thirty-one new topics. OIP has also taken steps to further encourage proactive disclosures across the government. On March 16, 2015, OIP issued new guidance to agencies entitled Proactive Disclosures of Non-Exempt Agency Information: Making Information Available Without the Need to File a FOIA Request. Additionally, in July 2015, the Department launched a Proactive Disclosure Pilot which was designed to test the feasibility of posting FOIA responses online so that they are available to all requesters. Further emphasizing the importance of proactive disclosures, OIP added a session on Best Practices on Collaborative Approaches for Proactive Disclosures to its April and June Advanced FOIA Seminars. Finally, FOIA.gov continues to serve as the government's one-stop shop for FOIA data and resources. Among many other functions, FOIA.gov takes the detailed statistics contained in agency Annual FOIA Reports and displays them graphically. The website also allows users to search and sort the data in any way they want, so that comparisons can be made between agencies and over time. The most recent set of data to be made available on FOIA.gov is the data from agencies' Fiscal Year 2015 Annual FOIA Reports. New charts and graphs will be added to show the evolution of key FOIA statistics over the past several fiscal years. FOIA.gov also continued to be updated with spotlights on the new releases agencies have made.
Labor	The Department of Labor encourages agency components to monitor the FOIA logs that are generated by the Secretary's Information Management System for FOIA (SIMS-FOIA) for frequently requested documents. In addition, FOIA contacts are encouraged to recognize materials that are the subject of multiple FOIA requests to determine if they are appropriate for posting under Subsection (a)(2).	DG	No	DG	DOL has utilized blogs, YouTube, Twitter and other electronic communication channels, as well as specific pages or sections of the website devoted to a particular topic to proactively disclose information. Some agency components highlight significant information of public interest through news releases and "hot topics" sections of the agency's webpage. A few components are in the process of improving their websites search engines to provide more enhanced online search tools and download functionality than is currently available. It is our belief that more robust search functionality will increase accessibility to online data and is expected to reduce the number of requesters who request customized data sets through the FOIA process.



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State	The Department continues to employ a well-established procedure for identifying records that have been processed under the FOIA for posting on the public website, www.foia.state.gov . After documents are released in response to a FOIA request, the Requester Liaison Division (which manages the Department's FOIA website) works with the Statutory Compliance and Research Division (which processes the requests) to identify documents to be uploaded. Documents released in response to a Privacy Act request are not posted online. In addition, other bureaus within the Department also post documents of wide public interest on www.state.gov .	DG	Yes	DG	N/A
DOI	A specific provision in the Department's FOIA regulations addresses frequently requested records. Additionally, sections 2.7 and 3.3 of the Department's FOIA Handbook discuss this issue. This topic is frequently discussed by Departmental FOIA Policy Staff, bureau FOIA Officers, and other Departmental employees. Bureau FOIA Officers are familiar with the requests that come in and regularly review their FOIA logs for frequently requested records.	DG	Yes	DG	The Departmental FOIA Policy Staff worked with the Communications Office to coordinate proactive disclosures and with bureaus to increase their technical knowledge on making proactive disclosures. Additionally, the importance of proactive disclosures is a reoccurring theme in formal and informal training given by (and to) Department employees, including at monthly FOIA Officer meetings.
Treasury	Each Treasury Bureau has a system in place to identify and post frequently requested records. BEP, DO, FinCEN, Fiscal Service, and Mint FOIA professionals review lists of incoming requests on a quarterly basis to identify frequently requested documents and information. When three or more requests are received for substantially the same information, those records are flagged for proactive posting. IRS conducts an annual review of its FOIA log to identify frequently requested records. Additionally, IRS has established a team that will identify frequently requested records and make those documents available on IRS's website.	DG	Yes	DG	During the reporting period, the Department began tracking proactive disclosures on a monthly basis. Additionally, during monthly teleconferences, the Director for FOIA and Transparency encouraged each Treasury Bureau to seek out and post new material.



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DOT	DOT's components regularly monitor their FOIA logs to identify frequently requested records.	DG	No	DG	<p>DOT's Chief Data Officer and Departmental FOIA Officer formed a cross-modal, cross-functional group to help inform the Open Government Plan guidance mentioned above, on increasing proactive disclosures. They sought input from those whose jobs can have a positive impact in effectively increasing proactive disclosures throughout DOT. Participants included experts in the areas of Public Affairs, Open Government, FOIA, Records, Web, Communications, and Data. Our goal was to be more systematic in the area of proactive disclosures, and we believe this collaboration was key.</p> <p>The next step was for the Chief Information Officer and the General Counsel to send a memorandum to the Heads of the Operating Administrations (OAs) titled, "Developing a Systemic Approach for Increasing the Public Availability of Information about Agency Operations." That memorandum directed the OAs to develop a plan for systematically identifying and posting more "in demand" information on their responsive websites. The guidance to the OAs instructed them to address, at a minimum, certain types of documents (Congressional reports and testimony, FOIA request logs, funding/apportionment tables, and correspondence logs). The guidance also instructed the OAs to review their current practices, including how they ensure that Electronic Reading Rooms are current, and identify new information or data releases based on various demand signals.</p> <p>The OAs' plans are posted at www.transportation.gov/open/. The OAs will monitor their plans throughout the year in various ways. For example, the Executive Sponsor for the OST will hold quarterly meetings with the program offices and support offices that formed the OST Team. We anticipate the plans will be updated and refined as we learn and share best practices throughout the implementation process.</p>
VA	No	DG	Yes	R	N/A
EPA	Since October 1, 2012, EPA has posted all records released through FOIA on FOIAonline. Accordingly, responses to most FOIA requests, including those containing frequently requested information, are available to the public through FOIAonline.	DG	No	DG	N/A
EEOC	EEOC monitors non-charge file FOIA requests. If the same material has been requested three times or has been requested two times with a strong likelihood of a third request, the material is posted online.	DG	Yes	DG	N/A



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FTC	FOIA staff are trained to identify instances where three or more requests have sought the same set of documents. When this occurs, staff posts the accessible documents in the agency's FOIA reading room. These requests can be found here: www.ftc.gov/about-ftc/foia/foia-reading-rooms/frequently-requested-records .	DG	No	DG	As described above, the FTC posts a wide array of documents to its public website, including frequently requested records.
GSA	Beginning in Fiscal Year 2015, GSA began to post almost all released FOIA requests responses online regardless of if they are "frequently requested" records or not.	DG	No	DG	All steps have been described in the above section.
NARA	The Office of General Counsel FOIA team monitors its FOIA log for requests for operational records on a regular basis to determine if there are additional sets of records that should be posted on our reading room (see http://www.archives.gov/foia/electronic-reading-room.html). NARA's archival holdings continue to be processed according to our Strategic Goal (see http://www.archives.gov/digitization/strategy.html) to digitize our holdings for greater access to the public.	DG	Yes	DG	N/A
NLRB	The FOIA Branch monitors its FOIA logs.	DG	Yes	DG	N/A
OPM	At present, we do not have a knowledge management system that would allow us to identify records that were both frequently requested and produced on multiple occasions for proactive disclosure.	DG	Yes	DG	We continue to work with the program offices to encourage the posting of frequently requested records on the Reading Room. Although we do post frequently requested records on the Document Count tool, we also work towards putting additionally sought records on the Reading Room site. We are presently in the process of placing frequently requested information on the web and making it 508 compliant. It is anticipated that the placement may take place in the Spring, 2016.
PBGC	The Disclosure Division enjoys collaborative working relationships with the public-facing arms of the agency, including the Customer Call Center, the Field Benefit Administrators, the Communications, Outreach & Legislative Affairs (COLA) Department and the Document Management Center to identify areas of significant public interest. This information is communicated through meetings and working groups with different departments in the Corporation.	DG	No	DG	Yes. The PBGC continues to provide requesters, plan participants, practitioners, and third-parties the opportunity to subscribe to information from nine different topics through the following site: http://www.pbgc.gov/res/stay-informed.html .



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SEC	The SEC utilizes OIP's "Rule of Three" with respect to identifying "frequently requested" records for posting online. Upon receipt of each request, SEC FOIA professionals conduct a search of the electronic FOIA tracking system for all prior requests made for the same records. Under normal circumstances, where it is determined that there have been three requests made for the same records; the materials are posted to the SEC's website at Frequently Requested FOIA Documents.	DG	Yes	DG	The SEC is always examining its practices in an effort to improve all aspects of FOIA processing, to include increasing proactive disclosures. An example from the reporting period is the posting of all SEC FOIA logs by quarter.
SBA	The FOIA team reviews the Agency's quarterly FOIA activity numbers for each program office to identify program offices with the highest numbers of FOIA requests. The FOIA team has worked with the program offices with high numbers of FOIA requests to identify the most frequently requested records that can feasibly be fully disclosed and proactively disclosed on the Agency's website.	DG	Yes	Y	N/A
SSA	We created a tracking sheet to identify frequently requested documents.	DG	Yes	DG	N/A
USCPSC	"Frequently requested" records are determined by the Commission's FOIA professionals, based on the subject matter of FOIA requests received by the FOIA office. For example, if the FOIA office receives multiple requests for the same information, and if appropriate requirements have been satisfied, we post the material online. Similarly, documents relating to subjects that have garnered significant public interest routinely are posted online.	DG	Yes	DG	We post information proactively on the Commission's website. Requesters are continuously made aware of the Commission's publicly available website, www.SaferProducts.gov which provides information that was previously only available through FOIA requests. Also, see the responses to questions 6 and 7.



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USPS	Each records custodian is responsible for determining which of its records are required to be made publicly available, identifying additional records of interest to the public that are appropriate for public disclosure, and posting such records to the Postal Service's website. In addition to providing records in response to FOIA requests, USPS often voluntarily provides supplemental or explanatory information about the records subject in order to increase transparency and to respond in a spirit of cooperation. In particular, FOIA professionals work with Corporate Communications and stakeholders in coordinating responses to news media requests. The FOIA Tracking System alerts FOIA professionals when the same or similar FOIA requests are received and logged into the tracking system. It is the responsibility of each USPS records custodian to ensure that records processed and disclosed in response to a FOIA request, and are likely to become the subject of subsequent requests for substantially the same records, be made available in the Postal Service's Electronic FOIA Reading Room.	DG	No	DG	<p>In addition to website postings and social media, Corporate Communications proactively discloses information through other means, such as through media events and public events, webinars, mailings and other forms of communication. USPS is continuing to help customers find answers to their mailing and shipping questions. The latest videos in the Postal Service's "How To: Shipping Tips" address topics such as wedding announcements, holding mail, military mail and returning merchandise through USPS. The new videos are available on the Postal Service's YouTube channel https://www.youtube.com/user/uspstv.</p> <p>The Postal Service showcased its latest innovations at the recent Consumer Electronics Show in Las Vegas. The services highlighted include door-to-door package tracking and free parcel delivery options for shippers. Recent improvements in customer service also were showcased. The Consumer Electronics Show allows USPS to meet with customers from across the globe to show them how the Postal Service is leveraging technology and our infrastructure to better meet their needs. The Consumer Electronics Show draws more than 150,000 attendees each year, along with 6,000 reporters, bloggers and other members of the news media. A team of employees from across the Postal Service participated in the event, which was held on January 6 – 9, 2016.</p> <p>The Historian's Office completed its long-term loan of "Railway Mail Service, 10th Division: Schedules of Mail Trains" (12 volumes), to Railway Mail Service Library (RMSL) for digitization purposes, increasing the availability of this information to the public.</p> <p>The Historian's Office continued its long-term loan of microfilm copies of the United States Official Postal Guide, 1874–1954 to the American Philatelic Research Library for digitization and posting on www.uspostalbulletins.com.</p>



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Agency	Section IV -- Steps Taken to Greater Utilize Technology					
	Agency is Taking Steps to Make Online Info. More Useful	FOIA Staff Interacted with Other Agency Staff to ID New Ways to Post Material	Training on New Processing Tools	Agency Taking Steps to Utilize Advanced Tech.	Posted All FY 2015 Quarterly Reports	Agency Uses E-mail to Communicate with Requesters
CIA	DG	In addition to working with CIA IMTOs as outlined in the answer to question 2, above, the CIA FOIA team this past year interacted with the Office of Public Affairs and the manager of the CIA Twitter account to publicize the public release of information.	CIA public access professionals participated in a day-long refresher on the primary database used to administer FOIA requests. This is an annual mandate to ensure their case management skills remain sharp.	Yes	DG	Y
USDA	DG	Yes. Just recently, the Department revamped its FOIA site with the assistance of OCIO technology specialists. In addition to identify new ways to post agency information, the Department was able to create a slide show on it FOIA homepage to highlight new initiatives, rearrange its main page for the FOIA reading room for ease of review by the public, and share useful tips for filing FOIAs at the Department.	Yes. The Department did provide training on several of its existing and new processing tools.	Yes	DG	DG
DOC	DG	Yes. FOIA Officers regularly communicate with public affairs/communications professionals as well as the Office of Chief Information Officer to determine whether there are new ways to post agency information online. At this time, FOIAonline is the FOIA professionals' medium for posting relevant FOIA information.	Yes. The Department of Commerce and the Environmental Protection Agency provided training on the FOIAonline system to Department FOIA professionals. Those individuals use FOIAonline to facilitate overall FOIA efficiency. FOIAonline is an electronic tracking and processing tool developed by a partnership of federal agencies that allows anyone to submit a FOIA request, correspond with FOIA professionals processing the request, track the status of a request, and download the responsive documents once they are released to the requester.	Yes	DG	DG



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DOD	DG	The DoD Components also report that they are working with non-FOIA professional agency staff to identify other ways to post agency information online. Most work very closely with their IT professionals and with their Public Affairs Officers to address technical aspects and better gauge public interest. Others report working with document repository owners so that they are readily involved in potential discretionary releases. Several components reported working with their case management system professionals, who are not necessarily agency staff, to improve the systems that serve the public as well as the agency FOIA professionals through case or document release automation.	During this reporting period, 46% of DoD Components reported that they conducted training for FOIA professionals and staff on new processing tools. Most of the training centered on the technical application of redaction software or on new or revised case management systems. Some components reported movement from traditional shared drives to document sharing platforms which necessitated training on better searching, as well as, file naming conventions.	Yes	DG	DG
ED	DG	Yes. The staff from the FSC routinely communicates with the Office of the Chief Information Office, webmasters, and the Assistive Technology Team in order to identify if there are any new ways to post agency information online.	Although ED has had the same case management system for an extended period of time, training is provided to the application end-users as the system is upgraded annually. Additionally, individuals that have been granted access to ED's E-Discovery tool have had in depth training on how to effectively use the platform.	Yes	DG	DG
DOE	DG	Yes. The FOIA Office and other FOIA professionals routinely discuss with information technology specialists, the Open Government Team, and other communications professionals new ways to publicly post information more efficiently for the public.	At Oak Ridge FOIA staff was trained on a new Document Management System which stores FOIA case files.	Yes	DG	DG
HHS	DG	Yes. FOIA staff frequently solicit assistance from the information technology staff to help facilitate online postings.	Yes. OS, ACF, CDC, CMS, FDA, HRSA and PSC all conducted training for new or existing FOIA processing systems.	Yes	DG	DG



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DHS	DG	DHS and the Components interacted with the following agency staff to identify new ways to post agency information online: The DHS Privacy Office and USSS interacted with their respective Offices of Public Affairs. OIG and I&A interacted with their respective Offices of Public Affairs and information technology staff. USCIS interacted with its Office of Communications. FEMA interacted with its OCIO and External Affairs. S&T interacted with its Office of Corporate Communications.	Yes, the DHS Privacy Office provided the following training on its COTS web application: An overview of the application to NPPD FOIA leadership and to members of the Information Governance Working Group; ythree separate training sessions to TSA regarding overall use, the Advanced Document Review, and how to use the Vaughn index function; training to FEMA regarding proficient searches and redactions. CBP provided refresher training to its staff regarding its FOIAonline tracking system, best practices for searching and using CBP's databases, and the use of CBP's FOIA Helper tool. USCIS provided training to its staff on the full use of technology available to them to perform their daily responsibilities from home, as they are now authorized to telework four days a week. ICE trained Office of the Principal Legal Advisor Government Information Law Division attorneys on the COTS web application for integration into their processes. OIG conducted training on its newly acquired eDiscovery tool. USSS provided refresher training to its staff regarding its COTS web application.	Yes	DG	DG
HUD	DG	Yes, FOIA staff frequently solicits assistance from the information technology staff to help facilitate online postings.	Training was provided on the recent upgrades to the FOIA Management System, which is utilized by all FOIA Liaisons Departmentwide. A few of the upgrades included an enhanced redacting tool and faster transmittal of misdirected requests.	Yes	DG	DG



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DOJ	DG	Several of the Department's components reported that their FOIA professionals interacted with other agency staff, such as technology specialists, public affairs, or communications professionals in order to identify new and effective ways of posting information online. BOP's FOIA Office works with its IT and public affairs professionals to evaluate methods to make it easier for the public to use its website. USNCB worked with its IT professionals to launch a mobile application for the iPhone and iPad. EOUST's FOIA professionals regularly meet with IT and Office of Planning and Evaluation staff at meetings of the Open Government Team to find new ways of posting component information online.	Furthermore, several components provided training to their staff on technology that assists with the actual processing of records. FOIA professionals at the Antitrust Division, ATF, and EOIR received training on the software they use to redact information. OIP, ENRD, EOUST, JMD, OLC, and the Tax Division all provided training to their FOIA staff on sophisticated tools that allow for advanced search capabilities and deduplication.	Yes	DG	DG
Labor	DG	Yes. DOL FOIA professionals maintain an ongoing working collaboration with the Office of Public Affairs to evaluate website analytics which provide a snap shot of trends, topics and other information that is of potential interest to the public. Using that information, components evaluate their web resources and plan ways in which they can post information that meets the needs of a critical mass of web visitors.	No. The Department did not conduct training on specific electronic processing tools.	Yes	DG	DG



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	Agency is Taking Steps to Make Online Info. More Useful	FOIA Staff Interacted with Other Agency Staff to ID New Ways to Post Material	Training on New Processing Tools	Agency Taking Steps to Utilize Advanced Tech.	Posted All FY 2015 Quarterly Reports	Agency Uses E-mail to Communicate with Requesters
State	DG	The Department's FOIA Program Manager and representatives of the IT staff that support the FOIA Program participate in the inter-agency Open Government meetings to discuss ways to post information online.	IPS employees received updates on using the Department's FOIA case processing system, FREEDOMS2. This system allows the user community to track, redact, classify, declassify, and finalize all documents prior to releasing information to the public. It also allows the user to create all correspondence related to each individual case. The system tracks all potential duplicates within the system, which allows for more consistent review and gives the users a central location for all case documentation. This makes FOIA case processing more efficient and accurate. During FY 2015 FOIA Staff participated in a User Group for testing the enhanced State Archiving System (SAS), which is an automated interface to the Department's Central Foreign Policy File (Central File). SAS allows employees to search the full text of millions of telegrams and other substantive correspondence documents in the Central File. SAS has the ability to store, search, retrieve, and manage mission-critical, historical and sensitive cables, record emails and written correspondence. IPS set up the SAS enhancement project to address over 100 user requests for changes to the system. The SAS User Group vetted and prioritized the requirements for these changes. IPS rolled out an enhanced SAS in early FY 2016.	Yes	DG	DG
DOI	DG	Yes. The Departmental FOIA Policy Staff meets frequently with other agency staff who are experts in records management and website management to, among other matters, identify new and more effective ways to post agency information online.	The Departmental FOIA Policy Staff issued extensive new training slides on how to use the EFTS (the Department's centralized, Web-based, electronic FOIA tracking system) to reflect updates to the EFTS and provide guidance on a number of subjects where EFTS usage is not intuitive.	Yes	DG	DG



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Treasury	DG	Yes. Department FOIA professionals worked collaboratively with Information Technology professionals to identify new methods of posting information online. The IRS Disclosure Office conferred with the IRS Online Services Division to identify potential improvements to the IRS FOIA Library, including alternative methods of posting information. DO FOIA professionals collaborated with Treasury Printing and Graphics to make FOIA publications accessible and available in mobile reader format (EPUB). TTB FOIA professionals collaborated with Information Technology Professionals to make improvements to the Public Certificates of Label Approval Registry.	Yes. During the reporting period, DO FOIA professionals received training in the use of an e-discovery system for processing large, complex FOIA requests. Additionally, DO, FinCEN, and Fiscal Service FOIA professionals received training in the use of Adobe Professional redaction tools.	Yes	DG	DG
DOT	DG	"Developing a Systemic Approach for Increasing the Public Availability of Information about Agency Operations" undertaken by all DOT OAs was to bring together cross-functional teams with representatives from program offices, public affairs, FOIA, data, information technology, etc. within each OA. Components reported listening to various demand signals, using web analytics, to determine what people are clicking and search terms being used, to target what additional information to post and/or make easier to find. They found value in bringing these multi-disciplinary teams together to identify records and new ways to post information online.	FOIA professionals in two components attended system training provided by their commercial off-the-shelf FOIA product company, including an add-on product that provides de-duplicating and email. In OST, FOIA contractors were trained on the use of an e-discovery tool used by the FOIA team, and the FOIA team used on-the-job training to expand the use of an e-discovery tool for FOIA processing. Online training on a commercial off-the-shelf redaction tool has been made available and encouraged for FAA's FOIA professionals, and FAA is using webpage postings and SharePoint technology to enhance document sharing.	Yes	DG	DG
VA	DG	No.	No.	Yes	DG	LG



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EPA	DG	Yes. EPA continually works with its Web program and regional office staff to identify ways to improve the Agency's website. This past year, EPA as part of the One EPA Web initiative, totally redesigned its website to allow the public greater access to information through the site. EPA also redesigned its FOIA website to allow greater access to information by the public.	Yes. EPA provided training on Adobe XI Pro and Relativity redaction tools.	Yes	DG	DG
EEOC	DG	Yes. In the revision and update of the FOIA page.	Yes. In August 2015 the EEOC conducted agency wide training on FOIAXpress, the agency's new processing tool.	No	DG	DG
FTC	DG	No.	Yes, FOIA staff received training on a program called ZyLAB, which is the FTC's new Document Review Platform. ZyLAB has an advanced user interface that will enable the FOIA staff to efficiently review large sets of data for FOIA requests.	Yes	LG	DG
GSA	DG	Yes, GSA FOIA professionals have partnered with technology specialists and open government professionals in order to maximize opportunities to post and share GSA information and data sets online.	Yes, GSA trained its FOIA professionals on technology improvements and upgrades during this reporting period. The agency migrated to FOIAonline this year and ample training was provided on this transition and operational change with GSA's FOIA case management processing system. Additionally, there was training on 508 compliance, website and HTML training, Adobe Professional and redaction training. There was also additional training on using the Google suite of technological programs and the Google drive document sharing applications during this reporting period.	Yes	DG	DG



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NARA	DG	Yes. NARA's Web Program and Social Media presence is operated, monitored and regulated by the Office of Innovation. All content that will be posted to NARA's Catalog or Social Media outlets must meet the requirements produced by this office, so therefore all FOIA professionals work closely with that office.	No.	Yes	DG	DG
NLRB	DG	Members of the Office of the Chief Information Officer (OCIO), which includes the privacy section, staff from the Office of Congressional and Public Affairs (OCPA), and the Agency's FOIA professionals, interact regularly to identify if there are any new ways, or new information, to post online. A primary example is their attendance at Docketing Committee meetings, wherein decisions are made regarding information posted on the website's Case Pages. The Agency's OCIO-based Data Coordinator also directly supports FOIA and OCPA in their interactions with constituents and Congress.	Yes. Many Agency FOIA professionals received training on a redaction software tool. This software has been used to conduct certain large scale searches for documents, and for review and redaction of voluminous document requests.	Yes	DG	DG
OPM	DG	Yes. The Chief information Officer's Web Services group, in conjunction with the Office of Communications, worked collaboratively to implement a content management system (CMS). This CMS allows for providing minor, non-substantive revisions to content posted on the web. This is another example of using technology to post items and update the placement of items on the web.	Although there was no training on specific FOIA related processing tools, the FOIA Team was included in the overall training of the new "Content Management" system for non-substantive revision of items posted on the web, reducing some of the time consuming steps required for the posting of revised items, including FOIA-related information on the web. We also attended the numerous update meetings provided to OPM and CIO regarding the establishment of a new IT enterprise architecture system.	Yes	DG	DG



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PBGC	DG	Yes. A member of the Disclosure Division meets quarterly with a representative from Communications Outreach & Legislative Affairs (COLA) Department and the Office of Information Technology (OIT) to discuss new trends and innovations in public information sharing to incorporate into the agency's FOIA website.	Yes. The Disclosure Division conducts both targeted and personalized refresher training on PBGC web-based databases and programs that FOIA staff use regularly to conduct records searches. Additionally, the Disclosure Officer issues timely communications and conducts training concerning any changes to the FOIAonline platform.	Yes	DG	DG
SEC	DG	The SEC's Office of FOIA Services routinely works with IT specialists and with the Office of Public Affairs (OPA) in order to find ways to accommodate the requester community by enhancing search and access capabilities. For example, OPA has recently assisted with the restructuring of the SEC's FOIA public webpage. FOIA staff also coordinates with other SEC program offices in order to post information. An example, described in greater detail in Section III, No. 6, is where FOIA professionals worked with DERA staff to post aggregate data related to the EDGAR system. In another instance, FOIA staff worked closely for several months with multiple program offices in order to obtain complex aggregate data from a self-regulatory organization, the Financial Industry Regulatory Authority (FINRA), and make it publicly available.	All SEC FOIA professionals attended in-house, technical training pertaining to upgrades made during the reporting period to the SEC's FOIA processing application and tracking system, FOIA Xpress. SEC FOIA staff also attended training offered by contractor staff related to upgrades to this same system.	Yes	DG	DG



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SBA	DG	No	Yes. At the end of Fiscal Year 2014, SBA purchased rights to use the web-based FOIA Online System along with several other federal agency partners. During Fiscal Year 2015, the Office of Hearings and Appeals FOIA team rolled out the tracking system agency-wide and provided decentralized FOIA coordinators and liaisons with hands-on training events to learn the system.	Yes	LG	DG
SSA	DG	Yes. We work with our Office of Open Government and our IT Specialists to identify new or better ways to post agency information online.	Yes. We conducted training on Introspect, a tool that is available to assist with sorting, deduplicating, and redacting documents.	Yes	DG	DG
USCPSC	DG	Yes. The FOIA professionals are working with technical IT experts and contractors to develop more efficient document platforms for way to share and post agency information online.	A new FOIA Government Information Specialist underwent training for our case management application. The staff manager of the application underwent training on updates to the application. FOIA staff attended the annual user's conference conducted by the vendor for CPSC's FOIA electronic tracking system, which provides updates on new developments in the tracking system. Staff also attended other training offered by the vendor of the CPSC's FOIA electronic tracking system.	Yes	DG	DG



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USPS	DG	Yes. USPS FOIA professionals met with Retail and Customer Service Operations and Supply Management staff to determine if addition information could be posted online. USPIS met with their Management Analysis and Planning Group to determine if certain statistical information could be proactively disclosed. The OIG Dynamic Reporting team is part of the Chief of Staff office, which handles public affairs and communications.	Yes. Several agency employees attended basic training on the FOIA Tracking System provided by a supplier. The basic training course consists of two days of intensive classes that cover the full lifecycle of a FOIA request and many of the primary features and functions of the software solution. FOIA professionals attended a conference held by the software provider of the USPS FOIA Tracking System. A widely attended event with attendees from more than 50 different government agencies, USPS FOIA professionals took part in a discussion about FOIA software, best practices, and emerging issues. During the event, the vendor announced the upcoming release of the FOIA software package that will include a new graphical user interface (GUI) dashboard design for user-friendly usability as well as several other new features.	Yes	DG	DG



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Section V -- Steps Taken to Improve Timeliness in Responding to Requests (Req.) and Reducing Backlogs																			
Agency	Simple Track				Agency Backlog Decreased		Percentage of Backlog to # of Req./App. Received in FY 2015				Agency Closed Ten Oldest Req., Appeals (App.) & Consultations (Consults.). If not, # closed in FY 2015							Interim Responses	
	Has a Simple Track?	Score	Avg. No. of Days to Process	% of Req. In Simple Track	Req.	App.	Req. Score	Req. %	App. Score	App. %	Req.	If no, # closed	# closed as "Req. Withdrawn"	App.	If no, # closed	Consults.	If no, # closed	System in Place	% of Backlogged Req. Receiving Interim Response
CIA	Yes	R	39.85	44%	R	DG	O	31.0%	R	53.0%	R	9/10	0	R	6/10	R	1/10	DG	1%
USDA	Yes	DG	11.2	91%	DG	R	DG	5.8%	R	128.0%	R	7/10	0	R	5/10	R	0/3	DG	75%
DOC	Yes	R	45.41	83%	DG	R	LG	15.4%	R	68.6%	R	3/10	0	R	3/10	R	0/10	DG	40%
DOD	Yes	DG	16.6	59%	R	R	LG	16.5%	R	73.6%	R	8/10	0	DG	N/A	DG	N/A	DG	61%
ED	Yes	DG	11.27	55%	DG	DG	LG	11.0%	R	138.0%	R	8/10	0	R	6/10	DG	N/A	DG	30%
DOE	Yes	R	26.81	71%	DG	Y	LG	12.0%	LG	12.0%	R	5/10	0	R	6/10	R	5/10	DG	60%
HHS	Yes	DG	15.1	61%	DG	R	LG	13.3%	R	140.1%	DG	N/A	1	DG	N/A	DG	N/A	DG	10%
DHS	Yes	R	25.44	44%	DG	R	LG	13.0%	DG	4.0%	R	9/10	5	R	5/10	DG	N/A	DG	1-30%
HUD	Yes	R	34.26	78%	R	DG	LG	11.0%	LG	15.8%	DG	N/A	2	R	9/10	DG	N/A	DG	39%
DOJ	Yes	R	29.83	69%	R	DG	LG	15.0%	DG	6.9%	DG	N/A	1	DG	N/A	DG	N/A	DG	7%
Labor	Yes	R	26.4	42%	R	R	DG	3.5%	R	100.0%	R	9/10	0	R	5/10	DG	N/A	DG	Unable to estimate
State	Yes	R	111	60%	R	R	R	83.0%	R	155.0%	R	9/10	3	R	4/10	DG	N/A	DG	5%
DOI	Yes	DG	10	7%	DG	DG	DG	8.0%	R	122.0%	DG	N/A	2	R	9/10	DG	N/A	DG	5%
Treasury	Yes	DG	12	18%	R	R	DG	5.5%	O	32.1%	R	7/10	0	DG	N/A	R	8/10	DG	20%
DOT	Yes	R	56.51	79%	R	DG	LG	13.9%	LG	13.4%	DG	N/A	3	DG	N/A	DG	N/A	DG	8%
VA	Yes	O	24.88	84%	DG	Y	DG	3.1%	R	71.4%	R	6/10	0	R	0/10	DG	N/A	DG	20%
EPA	Yes	DG	12.34	43%	DG	DG	LG	12.0%	R	78.0%	R	5/10	0	R	1/10	DG	N/A	DG	60%
EEOC	Yes	DG	18.42	N/A	R	Y	DG	2.5%	DG	1.1%	DG	N/A	0	DG	N/A	DG	N/A	DG	100%
FTC	Yes	DG	5.73	62%	Y	DG	DG	0.5%	DG	0.0%	DG	N/A	0	DG	N/A	DG	N/A	DG	55%
GSA	Yes	LG	21.74	70%	DG	DG	DG	5.6%	DG	2.7%	DG	N/A	0	DG	N/A	DG	N/A	DG	5%



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Section V -- Steps Taken to Improve Timeliness in Responding to Requests (Req.) and Reducing Backlogs																			
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	Has a Simple Track?	Score	Avg. No. of Days to Process	% of Req. In Simple Track	Req.	App.	Req. Score	Req. %	App. Score	App. %	Req.	If no, # closed	# closed as "Req. Withdrawn"	App.	If no, # closed	Consults.	If no, # closed	System in Place	% of Backlogged Req. Receiving Interim Response
NARA	Yes	R	26	95%	DG	R	O	36.9%	R	100.9%	R	7/10	1	R	1/10	DG	N/A	DG	68%
NLRB	No	DG	12	N/A	R	R	DG	1.9%	DG	4.0%	DG	N/A	0	DG	N/A	DG	N/A	DG	5%
OPM	Yes	DG	2.4	72%	R	R	DG	0.7%	R	48.6%	DG	N/A	0	DG	N/A	DG	N/A	DG	23-25%
PBGC	Yes	DG	7.79	50%	DG	DG	DG	0.0%	DG	0.0%	DG	N/A	0	DG	N/A	DG	N/A	DG	N/A
SEC	Yes	DG	14.9	99%	R	DG	DG	2.6%	DG	1.4%	R	9/10	1	R	9/10	DG	N/A	DG	5-10%
SBA	No	DG	12.29	N/A	R	Y	DG	0.7%	DG	3.4%	DG	N/A	0	DG	N/A	DG	N/A	DG	100%
SSA	Yes	O	24	98%	R	Y	DG	0.6%	LG	12.7%	DG	N/A	0	DG	N/A	DG	N/A	DG	4-5%
USCPSC	Yes	R	44	15%	DG	DG	Y	26.0%	DG	0.0%	R	3/10	0	DG	N/A	DG	N/A	DG	40%
USPS	Yes	DG	18.91	89%	DG	DG	DG	3.0%	DG	6.3%	R	4/10	Not Tracked	R	8/10	DG	N/A	DG	Unable to estimate



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Agency	Training		Discretionary Disclosure			
	Attended FOIA Training	Estimate of FOIA Professionals who Attended Training	Process in Place for Review	All Components Have Process	Made a Dis. Disclosure	Exs. Used in Connection with Dis. Disclosure
ACUS	<div></div>	100%	<div></div>	N/A	N/A	N/A
ABMC	<div></div>	0%	<div></div>	N/A	N/A	N/A
NRPC	<div></div>	100%	<div></div>	N/A	N/A	N/A
AFRH	<div></div>	100%	<div></div>	N/A	N/A	N/A
FRB	<div></div>	90%	<div></div>	N/A	<div></div>	8
BBG	<div></div>	100%	<div></div>	N/A	<div></div>	5
CSB	<div></div>	33%	<div></div>	N/A	<div></div>	5
CPPBSD	<div></div>	100%	<div></div>	N/A	<div></div>	5
CFTC	<div></div>	100%	<div></div>	N/A	<div></div>	5
CFPB	<div></div>	100%	<div></div>	N/A	<div></div>	5
CNCS	<div></div>	100%	<div></div>	N/A	<div></div>	5
CIGIE	N/A	N/A	<div></div>	N/A	N/A	N/A
CEQ	<div></div>	100%	<div></div>	N/A	<div></div>	5
CSOSA	<div></div>	50%	<div></div>	N/A	<div></div>	N/A
DNFSB	<div></div>	100%	<div></div>	N/A	<div></div>	N/A
Ex-Im Bank	<div></div>	100%	<div></div>	Yes	<div></div>	5
FCA	<div></div>	100%	<div></div>	N/A	<div></div>	2, 5
FCSIC	<div></div>	100%	<div></div>	N/A	<div></div>	5
FCC	<div></div>	80%	<div></div>	N/A	<div></div>	5



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FDIC		100%		N/A		2
FEC		100%		N/A		5
FERC		80%		N/A		5
FFIEC		100%		N/A	N/A	N/A
FHFA		100%		N/A		2, 5
FLRA		15%		N/A	N/A	N/A
FMC		100%		N/A		N/A
FMCS		50%		N/A	N/A	N/A
FMSHRC		66%		N/A	N/A	N/A
FOMC		100%		N/A		5
FRTIB		80%		N/A		N/A
IMLS		100%		N/A		5
IAF		50%		N/A	N/A	N/A
LSC		100%		N/A	N/A	N/A
MSPB		100%		N/A		N/A
MCC		0%		N/A	N/A	N/A
NASA		100%		Yes		N/A
NCPC		0%		N/A	N/A	N/A
NCUA		100%		N/A		5



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NEA	<div></div>	85%	<div></div>	N/A	N/A	N/A
NEH	<div></div>	70%	<div></div>	N/A	N/A	N/A
NIGC	<div></div>	100%	<div></div>	N/A	<div></div>	5
NMB	<div></div>	100%	<div></div>	N/A	N/A	N/A
NSF	<div></div>	100%	<div></div>	N/A	<div></div>	5
NTSB	<div></div>	100%	<div></div>	N/A	N/A	N/A
USNRC	<div></div>	100%	<div></div>	N/A	<div></div>	2, 5
OSHRC	<div></div>	100%	<div></div>	N/A	<div></div>	5
OGE	<div></div>	83%	<div></div>	N/A	<div></div>	5
OMB	<div></div>	100%	<div></div>	N/A	<div></div>	5
ONDCP	<div></div>	100%	<div></div>	N/A	N/A	N/A
ONHIR	<div></div>	100%	<div></div>	N/A	N/A	N/A
OSTP	<div></div>	80%	<div></div>	N/A	<div></div>	5
OSC	<div></div>	100%	<div></div>	N/A	<div></div>	5
ODNI	<div></div>	100%	<div></div>	N/A	<div></div>	5
USTR	<div></div>	100%	<div></div>	N/A	<div></div>	5
OPIC	<div></div>	20%	<div></div>	N/A	<div></div>	5
PC	<div></div>	67%	<div></div>	N/A	<div></div>	5
PRC	<div></div>	100%	<div></div>	N/A	N/A	N/A



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PCLOB	<div></div>	75%	<div></div>	N/A	N/A	N/A
USRRB	<div></div>	100%	<div></div>	N/A	<div></div>	5
SSS	<div></div>	50%	<div></div>	N/A	N/A	N/A
SIGAR	<div></div>	100%	<div></div>	N/A	<div></div>	5
STB	<div></div>	50%	<div></div>	N/A	<div></div>	5
TVA	<div></div>	50%	<div></div>	N/A	<div></div>	5
USAB	<div></div>	100%	<div></div>	N/A	N/A	N/A
USADF	<div></div>	100%	<div></div>	N/A	N/A	N/A
USAID	<div></div>	100%	<div></div>	N/A	<div></div>	5
USCCR	<div></div>	100%	<div></div>	N/A	<div></div>	N/A
CO	<div></div>	0%	<div></div>	N/A	N/A	N/A
USIBWC	<div></div>	0%	<div></div>	N/A	<div></div>	N/A
USITC	<div></div>	100%	<div></div>	N/A	N/A	N/A
USTDA	<div></div>	100%	<div></div>	N/A	N/A	N/A



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Agency	Requests for Expedited Processing		Agency complies with OIP guidance on "still-interested" inquiries	Agency took steps to strengthen FOIA Public Liaison Services
	Did agency maintain an avg. of 10 calendar days or less to adjudicate expedition?	Avg. Time to Adjudicate		
ACUS	N/A	N/A	N/A	No additional steps have been taken recently due to low demand and the fact that services are already robust. We generally provide all existing agency records that are requested, and we generally do so in one day or less.
ABMC	N/A	N/A	N/A	Due to the low demand, no additional steps have been taken to change ABMC FOIA services. Only five FOIA requests were received in FY 15. The majority of those requests were related to ABMC burial records or other historical information which is on the ABMC website or available through the National Archives.
NRPC		5.2		Amtrak's FOIA Office also serves as the Service Center. The Lead FOIA Specialist and FOIA Assistant provide status updates to requesters regarding the processing of their requests. Requesters are responded within 1 day regarding questions regarding their request. The FOIA Office has also started to inform requesters in the acknowledgement letters as to what track their requests will be placed in and an explanation is given as to how the processing time relates to each track (i.e., simple, complex and expedited). In order to eliminate long wait times for extremely long and complex requests, the FOIA Office informs requesters that they will be provided with interim responses. Requesters are usually in agreement with this approach.
AFRH	N/A	N/A	N/A	AFRH provides detailed information as to how the FOIA process works on the website. The agency has not had any disputes, therefore, these services have not been provided.
FRB		6.0		The Board prevents and resolves FOIA disputes by engaging in open and transparent communications with requesters. For example, the Board's FOIA Public Liaison and other FOIA professionals regularly communicate with FOIA requesters to, among other things, explain how a specific request is being processed, including any necessary searches and reviews; ask questions and explore options to help clarify or narrow a request, if needed; provide updates on the status of a request; discuss solutions to help resolve any questions or concerns about a request; and respond to any other inquiries about a request. In addition, FOIA professionals respond to all communications from requesters, including telephone calls and e-mails, in a timely and effective manner.



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	Did agency maintain an avg. of 10 calendar days or less to adjudicate expedition?	Avg. Time to Adjudicate		
BBG		8.0	N/A	The FOIA Office centrally manages all agency FOIA requests and FOIA Office personnel already provide these services to members of the public. At this time there is not enough demand at the BBG to warrant establishing additional FOIA Public Liaisons or a separate FOIA Requester Service Center.
CSB	N/A	N/A	N/A	The CSB is a micro-agency (41 employees), not big enough to warrant a "FOIA Requester Service Center." We receive about 50 FOIA requests each year, though the requestors tend to ask for thousands of pages of documents. CSB plans to add resources to the FOIA program in FY16 and prepare for the submission of FOIA requests through the CSB website.
CPPBSD	N/A	N/A	N/A	The Committee has not taken any steps recently to strengthen FOIA requester services due to the low FOIA request demand.
CFTC		6.3		The agency has a very low demand for FOIA requester services. Each requester is given the direct extension and email to contact the FOIA professional who is processing their request, therefore, most questions are handled directly by the FOIA professional with the most knowledge of the request.
CFPB		2.1	N/A	During Fiscal Year 2015, the CFPB did not make any changes to our FOIA Requester Service Center or Public Liaison role. The CFPB already has a robust process in place for communicating with requesters to keep them apprised of the status of their requests as well as working to resolve disputes. In addition to the Public Liaison, CFPB FOIA Analysts routinely communicate with requesters via email and phone to discuss request status, searches, scope, refining keywords and general questions concerning the FOIA process.
CNCS	N/A	N/A		FOIA demand at CNCS is low enough (approximately 50-65 requests per year) that it does not need a FOIA Requester Service Center. The FOIA officer has been able to handle the small number of questions posed by requesters about process or the status of a request.
CIGIE	N/A	N/A	N/A	Because of low demand CIGIE has not taken any steps to strengthen these services.










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	Did agency maintain an avg. of 10 calendar days or less to adjudicate expedition?	Avg. Time to Adjudicate		
CEQ		17.3		CEQ shares the contact information of its FOIA Public Liaison with each requester and invites requesters to contact the FOIA Public Liaison with questions regarding their request. The FOIA Public Liaison works with requesters to right-size the scope of the requests and to provide status updates on the processing of requests.
CSOSA	N/A	N/A		There is only one staff member that handles requestors' questions and concerns and this is done either telephonically or via email, if the requestor provides an email address and/or phone number.
DNFSB		2.3	N/A	The agency receives approximately 20 FOIA requests per year. Because of low demand, there is no need for a service center or a public liaison.
Ex-Im Bank		1.3	N/A	Ex-Im Bank has not taken any steps to strengthen these services, as we have a low demand for these services. The FOIA Public Liaisons works with the requester to answer any questions regarding the FOIA process or address specific questions pertaining to their request. Also, the FOIA Public Liaisons works closely with the requester to resolve any disputes that may arise. In addition, requesters can access real time information regarding their request through the PAL portal on the website.
FCA		11.3	N/A	FCA has not taken any steps recently to strengthen these services because there has been no need to due to a nonexistent demand. We are a small FOIA Office and not only provide personalized service to all requesters, but process all FOIA requests within 20 business days.
FCSIC		7.8	N/A	The Corporation has not taken any steps recently to strengthen these services because there has been no need to due to a nonexistent demand. We are a small FOIA Office and not only provide personalized service to all requesters, but process all FOIA requests within 20 business days.



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FCC		11.3		The services provided by the FCC's FOIA Requester Service Center and FOIA Public Liaison already are robust. Notwithstanding, during the reporting period the Service Center instituted a new practice intended to assist requesters in better formulating their requests. Prior to assignment of the request to a Bureau or Office for response, the FOIA Public Liaison consults with a designated team of FOIA legal specialists concerning new FOIA requests that seek broadly defined categories of information, potentially involve numerous Offices and Bureaus, and/or present novel or complex issues. The Service Center or FOIA legal staff will then communicate with the requester to clarify or revise the request as necessary so that the Bureau or Office subsequently assigned to process the request will be able to locate the responsive records and issue a response as efficiently as possible. More generally, the FOIA Requester Service Center and FOIA Public Liaison have primary responsibility for managing the agency's implementation of FOIAonline. FOIAonline allows requesters to obtain information about their requests electronically and at any time.
FDIC		8.5	N/A	The FDIC regularly provides the link to the agency's Freedom of Information Act (FOIA) Service Center in its correspondence with requesters as well as contact information for FOIA/Privacy Act Group personnel. The FOIA Service Center includes dedicated telephone and facsimile numbers that requesters utilize to obtain information or raise concerns about their requests. In addition, every page of the FDIC's public website contains a link to the FOIA Service Center. Lastly, the FOIA Service Center provides contact information for the FDIC's Ombudsman who has been designated as the FDIC's FOIA Public Liaison and serves as a supervisory official to whom FOIA requesters can also raise concerns about the service received from the FDIC on their requests.



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	Did agency maintain an avg. of 10 calendar days or less to adjudicate expedition?	Avg. Time to Adjudicate		
FEC		5.6	N/A	The FEC's FOIA Requester Service Center staff and Public Liaison regularly communicate with the FEC's requesters to clarify requests and ensure that requesters are aware of potentially responsive documents that are already available through the Agency's website. The FEC receives a substantial number of requests each year from members of the public who are relatively unfamiliar with the Agency and its processes, as well as the types of information that we routinely disclose on our website. The FOIA Public Liaison and other Agency FOIA staff will reach out to these requesters, provide background information about the Agency to help clarify requests, and offer assistance in how to search the FEC's online databases to locate responsive information when applicable. Through these efforts, the Agency is able to meet these requesters information needs more effectively and efficiently (sometimes immediately) and prevent future FOIA disputes. The help prevent and resolve disputes the FEC also provides contact information for the FOIA Public Liaison in its acknowledgement letters and other communications with requesters.
FERC		7.0	N/A	The FOIA Liason has enhanced routine interactions with requesters to clarify how material is filed and classified at FERC. This often includes an overview of the online FERC elibrary that contains detailed index sheets of documents that have been filed at FERC or issued by FERC. Requesters are also advised of the large volume of public material that can be viewed on their computer, without the necessity of a FOIA request. All guidance that is provided via a telephone discussion is now documented with a follow up email to each requester.
FFIEC		2.0	N/A	The FFIEC FOIA Public Liaison maintains contact with requestors by sending initial responses or calling them when the request is not clear or will take time to collect all responsive records. Depending on the request, the FOIA Public Liaison will call the requestor to clarify their request, or inform them of the FOIA process, to assist the requestor in getting the information they seek as quickly as possible. Often the FFIEC receives requests for data that are not an agency record and the Public Liaison will inform the requestor of options for where they may find the data they seek.
FHFA		2.5	N/A	There has been no need to strengthen the services provided by the FOIA Requester Service Center or the FOIA Public Liaison as there has been no demand by requestor for these services.



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	Did agency maintain an avg. of 10 calendar days or less to adjudicate expedition?	Avg. Time to Adjudicate		
FLRA		9.3	N/A	While there has not been a significant need to strengthen dispute-related services due to low demand, the agency does notify requesters of the mediation program at the Office of Government Information Services at the National Archives and Records Administration in its responses to FOIA appeals.
FMC		2.8		Our Agency offers each FOIA requester personalized service and the opportunity to talk to, or directly email the FOIA professional processing their request. There has not been a need to take additional steps to strengthen our services as they are already robust and effective in meeting our goal to provide personalized customer service.
FMCS	N/A	N/A	N/A	The FMCS notifies requesters of the mediation services offered by the Office of Government Information Services (OGIS) in any case in which the requester registers a complaint or disagreement with the outcome. No cases of this type arose during FY 2015. Beginning in March 2015, the Agency began to provide this notification as a matter of course in all cases in which the requester is granted less than he or she seeks.
FMSHRC	N/A	N/A		As the Commission is quasi-judicial in nature, most of our requested records are public; and thus, it is rare that we have to deny a request. Also, the number of requests received at FMSHRC is relatively low. Because of this, our FOIA docket is manageable; and our FOIA officers are able to remain directly involved with each request and communicate directly with requesters during the processing period. Additionally, it is our practice to decide and fill requests within a week of receipt, which often circumvents the need to provide specific details on the handling of their individual requests. FMSHRC had its first and only appeal of a FOIA decision in FY 2013, which was decided in the requester's favor. Prior to that and since then, we have not had the occasion in which our FOIA Liaison was needed to assist a requester in resolving a dispute. FMSHRC's current policy for handling FOIA requests has proven to be an effective tool in the prevention of FOIA disputes, and because of this, we have not had the need to strengthen our Requester Services.



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	Did agency maintain an avg. of 10 calendar days or less to adjudicate expedition?	Avg. Time to Adjudicate		
FOMC		10.0	N/A	The FOMC FOIA Service Center does not receive a high number of requests per year, and has had very few FOIA disputes in recent years. We had only one appeal in the last fiscal year, and none in the two previous years. The FOMC FOIA Service Center has been in regular contact with all FOIA requesters whose requests take more than 20 days to process. Current procedures are believed to be quite robust and able to handle current demand.
FRTIB	N/A	N/A	N/A	There has been no need to strengthen these services due to low demand, however; it may be an area that our Agency FOIA professionals will discuss in 2016.
IMLS	N/A	N/A	N/A	IMLS FOIA requesters are routinely assisted by the IMLS Public Liaisons in resolving issues which may arise from time to time in the course of processing individual FOIA requests within the agency. In addition, as appropriate, IMLS FOIA requesters are notified that the Office of Government Information Services (OGIS) is available to offer mediation services and to resolve disputes between FOIA requesters and Federal agencies as a non-exclusive alternative to litigation.
IAF	N/A	N/A	N/A	Fortunately, the IAF has not had to resolve any FOIA disputes. Due to the low volume of requests we receive, it is very easy for our office to remain in contact with each FOIA requester.
LSC		1.7	N/A	With respect to steps LSC has taken to keep requesters informed about the FOIA process and their individual requests, LSC sends each requester an Acknowledgement Letter that provides an estimated response date to their request and a link to LSC's online tracking system so the requester can monitor the progress (http://www.lsc.gov/about-lsc/foia/status-foia-requests-2016). LSC also publishes its FOIA Handbook on its webpage, which details the FOIA process. With respect to dispute resolution services, LSC currently includes information about the mediation services offered by OGIS in LSC's appeal opinion letters, which is the final response on administrative appeal. LSC has not taken any additional steps to strengthen this service because there is low demand.



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	Did agency maintain an avg. of 10 calendar days or less to adjudicate expedition?	Avg. Time to Adjudicate		
MSPB		15.0		The MSPB expanded access to a dedicated FOIA mailbox (foiahq@mspb.gov) which is actively monitored to improve our responsiveness to inquiries and to allow our staff to better track information exchanged between the agency and requestors. Additionally, we immediately withdrew an initial response to a FOIA request upon realizing our error in a "no records" response, thus mooting an appeal and allowing for a "full grant" response.
MCC	N/A	N/A	N/A	The Chief FOIA Officer and Program Officer consistently communicate with requesters to answer questions and to clarify the nature of their requests. MCC did not receive any appeals during this reporting year and any disputes were resolved by proactively communicating with the requester to ensure that the requester understood how the request would be processed and a detailed explanation was given to the requester to help them understand the agency's response and release of applicable documents.
NASA		0.2	N/A	NASA FOIA staff regularly work with requesters to inform them of the FOIA process and how requests are handled. If the requester has additional questions/issues, they are put in contact with the Principal Agency FOIA Officer who will work with them to resolve any issues.
NCPC	N/A	N/A	N/A	NCPC has no need to strengthen services to better inform requesters about their requests because of low demand and quick response times.
NCUA		1.0	N/A	The agency FOIA Requester Service Center and FOIA Public Liaison services are already robust and meet any demand for them. FOIA staff through the FOIA requester service center informs requesters about how the FOIA process works, provides details on the handling of individual requests, and assists requesters in resolving disputes. FOIA staff, as needed, communicates directly with requesters and also inform requesters if there is public information pertinent to their requests already available on NCUA's website. If necessary, FOIA staff works with requesters to significantly modify the requests to be for the information they are actually seeking. Further, if necessary, FOIA staff also assists requesters to identify other agency staff with whom to address substantive, non-FOIA issues.











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	Did agency maintain an avg. of 10 calendar days or less to adjudicate expedition?	Avg. Time to Adjudicate		
NEA		3.0		Due to the relatively small number of requests we receive the FOIA officer is able to provide on open line of communication and accessibility for the requestors therefore no additional steps have been taken however should the need arise we will make adjustments accordingly.
NEH	N/A	N/A	N/A	NEH did not take any recent steps to strengthen its requester services because our primary FOIA professional is in direct contact with all FOIA requesters and currently offers robust and timely service to requesters. No requester called on our FOIA Public Liaison to assist them.
NIGC		11.0		The NIGC FOIA Office has had no need to strengthen its services because of the low demand. The NIGC's current staffing allows it to work with requesters to prevent and resolve disputes and to regularly correspond with its requesters via phone or email to provide updates pertaining to the status of their request.
NMB	N/A	N/A	N/A	The agency believes that these services are strong. Both FOIA personnel and FOIA Liaisons have resolved requester disputes. All contact information for FOIA personnel is publicly available on the agency's website and have been trained on reaching out to the requester in the event of an imperfect request or in the event the requester has sent their request to the wrong agency. Agency FOIA personnel work diligently to ensure that all requester questions or concerns are answered.
NSF	N/A	N/A		NSF has a FOIA Public Liaison and provides contact information for this person on the NSF public website. Due to low demand for these services, NSF has not taken any recent steps to strengthen these services.
NTSB		122.8		Requester services are quite robust for requesters making inquiries concerning their FOIA requests. Not only is the Center and Liaison available but requesters can make inquiries on the NTSB internet via the Public Access Link (PAL), e-mail, or telephone. The few disputes that arise are rectified quickly.
USNRC		1.0	N/A	The name, phone number, and e-mail address of the FOIA public liaison is publicized on the NRC FOIA page. The agency has an online electronic submission form for the public to submit concerns, comments, and questions: http://www.nrc.gov/reading-rm/foia/contact-foia.html



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OSHRC		9.0	N/A	Because of the small number of FOIA requests processed per year at OSHRC, our FOIA professionals are able to provide personalized service to each requester—this includes both providing information about how our FOIA process works and answering any questions related specifically to their request.
OGE		9.0	N/A	In accordance with the recommendation of the Administrative Conference for the United States (ACUS) for procedural improvements related to resolving FOIA disputes through targeted ADR strategies, OGE conducted a self-assessment of and made adjustments to OGE's FOIA webpages and FOIA response letter templates to ensure that they call attention to the problem resolution assistance available from FOIA Public Liaisons, and provide direct contact information to reach OGE's Public Liaison.
OMB	N/A	N/A		OMB continues to focus on improving the FOIA requester services it makes available to the public. Whenever feasible, communications with requesters are done over the phone or through e-mail, in order to provide the quickest response or feedback. Additionally, OMB's responses to administrative appeals inform requesters of the mediation services available at the National Archives and Records Administration's (NARA) Office of Government Information Services (OGIS) and provides the contact information for that office. Furthermore, in situations when a requester will incur fees for the processing of their request, OMB takes additional steps to keep the requester informed. OMB's response letters typically describe the services OMB performed (or those the agency anticipates performing) that will require a fee to be paid. For example, a response letter would detail that a search was conducted for a period of time at a particular rate. Furthermore, if the fee estimate is particularly high, OMB calls the requester to explain the estimated fee and the basis for the amount. OMB uses this opportunity to discuss ways to narrow the request with the requester to see if a more affordable approach is available.
ONDCP	N/A	N/A	N/A	ONDCP updated the contact information for ONDCP's FOIA program and Public Liaison on our website. The past year, ONDCP has had phone calls with requesters more frequently to clarify existing requests and to help requesters get a better idea of what types of documents ONDCP has.
ONHIR	N/A	N/A	N/A	There was no need to strengthen these services due to low demand for them. Our current services meet the need of the public well.












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OSTP		7.0		OSTP works to ensure that the FOIA process is transparent and embraces a spirit of cooperation when working with requesters. OSTP routinely engages with requesters regarding their requests and how to provide quality customer service when processing and responding to requests. In Fiscal Year 2015, OSTP continued to take steps to be more proactive in communicating with FOIA requesters at the beginning of the request process. OSTP FOIA professionals engage with requesters early to identify and prioritize the records that most interest them. Early engagement between FOIA professionals and requesters builds rapport while enhancing requesters' understanding of the agency's administrative process. This allows requesters to target the scope of their search and enable OSTP to locate the records sought in an efficient and expeditious manner. If OSTP identifies requests on similar topics, OSTP notifies the later requesters of the related former requests and offers to quickly send any previously released, responsive records to them. OSTP also regularly contacts FOIA requesters about their requests when the agency anticipates it will need to do rolling productions.
OSC		17.0		OSC has implemented a procedure in which acknowledgement letters sent to all requesters are sent under the FOIA Public Liaison's signature, and contact information for the FOIA Public Liaison is provided. This ensures that the FOIA Public Liaison is accessible to all requesters at all processing stages of their requests.
ODNI		16.4		Our office contacts requestors, either by phone or email, to negotiate the scope of their requests when necessary, or resolve any possible issues. We also maintain a FOIA hotline number for requesters to use to check the status of their request.
USTR		12.0		USTR has a strong, effective system in place to advise FOIA requesters about the FOIA process and the status of their requests. Therefore, while USTR always tries to improve its program, at this time USTR does not need to take steps to strengthen requester communication and dispute resolution services.
OPIC	N/A	N/A		OPIC is a small agency with a low volume of requests and very few requester disputes. The FOIA Office routinely provides guidance to requesters with questions or issues and therefore demand for FOIA Public Liaisons or other assistance is very low. Accordingly, OPIC's FOIA budget focuses on processing requests.



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PC	N/A	N/A		We are committed to giving superior customer service. Interactions of all kinds with the public show respect as well as carry information. We appreciate that communications are the basis for mutual understanding. It means that, formally, we don't have much demand for a service like dispute resolution.
PRC	N/A	N/A	N/A	Once a FOIA request is received, the Commission updates and posts the FOIA tracking log so that requesters can see that their request has been received. If the Commission has any questions or needs further clarification about the request, a member of our FOIA team immediately reaches out to the FOIA requester. The Commission also notifies the requester of any charges that apply and offers the requester the option to receive the response electronically or via hardcopy.
PCLOB	N/A	N/A	N/A	The agency has not taken any steps recently to strengthen these services because there has been no need to due to low demand. However, the PCLOB has a dedicated FOIA Public Liaison who is prepared to provide these services when needed.
USRRB	N/A	N/A	N/A	Yes. The RRB provides a full itemized breakdown of FOIA fees, including hourly and categorical breakdowns.
SSS	N/A	N/A	N/A	The agency has had no need to provide this assistance given the low number of requests received and budgetary constraints. However, staff did review DOJ OIP training on FOIA Public Liaisons. If the need should arise, the agency will take steps to train current FOIA staff as a collateral duty FOIA Public Liaison, provided budget funds are available.
SIGAR		10.0	N/A	The SIGAR FOIA Public Liaison is able to keep requesters informed about how the FOIA process works and provide them with information about their individual requests. Due to this regular and timely communication we have been able to prevent any disputes and no requesters made appeals of FOIA decisions in FY 2015.



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	Did agency maintain an avg. of 10 calendar days or less to adjudicate expedition?	Avg. Time to Adjudicate		
STB		5.0		The Board created a FOIA Public Liaison, whose contact information is posted on our FOIA webpage. However, no requester for STB records has found it necessary to utilize this service. The Board has not created a separate requester service center, but its FOIA staff – from the FOIA officer down – work diligently to communicate with requesters to help them with their requests. The Board gives individualized attention to each request. As noted, the Board's FOIA staff can do this because, in the last five years, it has only received between 30-65 requests each year. Thus, in many ways, each employee on the FOIA staff is a liaison.
TVA		5.0	N/A	TVA receives a relatively small number of FOIA requests compared to many other federal agencies (less than 200 per year). As such, the majority of requests are processed within 20 business days of receipt. TVA provides a phone number on its website for the public to call for the status of a FOIA request. This line is answered in person, by the FOIA Officer, during business hours. Any messages to this line are generally returned within 24 hours. Historically, the TVA FOIA Public Liaison has received only one or two inquiries per year. The FOIA Officer and the Public Liaison work together to provide information and counsel to requesters and to prevent or promptly resolve any disputes in a respectful manner.
USAB	N/A	N/A	N/A	We issue a preliminary response to all requesters within one business day of receiving a request, informing them that their request has been received and is being processed, and providing them with contact information if they have questions about the handling of their request.
USADF	N/A	N/A	N/A	In response to Question II.4 above, USADF had no disputes with requesters in Fiscal Year 2015, nor where there any administrative appeals, nor any pending appeals, of USADF responses to FOIA requests in Fiscal Year 2015, and there have not been any such appeals over the past several years. Because the demand for services to better inform requesters about their requests and to prevent or resolve FOIA disputes has been low or non-existent, USADF has not taken any steps recently to strengthen these services.
USAID		0.2		Members of USAID's FOIA Team routinely answer requester inquiries to include providing detailed statuses on the FOIA processing, and status of requests. Additionally, the USAID FOIA Public Liaison engages to resolve outstanding matters with the requester and in dispute resolution.



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Section II -- Steps Taken to Ensure that Agency Has an Effective System in Place for Responding to Requests (Req.)

Agency	Requests for Expedited Processing		Agency complies with OIP guidance on "still-interested" inquiries	Agency took steps to strengthen FOIA Public Liaison Services
	Did agency maintain an avg. of 10 calendar days or less to adjudicate expedition?	Avg. Time to Adjudicate		
USCCR	N/A	N/A	N/A	The USCCR is a small agency that receives less than 100 FOIA requests annually and does not have an FOIA Requester Center. The Office of General Counsel administers the agency's FOIA program. As reported in USCCR's fiscal year 2015 annual FOIA report, there were no FOIA backlogs or appeals, so the agency's FOIA services are already robust. (This is also included as an agency success story.) Therefore, there is no need to strengthen the services.
CO	N/A	N/A	N/A	Due to low demand and the robustness of information available on the agency website, the Copyright Office has not taken any steps to strengthen these services during this reporting period.
USIBWC	N/A	N/A		The Agency has not taken any recent steps to strengthen FOIA requester services because of the low volume of FOIA requests received by the Agency. Due to the low volume of requests, the Agency's FOIA contacts are able to provide robust requester services to each FOIA requester, and the Agency FOIA contacts regularly engage in direct communication with FOIA requesters regarding their individual requests.
USITC		1.0	N/A	The Commission has not taken any steps to strengthen these services because there has been no need due to low demand.
USTDA	N/A	N/A	N/A	As a small agency with a relatively low volume of FOIA requests, USTDA has not found a need to strengthen already-existing requester services. This is in part due to the fact that the Assistant General Counsel responsible for FOIA matters is able to devote attention to each individual FOIA request, thereby working on a request-by-request basis to ensure that any requester services that may be necessary are provided.



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Agency	Process for Identifying Frequently Requested Records	System in Place to Identify Records for PD	Challenges to Posting Material Online	Other Steps Taken to Increase PDs
ACUS	Fifty percent of the agency's FOIA/PA requests are from federal prisoners who are requesting records about themselves. ACUS will never have such documents, despite the fact that they are frequently requested. Other duplicative requests usually appear to be blanket distributions to all agencies for documents that do not exist or are not in this agency's possession. If the agency does receive a legitimate request for a record or document of this agency not already posted on our website, and it is determined by the FOIA team that the record or document may be of interest to the general public, then that item is posted on the agency's website (even though it may have been requested only one time).		No	No. Our existing practices for proactive disclosure are quite comprehensive. It would be nearly impossible to make more information publicly available than we already do.
ABMC	ABMC monitors its FOIA logs. Frequently requested information is posted on www.abmc.gov . This information is posted in the FAQ section of the agency website or in the section pertaining to burials in ABMC cemeteries.		No	N/A
NRPC	The FOIA Office makes decisions regarding the disclosure of frequently requested records and departments are notified. Records are reviewed and a determination is made as to whether the records would be of public interest. For example, Amtrak received multiple requests for its Procurement Manual. A copy of the manual was posted on Amtrak's Procurement website: https://procurement.amtrak.com . Lately, Amtrak has not received a lot of requests seeking the same records.		No	N/A
AFRH	AFRH FOIA liaison monitors the FOIA log and will identify if there are records that should be posted. AFRH does have a "reading room" that contains our agency's quarterly and annual report as well as other helpful information and can be accessed using this link https://www.afrh.gov/foia/reference-material		No	N/A
FRB	Yes. When the Board receives a FOIA request, FOIA professionals use processing software to identify previous requests for the same or similar records. If it is determined that multiple requests for records subject to disclosure under the FOIA have been received, the documents are deemed "frequently requested" and are posted on the Board's website.		Yes	Resolutions Plans: Pursuant to statute and inter-agency regulation, certain financial firms are required to submit an annual plan that describes the firm's strategy for a rapid and orderly resolution under the U.S. Bankruptcy Code in the event of material financial distress or the firm's failure. In Fiscal Year 2012, the first year that the plans were required to be filed by the largest and most systemic firms, the Board began posting the public portions of these annual resolution plans on its website. The public portions of plans submitted by all other covered companies also have been posted to the Board's website. [...] Applications: To enhance transparency in the Federal Reserve's applications process and provide the banking industry and general public with better insight into the issues that could prevent the Federal Reserve from acting favorably on a proposal, the Federal Reserve started publishing a semi-annual report that provides pertinent information on applications and notices. The report includes (1) statistics on the time required to process applications; (2) information about the volume of approvals, denials, and withdrawals of applications; and (3) the primary reasons for withdrawals of applications.



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Agency	Process for Identifying Frequently Requested Records	System in Place to Identify Records for PD	Challenges to Posting Material Online	Other Steps Taken to Increase PDs
BBG	The FOIA Office monitors all incoming requests to determine when public interest in a particular record or records warrants considering proactively disclosing them on the agency's website in its FOIA Electronic Reading Room. Whenever the agency has two or more open requests for identical records, or has received three or more requests for identical records in a fiscal year, the FOIA Office proactively discloses the records responsive to those requests in its Electronic Reading Room on the agency's public website. If the agency receives three or more requests for substantially similar information within a fiscal year, the FOIA Office reviews its request files to determine there was a common set of records or documents released among them and, if there was, whether or not posting those records to the Electronic Reading Room would be likely to satisfy future like requests.		No	N/A
CSB	Within the last two years, few individual CSB records have been "frequently requested." We do monitor our FOIA logs for frequently requested records.		No	N/A
CPPBSD	All FOIA requests are monitored although as a small agency there are very few FOIA requests annually. If any "frequently requested" records are identified, then they are considered for posting online.		No	N/A
CFTC	The agency routinely monitors its FOIA logs to determine if records have been frequently requested. However, the agency does not receive a high volume of requests that fall into this category.		No	N/A
CFPB	The FOIA Office has the ability to utilize eFOIA software and review of FOIA logs to identify records that have been requested at least three times.		No	In June 2015, the CFPB began publishing consumer complaint narratives where the consumer has consented to publication about mortgages, bank accounts and services, credit cards, debt collection, credit reporting, and more. These consumer narratives provide a firsthand account of the consumer's experience and provide context to complaints, are easily searchable, and help spotlight specific trends. Additionally, the narratives can also help consumers to make more informed decisions as well as encourage companies to improve the overall quality of their products and services.
CNCS	The FOIA official monitors the FOIA log.		No	The Knowledge Network link on www.nationalservice.gov takes users to CNCS's extensive library of resources about service in the context of the agency's six priority areas.
CIGIE	With a low volume of requests, FOIA staff is familiar with frequently requested records and as such CIGIE takes action to post such routinely received requests.		No	N/A
CEQ	CEQ monitors its FOIA logs to identify "frequently requested" material for posting.		Yes	CEQ posts proactive disclosures and solicits comments through its website. CEQ also maintains an online reading room where it posts and updates agency reports, publications, and documents frequently requested under FOIA. The site also contains historical materials such as the legislative history of NEPA and CEQ's past annual reports on NEPA compliance.



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Agency	Process for Identifying Frequently Requested Records	System in Place to Identify Records for PD	Challenges to Posting Material Online	Other Steps Taken to Increase PDs
CSOSA	At this time, we do not have any "frequently requested" records that should be posted online because our "frequently requested" records are supervision records of current and former offenders which are Privacy Act protected and should not be posted online.		No	Not at this time.
DNFSB	When more than one request is received for the same information, the agency considers whether to post that information online. Because the agency receives so few requests annually, it is easy to determine whether the information has been requested previously.		No	DNFSB added new content to its website in order to enhance transparency of its operations to the public, Congress, and key stakeholders. DNFSB began publishing Monthly Site Reports for five defense nuclear facilities in FY2015, and also began posting the Board's notational vote sheets, thereby allowing the public, Congress, and key stakeholders to see what the Board is voting on, its decisions, and its rationale. The links for these items are available at http://www.dnfsb.gov/board-activities/reports/site-rep-monthly-reports and http://www.dnfsb.gov/board-activities/voting_record_2015 .
Ex-Im Bank	The FOIA Team reviews recent disclosure trends to identify requests or information that may be of interest to the public, and discusses placing that information on our FOIA Website. Also, Ex-Im Bank continues to update the downloadable statistical data relating to Bank transactions, which is available on the Website.		No	The Ex-Im Bank Library identifies and makes publicly available certain historical documents. These materials are available at: http://www.digitalarchives.exim.gov/cdm/ . Also, Ex-Im Bank uses social media tools such as YouTube, Twitter and LinkedIn to distribute information about the Bank.
FCA	We do not have a process to identify frequently requested records because we receive approximately 50 requests or less per year. The FOIA Officer would automatically identify "frequently requested" records due to the low volume of requests. However, to date, we have not identified any "frequently requested" records.		No	N/A
FCSIC	We have a process to identify frequently requested records as follows. The FOIA Officer would automatically identify "frequently requested" records due to the low volume of requests. However, to date, we have not identified any "frequently requested" records.		No	N/A
FCC	In addition to maintaining a conventional room at its headquarters, the FCC maintains an electronic reading room on its website in order to provide "frequently requested" records to the public as required under Subsection (a)(2) of the FOIA. Agency staff identify and select for posting on an ongoing basis documents that are among the four categories of information required under Subsection (a)(2)(A)-(D). More specifically, because the agency processes relatively few FOIA requests using the same staff, it is readily apparent to them when records are requested multiple times. [...] The FCC Electronic Reading Room may be accessed at: www.fcc.gov/general/freedom-information-act-electronic-reading-room .		No	It is the FCC's policy to post on its website any of its information that is of general interest to the public so long as there are no national security, law enforcement, legal, or privacy issues that prohibit its publication. The inventory of website content disclosed pursuant to this policy also is posted online at https://www.fcc.gov/general/website-inventory-priorities-and-schedules .



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FDIC	When a FOIA request is received, the FDIC's FOIA/Privacy Act Group uses its FOIA processing software to identify previous requests for the same or similar records. If it is determined that multiple requests for records subject to disclosure under the FOIA have been received, the documents are deemed "frequently requested" and are posted on the FDIC's website or otherwise made available for public inspection and copying.		No	The FDIC continues to use its website, social media, webcasts, podcasts, and publications to proactively make information available to the general public. An email subscription service, RSS feeds, as well as the FDIC pages on Facebook and Twitter allow the public to receive many different alerts, including news releases, Financial Institution Letters, consumer updates, statistical publications and other information.
FEC	The FEC generally does not receive many FOIA requests for the same documents. However, the Agency's FOIA Requester Service Center monitors its FOIA request log, and when frequently requested records are identified, they will be posted to the Commission's website.		No	None.
FERC	Yes. Reports from the FOIA tracker system are reviewed to identify frequently requested records.		No	FERC will continue to pursue potential opportunities to increase proactive disclosures and implement them accordingly.
FFIEC	As reflected by our extremely low volume of FOIA requests annually, 18 in FY 2014 and 23 in FY 2015, the FFIEC FOIA Public Liaison routinely reviews the FOIA logs to identify instances of "frequently requested" records. Identification of such instances is presented to the Chief FOIA Officer as additions to the FFIEC website.		No	The FFIEC is in the beginning phase of a multi-year initiative for updating the website to increase a positive user experience in locating the information or contacts they seek, which will include another review of agency records that could be proactively disclosed. In FY 2015 the FFIEC press releases were better organized on the website so that they appear by year now, instead of one long list. (http://www.ffiec.gov/press.htm) The historical list of FFIEC Federal Register filings was revamped and broadened to include the all filings made and sorted into columns and tagged with the subject matter to enhance the usability of the list. When available from the U.S. Government Printing Office website, a hotlink is included for the public to access the filing immediately from the FFIEC website. (http://www.ffiec.gov/press_register.htm) These updates to the FFIEC website have been positively received and are significant enhancements in efficiency and proactive disclosures.
FHFA	FHFA's FOIA Office regularly reviews its FOIA logs to determine whether multiple requests have been made for the same records and, to the extent there are multiple requests for the same records, the FOIA Office works with program offices and the Open Government team to identify records and data that can be made publicly available. The Office of Inspector General, through its commercial-off-the-shelf FOIA software system, is able to identify frequently requested records and through this the Office of Inspector General is able to proactively post monthly interim responses and documents on the Office of Inspector General's website under the Electronic Reading Room.		No	N/A



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FLRA	The Chief FOIA Officer works closely with top-level agency officials to ensure that any agency publications or materials that would be subject to Subsection (a)(2) of the FOIA are available to the public and posted to the agency's "electronic reading room" and its website pages dedicated to the agency's decisions, manuals, and other appropriate materials. Currently, there is a process in place to automatically include certain records to the publicly-accessible areas.		No	As noted above, the Chief FOIA Officer periodically reviews the agency's FOIA website and contacts the IT unit and other key agency personnel to determine if there are additional materials beyond those covered by FOIA requests that are appropriate for posting.
FMC	The FOIA professional determines if multiple requests have been received for the same information by consulting the FOIA log. If multiple requests have been identified we work directly with the Agency Webmaster to post such information.		Yes	No
FMCS	Since all requests are processed by the CFO, he is in a position to make a determination with respect to proactive disclosure on a case-by-case category or basis. The CFO reviews FOIA logs to determine trends in the type of information requested and to determine if the Agency has received multiple requests on the same subject.		No	At conferences and meetings, the Director of Arbitration Services informs the public about the availability of the F-7 notices in the FMCS website.
FMSHRC	Yes. FMSHRC's FOIA officers monitor our FOIA log to classify frequently requested material. When material is detected, it is brought to the attention of our General Counsel and Office of the Chairman who are charged with identifying records for proactive disclosure. The General Counsel and Chairman's office also consult with FOIA officers to identify records that may be of general interest to the public for the purpose of posting on the agency's website.		No	FMSHRC is currently constructing a new section of the agency's website that will allow the public to conduct status checks of its cases via an online database.
FOMC	The FOMC consults its FOIA logs, but also its knowledge of its own records and documents and makes every effort to proactively release document series and materials that are a regular part of its meeting cycle. In FY 2015, the FOMC Secretariat began the process of adding to these proactively disclosed materials by pulling together and preparing memos for public release based in part on retrospective and anticipated FOIA demand. A link to these frequently requested memos is available in our FOIA reading room.		No	To address the requirement to meet the Section 508 standard, additional staff have been trained to fulfill these requirements and thus increase the amount of proactive disclosures possible in coming years. In addition, a new process has been put in place to continue to identify documents that can be made available on our website. FOMC FOIA Service Center staff also continue to solicit internal input on documents that would be most helpful to release proactively, in addition to the documents released in our standardized annual process.
FRTIB	The Agency will look at how often a record has been requested to determine whether it should be posted online. However, our Agency may be unique in that we do not receive too many requests for the same record.		No	N/A



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IMLS	FOIA Representatives continually monitor the IMLS FOIA Logs for “frequently requested records.” If “frequently requested” agency material or records are identified, that information is referred to the Open Government Working Group for review, discussion or appropriate authority to proactively disclose the information to the public. FOIA Representatives also regularly consult with the agency’s program office staff to see if similarly requested agency records can or should be made available through the IMLS website. When appropriate, IMLS will also link FOIA requesters to SLAA or other Federal agency websites which may contain related information (i.e., Federal grants, contracts, etc.).		No	As discussed more fully in the Success Story below, IMLS launched a newly redesigned website in 2015 that will facilitate increased proactive disclosure and accessibility of IMLS information. In addition to posting material on the IMLS website, the agency continues to expand its presence on social media platforms, including by posting information on the IMLS Facebook page, and Twitter page. IMLS is continuing efforts to further increase public access to information regarding the Grants to States Program. The agency is working on the development of a new State Programs Report (SPR) tool that will not only improve reporting from State grantees, but also will include a new public-facing website that will enable the public to access information about these grants. In addition, IMLS continues to explore opportunities to move certain Grants to State Program information from a password-protected extranet (which historically has been limited solely to grantees) to the agency’s public website.
IAF	FOIA personnel work with the IAF’s Office of Government and External Affairs to publish “frequently requested” information on our website’s FOIA E-reading Room.		No	The IAF has utilized social media including Twitter (@IAFgrassroots), Facebook, Instagram, Vimeo, YouTube, and LinkedIn to proactively disclose information about agency activities.
LSC	Yes. Because many of the records identified for proactive disclosures are either generated by or must be reviewed by the Office of Legal Affairs (OLA), the FOIA professionals, most of whom are staff members in OLA, are able to routinely post such records on the LSC website without delay. The FOIA Analyst also routinely reviews the FOIA electronic reading room to see when new postings of proactive disclosure documents are made by individual offices and includes this information in the weekly FOIA report to management. In addition, the January and February 2016 trainings that were provided to members of management and staff members having FOIA responsibilities addressed the importance of proactively disclosing records and the categories of proactive disclosures under FOIA.		No	LSC recently launched its new website, which includes a page dedicated exclusively to FOIA. The new FOIA page has a user-friendly interface and contains the following categories of information: (1) FOIA Handbook; (2) FOIA Reports; (3) FOIA Public Reading Room; (4) FOIA Appeal Letters; (5) Status of FOIA Requests; (6) Status of FOIA Request Archives. LSC continues to convert information from PDF to HTML format so it is searchable and its website contents are mobile friendly to ensure the public has access to LSC’s information and records from tablets and smartphones. Lastly, LSC increased the use of social media tools such as Facebook, LinkedIn and Twitter to highlight and disseminate information about LSC and its grant recipients.
MSPB	We have begun to conduct queries in the FOIAonline system to identify frequently requested records. For example, as noted below, we posted our “Organization Functions & Delegations of Authority” on our website. In FY 2016, we plan to expand these efforts to post appropriate records on the MSPB website.		Yes	N/A
MCC	MCC processes very few requests each year which vary significantly with respect to the information that the requester is seeking. As a result, the requests cannot be categorically identified as “frequently requested” records. MCC does review its FOIA logs to determine where there has been a similar request for records.		No	N/A



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Agency	Process for Identifying Frequently Requested Records	System in Place to Identify Records for PD	Challenges to Posting Material Online	Other Steps Taken to Increase PDs
NASA	NASA offices post material that is of current public interest on the FOIA and mission websites. Typically, FOIA offices post all contract documents that have been requested under the FOIA. In general, the FOIA offices post material that has been the subject of public interest or is anticipated to be of public interest regardless of the number of FOIA requests for the documents. The FOIA offices also work with the mission/program offices to identify documents that should be posted on both websites.		No	N/A
NCPC	The Chief FOIA Officer maintains the Agency's FOIA logs such that it would be readily apparent if the same documents have been requested more than once.		No	There were no steps taken during the reporting period to increase proactive disclosures because there was nothing to be proactively disclose.
NCUA	When a record is requested multiple times, FOIA staff identifies the record and informs the Chief FOIA Officer that it should be posted online. The FOIA staff then send the record to the agency webmaster to post it at https://www.ncua.gov/services/Pages/freedom-of-information-act/requested-information.aspx .		No	The agency continues to proactively disclose information to increase the public's awareness of its mission and role through releases to the public, including postings on its open government page at https://www.ncua.gov/About/Pages/open-government.aspx .
NEA	Yes, the FOIA log is monitored. Incoming requests are reviewed carefully specifically looking for similar or repeat requests. Responsive records are assessed to note if a particular topic or area of concern that should be taken in consideration or addressed when making posted material or information more available to the public.		No	The NEA is committed to an open and transparent view of the organization and its operations, information is regularly updated and posted on our website.
NEH	Our FOIA professionals regularly review the NEH FOIA log and automatically evaluate any record that has been requested twice as a potential "frequently requested" record.		No	Starting with Fiscal Year 2016, NEH will post in the NEH FOIA Library most nearly all records NEH releases in response to FOIA requests. Also, we have encouraged program officers and divisional staff to review their records for documents they feel would be of interest to the public, and to work with NEH FOIA professionals to review and release these records.
NIGC	The NIGC is a very small agency with a relatively low number of FOIA requests received each year. Accordingly, the same individuals work on all requests and log them into the agency's database. When the request is logged in, it is immediately reviewed to determine whether responsive documents have already been processed and released. In that manner, the agency is quickly able to determine if a particular record has already been requested. In cases where the agency receives a second request for the same document and reasonably anticipates a third, it works with its IT staff to ensure that the document is placed in its online reading room.		No	As mentioned above, the agency strives to place all final versions of agency opinions and decisions to its website and to keep all matters that may be of interest to requesters updated in its reading room.



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NMB	Personnel periodically review agency records to determine their status, make recommendations to Chief FOIA Officer who makes final determination and directs the records to be posted on the agency's website. Agency FOIA personnel and agency public information personnel work closely together to facilitate this process. Agency FOIA personnel also monitor the FOIA log to assist in determining frequently requested reports. Once a request has been made more than twice by different requestors the agency will designate it as a frequently requested record and post it on the agency website.		No	No
NSF	The NSF FOIA Officer processes all FOIA requests and reviews records for proactive disclosure on a case-by-case basis. The NSF FOIA Officer is also familiar with the topic areas at the agency that tend to generate "frequently requested records," such as the NSF Antarctic Program, and ensures that these records are posted online. The majority of the requests NSF receives are for research proposals and NSF rarely receives a request for the same research proposal more than once. NSF is working to better anticipate what information the public has an interest in and then get it posted to the NSF website proactively.		Yes	The NSF FOIA Officer, Chief FOIA officer, and members of the team working on the NSF Open Government Plan continue to meet and discuss potential proactive disclosures and ways to make access to this information easier for the public.
NTSB	FOIA logs are monitored for "frequently requested" records.		No	N/A
USNRC	The agency's FOIA processing system links similar or duplicate requests and identifies frequently requested records.		Yes	In meetings and discussions with representatives of program offices, the FOIA staff strongly recommends the proactive release of program office records of interest to the public.
OSHRC	Any record requested (or anticipated to be requested) three or more times is flagged by our FOIA professionals and posted online in our e-FOIA Reading Room.		No	The Chief FOIA Officer works to maintain open lines of communication between the FOIA Requester Service Center and key agency personnel. For example, OSHRC's Chief FOIA Officer ensured that OIP's recently released FOIA infographic was included in the agency's new employee handbook. This infographic reminds all OSHRC employees of the role they play in the FOIA process, which includes identifying records suitable for proactive disclosure. Additionally, in keeping with the Open Government Directive issued by the Office of Management and Budget on December 8, 2009, OSHRC continually monitors and updates its Open Government page at www.data.gov .
OGE	OGE has included a distinct step in its FOIA processing procedures that directs FOIA professionals to determine whether a record has been subject to previous FOIA requests, and, if so, to flag that record for proactive disclosure in OGE's FOIA log.		No	In accordance with OIP's guidance designed to improve agency compliance with the FOIA's proactive disclosure provision in line with the tenets of Attorney General Holder's FOIA Guidelines (March 15, 2015), OGE conducted a self-assessment of and made adjustments to OGE's FOIA processing procedures in order to implement OIP's guidance on proactive disclosure of non-exempt agency information. Specifically, OGE amended its FOIA processing procedures to specifically require that OGE identify records of interest to the public on an ongoing basis and to systematically post such records, whether or not they are responsive to a specific FOIA request.



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OMB	As OMB completes a response to a FOIA request, staff in the relevant program office, OGC, and the Management and Operations Division (MOD) review those records to determine whether it would be helpful to post any material provided to the requester on OMB's various websites, including examining whether the material is subject to frequent requests.		No	Furthermore, OMB staff outside of the personnel working on FOIA are involved in several initiatives to proactively release information. OMB staff continue to make datasets and information publicly available on a host of sites, including http://www.whitehouse.gov/open/around/eop/omb/datasets , Data.gov (http://www.data.gov/), ITdashboard.gov (https://itdashboard.gov/), USAspending.gov (http://www.usaspending.gov/), Performance.gov (http://www.performance.gov/), and Recovery.gov (http://www.recovery.gov/). For example, for over a decade, OMB's Office of Information and Regulatory Affairs (OIRA) has provided information about its work related to regulatory review on www.RegInfo.gov and on OIRA's website. In February 2010, the "OIRA Dashboard" was added to RegInfo.gov, which provides detailed information about regulatory actions under OIRA review. Among other things, the Dashboard graphically displays regulatory actions under review by agency, length of review, economic significance, and stage of rulemaking. [...]
ONDCP	ONDCP received less than 50 requests this year, so we are able to monitor if certain records were frequently requested. ONDCP does proactively disclose numerous documents on its website on a regular basis.		No	ONDCP has made an ongoing effort to provide more substantive information and data on its website, through email, and through social media.
ONHIR	Not applicable due to the nature of our records. We do not have any frequently requested records.		No	N/A
OSTP	OSTP is a small agency and does not frequently receive multiple requests for the same or similar records. Should records become "frequently requested," the FOIA professionals will conduct an analysis to determine whether those records may be posted online. Additionally, as described below, OSTP endeavors to proactively disclose records whenever possible.		Yes	OSTP has expanded its efforts to proactively provide the public with information about Administration initiatives through robust use of the OSTP website. OSTP's website now includes descriptions and links for much of OSTP's current work, including timely information about current initiatives. OSTP continues to proactively post more information to its website and does so in ways that will be most useful to the public, as described further in Section IV.
OSC	When OSC receives a request that appears similar to one we have already received, the FOIA Team searches our tracking system for subjects that seem to come up repeatedly in FOIA requests. The FOIA Team also routinely discusses whether certain types of records should be labeled "frequently requested" at its weekly meetings.		Yes	OSC will continue to review and post our FOIA Logs on our public Web site in FY 2016.
ODNI	At the beginning of the fiscal year, ODNI posted records any time more than one request for the records was received within a two week period. As a participant in the FOIA For All Pilot, ODNI began posting all documents released through FOIA to its public website in August 2015.		No	ODNI has published an implementation plan for the Principles of Intelligence Transparency for the IC that sets forth a range of specific initiatives for enhancing transparency in a coordinated, consistent, and credible manner. ODNI has also published transparency commitments as part of the third national action plan for open government. ODNI is leading and coordinating the IC's execution of those initiatives and commitments.



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USTR	USTR monitors its FOIA logs to identify "frequently requested" records.		Yes	USTR frequently uses social media like Twitter, Facebook, and YouTube as a key medium to publicize information and to engage the public in discussion and awareness of free trade agreement issues. In addition, USTR has launched accounts on the blogging platform Medium for USTR and Ambassador Froman, through which USTR published the full Trans-Pacific Partnership text in a user-friendly and readable format. USTR's usage of Medium follows a growing trend by other White House offices to publicize important issues using the latest and most visible social media platforms. The TPP text joins other major publications such as the President's 2016 Fiscal Year Budget, the Iran Deal, and the U.S. Digital Service Design Standards Manual that all have been published on Medium over the past year.
OPIC	The FOIA Office receives approximately 30 to 40 requests a year, therefore a FOIA Officer will review the FOIA Log at least once a year to determine if any records have been frequently requested.		No	OPIC website and social media outlets continue to be improved based on internal and external feedback.
PC	If we receive three requests asking for the same information, that information is considered for posting by the FOIA Officer.		No	N/A
PRC	The Commission hosts a series of periodic public meetings and publicly webcasts and archives audio recordings of these meetings, hearings and technical conferences on the Commission's website. These are updated on a continual basis. Inquiries from the public or the press are examined to determine whether posting Commission records could address future inquiries of the same type.		No	The Commission publishes: Detailed monthly updates to the Consumer Price Index calculations relating to the price cap on Market Dominant postal products. This is a valuable resource for the mailing industry and the public; A statistical tabulation of Negotiated Service Agreements (mailing contracts between the Postal Service and private companies); A regularly updated Library of Workshare Cost Avoidance Models, which is helpful to the mailing industry and the public; Materials distributed at Commission-sponsored technical conferences; Informative Workpapers filed as part of Commission dockets; Mail Classification Schedule
PCLOB	The Board's FOIA Officer is charged with monitoring the Board's FOIA requests to identify "frequently requested" records to be posted online.		No	The agency has not yet needed to take steps to increase proactive disclosures. The Board's FOIA professionals are aware of the duty to proactively disclose agency records and do so by posting records on the Board's website in a timely manner.
USRRB	We routinely continue to review, analyze and improve our release of "frequently requested" record's consulting with agency administration, program, and operation bureaus with an emphasis on routine/recurring requests and website content identified through monitoring our agency FOIA logs and website. Below is current "frequently requested information" available on the Board's website without filing a FOIA request: [see report for examples]		No	N/A



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SSS	Information is reviewed to see how often the topic is requested. If it is requested more than a few times, the information is posted on our website or on our Facebook page. FOIA staff solicits information on topics of interest and developing issues from agency staff at all levels on an ongoing basis. With agency staff input, FOIA and PIA staffs post this information on our website and social media venues.		No	N/A
SIGAR	SIGAR FOIA professionals use a tracking database to carefully assess all customer requests to determine if records are required to be posted under Subsection (a)(2) of the FOIA.		No	N/A
STB	Yes. As required, if an item is requested three times, or if the Board anticipates that a record might be frequently requested (based upon staff's review of the Board's FOIA logs), the Board posts that record on its website.		Rarely	Because our FOIA Officer is also our Paperwork Reduction Act Officer, she is well aware of the information collected by the agency and is always on the lookout for opportunities to make proactive disclosures.
TVA	The FOIA Officer closely monitors information requested under FOIA to identify records that meet the requirement for online posting under Subsection (a)(2) of the FOIA.		No	N/A
USAB	We receive on average fewer than 20 requests annually; all requests are handled by the same individual at the agency, and are evaluated to determine if the requested documents constitute "frequently requested" records subject to posting on the agency's website.		Yes	N/A
USADF	In response to Question III.6 through III.8, above, USADF maintains and updates on a regular basis a comprehensive website on the Foundation, its policies and programs, www.usadf.gov. USADF management has identified transparency and openness as among the Foundation's core operating principles.		No	In response to Question III.6 through III.8, above, USADF maintains and updates on a regular basis a comprehensive website on the Foundation, its policies and programs, www.usadf.gov. USADF management has identified transparency and openness as among the Foundation's core operating principles. As stated on the website, Transparency promotes accountability by providing the public with information about what the Government is doing; Participation allows members of the public to contribute ideas and expertise so that their government can make policies with the benefit of information that is widely dispersed in society; Collaboration improves the effectiveness of Government by encouraging partnerships and cooperation within the Federal Government, across levels of government, and between the Government and private institutions.



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USAID	The FOIA Registrar reviews all incoming FOIA requests and scans the database to identify any similar information requests. If more than two (2) similar requests are identified, the responsive documents are reviewed to consider if the information is appropriate for proactive disclosure and posting online.		No	USAID is in the process of implementing phases two (2) and three (3) of the IATI cost management plan. As a result, USAID anticipates publishing an additional eleven (11) IATI data fields on ForeignAssistance.gov. Further, USAID has integrated language into all new and existing awards made to its implementing partner community making it a requirement to submit datasets to the Development Data Library at www.usaid.gov/data . It is USAID policy to release this data to the public, by default, unless prohibited for reasons of privacy, security, or other considerations allowable by law. USAID's Open Data Team conducts periodic briefings for Agency personnel and representatives of the partner community explaining the value of open data, emphasizing the U.S. Agency for International Development's importance of submitting datasets to the Development Data Library and exploring suitable methods for balancing data protection with USAID's commitment to transparency.
USCCR	The USCCR's FOIA staff maintain a log which includes a brief description of requested records. FOIA staff monitor which records are repeatedly requested and should be proactively disclosed.		Yes	FOIA staff have suggested to the agency's Staff Director and Assistant Staff Director, that a webpage be set up for each USCCR briefing, which includes all press releases, panelists' statements, transcripts, and reports to proactively disclose more information. In addition, this would reduce FOIA requests for these records.
CO	The agency monitors its logs to identify such records.		Yes	N/A
USIBWC	The Agency has no formal system or process for identifying "frequently requested" records. But, because the FOIA staff is small and the volume of FOIA requests relatively low, the staff can identify what type of data is frequently requested without a formal process.		No	This year, the Agency has identified three type of records that are frequently requested – water quality data in the lower Rio Grande; Transboundary Aquifer Assessment Program data; and geographic information system (GIS) data. During 2015, the Agency began creating web portals to this frequently requested information and posting data that has been approved for release through these portals. The Agency anticipates that these portals will go live during 2016.
USITC	The Commission process for identifying "frequently requested" records is to analyze the records to see if records have been requested at least three times. Once those requests are identified and categorized, the relevant records are posted on the agency's FOIA webpage.		No	In May 2015, the agency provided three (3) days of free training to the public regarding the Commission's public interface for section 337 investigative data (337Info repository). These training opportunities allowed the public to learn more about the features of the repository, how to quickly search and obtain section 337 data and helped further the agency's goals to ensure the presumption of openness.



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USTDA	USTDA is a commercially-focused Agency with a significant interest in disseminating clear and useful information about its activities to the public, and therefore maintains an organized, searchable and regularly updated website with information on past and ongoing projects and activities. The Agency website was re-designed during FY2015 in order to make it even more informative, engaging and user-friendly. Given the nature of USTDA's work (including providing grant funding for feasibility studies and technical assistance projects), the most frequent requests are for the reports detailing the results of such studies and projects. These reports are made public through the USTDA library, the index to which is publicly available on the USTDA's website at https://www.ustda.gov/ustda-library . Members of the public may browse the index on our website and may request a copy of these reports via email. In addition, because the Assistant General Counsel responsible for FOIA matters is able to devote attention to each individual FOIA request, this individual is able to continuously consider and note whether additional topics or records are being "frequently requested."		No	USTDA continually strives to increase proactive disclosures with respect to USTDA's library database of USTDA-funded activities, available online at https://www.ustda.gov/ustda-library . The USTDA online library allows individuals to electronically search USTDA's library database for completed USTDA-funded studies by region, country or sector.



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ACUS		As noted last year, ACUS has won awards for its website in the past based on its ease of use. For example, Tripwire Magazine voted ACUS's website #34 out of 35 most visually appealing government websites (internationally). The magazine gives particular attention to sites that have an "accommodating user interface to provide users a better experience." The usability of our website has been improved even since the time of that award. Moreover, we have been invited by the American Bar Association to help them improve the usability of their website (because they believe our website is an excellent model). Our budget is too small to develop mobile applications, and our website content would have limited utility in a mobile application, in any event. However, ACUS was one of the first federal agencies to have its .gov domain hardcoded into major web browsers as HTTPS-only. This gives our website visitors a secure search environment, and protects our users (including our employees) from malicious interceptions, etc. For more info, read this article from GSA's 18f group: https://18f.gsa.gov/2015/02/09/the-first-gov-domains-hardcoded-into-your-browser-as-all-https/ .		
ABMC		Yes. New search functionality for the ABMC burial register was deployed in Nov. 2015 on the agency website (https://www.abmc.gov/database-search). Modifications and updates to the agency website are ongoing.		
NRPC		As stated in item 6 above, Amtrak's Instagram, Facebook, Google, Twitter accounts, Blog (Amtrak Blog) and mobile applications allows interaction with the public. Since Amtrak's website is also customer/passenger oriented, Amtrak teamed up with Google to create an interactive train locator map, which is located on www.amtrak.com . Additionally, Amtrak has a section on its website that's called "Browse Topics," which lists reports and data regarding Amtrak. The user is able to select a topic of interest without searching the entire website. Outside media are also given direct contact information for Amtrak's Media personnel. On Amtrak's Procurement website, the public is able to select a state and find out if there are any bid solicitations for that particular area.		
AFRH		AFRH created a Facebook page and can use this avenue to post useful information to the public if needed.		
FRB		The Board's Data Download Program (DDP) has significantly improved the transparency and accessibility of Federal Reserve statistical data. The DDP allows users to download datasets in a variety of electronic formats (Excel, CSV, and XML), either as preformatted or customizable data packages (including charts and graphs), for easy publication or distribution. The Board continues to expand the type and variety of high-value Federal Reserve datasets available through the DDP, as well as improve the functionality of the program. For example, during the reporting period, the Board added data regarding Payment of Interest on Excess Reserve Balances to the list of releases available through the DDP. In addition, new functionality was added which expanded the chart feature to tablet and mobile devices.		
BBG		The vast majority of the agency's most valuable information, namely its broadcasting content, is presented to the public in a variety of different formats and from a number of different platforms, including via the World Wide Web and social media applications. The agency is constantly looking for ways to make its broadcasting content more useful and engaging to the public and it actively solicits user feedback on ways to improve it. For materials posted to the agency's Electronic Reading Room, the agency strives to post them in a format that will facilitate the greatest access or utility for the information the materials contain.		



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CSB		No, the posted information is already in a highly usable format. First, at the bottom of the CSB homepage is a link to a "Legal/FOIA" webpage. The Legal Affairs/FOIA webpage contains the following, clearly-displayed headings: Statutes and Legislative History, Regulations, HIPAA, FOIA Reading Room, and Other Documents. The FOIA Reading Room contains FOIA Reports for Fiscal Year 2002 to 2015, Chief FOIA Officer Reports for 2010 to 2015 (including machine-readable formats), a FOIA Reference Guide and a FOIA Improvement Plan from 2005. One click of the mouse gets the user access to the document.		
CPPBSD		N/A		
CFTC		The agency homepage features easy access to important information and events at the agency, efficient site navigation, and dynamic dropdown menus for primary and secondary navigation, all of which provide greater transparency of agency actions. In addition to efficient website navigation, the agency has taken other steps to increase proactive disclosure. For example, the agency's program offices routinely provide updated market data (http://www.cftc.gov/MarketReports/index.htm), industry filings and information about new regulatory developments (http://www.cftc.gov/IndustryOversight/IndustryFilings/index.htm). For instance, the Dodd-Frank Act created new entities, Swap Data Repositories ("SDRs"), to provide central facilities for swap data reporting and recordkeeping. The agency's website includes a page on these entities, including FAQs and instructions on how to apply for SDR status (http://www.cftc.gov/IndustryOversight/DataRepositories/index.htm). The agency allows anyone in the world to sign up on the agency's website to receive updates on specific or all information that is posted on the website. For example, more than 25,000 people receive the agency's press releases, 24,000 received federal register notices and 16,000 received any letter the agency posts to the website. Further, all of the agency's releases are instantly tweeted and posted on Facebook. To date, the agency has over 12,000 Facebook followers and over 16,000 Twitter followers. The agency continues to look to ways to increase public awareness. For example, the agency maintains a broad database of local news outlets to make sure people in the area of suspected fraudster will be better able to hear about the case and be watchful. Further, the agency continues to redesign the agency's website, and one of the top priorities will be to increase public awareness of and access to the information on CFTC.gov.		
CFPB		N/A		
CNCS		CNCS already posts material in its most useful format: For example, we post fact sheets in both 508-compliant PDFs and in HTML format. Our external website (www.nationalservice.gov) is open format regardless of disability/accessibility needs. It is also mobile app compliant through responsive design (that is, it notes the kind device a reader is using and accordingly).		
CIGIE		CIGIE routinely posts reports and other materials to its website. These are provided as PDF documents, which is the most useful format.		



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CEQ		CEQ solicits feedback from the public on transparency through the agency's website, posts material in open formats and provides explanatory material. CEQ also sends out email alerts and provides opportunity for the public to stay connected to CEQ through social media. In addition, a FOIA requester is able to track the status of his or her request electronically by emailing or sending a letter to the FOIA Public Liaison who replies with the status of the request. CEQ has continued posting FOIA logs online that allow requesters to track requests.		
CSOSA		Posting material to the agency's website in its most useful format is done by non-FOIA staff. As previously indicated, examples include agency records such as the Strategic Plan, current and past fiscal year budgets, and monthly offender profile statistics.		
DNFSB		The agency will be redesigning its website in FY2016 to make it more user friendly.		
Ex-Im Bank		Ex-Im Bank has updated its website and FOIA page to make information easily accessible to the public and more user friendly. Content on the website is provided in HTML, PDF, XML and CSV formats. Also, the Bank continues to update the downloadable statistical data relating to Bank transactions placed on our Web site. Ex-Im Bank's FOIA Web site provides a feedback button for public comments to determine ways in which the presentation of the data and content could be improved.		
FCA		We have included a subscription list on our website that allows visitors to provide an email address to subscribe to updates from our website. We also provide an email address for the public to report problems with the subscription list and request assistance. For our Open Government Initiative we ask the public to tell us what we can do better. If the outlined resources fail to meet the information needs of a member of the public, we ask for feedback and ideas to improve participation and collaboration at FCA. We ask the public for input and to write to us at opengov@fca.gov .		
FCSIC		For example, the Corporation describes the process for determining the insurance premiums using a flow chart and graphs. See http://www.fcsic.gov/FCSIC%20Insurance%20Premiums.html . This enhances the readability of a complex subject for the public.		
FCC		The FCC's policy on open data is showcased in a webpage providing further links, including: i) FCC Open Data, enabling public innovation by publishing data underlying FCC regulatory proceedings with a focus on improving quality, openness, accessibility and utility; ii) FCC Developers Page, promoting the innovative application of FCC data by connecting developers with the tools they need to unlock government data; iii) FCC Digital Strategy, the agency's participating in federal cross-agency initiatives to increase data usability and consumption; and iv) FCC Data and Information Officers, a roster of FCC staff members dedicated to providing data and information; and v) FCC blog posts on open government. The webpage may be accessed at https://www.fcc.gov/general/open-government-fcc .		
FDIC		The FDIC continues to utilize YouTube to make information available to the public. For example, during the reporting period it posted several videos on YouTube that were produced in conjunction with the Consumer Finance Protection Bureau to help teachers educate children to make smart financial decisions.		



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FEC		During Fiscal Year 2015, the FEC continued work on its website improvement initiative in partnership with 18F, a digital services delivery team in the General Services Administration, with the goal of enhancing the public's access to and the delivery of campaign finance data. The FEC introduced its betaFEC website, which provides members of the public with a first look at a redesign that will bring easier access to the agency's rich data, during the first quarter of FY 2016.		
FERC		FERC is pursuing additional opportunities to make the webpage more user friendly and enhance search options.		
FFIEC		Most recently our Home Mortgage Disclosure Act (HMDA) web pages have been enhanced to include greater usability of the data for the public. This also included a huge financial investment in a new Geocoding/Mapping System software tool on our website to increase usability and increase the range of functions for the public to use the data. (https://geomap.ffiec.gov/FFIECGeocMap/GeocodeMap1.aspx .) Also, given our limited resources and size, our federal member agencies offer technology enhancements for FFIEC data. In particular, one of our federal members, offers useful tools on their website to enhance the user's experience in making use of the HMDA data posted on our website. (www.cfpb.gov).		
FHFA		FHFA completely revised its public facing website to make it more user-friendly as well as easier to locate/search for information about FHFA.		
FLRA		As noted above, the agency holds periodic meetings with the public and issues press releases to disseminate significant information regarding its operations. Through these communication channels the agency has obtained feedback about, among other things, the website content and presentation. The agency then decides which of the suggestions to implement. The agency continues to place the most recent decisions, training, and news announcements on the home page of the website. For example, the website has been updated to provide the public information on key agency staff employees and upcoming agency trainings. This is done to provide the public easier access to key agency information.		
FMC		Many of the individuals that access our website are from the shipping community. Of interest to the shipping community are carrier and marine terminal operator agreement filings under the Shipping Act. The Commission maintains an online agreement library that contains pertinent information on each of the Agreements on file with the Commission. In an effort to provide this information in a more user friendly format, improve search capabilities, and add new information of public interest about these agreement filings, the Commission has redesigned its Agreement Library and is in the process of migrating historical data to the new system. This new web application will be launched in 2016.		



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FMCS		First, the essential information contained in the most sought-after FMCS documents – some 22,000 notices of contract expiration and requests to bargain (F-7 notices) filed each year – is incorporated monthly on Excel spreadsheets in the Reading Room for ease of reference. This obviates the need for what otherwise would be requesters filing hundreds of FOIA requests for individual F-7s. Second, the FMCS consolidates each Fiscal Year's 12 monthly reports of contract terminations into a single annual report in the FOIA Reading Room in order to make the retrieval of F-7 data easier. This allows a party interested in searching data for all of FY 2015, for example, to select a single FY 2015 data set rather than, as previously, having to search and compile data from 12 monthly FY 2015 reports. However, other than reducing F-7 data to Excel Spreadsheets and the annualization of monthly data, no additional categories of information were identified by the CFO during this reporting period which, if added to the Reading Room, would have lessened the burden on requesters or made the posted information more useful to them. Third, the Agency has provided a "Requester Feedback" form in the Reading Room, which requesters are invited to use to help the Agency improve its services to requesters in the future. In order to maximize participation and encourage frankness, taking part in the survey is voluntary and responses are anonymous.		
FMSHRC		In FY 2015 FMSHRC re-designed its website to make it more user-friendly. The site is easier to navigate as the material is more clearly laid out and organized in simpler categories. All documents are accessible in plain text and PDF format. The site now contains enhanced search capabilities for FMSHRC decisions. In addition, the site contains a PDF version of each volume of the agency's official reporter publishing all substantive agency decisions and orders.		
FOMC		A large majority of FOMC records have been scanned and made text searchable or were born digital. The FOMC FOIA Service Center has its own OCR server, which is utilized to recognize text in scanned documents. These records are routinely searched in response to incoming FOIA requests, through the digital repositories or file servers on which they reside. Specialized search tools have been created by IT personnel who support the FOMC FOIA Service Center. Additionally, in communications with the community of regular users, FOIA staff continually analyze our site to see what upgrades may be necessary to make it more useful.		
FRTIB		In late 2014 and early 2015 we ran a mailer promotion that helped participants understand the potential cost of moving their TSP savings to another plan. We supplemented that mailer with an electronic scorecard (https://www.tsp.gov/keepingscore/) that was accessible via the web. This online comparison tool was a responsive webpage that worked on all devices and allowed participants to compare other plans to the TSP. Also in 2015 we developed an email collection program that will enable FRTIB to send out TSP account news and educational information to those participants who have signed up. In the future, this will also allow us to send targeted subscriber content that only pertains to particular segmented groups.		



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IMLS		<p>The IMLS Digital Government Strategy aims to enable access to high-quality digital government information and services anywhere, anytime, on any device. IMLS has undertaken a number of steps to make the information it discloses online more useful to the public. For example, as described more fully in the Success Story below, IMLS launched a newly redesigned website that, among other things, is intended to help make the content on the website more useful to the public. As part of the planning efforts during the redesign process, the agency reached out to key stakeholders to learn more about how they used the IMLS website and the types of content and features of interest to them. The agency also invited input on the redesign from the public as a whole. IMLS took this feedback from stakeholders directly into consideration when making design decisions for the new website. IMLS continues to update the new IMLS Data Catalog, which contains data about IMLS grants administration, agency administrative activities, and agency-collected statistical data about museums, libraries, and related organizations. The Data Catalog was designed in order to make IMLS information more useful to the public. The site can be used to search, filter, and export datasets in a variety of file formats and create and share visualizations, such as maps and charts. The new Data Catalog allows the public to export the agency's datasets in nine different file formats (including CSV, JSON, PDF, RSS, and XLS). In addition, the Data Catalog can be used to fuel apps and other data mash-ups through generated APIs. IMLS also hosted an Open Data Open House, in which IMLS staff interacted with a cohort of 30 data wonks, librarians, curators, researchers, developers, and representatives from a wide range of organizations to help explore and share ideas on how IMLS data could be used and how the data catalog could be improved. IMLS held three convenings in 2015 with the goals of engaging its constituencies about how best libraries could work with their communities to maximize educational and economic opportunities. The first meeting examined the "National Digital Platform"; the second meeting focused on "Learning in Libraries"; and the last meeting looked at "Engaging Communities". To ensure the greatest possible participation, IMLS livestreamed the meetings on the Internet, fostering discussion through in-person attendance and through social media such as Twitter.</p>		
IAF		<p>The website provides contact information for feedback from visitors. As previously mentioned, future plans to further provide the public with information on the IAF include the creation of a Facebook page and an Instagram account.</p>		
LSC		<p>LSC recently launched its new website, which includes a page dedicated exclusively to FOIA. The new FOIA page has a user-friendly interface and contains the following categories of information: (1) FOIA Handbook; (2) FOIA Reports; (3) FOIA Public Reading Room; (4) FOIA Appeal Letters; (5) Status of FOIA Requests; (6) Status of FOIA Request Archives. LSC continues to convert information from PDF to HTML format so it is searchable and its website contents are mobile friendly to ensure the public has access to LSC's information and records from tablets and smartphones. LSC increased the use of social media tools such as Facebook and Twitter to highlight and disseminate information about LSC and its grant recipients. Lastly, LSC added a FOIA feedback form on the FOIA page.</p>		
MSPB		<p>We made substantial revisions to our FOIA Requestor Service Center webpage, which includes better identification of the information available on our website and links to that information.</p>		



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MCC		MCC implemented a new website in FY15 which effectively presents MCC's data and information through a more streamlined and user friendly approach. The new website design allows MCC to maximize opportunities for public participation and collaboration through improved web feedback features, offers multiple points of entry that make the agency's data more accessible, and offers an enhanced design coupled with a new web governance plan that allows the editorial process to include direct participation by various stakeholders from across the agency. The traffic to the new MCC website is also measured vigorously to assess metrics that not only includes how many time the site is visited, but how much time is spent on each page or product.		
NASA		NASA is a leader in media-centric initiatives. Various media tools are used on a continual basis to provide the public with information regarding NASA initiatives, events and business-related activities. NASA posts hyperlinks to information, launches, etc. that is of interest to the public. NASA is continually improving and updating the websites by posting new material on a continual basis. Material and information is available through media resources including twitter, Facebook, Youtube, reddit, news conferences, media bulletins, etc.		
NCPC		NCPC's websites is undergoing a complete update. The update will make the website more user friendly, improve the search capability, and make information available through mobile applications. The NCPC's Office of Public Engagement also seeks feedback on the content and presentation of posted materials and will continue doing so going forward. Further, NCPC seeks out useful sites that allow for more proactive public comment opportunities on posted materials, e.g. Mind-mixer.		
NCUA		The agency launched a redesigned website at: https://www.ncua.gov/newsroom/Pages/news20151102NCUA-Launches-Redesigned-Website.aspx#sthash.oPfk9vaX.dpuf . The new website features improved navigation and a mobile-responsive design that adapts to facilitate its viewing on various platforms, including smartphones, tablets, laptops, and desktops. Other new website features and improvements include: a "Small Credit Union Learning Center" featuring training videos and materials; an online newsroom and social media hub where stakeholders can get the latest news, read articles from The NCUA Report and download graphics and photos; an "I'm a..." search function that allows users to self-identify and quickly access the agency's most frequently requested content; and a consumer section that links to the agency's consumer protection resources, consumer assistance center, share insurance information, and financial literacy materials. The agency also posted a brief video about the new website's features at: https://www.ncua.gov/newsroom/Pages/news20151102NCUA-Launches-Redesigned-Website.aspx .		
NEA		Feedback is requested from the public when accessing information on the website. This has been helpful in order to gain insight on the usability and the accessibility of posted information on the website, the relevant content and presentation of the information posted. Through this feedback, we identified a need to update our grant search toll and responded accordingly, in addition to posting an instructional video on the website to accompany the updated search tool.		



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NEH		The search feature for the NEH website provides results with search term suggestions and search results that include “stemmer” algorithms, thus providing users with more results (e.g., a search for “walk” will result in “walks”, “walker”, “walked”, etc.). Also, NEH has implemented a search results interface which allows users to sort results by various fields (date, author, relevancy, etc.); users can also filter results by document type, divisions and offices, subject matter, etc.		
NIGC		The NIGC recently upgraded its website in an effort to enhance the visual appeal and usefulness of its site to the regulated community. The new site has increased search capabilities and makes it easier for the public to locate documents it may be interested in and has an updated index. Moreover, all documents that are proactively disclosed on the website are converted to PDF documents and have the text recognition function incorporated so that each document is searchable in its entirety.		
NMB		The agency has made improvements to its Knowledge Store to allow for more user friendly search options. The agency is also currently making improvements to its records repository to improve efficiency.		
NSF		NSF engages in public outreach through presentations and exhibit booths at key outreach events such as meetings and conferences held by research administration associations, and at meetings of NSF’s core science and engineering community. NSF also interacts and provides information directly to the public through online outreach mechanisms such as websites described above and interactive webinars. A list of previous and upcoming webinars can be found at: http://nsf.gov/events/event_group.jsp?group_id=20018&org=NSF .		
NTSB		The NTSB uses social media for ease of use (e.g., you tube, tweets, and list serves to name a few)		
USNRC		The agency has a single, unified public site, available at http://www.nrc.gov , for public users to perform full-text searches of all NRC public records, Web pages, and files. A search can be conducted by a specific topic. The site also has an advanced search feature for all NRC public records with full access to metadata attributes. After a review of the NRC FOIA Web site, a new search field was added to shorten the time spent by the public searching for records that have been provided to requesters in FOIA responses. The addition of the search field box makes the public repository of FOIA responses more user-friendly because it enables the public to more effectively wade through thousands of pages of FOIA responses and find what they may be looking for; which reduces the need for making a FOIA request.		
OSHRC		OSHRC currently posts material on its dedicated FOIA webpage and in its comprehensive e-FOIA Reading Room; this material is posted in the most useful format (both PDF and/or HTML file types). Records are also posted in the same format on the website’s Open Government page.		
OGE		As discussed above, OGE uses highlighted features on its website homepage and its Twitter account to provide public-friendly explanations of OGE’s mission and direct individuals to newly posted information. Moreover, OGE recently amended its FOIA processing procedures to remind FOIA professionals that FOIA records should be posted in the most useful form available to OGE.		



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OMB		The websites mentioned above allow for the public to provide feedback, ratings, and access machine-readable datasets on a variety of topics. Good examples of websites where OMB is making data more useable is found at www.paymentaccuracy.gov and https://open.whitehouse.gov/budget . Improper Payment data is located on www.paymentaccuracy.gov and contains information on improper payments for programs found to be susceptible to significant improper payments under the Improper Payments Information Act of 2002 (IPIA), as amended by the Improper Payments Elimination and Recovery Act of 2010 (IPERA). For the programs found to be susceptible to significant improper payments, the dataset includes information on program outlays, program improper payment amounts, and targets for reducing improper payments. A visitor to the site can review and manipulate charts and graphs to view how specific programs impact improper payments overall. OMB uses its website to provide an analytical visualization of the Federal Budget. Located at: https://open.whitehouse.gov/budget , this site allows the public to interact with the 2017 Budget to explore and see visualizations of budget data by agency or program area.		
ONDCP		ONDCP posts data in formats that can be used by researchers. ONDCP posts a significant amount of data on drug-related topics in tabular form, and sometimes our website is the only source for such data.		
ONHIR		We are not taking steps beyond what we have already done relative to posting information on our web site with appropriate links. We feel that this is sufficient to make the information accessible and useful.		
OSTP		OSTP uses its website to offer the public a variety of information that might otherwise be requested through FOIA. As described above, the agency has placed various documents, memoranda, testimony, federal charters, and R&D budgets on its website for the public to view at its convenience, as well as its Open Government Plan. OSTP maintains a blog, tweets, and a virtual Press Room, each of which offers the public a window into the different initiatives and activities spearheaded by the agency. Through these new media outlets, OSTP can reach a larger audience than is possible through a FOIA request or through posting in OSTP's FOIA library online. OSTP also provides materials to the public to improve ease of use. For instance, OSTP has posted helpful documents for the public related to its FOIA process, including a handbook that compiled existing FOIA information into a single, handy reference document. This FOIA Reference Guide includes pertinent information such as the President's FOIA Memorandum, the Attorney General's FOIA Guidelines, the Chief of Staff's FOIA Memorandum, OSTP's FOIA regulations, and a link to the Department of Justice, Office of Information Policy's guidelines. These documents aid the staff and the public and provide additional information on Federal activities and FOIA policies.		
OSC		Publicly posted materials are indexed on OSC's FOIA Web site.		
ODNI		ODNI PAO has updated our FOIA page of our public website to make it more user friendly. In addition, PAO is routinely making improvements to ICONTHERECORD.		
USTR		USTR has updated its website to significantly improve the readability and usability of the information, and to embrace more modern design paradigms to match expectations of Internet users. The Trans-Pacific Partnership homepage (www.ustr.gov/tpp) represents a major effort in this area, and it serves to publicize a wealth of information on the TPP in easily-consumable formats both on the website itself and deeply interconnected with highly popular social media platforms such as Twitter and Medium.		



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OPIC		OPIC has updated its electronic reading room page to include some already publically available records which have been requested. While this has not increased the amount of available information, it has made such information more accessible and requests for these types of information have declined due to their higher visibility.		
PC		The agency is taking steps toward expanding the Open Government component (and there is a public input form on the website soliciting ideas).		
PRC		In response to requests from the public, the Commission implemented an improved search function for its website. This easier to use search engine supplements the more complex search system used by frequent users of the site. The Commission has also taken steps to ensure that most document filings are processed with OCR, and thus are both electronically keyword searchable and more compliant with section 508 of the Rehabilitation Act.		
PCLOB		In the previous reporting year, the PCLOB improved the search function of its website by implementing a new website search engine that is powered by GSA's DigitalGov Search. Currently, the PCLOB posts materials in their most useful format by utilizing pdf format for documents and an open format called MP3 for audio recordings. Additionally, the Board's website utilizes text, not graphics or pictures, as the content of all information on its website.		
USRRB		The RRB is currently in the process of digitizing, indexing, and cataloging 258 binders of Legal Opinions maintained in the Board's Office of General Counsel so they are electronically retrievable through www.rrb.gov by Board staff and the public, including attorneys, claimants, railroad employers, etc. See "Spotlight on Success" below.		
SSS		Information on our registration program and board member program are in one location each. Information is better grouped – concomitant components are together -- and easier to access. Information on our registration program and board member program are in one location each.		
SIGAR		SIGAR currently uses several popular social media tools such as Facebook, Flickr, Twitter, and YouTube. In addition, SIGAR's public site was redesigned in Fiscal Year 2014 to improve the public user's experience. The new design provides a straightforward navigation system, allowing users to quickly locate and access publicly available records.		
STB		In an effort to make our posted economic data more user-friendly, the Board now posts many reports in both XML and searchable pdf (as it does with its annual FOIA reports). Additionally, the Board is providing complicated programs that it uses in its cases and industry analysis (such as URCS described above). This enables interested parties to independently follow and even evaluate the Board's work. The Board also posts to its website its worksheets as Excel spreadsheets.		



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TVA		We executed a complete overhaul of TVA's web properties in the last year to enhance our ability to make information available to our users. The redesign focused on streamlining our available content, a mobile-first approach, improved usability, and an all-new search engine. TVA also has a Lake Info app, an easy-to-use resource for operating on and around reservoirs and dams in the TVA region. TVA has several feedback mechanisms in place for website visitors to comment on all aspects of information posted on its website and strives for continuous improvement.		
USAB		Our website overhaul was informed by user comments collected on a Forsee customer satisfaction survey conducted over several years. We improved our content management system and reorganized the content on the website to make it easier to find materials. We also evaluate all material prior to posting for compliance with Section 508 of the Rehabilitation Act.	N/A	
USADF		In response to Questions IV.1 and IV.2, above, and as noted in Sections I and III, above, USADF launched its revamped website, www.usadf.gov , in January 2016 that not only provides the public new and updated information on USADF but is easier to navigate and makes all the information more accessible. During the past year, USADF expanded the use of social media on its website, adding Instagram to its menu of Facebook, Twitter and YouTube, as a way both to increase the public's access to current information on USADF and to encourage feedback and participation by the public. The text of the new website is more readable and the reports provided (FOIA Annual and Quarterly Reports, Chief FOIA Officers Reports, Congressional Budget Justification, program and financial audits, and other reports) are more accessible by the public and in-house users at: www.usadf.gov/oversight/ . The interactive maps on USADF projects allow users to zoom in and out for the first time: www.usadf.gov/countrymap/ . The new website works more effectively with various browsers, thus increasing the public's accessibility to information on USADF. It is both desktop- and mobile-friendly. It is designed so search boxes can be easily added and information can be readily changed and updated.		
USAID		Specific improvements include the following: In fiscal year 2015, USAID updated Dollars to Results with fiscal year 2014 data for the 45 countries listed on the website. In June 2015, USAID approved a multi-phase International Aid Transparency Initiative (IATI) cost management plan (https://www.usaid.gov/documents/1870/usaid-iati-costmanagement-plan) to improve its reporting to IATI. ForeignAssistance.gov is the vehicle by which the U.S. Government reports to IATI. In FY 2015, USAID implemented phase one of the plan which included publishing 15 new fields on FA.gov. As a result, USAID moved from the "Fair" to the "Good" category in Publish What You Fund's 2015 U.S. Aid Transparency Review, increasing by 20 points, more than any other U.S. agency.		
USCCR		The USCCR posts almost all records in ""portable document format" (pdf) which is a universal format so users can easily view, save, print, or forward the document.		
CO		The FOIA webpage was redesigned to improve visibility, accessibility, and transparency. In addition please see item III.8 above. In 2015, the Copyright Office continued to improve the design of our website, increase searchability of copyright-related documents, and make accessible 70 million copyright registration records dating back to 1790, including FOIA-requested materials.		



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USIBWC		The Agency's current portals provide information in their most useful format. A menu on the Agency's homepage (http://www.ibwc.gov/home.html) allows a user to navigate through a variety of publicly available data, such as water bulletins, stream gauge data, outfall monitoring, and maps.		
USITC		The Commission utilizes an online survey tool to solicit feedback regarding the agency website. During FY 2015, the agency released a survey specifically tailored to obtain feedback regarding EDIS. Also, in the new 337Info repository, users may provide comments and concerns to the Commission via e-mail.		
USTDA		In FY2015, the Agency re-designed its website in order to make it even more informative, engaging and user-friendly. The Agency is constantly striving to improve access and usefulness to Agency information and to facilitate openness and engagement with the public. For example, and in addition to the various social media platforms as mentioned in #1, USTDA engages in "Live Google Hangouts" in which members of the public can participate in online Q&A sessions with Agency officials and other participants in the Agency's activities. An example can be found at https://www.ustda.gov/events/2015/south-and-southeast-asia/live-google-hangout-opportunities-india-smart-city-development .		



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Agency	Simple Track				Agency Backlog Decreased		Percentage of Backlog to # of Req./App. Received in FY 2015				Agency Closed Ten Oldest Req., Appeals (App.) & Consultations (Consults.). If not, # closed in FY 2015						
	Has a Simple Track?	Score	Avg. No. of Days to Process	% of Req. In Simple Track	Req.	App.	Req. Score	Req. %	App. Score	App. %	Req.	If no, # closed	# closed as "Req. Withdrawn"	App.	If no, # closed	Consults.	If no, # closed
ACUS	Yes		1.6	96%				0%		0%		N/A	0		N/A		N/A
ABMC	No		8	N/A				0%		0%		N/A	0		N/A		N/A
NRPC	Yes		24	31%				13%		67%		6/10	0		1/5		N/A
AFRH	Yes		17	92%				0%		0%		N/A	0		N/A		N/A
FRB	Yes		9	51%				2%		5%		N/A	2		N/A		2/3
BBG	No		117.00	N/A				9%		0%		9/10	0		N/A		N/A
CSB	Yes		25	63%				47%		0%		8/10	0		N/A		N/A
CPPBSD	Yes		8.4	80%				17%		0%		N/A	0		N/A		N/A
CFTC	Yes		43.32	55%				23%		11%		5/10	0		N/A		N/A
CFPB	Yes		9.77	97%				0%		0%		N/A	0		N/A		N/A
CNCS	Yes		8	57%				0%		0%		N/A	3		N/A		N/A
CIGIE	No		69.47	N/A				40%		0%		N/A	0		N/A		N/A
CEQ	Yes		119.33	75%				67%		0%		5/10	0		N/A		N/A
CSOSA	Yes		21.67	100%				4%		0%		N/A	0		N/A		N/A
DNFSB	Yes		10.6	75%				5%		0%		N/A	0		N/A		N/A
Ex-Im Bank	Yes		68.2	54%				33%		0%		N/A	0		N/A		N/A
FCA	No		8.7	N/A				0%		0%		N/A	0		N/A		N/A
FCSIC	No		10.1	N/A				0%		0%		N/A	0		N/A		N/A
FCC	Yes		23.93	97%				3%		56%		7/10	3		4/5		N/A
FDIC	Yes		19.78	54%				2%		0%		N/A	0		N/A		N/A



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	Has a Simple Track?	Score	Avg. No. of Days to Process	% of Req. In Simple Track	Req.	App.	Req. Score	Req. %	App. Score	App. %	Req.	If no, # closed	# closed as "Req. Withdrawn"	App.	If no, # closed	Consults.	If no, # closed
FEC	Yes		23.7	73%				41%		100%		1/10	0		0/4		N/A
FERC	Yes		25	62%				8%		0%		5/10	0		N/A		N/A
FFIEC	Yes		11.6	78%				0%		0%		N/A	0		N/A		N/A
FHFA	Yes		12.35	85%				7%		0%		N/A	0		N/A		N/A
FLRA	Yes		9.24	94%				0%		0%		N/A	0		N/A		N/A
FMC	Yes		6.6	31%				29%		0%		8/10	5		N/A		N/A
FMCS	Yes		12	98%				4%		0%		N/A	0		N/A		N/A
FMSHRC	Yes		2.7	84%				0%		0%		N/A	0		N/A		N/A
FOMC	Yes		7.6	29%				3%		0%		7/8	1		N/A		N/A
FRTIB	No		36	N/A				14%		0%		N/A	0		N/A		N/A
IMLS	Yes		5.92	76%				0%		0%		N/A	0		N/A		N/A
IAF	No		2.3	N/A				0%		0%		N/A	0		N/A		N/A
LSC	No		12.41	N/A				6%		0%		N/A	0		N/A		N/A
MSPB	Yes		27.05	87%				27%		0%		9/10	0		N/A		N/A
MCC	No		84	N/A				0%		0%		N/A	0		N/A		N/A
NASA	Yes		7.44	62%				1%		6%		N/A	0		N/A		N/A
NCPC	Yes		6.5	100%				0%		0%		N/A	0		N/A		N/A
NCUA	Yes		6.04	55%				0%		0%		N/A	1		N/A		N/A
NEA	Yes		26	90%				2%		0%		3/4	0		N/A		N/A
NEH	Yes		11.3	84%				0%		0%		N/A	0		N/A		N/A



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	Has a Simple Track?	Score	Avg. No. of Days to Process	% of Req. In Simple Track	Req.	App.	Req. Score	Req. %	App. Score	App. %	Req.	If no, # closed	# closed as "Req. Withdrawn"	App.	If no, # closed	Consults.	If no, # closed
NIGC	Yes		53	85%				39%		0%		6/10	2		N/A		N/A
NMB	No		5	N/A				0%		0%		N/A	0		N/A		N/A
NSF	Yes		15	6%				55%		0%		N/A	0		N/A		N/A
NTSB	Yes		28.75	7%				120%		44%		5/10	0		N/A		N/A
USNRC	Yes		9	58%				2%		0%		N/A	0		N/A		N/A
OSHRC	Yes		8.56	82%				0%		0%		N/A	0		N/A		N/A
OGE	No		24	N/A				1%		0%		N/A	0		N/A		N/A
OMB	No		80	N/A				21%		100%		0/10	0		0/5		5/6
ONDCP	No		44	N/A				2%		0%		N/A	0		N/A		N/A
ONHIR	No		2.13	N/A				0%		0%		N/A	0		N/A		N/A
OSTP	Yes		19.2	84%				7%		0%		N/A	0		N/A		N/A
OSC	Yes		74.67	34%				150%		233%		5/10	5		4/10		N/A
ODNI	Yes		46.21	50%				69%		129%		9/10	0		5/10		N/A
USTR	Yes		25	27%				15%		0%		5/10	0		N/A		4/6
OPIC	No		13.37	N/A				13%		0%		3/5	0		N/A		N/A
PC	Yes		65	72%				52%		0%		5/10	0		N/A		N/A
PRC	Yes		17	100%				0%		0%		N/A	0		N/A		N/A
PCLOB	Yes		20.58	100%				0%		0%		N/A	0		N/A		N/A
USRRB	No		30.44	N/A				8%		0%		4/10	0		N/A		N/A
SSS	No		10	N/A				0%		0%		N/A	0		N/A		N/A



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Section V -- Steps Taken to Improve Timeliness in Responding to Requests (Req.) and Reducing Backlogs																	
Agency	Simple Track				Agency Backlog Decreased		Percentage of Backlog to # of Req./App. Received in FY 2015				Agency Closed Ten Oldest Req., Appeals (App.) & Consultations (Consults.). If not, # closed in FY 2015						
	Has a Simple Track?	Score	Avg. No. of Days to Process	% of Req. In Simple Track	Req.	App.	Req. Score	Req. %	App. Score	App. %	Req.	If no, # closed	# closed as "Req. Withdrawn"	App.	If no, # closed	Consults.	If no, # closed
SIGAR	Yes		23.2	72%				3%		0%		N/A	0		N/A		N/A
STB	No		12.02	N/A				0%		0%		N/A	0		N/A		N/A
TVA	Yes		9	64%				6%		0%		N/A	0		N/A		N/A
USAB	No		12	N/A				0%		0%		N/A	0		N/A		N/A
USADF	No		8	N/A				0%		0%		N/A	0		N/A		N/A
USAID	Yes		28.68	12%				91%		35%		9/10	0		N/A		N/A
USCCR	Yes		6	68%				0%		0%		N/A	0		N/A		N/A
CO	Yes		17.9	91%				3%		0%		N/A	0		N/A		N/A
USIBWC	No		18.71	N/A				0%		0%		N/A	0		N/A		N/A
USITC	Yes		15	77%				0%		0%		N/A	0		N/A		N/A
USTDA	Yes	N/A	N/A	0%				116%		0%		4/10	0		N/A		N/A



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Agency	Training		Discretionary Disclosure			
	Attended FOIA Training	Estimate of FOIA Professionals who Attended Training	Process in Place for Review	All Components Have Process	Made a Dis. Disclosure	Exs. Used in Connection with Dis. Disclosure
ACUS	DG	100%	DG	N/A	N/A	N/A
ABMC	R	0%	DG	N/A	N/A	N/A
NRPC	DG	100%	DG	N/A	N/A	N/A
AFRH	DG	100%	DG	N/A	N/A	N/A
FRB	DG	90%	DG	N/A	DG	8
BBG	DG	100%	DG	N/A	DG	5
CSB	DG	33%	DG	N/A	DG	5
CPPBSD	DG	100%	DG	N/A	DG	5
CFTC	DG	100%	DG	N/A	DG	5
CFPB	DG	100%	DG	N/A	DG	5
CNCS	DG	100%	DG	N/A	DG	5
CIGIE	N/A	N/A	DG	N/A	N/A	N/A
CEQ	DG	100%	DG	N/A	DG	5
CSOSA	DG	50%	R	N/A	R	N/A
DNFSB	DG	100%	R	N/A	R	N/A
Ex-Im Bank	DG	100%	DG	Yes	DG	5
FCA	DG	100%	DG	N/A	DG	2, 5
FCSIC	DG	100%	DG	N/A	DG	5
FCC	DG	80%	DG	N/A	DG	5



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Agency	Training		Discretionary Disclosure			
	Attended FOIA Training	Estimate of FOIA Professionals who Attended Training	Process in Place for Review	All Components Have Process	Made a Dis. Disclosure	Exs. Used in Connection with Dis. Disclosure
FDIC	DG	100%	DG	N/A	DG	2
FEC	DG	100%	Y	N/A	DG	5
FERC	DG	80%	DG	N/A	DG	5
FFIEC	DG	100%	DG	N/A	N/A	N/A
FHFA	DG	100%	DG	N/A	DG	2, 5
FLRA	DG	15%	DG	N/A	N/A	N/A
FMC	DG	100%	DG	N/A	R	N/A
FMCS	DG	50%	DG	N/A	N/A	N/A
FMSHRC	DG	66%	DG	N/A	N/A	N/A
FOMC	DG	100%	DG	N/A	DG	5
FRTIB	DG	80%	R	N/A	R	N/A
IMLS	DG	100%	DG	N/A	DG	5
IAF	DG	50%	DG	N/A	N/A	N/A
LSC	DG	100%	DG	N/A	N/A	N/A
MSPB	DG	100%	DG	N/A	R	N/A
MCC	R	0%	DG	N/A	N/A	N/A
NASA	DG	100%	DG	Yes	R	N/A
NCPC	R	0%	Y	N/A	N/A	N/A
NCUA	DG	100%	DG	N/A	DG	5



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Agency	Training		Discretionary Disclosure			
	Attended FOIA Training	Estimate of FOIA Professionals who Attended Training	Process in Place for Review	All Components Have Process	Made a Dis. Disclosure	Exs. Used in Connection with Dis. Disclosure
NEA	DG	85%	DG	N/A	N/A	N/A
NEH	DG	70%	DG	N/A	N/A	N/A
NIGC	DG	100%	DG	N/A	DG	5
NMB	DG	100%	Y	N/A	N/A	N/A
NSF	DG	100%	DG	N/A	DG	5
NTSB	DG	100%	DG	N/A	N/A	N/A
USNRC	DG	100%	DG	N/A	DG	2, 5
OSHRC	DG	100%	DG	N/A	DG	5
OGE	DG	83%	DG	N/A	DG	5
OMB	DG	100%	DG	N/A	DG	5
ONDCP	DG	100%	DG	N/A	N/A	N/A
ONHIR	DG	100%	R	N/A	N/A	N/A
OSTP	DG	80%	DG	N/A	DG	5
OSC	DG	100%	DG	N/A	DG	5
ODNI	DG	100%	DG	N/A	DG	5
USTR	DG	100%	DG	N/A	DG	5
OPIC	DG	20%	DG	N/A	DG	5
PC	DG	67%	DG	N/A	DG	5
PRC	DG	100%	DG	N/A	N/A	N/A



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Agency	Training		Discretionary Disclosure			
	Attended FOIA Training	Estimate of FOIA Professionals who Attended Training	Process in Place for Review	All Components Have Process	Made a Dis. Disclosure	Exs. Used in Connection with Dis. Disclosure
PCLOB	DG	75%	DG	N/A	N/A	N/A
USRRB	DG	100%	DG	N/A	DG	5
SSS	DG	50%	DG	N/A	N/A	N/A
SIGAR	DG	100%	DG	N/A	DG	5
STB	DG	50%	DG	N/A	DG	5
TVA	DG	50%	DG	N/A	DG	5
USAB	DG	100%	DG	N/A	N/A	N/A
USADF	DG	100%	DG	N/A	N/A	N/A
USAID	DG	100%	DG	N/A	DG	5
USCCR	DG	100%	DG	N/A	R	N/A
CO	R	0%	Y	N/A	N/A	N/A
USIBWC	Y	0%	DG	N/A	R	N/A
USITC	DG	100%	DG	N/A	N/A	N/A
USTDA	DG	100%	DG	N/A	N/A	N/A



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Section II -- Steps Taken to Ensure that Agency Has an Effective System in Place for Responding to Requests (Req.)				
Agency	Requests for Expedited Processing		Agency complies with OIP guidance on "still-interested" inquiries	Agency took steps to strengthen FOIA Public Liaison Services
	Did agency maintain an avg. of 10 calendar days or less to adjudicate expedition?	Avg. Time to Adjudicate		
ACUS	N/A	N/A	N/A	No additional steps have been taken recently due to low demand and the fact that services are already robust. We generally provide all existing agency records that are requested, and we generally do so in one day or less.
ABMC	N/A	N/A	N/A	Due to the low demand, no additional steps have been taken to change ABMC FOIA services. Only five FOIA requests were received in FY 15. The majority of those requests were related to ABMC burial records or other historical information which is on the ABMC website or available through the National Archives.
NRPC	DG	5.2	DG	Amtrak's FOIA Office also serves as the Service Center. The Lead FOIA Specialist and FOIA Assistant provide status updates to requesters regarding the processing of their requests. Requesters are responded within 1 day regarding questions regarding their request. The FOIA Office has also started to inform requesters in the acknowledgement letters as to what track their requests will be placed in and an explanation is given as to how the processing time relates to each track (i.e., simple, complex and expedited). In order to eliminate long wait times for extremely long and complex requests, the FOIA Office informs requesters that they will be provided with interim responses. Requesters are usually in agreement with this approach.
AFRH	N/A	N/A	N/A	AFRH provides detailed information as to how the FOIA process works on the website. The agency has not had any disputes, therefore, these services have not been provided.
FRB	DG	6.0	DG	The Board prevents and resolves FOIA disputes by engaging in open and transparent communications with requesters. For example, the Board's FOIA Public Liaison and other FOIA professionals regularly communicate with FOIA requesters to, among other things, explain how a specific request is being processed, including any necessary searches and reviews; ask questions and explore options to help clarify or narrow a request, if needed; provide updates on the status of a request; discuss solutions to help resolve any questions or concerns about a request; and respond to any other inquiries about a request. In addition, FOIA professionals respond to all communications from requesters, including telephone calls and e-mails, in a timely and effective manner.
BBG	DG	8.0	N/A	The FOIA Office centrally manages all agency FOIA requests and FOIA Office personnel already provide these services to members of the public. At this time there is not enough demand at the BBG to warrant establishing additional FOIA Public Liaisons or a separate FOIA Requester Service Center.



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Agency	Requests for Expedited Processing		Agency complies with OIP guidance on "still-interested" inquiries	Agency took steps to strengthen FOIA Public Liaison Services
	Did agency maintain an avg. of 10 calendar days or less to adjudicate expedition?	Avg. Time to Adjudicate		
CSB	N/A	N/A	N/A	The CSB is a micro-agency (41 employees), not big enough to warrant a "FOIA Requester Service Center." We receive about 50 FOIA requests each year, though the requestors tend to ask for thousands of pages of documents. CSB plans to add resources to the FOIA program in FY16 and prepare for the submission of FOIA requests through the CSB website.
CPPBSD	N/A	N/A	N/A	The Committee has not taken any steps recently to strengthen requester services due to the low FOIA request demand.
CFTC	DG	6.3	R	The agency has a very low demand for FOIA requester services. Each requester is given the direct extension and email to contact the FOIA professional who is processing their request, therefore, most questions are handled directly by the FOIA professional with the most knowledge of the request.
CFPB	DG	2.1	N/A	During Fiscal Year 2015, the CFPB did not make any changes to our FOIA Requester Service Center or Public Liaison role. The CFPB already has a robust process in place for communicating with requesters to keep them apprised of the status of their requests as well as working to resolve disputes. In addition to the Public Liaison, CFPB FOIA Analysts routinely communicate with requesters via email and phone to discuss request status, searches, scope, refining keywords and general questions concerning the FOIA process.
CNCS	N/A	N/A	DG	FOIA demand at CNCS is low enough (approximately 50-65 requests per year) that it does not need a FOIA Requester Service Center. The FOIA officer has been able to handle the small number of questions posed by requesters about process or the status of a request.
CIGIE	N/A	N/A	N/A	Because of low demand CIGIE has not taken any steps to strengthen these services.
CEQ	R	17.3	DG	CEQ shares the contact information of its FOIA Public Liaison with each requester and invites requesters to contact the FOIA Public Liaison with questions regarding their request. The FOIA Public Liaison works with requesters to right-size the scope of the requests and to provide status updates on the processing of requests.
CSOSA	N/A	N/A	DG	There is only one staff member that handles requestors' questions and concerns and this is done either telephonically or via email, if the requestor provides an email address and/or phone number.



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Agency	Requests for Expedited Processing		Agency complies with OIP guidance on "still-interested" inquiries	Agency took steps to strengthen FOIA Public Liaison Services
	Did agency maintain an avg. of 10 calendar days or less to adjudicate expedition?	Avg. Time to Adjudicate		
DNFSB	DG	2.3	N/A	The agency receives approximately 20 FOIA requests per year. Because of low demand, there is no need for a service center or a public liaison.
Ex-Im Bank	DG	1.3	N/A	Ex-Im Bank has not taken any steps to strengthen these services, as we have a low demand for these services. The FOIA Public Liaisons works with the requester to answer any questions regarding the FOIA process or address specific questions pertaining to their request. Also, the FOIA Public Liaisons works closely with the requester to resolve any disputes that may arise. In addition, requesters can access real time information regarding their request through the PAL portal on the website.
FCA	O	11.3	N/A	FCA has not taken any steps recently to strengthen these services because there has been no need to due to a nonexistent demand. We are a small FOIA Office and not only provide personalized service to all requesters, but process all FOIA requests within 20 business days.
FCSIC		7.8	N/A	The Corporation has not taken any steps recently to strengthen these services because there has been no need to due to a nonexistent demand. We are a small FOIA Office and not only provide personalized service to all requesters, but process all FOIA requests within 20 business days.
FCC	O	11.3	DG	The services provided by the FCC's FOIA Requester Service Center and FOIA Public Liaison already are robust. Notwithstanding, during the reporting period the Service Center instituted a new practice intended to assist requesters in better formulating their requests. Prior to assignment of the request to a Bureau or Office for response, the FOIA Public Liaison consults with a designated team of FOIA legal specialists concerning new FOIA requests that seek broadly defined categories of information, potentially involve numerous Offices and Bureaus, and/or present novel or complex issues. The Service Center or FOIA legal staff will then communicate with the requester to clarify or revise the request as necessary so that the Bureau or Office subsequently assigned to process the request will be able to locate the responsive records and issue a response as efficiently as possible. More generally, the FOIA Requester Service Center and FOIA Public Liaison have primary responsibility for managing the agency's implementation of FOIAonline. FOIAonline allows requesters to obtain information about their requests electronically and at any time.



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Section II -- Steps Taken to Ensure that Agency Has an Effective System in Place for Responding to Requests (Req.)				
Agency	Requests for Expedited Processing		Agency complies with OIP guidance on "still-interested" inquiries	Agency took steps to strengthen FOIA Public Liaison Services
	Did agency maintain an avg. of 10 calendar days or less to adjudicate expedition?	Avg. Time to Adjudicate		
FDIC	DG	8.5	N/A	The FDIC regularly provides the link to the agency's Freedom of Information Act (FOIA) Service Center in its correspondence with requesters as well as contact information for FOIA/Privacy Act Group personnel. The FOIA Service Center includes dedicated telephone and facsimile numbers that requesters utilize to obtain information or raise concerns about their requests. In addition, every page of the FDIC's public website contains a link to the FOIA Service Center. Lastly, the FOIA Service Center provides contact information for the FDIC's Ombudsman who has been designated as the FDIC's FOIA Public Liaison and serves as a supervisory official to whom FOIA requesters can also raise concerns about the service received from the FDIC on their requests.
FEC	DG	5.6	N/A	The FEC's FOIA Requester Service Center staff and Public Liaison regularly communicate with the FEC's requesters to clarify requests and ensure that requesters are aware of potentially responsive documents that are already available through the Agency's website. The FEC receives a substantial number of requests each year from members of the public who are relatively unfamiliar with the Agency and its processes, as well as the types of information that we routinely disclose on our website. The FOIA Public Liaison and other Agency FOIA staff will reach out to these requesters, provide background information about the Agency to help clarify requests, and offer assistance in how to search the FEC's online databases to locate responsive information when applicable. Through these efforts, the Agency is able to meet these requesters information needs more effectively and efficiently (sometimes immediately) and prevent future FOIA disputes. The help prevent and resolve disputes the FEC also provides contact information for the FOIA Public Liaison in its acknowledgement letters and other communications with requesters.
FERC	DG	7.0	N/A	The FOIA Liason has enhanced routine interactions with requesters to clarify how material is filed and classified at FERC. This often includes an overview of the online FERC elibrary that contains detailed index sheets of documents that have been filed at FERC or issued by FERC. Requesters are also advised of the large volume of public material that can be viewed on their computer, without the necessity of a FOIA request. All guidance that is provided via a telephone discussion is now documented with a follow up email to each requester.



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Agency	Requests for Expedited Processing		Agency complies with OIP guidance on "still-interested" inquiries	Agency took steps to strengthen FOIA Public Liaison Services
	Did agency maintain an avg. of 10 calendar days or less to adjudicate expedition?	Avg. Time to Adjudicate		
FFIEC	DG	2.0	N/A	The FFIEC FOIA Public Liaison maintains contact with requestors by sending initial responses or calling them when the request is not clear or will take time to collect all responsive records. Depending on the request, the FOIA Public Liaison will call the requestor to clarify their request, or inform them of the FOIA process, to assist the requestor in getting the information they seek as quickly as possible. Often the FFIEC receives requests for data that are not an agency record and the Public Liaison will inform the requestor of options for where they may find the data they seek.
FHFA	DG	2.5	N/A	There has been no need to strengthen the services provided by the FOIA Requester Service Center or the FOIA Public Liaison as there has been no demand by requestor for these services.
FLRA	DG	9.3	N/A	While there has not been a significant need to strengthen dispute-related services due to low demand, the agency does notify requestors of the mediation program at the Office of Government Information Services at the National Archives and Records Administration in its responses to FOIA appeals.
FMC	DG	2.8	DG	Our Agency offers each FOIA requester personalized service and the opportunity to talk to, or directly email the FOIA professional processing their request. There has not been a need to take additional steps to strengthen our services as they are already robust and effective in meeting our goal to provide personalized customer service.
FMCS	N/A	N/A	N/A	The FMCS notifies requestors of the mediation services offered by the Office of Government Information Services (OGIS) in any case in which the requester registers a complaint or disagreement with the outcome. No cases of this type arose during FY 2015. Beginning in March 2015, the Agency began to provide this notification as a matter of course in all cases in which the requester is granted less than he or she seeks.



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Agency	Requests for Expedited Processing		Agency complies with OIP guidance on "still-interested" inquiries	Agency took steps to strengthen FOIA Public Liaison Services
	Did agency maintain an avg. of 10 calendar days or less to adjudicate expedition?	Avg. Time to Adjudicate		
FMSHRC	N/A	N/A	DG	As the Commission is quasi-judicial in nature, most of our requested records are public; and thus, it is rare that we have to deny a request. Also, the number of requests received at FMSHRC is relatively low. Because of this, our FOIA docket is manageable; and our FOIA officers are able to remain directly involved with each request and communicate directly with requesters during the processing period. Additionally, it is our practice to decide and fill requests within a week of receipt, which often circumvents the need to provide specific details on the handling of their individual requests. FMSHRC had its first and only appeal of a FOIA decision in FY 2013, which was decided in the requester's favor. Prior to that and since then, we have not had the occasion in which our FOIA Liaison was needed to assist a requester in resolving a dispute. FMSHRC's current policy for handling FOIA requests has proven to be an effective tool in the prevention of FOIA disputes, and because of this, we have not had the need to strengthen our Requester Services.
FOMC	DG	10.0	N/A	The FOMC FOIA Service Center does not receive a high number of requests per year, and has had very few FOIA disputes in recent years. We had only one appeal in the last fiscal year, and none in the two previous years. The FOMC FOIA Service Center has been in regular contact with all FOIA requesters whose requests take more than 20 days to process. Current procedures are believed to be quite robust and able to handle current demand.
FRTIB	N/A	N/A	N/A	There has been no need to strengthen these services due to low demand, however; it may be an area that our Agency FOIA professionals will discuss in 2016.
IMLS	N/A	N/A	N/A	IMLS FOIA requesters are routinely assisted by the IMLS Public Liaisons in resolving issues which may arise from time to time in the course of processing individual FOIA requests within the agency. In addition, as appropriate, IMLS FOIA requesters are notified that the Office of Government Information Services (OGIS) is available to offer mediation services and to resolve disputes between FOIA requesters and Federal agencies as a non-exclusive alternative to litigation.
IAF	N/A	N/A	N/A	Fortunately, the IAF has not had to resolve any FOIA disputes. Due to the low volume of requests we receive, it is very easy for our office to remain in contact with each FOIA requester.



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Agency	Requests for Expedited Processing		Agency complies with OIP guidance on "still-interested" inquiries	Agency took steps to strengthen FOIA Public Liaison Services
	Did agency maintain an avg. of 10 calendar days or less to adjudicate expedition?	Avg. Time to Adjudicate		
LSC	DG	1.7	N/A	With respect to steps LSC has taken to keep requesters informed about the FOIA process and their individual requests, LSC sends each requester an Acknowledgement Letter that provides an estimated response date to their request and a link to LSC's online tracking system so the requester can monitor the progress (http://www.lsc.gov/about-lsc/foia/status-foia-requests-2016). LSC also publishes its FOIA Handbook on its webpage, which details the FOIA process. With respect to dispute resolution services, LSC currently includes information about the mediation services offered by OGIS in LSC's appeal opinion letters, which is the final response on administrative appeal. LSC has not taken any additional steps to strengthen this service because there is low demand.
MSPB	R	15.0	DG	The MSPB expanded access to a dedicated FOIA mailbox (foiahq@mspb.gov) which is actively monitored to improve our responsiveness to inquiries and to allow our staff to better track information exchanged between the agency and requestors. Additionally, we immediately withdrew an initial response to a FOIA request upon realizing our error in a "no records" response, thus mooted an appeal and allowing for a "full grant" response.
MCC	N/A	N/A	N/A	The Chief FOIA Officer and Program Officer consistently communicate with requesters to answer questions and to clarify the nature of their requests. MCC did not receive any appeals during this reporting year and any disputes were resolved by proactively communicating with the requester to ensure that the requester understood how the request would be processed and a detailed explanation was given to the requester to help them understand the agency's response and release of applicable documents.
NASA	DG	0.2	N/A	NASA FOIA staff regularly work with requesters to inform them of the FOIA process and how requests are handled. If the requester has additional questions/issues, they are put in contact with the Principal Agency FOIA Officer who will work with them to resolve any issues.
NCPC	N/A	N/A	N/A	NCPC has no need to strengthen services to better inform requesters about their requests because of low demand and quick response times.



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Agency	Requests for Expedited Processing		Agency complies with OIP guidance on "still-interested" inquiries	Agency took steps to strengthen FOIA Public Liaison Services
	Did agency maintain an avg. of 10 calendar days or less to adjudicate expedition?	Avg. Time to Adjudicate		
NCUA	DG	1.0	N/A	The agency FOIA Requester Service Center and FOIA Public Liaison services are already robust and meet any demand for them. FOIA staff through the FOIA requester service center informs requesters about how the FOIA process works, provides details on the handling of individual requests, and assists requesters in resolving disputes. FOIA staff, as needed, communicates directly with requesters and also inform requesters if there is public information pertinent to their requests already available on NCUA's website. If necessary, FOIA staff works with requesters to significantly modify the requests to be for the information they are actually seeking. Further, if necessary, FOIA staff also assists requesters to identify other agency staff with whom to address substantive, non-FOIA issues.
NEA	DG	3.0	DG	Due to the relatively small number of requests we receive the FOIA officer is able to provide on open line of communication and accessibility for the requestors therefore no additional steps have been taken however should the need arise we will make adjustments accordingly.
NEH	N/A	N/A	N/A	NEH did not take any recent steps to strengthen its requester services because our primary FOIA professional is in direct contact with all FOIA requesters and currently offers robust and timely service to requesters. No requester called on our FOIA Public Liaison to assist them.
NIGC	LG	11.0	DG	The NIGC FOIA Office has had no need to strengthen its services because of the low demand. The NIGC's current staffing allows it to work with requesters to prevent and resolve disputes and to regularly correspond with its requesters via phone or email to provide updates pertaining to the status of their request.
NMB	N/A	N/A	N/A	The agency believes that these services are strong. Both FOIA personnel and FOIA Liaisons have resolved requester disputes. All contact information for FOIA personnel is publicly available on the agency's website and have been trained on reaching out to the requester in the event of an imperfect request or in the event the requester has sent their request to the wrong agency. Agency FOIA personnel work diligently to ensure that all requester questions or concerns are answered.
NSF	N/A	N/A	DG	NSF has a FOIA Public Liaison and provides contact information for this person on the NSF public website. Due to low demand for these services, NSF has not taken any recent steps to strengthen these services.



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Agency	Requests for Expedited Processing		Agency complies with OIP guidance on "still-interested" inquiries	Agency took steps to strengthen FOIA Public Liaison Services
	Did agency maintain an avg. of 10 calendar days or less to adjudicate expedition?	Avg. Time to Adjudicate		
NTSB	R	122.8	DG	Requester services are quite robust for requesters making inquiries concerning their FOIA requests. Not only is the Center and Liaison available but requesters can make inquiries on the NTSB internet via the Public Access Link (PAL), e-mail, or telephone. The few disputes that arise are rectified quickly.
USNRC	DG	1.0	N/A	The name, phone number, and e-mail address of the FOIA public liaison is publicized on the NRC FOIA page. The agency has an online electronic submission form for the public to submit concerns, comments, and questions: http://www.nrc.gov/reading-rm/foia/contact-foia.html
OSHRC	DG	9.0	N/A	Because of the small number of FOIA requests processed per year at OSHRC, our FOIA professionals are able to provide personalized service to each requester—this includes both providing information about how our FOIA process works and answering any questions related specifically to their request.
OGE	DG	9.0	N/A	In accordance with the recommendation of the Administrative Conference for the United States (ACUS) for procedural improvements related to resolving FOIA disputes through targeted ADR strategies, OGE conducted a self-assessment of and made adjustments to OGE's FOIA webpages and FOIA response letter templates to ensure that they call attention to the problem resolution assistance available from FOIA Public Liaisons, and provide direct contact information to reach OGE's Public Liaison.
OMB	N/A	N/A	DG	OMB continues to focus on improving the FOIA requester services it makes available to the public. Whenever feasible, communications with requesters are done over the phone or through e-mail, in order to provide the quickest response or feedback. Additionally, OMB's responses to administrative appeals inform requesters of the mediation services available at the National Archives and Records Administration's (NARA) Office of Government Information Services (OGIS) and provides the contact information for that office. Furthermore, in situations when a requester will incur fees for the processing of their request, OMB takes additional steps to keep the requester informed. OMB's response letters typically describe the services OMB performed (or those the agency anticipates performing) that will require a fee to be paid. For example, a response letter would detail that a search was conducted for a period of time at a particular rate. Furthermore, if the fee estimate is particularly high, OMB calls the requester to explain the estimated fee and the basis for the amount. OMB uses this opportunity to discuss ways to narrow the request with the requester to see if a more affordable approach is available.



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ONDCP	N/A	N/A	N/A	ONDCP updated the contact information for ONDCP's FOIA program and Public Liaison on our website. The past year, ONDCP has had phone calls with requesters more frequently to clarify existing requests and to help requesters get a better idea of what types of documents ONDCP has.
ONHIR	N/A	N/A	N/A	There was no need to strengthen these services due to low demand for them. Our current services meet the need of the public well.
OSTP	DG	7.0	DG	OSTP works to ensure that the FOIA process is transparent and embraces a spirit of cooperation when working with requesters. OSTP routinely engages with requesters regarding their requests and how to provide quality customer service when processing and responding to requests. In Fiscal Year 2015, OSTP continued to take steps to be more proactive in communicating with FOIA requesters at the beginning of the request process. OSTP FOIA professionals engage with requesters early to identify and prioritize the records that most interest them. Early engagement between FOIA professionals and requesters builds rapport while enhancing requesters' understanding of the agency's administrative process. This allows requesters to target the scope of their search and enable OSTP to locate the records sought in an efficient and expeditious manner. If OSTP identifies requests on similar topics, OSTP notifies the later requesters of the related former requests and offers to quickly send any previously released, responsive records to them. OSTP also regularly contacts FOIA requesters about their requests when the agency anticipates it will need to do rolling productions.
OSC	R	17.0	DG	OSC has implemented a procedure in which acknowledgement letters sent to all requesters are sent under the FOIA Public Liaison's signature, and contact information for the FOIA Public Liaison is provided. This ensures that the FOIA Public Liaison is accessible to all requesters at all processing stages of their requests.
ODNI	R	16.4	DG	Our office contacts requestors, either by phone or email, to negotiate the scope of their requests when necessary, or resolve any possible issues. We also maintain a FOIA hotline number for requesters to use to check the status of their request.
USTR	O	12.0	DG	USTR has a strong, effective system in place to advise FOIA requesters about the FOIA process and the status of their requests. Therefore, while USTR always tries to improve its program, at this time USTR does not need to take steps to strengthen requester communication and dispute resolution services.



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	Did agency maintain an avg. of 10 calendar days or less to adjudicate expedition?	Avg. Time to Adjudicate		
OPIC	N/A	N/A	DG	OPIC is a small agency with a low volume of requests and very few requester disputes. The FOIA Office routinely provides guidance to requesters with questions or issues and therefore demand for FOIA Public Liaisons or other assistance is very low. Accordingly, OPIC's FOIA budget focuses on processing requests.
PC	N/A	N/A	R	We are committed to giving superior customer service. Interactions of all kinds with the public show respect as well as carry information. We appreciate that communications are the basis for mutual understanding. It means that, formally, we don't have much demand for a service like dispute resolution.
PRC	N/A	N/A	N/A	Once a FOIA request is received, the Commission updates and posts the FOIA tracking log so that requesters can see that their request has been received. If the Commission has any questions or needs further clarification about the request, a member of our FOIA team immediately reaches out to the FOIA requester. The Commission also notifies the requester of any charges that apply and offers the requester the option to receive the response electronically or via hardcopy.
PCLOB	N/A	N/A	N/A	The agency has not taken any steps recently to strengthen these services because there has been no need to due to low demand. However, the PCLOB has a dedicated FOIA Public Liaison who is prepared to provide these services when needed.
USRRB	N/A	N/A	N/A	Yes. The RRB provides a full itemized breakdown of FOIA fees, including hourly and categorical breakdowns.
SSS	N/A	N/A	N/A	The agency has had no need to provide this assistance given the low number of requests received and budgetary constraints. However, staff did review DOJ OIP training on FOIA Public Liaisons. If the need should arise, the agency will take steps to train current FOIA staff as a collateral duty FOIA Public Liaison, provided budget funds are available.
SIGAR	DG	10.0	N/A	The SIGAR FOIA Public Liaison is able to keep requesters informed about how the FOIA process works and provide them with information about their individual requests. Due to this regular and timely communication we have been able to prevent any disputes and no requesters made appeals of FOIA decisions in FY 2015.



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	Did agency maintain an avg. of 10 calendar days or less to adjudicate expedition?	Avg. Time to Adjudicate		
STB	DG	5.0	DG	The Board created a FOIA Public Liaison, whose contact information is posted on our FOIA webpage. However, no requester for STB records has found it necessary to utilize this service. The Board has not created a separate requester service center, but its FOIA staff – from the FOIA officer down – work diligently to communicate with requesters to help them with their requests. The Board gives individualized attention to each request. As noted, the Board's FOIA staff can do this because, in the last five years, it has only received between 30-65 requests each year. Thus, in many ways, each employee on the FOIA staff is a liaison.
TVA	DG	5.0	N/A	TVA receives a relatively small number of FOIA requests compared to many other federal agencies (less than 200 per year). As such, the majority of requests are processed within 20 business days of receipt. TVA provides a phone number on its website for the public to call for the status of a FOIA request. This line is answered in person, by the FOIA Officer, during business hours. Any messages to this line are generally returned within 24 hours. Historically, the TVA FOIA Public Liaison has received only one or two inquiries per year. The FOIA Officer and the Public Liaison work together to provide information and counsel to requesters and to prevent or promptly resolve any disputes in a respectful manner.
USAB	N/A	N/A	N/A	We issue a preliminary response to all requesters within one business day of receiving a request, informing them that their request has been received and is being processed, and providing them with contact information if they have questions about the handling of their request.
USADF	N/A	N/A	N/A	In response to Question II.4 above, USADF had no disputes with requesters in Fiscal Year 2015, nor where there any administrative appeals, nor any pending appeals, of USADF responses to FOIA requests in Fiscal Year 2015, and there have not been any such appeals over the past several years. Because the demand for services to better inform requesters about their requests and to prevent or resolve FOIA disputes has been low or non-existent, USADF has not taken any steps recently to strengthen these services.
USAID	DG	0.2	DG	Members of USAID's FOIA Team routinely answer requester inquiries to include providing detailed statuses on the FOIA processing, and status of requests. Additionally, the USAID FOIA Public Liaison engages to resolve outstanding matters with the requester and in dispute resolution.



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	Did agency maintain an avg. of 10 calendar days or less to adjudicate expedition?	Avg. Time to Adjudicate		
USCCR	N/A	N/A	N/A	The USCCR is a small agency that receives less than 100 FOIA requests annually and does not have an FOIA Requester Center. The Office of General Counsel administers the agency's FOIA program. As reported in USCCR's fiscal year 2015 annual FOIA report, there were no FOIA backlogs or appeals, so the agency's FOIA services are already robust. (This is also included as an agency success story.) Therefore, there is no need to strengthen the services.
CO	N/A	N/A	N/A	Due to low demand and the robustness of information available on the agency website, the Copyright Office has not taken any steps to strengthen these services during this reporting period.
USIBWC	N/A	N/A	DG	The Agency has not taken any recent steps to strengthen FOIA requester services because of the low volume of FOIA requests received by the Agency. Due to the low volume of requests, the Agency's FOIA contacts are able to provide robust requester services to each FOIA requester, and the Agency FOIA contacts regularly engage in direct communication with FOIA requesters regarding their individual requests.
USITC	DG	1.0	N/A	The Commission has not taken any steps to strengthen these services because there has been no need due to low demand.
USTDA	N/A	N/A	N/A	As a small agency with a relatively low volume of FOIA requests, USTDA has not found a need to strengthen already-existing requester services. This is in part due to the fact that the Assistant General Counsel responsible for FOIA matters is able to devote attention to each individual FOIA request, thereby working on a request-by-request basis to ensure that any requester services that may be necessary are provided.



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Agency	Process for Identifying Frequently Requested Records	System in Place to Identify Records for PD	Challenges to Posting Material Online	Other Steps Taken to Increase PDs
ACUS	Fifty percent of the agency's FOIA/PA requests are from federal prisoners who are requesting records about themselves. ACUS will never have such documents, despite the fact that they are frequently requested. Other duplicative requests usually appear to be blanket distributions to all agencies for documents that do not exist or are not in this agency's possession. If the agency does receive a legitimate request for a record or document of this agency not already posted on our website, and it is determined by the FOIA team that the record or document may be of interest to the general public, then that item is posted on the agency's website (even though it may have been requested only one time).	DG	No	No. Our existing practices for proactive disclosure are quite comprehensive. It would be nearly impossible to make more information publicly available than we already do.
ABMC	ABMC monitors its FOIA logs. Frequently requested information is posted on www.abmc.gov . This information is posted in the FAQ section of the agency website or in the section pertaining to burials in ABMC cemeteries.	DG	No	N/A
NRPC	The FOIA Office makes decisions regarding the disclosure of frequently requested records and departments are notified. Records are reviewed and a determination is made as to whether the records would be of public interest. For example, Amtrak received multiple requests for its Procurement Manual. A copy of the manual was posted on Amtrak's Procurement website: https://procurement.amtrak.com . Lately, Amtrak has not received a lot of requests seeking the same records.	DG	No	N/A
AFRH	AFRH FOIA liaison monitors the FOIA log and will identify if there are records that should be posted. AFRH does have a "reading room" that contains our agency's quarterly and annual report as well as other helpful information and can be accessed using this link https://www.afrh.gov/foia/reference-material	DG	No	N/A
FRB	Yes. When the Board receives a FOIA request, FOIA professionals use processing software to identify previous requests for the same or similar records. If it is determined that multiple requests for records subject to disclosure under the FOIA have been received, the documents are deemed "frequently requested" and are posted on the Board's website.	DG	Yes	Resolutions Plans: Pursuant to statute and inter-agency regulation, certain financial firms are required to submit an annual plan that describes the firm's strategy for a rapid and orderly resolution under the U.S. Bankruptcy Code in the event of material financial distress or the firm's failure. In Fiscal Year 2012, the first year that the plans were required to be filed by the largest and most systemic firms, the Board began posting the public portions of these annual resolution plans on its website. The public portions of plans submitted by all other covered companies also have been posted to the Board's website. [...] Applications: To enhance transparency in the Federal Reserve's applications process and provide the banking industry and general public with better insight into the issues that could prevent the Federal Reserve from acting favorably on a proposal, the Federal Reserve started publishing a semi-annual report that provides pertinent information on applications and notices. The report includes (1) statistics on the time required to process applications; (2) information about the volume of approvals, denials, and withdrawals of applications; and (3) the primary reasons for withdrawals of applications.



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BBG	The FOIA Office monitors all incoming requests to determine when public interest in a particular record or records warrants considering proactively disclosing them on the agency's website in its FOIA Electronic Reading Room. Whenever the agency has two or more open requests for identical records, or has received three or more requests for identical records in a fiscal year, the FOIA Office proactively discloses the records responsive to those requests in its Electronic Reading Room on the agency's public website. If the agency receives three or more requests for substantially similar information within a fiscal year, the FOIA Office reviews its request files to determine there was a common set of records or documents released among them and, if there was, whether or not posting those records to the Electronic Reading Room would be likely to satisfy future like requests.	DG	No	N/A
CSB	Within the last two years, few individual CSB records have been "frequently requested." We do monitor our FOIA logs for frequently requested records.	Y	No	N/A
CPPBSD	All FOIA requests are monitored although as a small agency there are very few FOIA requests annually. If any "frequently requested" records are identified, then they are considered for posting online.	DG	No	N/A
CFTC	The agency routinely monitors its FOIA logs to determine if records have been frequently requested. However, the agency does not receive a high volume of requests that fall into this category.	DG	No	N/A
CFPB	The FOIA Office has the ability to utilize eFOIA software and review of FOIA logs to identify records that have been requested at least three times.	DG	No	In June 2015, the CFPB began publishing consumer complaint narratives where the consumer has consented to publication about mortgages, bank accounts and services, credit cards, debt collection, credit reporting, and more. These consumer narratives provide a firsthand account of the consumer's experience and provide context to complaints, are easily searchable, and help spotlight specific trends. Additionally, the narratives can also help consumers to make more informed decisions as well as encourage companies to improve the overall quality of their products and services.
CNCS	The FOIA official monitors the FOIA log.	DG	No	The Knowledge Network link on www.nationalservice.gov takes users to CNCS's extensive library of resources about service in the context of the agency's six priority areas.
CIGIE	With a low volume of requests, FOIA staff is familiar with frequently requested records and as such CIGIE takes action to post such routinely received requests.	DG	No	N/A
CEQ	CEQ monitors its FOIA logs to identify "frequently requested" material for posting.	DG	Yes	CEQ posts proactive disclosures and solicits comments through its website. CEQ also maintains an online reading room where it posts and updates agency reports, publications, and documents frequently requested under FOIA. The site also contains historical materials such as the legislative history of NEPA and CEQ's past annual reports on NEPA compliance.



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CSOSA	At this time, we do not have any "frequently requested" records that should be posted online because our "frequently requested" records are supervision records of current and former offenders which are Privacy Act protected and should not be posted online.	Y	No	Not at this time.
DNFSB	When more than one request is received for the same information, the agency considers whether to post that information online. Because the agency receives so few requests annually, it is easy to determine whether the information has been requested previously.	DG	No	DNFSB added new content to its website in order to enhance transparency of its operations to the public, Congress, and key stakeholders. DNFSB began publishing Monthly Site Reports for five defense nuclear facilities in FY2015, and also began posting the Board's notational vote sheets, thereby allowing the public, Congress, and key stakeholders to see what the Board is voting on, its decisions, and its rationale. The links for these items are available at http://www.dnfsb.gov/board-activities/reports/site-rep-monthly-reports and http://www.dnfsb.gov/board-activities/voting_record_2015 .
Ex-Im Bank	The FOIA Team reviews recent disclosure trends to identify requests or information that may be of interest to the public, and discusses placing that information on our FOIA Website. Also, Ex-Im Bank continues to update the downloadable statistical data relating to Bank transactions, which is available on the Website.	DG	No	The Ex-Im Bank Library identifies and makes publicly available certain historical documents. These materials are available at: http://www.digitalarchives.exim.gov/cdm/ . Also, Ex-Im Bank uses social media tools such as YouTube, Twitter and LinkedIn to distribute information about the Bank.
FCA	We do not have a process to identify frequently requested records because we receive approximately 50 requests or less per year. The FOIA Officer would automatically identify "frequently requested" records due to the low volume of requests. However, to date, we have not identified any "frequently requested" records.	DG	No	N/A
FCSIC	We have a process to identify frequently requested records as follows. The FOIA Officer would automatically identify "frequently requested" records due to the low volume of requests. However, to date, we have not identified any "frequently requested" records.	DG	No	N/A
FCC	In addition to maintaining a conventional room at its headquarters, the FCC maintains an electronic reading room on its website in order to provide "frequently requested" records to the public as required under Subsection (a)(2) of the FOIA. Agency staff identify and select for posting on an ongoing basis documents that are among the four categories of information required under Subsection (a)(2)(A)-(D). More specifically, because the agency processes relatively few FOIA requests using the same staff, it is readily apparent to them when records are requested multiple times. [...] The FCC Electronic Reading Room may be accessed at: www.fcc.gov/general/freedom-information-act-electronic-reading-room .	DG	No	It is the FCC's policy to post on its website any of its information that is of general interest to the public so long as there are no national security, law enforcement, legal, or privacy issues that prohibit its publication. The inventory of website content disclosed pursuant to this policy also is posted online at https://www.fcc.gov/general/website-inventory-priorities-and-schedules .



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FDIC	When a FOIA request is received, the FDIC's FOIA/Privacy Act Group uses its FOIA processing software to identify previous requests for the same or similar records. If it is determined that multiple requests for records subject to disclosure under the FOIA have been received, the documents are deemed "frequently requested" and are posted on the FDIC's website or otherwise made available for public inspection and copying.	DG	No	The FDIC continues to use its website, social media, webcasts, podcasts, and publications to proactively make information available to the general public. An email subscription service, RSS feeds, as well as the FDIC pages on Facebook and Twitter allow the public to receive many different alerts, including news releases, Financial Institution Letters, consumer updates, statistical publications and other information.
FEC	The FEC generally does not receive many FOIA requests for the same documents. However, the Agency's FOIA Requester Service Center monitors its FOIA request log, and when frequently requested records are identified, they will be posted to the Commission's website.	DG	No	None.
FERC	Yes. Reports from the FOIA tracker system are reviewed to identify frequently requested records.	DG	No	FERC will continue to pursue potential opportunities to increase proactive disclosures and implement them accordingly.
FFIEC	As reflected by our extremely low volume of FOIA requests annually, 18 in FY 2014 and 23 in FY 2015, the FFIEC FOIA Public Liaison routinely reviews the FOIA logs to identify instances of "frequently requested" records. Identification of such instances is presented to the Chief FOIA Officer as additions to the FFIEC website.	DG	No	The FFIEC is in the beginning phase of a multi-year initiative for updating the website to increase a positive user experience in locating the information or contacts they seek, which will include another review of agency records that could be proactively disclosed. In FY 2015 the FFIEC press releases were better organized on the website so that they appear by year now, instead of one long list. (http://www.ffiec.gov/press.htm) The historical list of FFIEC Federal Register filings was revamped and broadened to include the all filings made and sorted into columns and tagged with the subject matter to enhance the usability of the list. When available from the U.S. Government Printing Office website, a hotlink is included for the public to access the filing immediately from the FFIEC website. (http://www.ffiec.gov/press_register.htm) These updates to the FFIEC website have been positively received and are significant enhancements in efficiency and proactive disclosures.
FHFA	FHFA's FOIA Office regularly reviews its FOIA logs to determine whether multiple requests have been made for the same records and, to the extent there are multiple requests for the same records, the FOIA Office works with program offices and the Open Government team to identify records and data that can be made publicly available. The Office of Inspector General, through its commercial-off-the-shelf FOIA software system, is able to identify frequently requested records and through this the Office of Inspector General is able to proactively post monthly interim responses and documents on the Office of Inspector General's website under the Electronic Reading Room.	DG	No	N/A



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FLRA	The Chief FOIA Officer works closely with top-level agency officials to ensure that any agency publications or materials that would be subject to Subsection (a)(2) of the FOIA are available to the public and posted to the agency's "electronic reading room" and its website pages dedicated to the agency's decisions, manuals, and other appropriate materials. Currently, there is a process in place to automatically include certain records to the publicly-accessible areas.	DG	No	As noted above, the Chief FOIA Officer periodically reviews the agency's FOIA website and contacts the IT unit and other key agency personnel to determine if there are additional materials beyond those covered by FOIA requests that are appropriate for posting.
FMC	The FOIA professional determines if multiple requests have been received for the same information by consulting the FOIA log. If multiple requests have been identified we work directly with the Agency Webmaster to post such information.	DG	Yes	No
FMCS	Since all requests are processed by the CFO, he is in a position to make a determination with respect to proactive disclosure on a case-by-case category or basis. The CFO reviews FOIA logs to determine trends in the type of information requested and to determine if the Agency has received multiple requests on the same subject.	DG	No	At conferences and meetings, the Director of Arbitration Services informs the public about the availability of the F-7 notices in the FMCS website.
FMSHRC	Yes. FMSHRC's FOIA officers monitor our FOIA log to classify frequently requested material. When material is detected, it is brought to the attention of our General Counsel and Office of the Chairman who are charged with identifying records for proactive disclosure. The General Counsel and Chairman's office also consult with FOIA officers to identify records that may be of general interest to the public for the purpose of posting on the agency's website.	DG	No	FMSHRC is currently constructing a new section of the agency's website that will allow the public to conduct status checks of its cases via an online database.
FOMC	The FOMC consults its FOIA logs, but also its knowledge of its own records and documents and makes every effort to proactively release document series and materials that are a regular part of its meeting cycle. In FY 2015, the FOMC Secretariat began the process of adding to these proactively disclosed materials by pulling together and preparing memos for public release based in part on retrospective and anticipated FOIA demand. A link to these frequently requested memos is available in our FOIA reading room.	DG	No	To address the requirement to meet the Section 508 standard, additional staff have been trained to fulfill these requirements and thus increase the amount of proactive disclosures possible in coming years. In addition, a new process has been put in place to continue to identify documents that can be made available on our website. FOMC FOIA Service Center staff also continue to solicit internal input on documents that would be most helpful to release proactively, in addition to the documents released in our standardized annual process.
FRTIB	The Agency will look at how often a record has been requested to determine whether it should be posted online. However, our Agency may be unique in that we do not receive too many requests for the same record.	Y	No	N/A



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Agency	Process for Identifying Frequently Requested Records	System in Place to Identify Records for PD	Challenges to Posting Material Online	Other Steps Taken to Increase PDs
IMLS	FOIA Representatives continually monitor the IMLS FOIA Logs for “frequently requested records.” If “frequently requested” agency material or records are identified, that information is referred to the Open Government Working Group for review, discussion or appropriate authority to proactively disclose the information to the public. FOIA Representatives also regularly consult with the agency’s program office staff to see if similarly requested agency records can or should be made available through the IMLS website. When appropriate, IMLS will also link FOIA requesters to SLAA or other Federal agency websites which may contain related information (i.e., Federal grants, contracts, etc.).	DG	No	As discussed more fully in the Success Story below, IMLS launched a newly redesigned website in 2015 that will facilitate increased proactive disclosure and accessibility of IMLS information. In addition to posting material on the IMLS website, the agency continues to expand its presence on social media platforms, including by posting information on the IMLS Facebook page, and Twitter page. IMLS is continuing efforts to further increase public access to information regarding the Grants to States Program. The agency is working on the development of a new State Programs Report (SPR) tool that will not only improve reporting from State grantees, but also will include a new public-facing website that will enable the public to access information about these grants. In addition, IMLS continues to explore opportunities to move certain Grants to State Program information from a password-protected extranet (which historically has been limited solely to grantees) to the agency’s public website.
IAF	FOIA personnel work with the IAF’s Office of Government and External Affairs to publish “frequently requested” information on our website’s FOIA E-reading Room.	DG	No	The IAF has utilized social media including Twitter (@IAFgrassroots), Facebook, Instagram, Vimeo, YouTube, and LinkedIn to proactively disclose information about agency activities.
LSC	Yes. Because many of the records identified for proactive disclosures are either generated by or must be reviewed by the Office of Legal Affairs (OLA), the FOIA professionals, most of whom are staff members in OLA, are able to routinely post such records on the LSC website without delay. The FOIA Analyst also routinely reviews the FOIA electronic reading room to see when new postings of proactive disclosure documents are made by individual offices and includes this information in the weekly FOIA report to management. In addition, the January and February 2016 trainings that were provided to members of management and staff members having FOIA responsibilities addressed the importance of proactively disclosing records and the categories of proactive disclosures under FOIA.	DG	No	LSC recently launched its new website, which includes a page dedicated exclusively to FOIA. The new FOIA page has a user-friendly interface and contains the following categories of information: (1) FOIA Handbook; (2) FOIA Reports; (3) FOIA Public Reading Room; (4) FOIA Appeal Letters; (5) Status of FOIA Requests; (6) Status of FOIA Request Archives. LSC continues to convert information from PDF to HTML format so it is searchable and its website contents are mobile friendly to ensure the public has access to LSC’s information and records from tablets and smartphones. Lastly, LSC increased the use of social media tools such as Facebook, LinkedIn and Twitter to highlight and disseminate information about LSC and its grant recipients.
MSPB	We have begun to conduct queries in the FOIAonline system to identify frequently requested records. For example, as noted below, we posted our “Organization Functions & Delegations of Authority” on our website. In FY 2016, we plan to expand these efforts to post appropriate records on the MSPB website.	DG	Yes	N/A
MCC	MCC processes very few requests each year which vary significantly with respect to the information that the requester is seeking. As a result, the requests cannot be categorically identified as “frequently requested” records. MCC does review its FOIA logs to determine where there has been a similar request for records.	DG	No	N/A



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Agency	Process for Identifying Frequently Requested Records	System in Place to Identify Records for PD	Challenges to Posting Material Online	Other Steps Taken to Increase PDs
NASA	NASA offices post material that is of current public interest on the FOIA and mission websites. Typically, FOIA offices post all contract documents that have been requested under the FOIA. In general, the FOIA offices post material that has been the subject of public interest or is anticipated to be of public interest regardless of the number of FOIA requests for the documents. The FOIA offices also work with the mission/program offices to identify documents that should be posted on both websites.	DG	No	N/A
NCPC	The Chief FOIA Officer maintains the Agency's FOIA logs such that it would be readily apparent if the same documents have been requested more than once.	DG	No	There were no steps taken during the reporting period to increase proactive disclosures because there was nothing to be proactively disclose.
NCUA	When a record is requested multiple times, FOIA staff identifies the record and informs the Chief FOIA Officer that it should be posted online. The FOIA staff then send the record to the agency webmaster to post it at https://www.ncua.gov/services/Pages/freedom-of-information-act/requested-information.aspx .	DG	No	The agency continues to proactively disclose information to increase the public's awareness of its mission and role through releases to the public, including postings on its open government page at https://www.ncua.gov/About/Pages/open-government.aspx .
NEA	Yes, the FOIA log is monitored. Incoming requests are reviewed carefully specifically looking for similar or repeat requests. Responsive records are assessed to note if a particular topic or area of concern that should be taken in consideration or addressed when making posted material or information more available to the public.	DG	No	The NEA is committed to an open and transparent view of the organization and its operations, information is regularly updated and posted on our website.
NEH	Our FOIA professionals regularly review the NEH FOIA log and automatically evaluate any record that has been requested twice as a potential "frequently requested" record.	DG	No	Starting with Fiscal Year 2016, NEH will post in the NEH FOIA Library most nearly all records NEH releases in response to FOIA requests. Also, we have encouraged program officers and divisional staff to review their records for documents they feel would be of interest to the public, and to work with NEH FOIA professionals to review and release these records.
NIGC	The NIGC is a very small agency with a relatively low number of FOIA requests received each year. Accordingly, the same individuals work on all requests and log them into the agency's database. When the request is logged in, it is immediately reviewed to determine whether responsive documents have already been processed and released. In that manner, the agency is quickly able to determine if a particular record has already been requested. In cases where the agency receives a second request for the same document and reasonably anticipates a third, it works with its IT staff to ensure that the document is placed in its online reading room.	DG	No	As mentioned above, the agency strives to place all final versions of agency opinions and decisions to its website and to keep all matters that may be of interest to requesters updated in its reading room.



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NMB	Personnel periodically review agency records to determine their status, make recommendations to Chief FOIA Officer who makes final determination and directs the records to be posted on the agency's website. Agency FOIA personnel and agency public information personnel work closely together to facilitate this process. Agency FOIA personnel also monitor the FOIA log to assist in determining frequently requested reports. Once a request has been made more than twice by different requestors the agency will designate it as a frequently requested record and post it on the agency website.	DG	No	No
NSF	The NSF FOIA Officer processes all FOIA requests and reviews records for proactive disclosure on a case-by-case basis. The NSF FOIA Officer is also familiar with the topic areas at the agency that tend to generate "frequently requested records," such as the NSF Antarctic Program, and ensures that these records are posted online. The majority of the requests NSF receives are for research proposals and NSF rarely receives a request for the same research proposal more than once. NSF is working to better anticipate what information the public has an interest in and then get it posted to the NSF website proactively.	DG	Yes	The NSF FOIA Officer, Chief FOIA officer, and members of the team working on the NSF Open Government Plan continue to meet and discuss potential proactive disclosures and ways to make access to this information easier for the public.
NTSB	FOIA logs are monitored for "frequently requested" records.	DG	No	N/A
USNRC	The agency's FOIA processing system links similar or duplicate requests and identifies frequently requested records.	DG	Yes	In meetings and discussions with representatives of program offices, the FOIA staff strongly recommends the proactive release of program office records of interest to the public.
OSHRC	Any record requested (or anticipated to be requested) three or more times is flagged by our FOIA professionals and posted online in our e-FOIA Reading Room.	DG	No	The Chief FOIA Officer works to maintain open lines of communication between the FOIA Requester Service Center and key agency personnel. For example, OSHRC's Chief FOIA Officer ensured that OIP's recently released FOIA infographic was included in the agency's new employee handbook. This infographic reminds all OSHRC employees of the role they play in the FOIA process, which includes identifying records suitable for proactive disclosure. Additionally, in keeping with the Open Government Directive issued by the Office of Management and Budget on December 8, 2009, OSHRC continually monitors and updates its Open Government page at www.data.gov .
OGE	OGE has included a distinct step in its FOIA processing procedures that directs FOIA professionals to determine whether a record has been subject to previous FOIA requests, and, if so, to flag that record for proactive disclosure in OGE's FOIA log.	DG	No	In accordance with OIP's guidance designed to improve agency compliance with the FOIA's proactive disclosure provision in line with the tenets of Attorney General Holder's FOIA Guidelines (March 15, 2015), OGE conducted a self-assessment of and made adjustments to OGE's FOIA processing procedures in order to implement OIP's guidance on proactive disclosure of non-exempt agency information. Specifically, OGE amended its FOIA processing procedures to specifically require that OGE identify records of interest to the public on an ongoing basis and to systematically post such records, whether or not they are responsive to a specific FOIA request.



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OMB	As OMB completes a response to a FOIA request, staff in the relevant program office, OGC, and the Management and Operations Division (MOD) review those records to determine whether it would be helpful to post any material provided to the requester on OMB's various websites, including examining whether the material is subject to frequent requests.	DG	No	Furthermore, OMB staff outside of the personnel working on FOIA are involved in several initiatives to proactively release information. OMB staff continue to make datasets and information publicly available on a host of sites, including http://www.whitehouse.gov/open/around/eop/omb/datasets , Data.gov (http://www.data.gov/), ITdashboard.gov (https://itdashboard.gov/), USAspending.gov (http://www.usaspending.gov/), Performance.gov (http://www.performance.gov/), and Recovery.gov (http://www.recovery.gov/). For example, for over a decade, OMB's Office of Information and Regulatory Affairs (OIRA) has provided information about its work related to regulatory review on www.RegInfo.gov and on OIRA's website. In February 2010, the "OIRA Dashboard" was added to RegInfo.gov, which provides detailed information about regulatory actions under OIRA review. Among other things, the Dashboard graphically displays regulatory actions under review by agency, length of review, economic significance, and stage of rulemaking. [...]
ONDCP	ONDCP received less than 50 requests this year, so we are able to monitor if certain records were frequently requested. ONDCP does proactively disclose numerous documents on its website on a regular basis.	DG	No	ONDCP has made an ongoing effort to provide more substantive information and data on its website, through email, and through social media.
ONHIR	Not applicable due to the nature of our records. We do not have any frequently requested records.	R	No	N/A
OSTP	OSTP is a small agency and does not frequently receive multiple requests for the same or similar records. Should records become "frequently requested," the FOIA professionals will conduct an analysis to determine whether those records may be posted online. Additionally, as described below, OSTP endeavors to proactively disclose records whenever possible.	DG	Yes	OSTP has expanded its efforts to proactively provide the public with information about Administration initiatives through robust use of the OSTP website. OSTP's website now includes descriptions and links for much of OSTP's current work, including timely information about current initiatives. OSTP continues to proactively post more information to its website and does so in ways that will be most useful to the public, as described further in Section IV.
OSC	When OSC receives a request that appears similar to one we have already received, the FOIA Team searches our tracking system for subjects that seem to come up repeatedly in FOIA requests. The FOIA Team also routinely discusses whether certain types of records should be labeled "frequently requested" at its weekly meetings.	DG	Yes	OSC will continue to review and post our FOIA Logs on our public Web site in FY 2016.
ODNI	At the beginning of the fiscal year, ODNI posted records any time more than one request for the records was received within a two week period. As a participant in the FOIA For All Pilot, ODNI began posting all documents released through FOIA to its public website in August 2015.	DG	No	ODNI has published an implementation plan for the Principles of Intelligence Transparency for the IC that sets forth a range of specific initiatives for enhancing transparency in a coordinated, consistent, and credible manner. ODNI has also published transparency commitments as part of the third national action plan for open government. ODNI is leading and coordinating the IC's execution of those initiatives and commitments.



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USTR	USTR monitors its FOIA logs to identify "frequently requested" records.	DG	Yes	USTR frequently uses social media like Twitter, Facebook, and YouTube as a key medium to publicize information and to engage the public in discussion and awareness of free trade agreement issues. In addition, USTR has launched accounts on the blogging platform Medium for USTR and Ambassador Froman, through which USTR published the full Trans-Pacific Partnership text in a user-friendly and readable format. USTR's usage of Medium follows a growing trend by other White House offices to publicize important issues using the latest and most visible social media platforms. The TPP text joins other major publications such as the President's 2016 Fiscal Year Budget, the Iran Deal, and the U.S. Digital Service Design Standards Manual that all have been published on Medium over the past year.
OPIC	The FOIA Office receives approximately 30 to 40 requests a year, therefore a FOIA Officer will review the FOIA Log at least once a year to determine if any records have been frequently requested.	Y	No	OPIC website and social media outlets continue to be improved based on internal and external feedback.
PC	If we receive three requests asking for the same information, that information is considered for posting by the FOIA Officer.	DG	No	N/A
PRC	The Commission hosts a series of periodic public meetings and publicly webcasts and archives audio recordings of these meetings, hearings and technical conferences on the Commission's website. These are updated on a continual basis. Inquiries from the public or the press are examined to determine whether posting Commission records could address future inquiries of the same type.	DG	No	The Commission publishes: Detailed monthly updates to the Consumer Price Index calculations relating to the price cap on Market Dominant postal products. This is a valuable resource for the mailing industry and the public; A statistical tabulation of Negotiated Service Agreements (mailing contracts between the Postal Service and private companies); A regularly updated Library of Workshare Cost Avoidance Models, which is helpful to the mailing industry and the public; Materials distributed at Commission-sponsored technical conferences; Informative Workpapers filed as part of Commission dockets; Mail Classification Schedule
PCLOB	The Board's FOIA Officer is charged with monitoring the Board's FOIA requests to identify "frequently requested" records to be posted online.	DG	No	The agency has not yet needed to take steps to increase proactive disclosures. The Board's FOIA professionals are aware of the duty to proactively disclose agency records and do so by posting records on the Board's website in a timely manner.
USRRB	We routinely continue to review, analyze and improve our release of "frequently requested" record's consulting with agency administration, program, and operation bureaus with an emphasis on routine/recurring requests and website content identified through monitoring our agency FOIA logs and website. Below is current "frequently requested information" available on the Board's website without filing a FOIA request: [see report for examples]	DG	No	N/A



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SSS	Information is reviewed to see how often the topic is requested. If it is requested more than a few times, the information is posted on our website or on our Facebook page. FOIA staff solicits information on topics of interest and developing issues from agency staff at all levels on an ongoing basis. With agency staff input, FOIA and PIA staffs post this information on our website and social media venues.	DG	No	N/A
SIGAR	SIGAR FOIA professionals use a tracking database to carefully assess all customer requests to determine if records are required to be posted under Subsection (a)(2) of the FOIA.	DG	No	N/A
STB	Yes. As required, if an item is requested three times, or if the Board anticipates that a record might be frequently requested (based upon staff's review of the Board's FOIA logs), the Board posts that record on its website.	DG	Rarely	Because our FOIA Officer is also our Paperwork Reduction Act Officer, she is well aware of the information collected by the agency and is always on the lookout for opportunities to make proactive disclosures.
TVA	The FOIA Officer closely monitors information requested under FOIA to identify records that meet the requirement for online posting under Subsection (a)(2) of the FOIA.	DG	No	N/A
USAB	We receive on average fewer than 20 requests annually; all requests are handled by the same individual at the agency, and are evaluated to determine if the requested documents constitute "frequently requested" records subject to posting on the agency's website.	DG	Yes	N/A
USADF	In response to Question III.6 through III.8, above, USADF maintains and updates on a regular basis a comprehensive website on the Foundation, its policies and programs, www.usadf.gov . USADF management has identified transparency and openness as among the Foundation's core operating principles.	DG	No	In response to Question III.6 through III.8, above, USADF maintains and updates on a regular basis a comprehensive website on the Foundation, its policies and programs, www.usadf.gov . USADF management has identified transparency and openness as among the Foundation's core operating principles. As stated on the website, Transparency promotes accountability by providing the public with information about what the Government is doing; Participation allows members of the public to contribute ideas and expertise so that their government can make policies with the benefit of information that is widely dispersed in society; Collaboration improves the effectiveness of Government by encouraging partnerships and cooperation within the Federal Government, across levels of government, and between the Government and private institutions.



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USAID	The FOIA Registrar reviews all incoming FOIA requests and scans the database to identify any similar information requests. If more than two (2) similar requests are identified, the responsive documents are reviewed to consider if the information is appropriate for proactive disclosure and posting online.	DG	No	USAID is in the process of implementing phases two (2) and three (3) of the IATI cost management plan. As a result, USAID anticipates publishing an additional eleven (11) IATI data fields on ForeignAssistance.gov. Further, USAID has integrated language into all new and existing awards made to its implementing partner community making it a requirement to submit datasets to the Development Data Library at www.usaid.gov/data . It is USAID policy to release this data to the public, by default, unless prohibited for reasons of privacy, security, or other considerations allowable by law. USAID's Open Data Team conducts periodic briefings for Agency personnel and representatives of the partner community explaining the value of open data, emphasizing the U.S. Agency for International Development's importance of submitting datasets to the Development Data Library and exploring suitable methods for balancing data protection with USAID's commitment to transparency.
USCCR	The USCCR's FOIA staff maintain a log which includes a brief description of requested records. FOIA staff monitor which records are repeatedly requested and should be proactively disclosed.	DG	Yes	FOIA staff have suggested to the agency's Staff Director and Assistant Staff Director, that a webpage be set up for each USCCR briefing, which includes all press releases, panelists' statements, transcripts, and reports to proactively disclose more information. In addition, this would reduce FOIA requests for these records.
CO	The agency monitors its logs to identify such records.	DG	Yes	N/A
USIBWC	The Agency has no formal system or process for identifying "frequently requested" records. But, because the FOIA staff is small and the volume of FOIA requests relatively low, the staff can identify what type of data is frequently requested without a formal process.	R	No	This year, the Agency has identified three type of records that are frequently requested – water quality data in the lower Rio Grande; Transboundary Aquifer Assessment Program data; and geographic information system (GIS) data. During 2015, the Agency began creating web portals to this frequently requested information and posting data that has been approved for release through these portals. The Agency anticipates that these portals will go live during 2016.
USITC	The Commission process for identifying "frequently requested" records is to analyze the records to see if records have been requested at least three times. Once those requests are identified and categorized, the relevant records are posted on the agency's FOIA webpage.	DG	No	In May 2015, the agency provided three (3) days of free training to the public regarding the Commission's public interface for section 337 investigative data (337Info repository). These training opportunities allowed the public to learn more about the features of the repository, how to quickly search and obtain section 337 data and helped further the agency's goals to ensure the presumption of openness.



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USTDA	USTDA is a commercially-focused Agency with a significant interest in disseminating clear and useful information about its activities to the public, and therefore maintains an organized, searchable and regularly updated website with information on past and ongoing projects and activities. The Agency website was re-designed during FY2015 in order to make it even more informative, engaging and user-friendly. Given the nature of USTDA's work (including providing grant funding for feasibility studies and technical assistance projects), the most frequent requests are for the reports detailing the results of such studies and projects. These reports are made public through the USTDA library, the index to which is publicly available on the USTDA's website at https://www.ustda.gov/ustda-library . Members of the public may browse the index on our website and may request a copy of these reports via email. In addition, because the Assistant General Counsel responsible for FOIA matters is able to devote attention to each individual FOIA request, this individual is able to continuously consider and note whether additional topics or records are being "frequently requested."	Y	No	USTDA continually strives to increase proactive disclosures with respect to USTDA's library database of USTDA-funded activities, available online at https://www.ustda.gov/ustda-library . The USTDA online library allows individuals to electronically search USTDA's library database for completed USTDA-funded studies by region, country or sector.



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Agency	Section IV -- Steps Taken to Greater Utilize Technology			
	Agency is Taking Steps to Make Online Info. More Useful	Examples of Improvements	Posted All FY 2015 Quarterly Reports	Agency Uses E-mail to Communicate with Requesters
ACUS	DG	As noted last year, ACUS has won awards for its website in the past based on its ease of use. For example, Tripwire Magazine voted ACUS's website #34 out of 35 most visually appealing government websites (internationally). The magazine gives particular attention to sites that have an "accommodating user interface to provide users a better experience." The usability of our website has been improved even since the time of that award. Moreover, we have been invited by the American Bar Association to help them improve the usability of their website (because they believe our website is an excellent model). Our budget is too small to develop mobile applications, and our website content would have limited utility in a mobile application, in any event. However, ACUS was one of the first federal agencies to have its .gov domain hardcoded into major web browsers as HTTPS-only. This gives our website visitors a secure search environment, and protects our users (including our employees) from malicious interceptions, etc. For more info, read this article from GSA's 18f group: https://18f.gsa.gov/2015/02/09/the-first-gov-domains-hardcoded-into-your-browser-as-all-https/ .	LG	DG
ABMC	DG	Yes. New search functionality for the ABMC burial register was deployed in Nov. 2015 on the agency website (https://www.abmc.gov/database-search). Modifications and updates to the agency website are ongoing.	DG	DG
NRPC	DG	As stated in item 6 above, Amtrak's Instagram, Facebook, Google, Twitter accounts, Blog (Amtrak Blog) and mobile applications allows interaction with the public. Since Amtrak's website is also customer/passenger oriented, Amtrak teamed up with Google to create an interactive train locator map, which is located on www.amtrak.com . Additionally, Amtrak has a section on its website that's called "Browse Topics," which lists reports and data regarding Amtrak. The user is able to select a topic of interest without searching the entire website. Outside media are also given direct contact information for Amtrak's Media personnel. On Amtrak's Procurement website, the public is able to select a state and find out if there are any bid solicitations for that particular area.	DG	DG
AFRH	DG	AFRH created a Facebook page and can use this avenue to post useful information to the public if needed.	LG	DG
FRB	DG	The Board's Data Download Program (DDP) has significantly improved the transparency and accessibility of Federal Reserve statistical data. The DDP allows users to download datasets in a variety of electronic formats (Excel, CSV, and XML), either as preformatted or customizable data packages (including charts and graphs), for easy publication or distribution. The Board continues to expand the type and variety of high-value Federal Reserve datasets available through the DDP, as well as improve the functionality of the program. For example, during the reporting period, the Board added data regarding Payment of Interest on Excess Reserve Balances to the list of releases available through the DDP. In addition, new functionality was added which expanded the chart feature to tablet and mobile devices.	DG	DG
BBG	DG	The vast majority of the agency's most valuable information, namely its broadcasting content, is presented to the public in a variety of different formats and from a number of different platforms, including via the World Wide Web and social media applications. The agency is constantly looking for ways to make its broadcasting content more useful and engaging to the public and it actively solicits user feedback on ways to improve it. For materials posted to the agency's Electronic Reading Room, the agency strives to post them in a format that will facilitate the greatest access or utility for the information the materials contain.	LG	DG



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	Agency is Taking Steps to Make Online Info. More Useful	Examples of Improvements	Posted All FY 2015 Quarterly Reports	Agency Uses E-mail to Communicate with Requesters
CSB	DG	No, the posted information is already in a highly usable format. First, at the bottom of the CSB homepage is a link to a "Legal/FOIA" webpage. The Legal Affairs/FOIA webpage contains the following, clearly-displayed headings: Statutes and Legislative History, Regulations, HIPAA, FOIA Reading Room, and Other Documents. The FOIA Reading Room contains FOIA Reports for Fiscal Year 2002 to 2015, Chief FOIA Officer Reports for 2010 to 2015 (including machine-readable formats), a FOIA Reference Guide and a FOIA Improvement Plan from 2005. One click of the mouse gets the user access to the document.	R	DG
CPPBSD	R	N/A	R	DG
CFTC	DG	The agency homepage features easy access to important information and events at the agency, efficient site navigation, and dynamic dropdown menus for primary and secondary navigation, all of which provide greater transparency of agency actions. In addition to efficient website navigation, the agency has taken other steps to increase proactive disclosure. For example, the agency's program offices routinely provide updated market data (http://www.cftc.gov/MarketReports/index.htm), industry filings and information about new regulatory developments (http://www.cftc.gov/IndustryOversight/IndustryFilings/index.htm). For instance, the Dodd-Frank Act created new entities, Swap Data Repositories ("SDRs"), to provide central facilities for swap data reporting and recordkeeping. The agency's website includes a page on these entities, including FAQs and instructions on how to apply for SDR status (http://www.cftc.gov/IndustryOversight/DataRepositories/index.htm). The agency allows anyone in the world to sign up on the agency's website to receive updates on specific or all information that is posted on the website. For example, more than 25,000 people receive the agency's press releases, 24,000 received federal register notices and 16,000 received any letter the agency posts to the website. Further, all of the agency's releases are instantly tweeted and posted on Facebook. To date, the agency has over 12,000 Facebook followers and over 16,000 Twitter followers. The agency continues to look to ways to increase public awareness. For example, the agency maintains a broad database of local news outlets to make sure people in the area of suspected fraudster will be better able to hear about the case and be watchful. Further, the agency continues to redesign the agency's website, and one of the top priorities will be to increase public awareness of and access to the information on CFTC.gov.	DG	DG
CFPB	R	N/A	DG	DG
CNCS	DG	CNCS already posts material in its most useful format: For example, we post fact sheets in both 508-compliant PDFs and in HTML format. Our external website (www.nationalservice.gov) is open format regardless of disability/accessibility needs. It is also mobile app compliant through responsive design (that is, it notes the kind device a reader is using and accordingly).	DG	DG
CIGIE	DG	CIGIE routinely posts reports and other materials to its website. These are provided as PDF documents, which is the most useful format.	R	DG



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	Agency is Taking Steps to Make Online Info. More Useful	Examples of Improvements	Posted All FY 2015 Quarterly Reports	Agency Uses E-mail to Communicate with Requesters
CEQ	DG	CEQ solicits feedback from the public on transparency through the agency's website, posts material in open formats and provides explanatory material. CEQ also sends out email alerts and provides opportunity for the public to stay connected to CEQ through social media. In addition, a FOIA requester is able to track the status of his or her request electronically by emailing or sending a letter to the FOIA Public Liaison who replies with the status of the request. CEQ has continued posting FOIA logs online that allow requesters to track requests.	DG	DG
CSOSA	R	Posting material to the agency's website in its most useful format is done by non-FOIA staff. As previously indicated, examples include agency records such as the Strategic Plan, current and past fiscal year budgets, and monthly offender profile statistics.	LG	DG
DNFSB	DG	The agency will be redesigning its website in FY2016 to make it more user friendly.	Y	DG
Ex-Im Bank	DG	Ex-Im Bank has updated its website and FOIA page to make information easily accessible to the public and more user friendly. Content on the website is provided in HTML, PDF, XML and CSV formats. Also, the Bank continues to update the downloadable statistical data relating to Bank transactions placed on our Web site. Ex-Im Bank's FOIA Web site provides a feedback button for public comments to determine ways in which the presentation of the data and content could be improved.	DG	DG
FCA	DG	We have included a subscription list on our website that allows visitors to provide an email address to subscribe to updates from our website. We also provide an email address for the public to report problems with the subscription list and request assistance. For our Open Government Initiative we ask the public to tell us what we can do better. If the outlined resources fail to meet the information needs of a member of the public, we ask for feedback and ideas to improve participation and collaboration at FCA. We ask the public for input and to write to us at opengov@fca.gov .	DG	DG
FCSIC	DG	For example, the Corporation describes the process for determining the insurance premiums using a flow chart and graphs. See http://www.fcsic.gov/FCSIC%20Insurance%20Premiums.html . This enhances the readability of a complex subject for the public.	DG	DG
FCC	DG	The FCC's policy on open data is showcased in a webpage providing further links, including: i) FCC Open Data, enabling public innovation by publishing data underlying FCC regulatory proceedings with a focus on improving quality, openness, accessibility and utility; ii) FCC Developers Page, promoting the innovative application of FCC data by connecting developers with the tools they need to unlock government data; iii) FCC Digital Strategy, the agency's participating in federal cross-agency initiatives to increase data usability and consumption; and iv) FCC Data and Information Officers, a roster of FCC staff members dedicated to providing data and information; and v) FCC blog posts on open government. The webpage may be accessed at https://www.fcc.gov/general/open-government-fcc .	DG	DG
FDIC	DG	The FDIC continues to utilize YouTube to make information available to the public. For example, during the reporting period it posted several videos on YouTube that were produced in conjunction with the Consumer Finance Protection Bureau to help teachers educate children to make smart financial decisions.	DG	DG



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FEC	DG	During Fiscal Year 2015, the FEC continued work on its website improvement initiative in partnership with 18F, a digital services delivery team in the General Services Administration, with the goal of enhancing the public's access to and the delivery of campaign finance data. The FEC introduced its betaFEC website, which provides members of the public with a first look at a redesign that will bring easier access to the agency's rich data, during the first quarter of FY 2016.	DG	DG
FERC	DG	FERC is pursuing additional opportunities to make the webpage more user friendly and enhance search options.	O	DG
FFIEC	DG	Most recently our Home Mortgage Disclosure Act (HMDA) web pages have been enhanced to include greater usability of the data for the public. This also included a huge financial investment in a new Geocoding/Mapping System software tool on our website to increase usability and increase the range of functions for the public to use the data. (https://geomap.ffiec.gov/FFIECGeocMap/GeocodeMap1.aspx .) Also, given our limited resources and size, our federal member agencies offer technology enhancements for FFIEC data. In particular, one of our federal members, offers useful tools on their website to enhance the user's experience in making use of the HMDA data posted on our website. (www.cfpb.gov).	DG	DG
FHFA	DG	FHFA completely revised its public facing website to make it more user-friendly as well as easier to locate/search for information about FHFA.	DG	DG
FLRA	DG	As noted above, the agency holds periodic meetings with the public and issues press releases to disseminate significant information regarding its operations. Through these communication channels the agency has obtained feedback about, among other things, the website content and presentation. The agency then decides which of the suggestions to implement. The agency continues to place the most recent decisions, training, and news announcements on the home page of the website. For example, the website has been updated to provide the public information on key agency staff employees and upcoming agency trainings. This is done to provide the public easier access to key agency information.	LG	DG
FMC	DG	Many of the individuals that access our website are from the shipping community. Of interest to the shipping community are carrier and marine terminal operator agreement filings under the Shipping Act. The Commission maintains an online agreement library that contains pertinent information on each of the Agreements on file with the Commission. In an effort to provide this information in a more user friendly format, improve search capabilities, and add new information of public interest about these agreement filings, the Commission has redesigned its Agreement Library and is in the process of migrating historical data to the new system. This new web application will be launched in 2016.	DG	DG



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FMCS	DG	First, the essential information contained in the most sought-after FMCS documents – some 22,000 notices of contract expiration and requests to bargain (F-7 notices) filed each year – is incorporated monthly on Excel spreadsheets in the Reading Room for ease of reference. This obviates the need for what otherwise would be requesters filing hundreds of FOIA requests for individual F-7s. Second, the FMCS consolidates each Fiscal Year's 12 monthly reports of contract terminations into a single annual report in the FOIA Reading Room in order to make the retrieval of F-7 data easier. This allows a party interested in searching data for all of FY 2015, for example, to select a single FY 2015 data set rather than, as previously, having to search and compile data from 12 monthly FY 2015 reports. However, other than reducing F-7 data to Excel Spreadsheets and the annualization of monthly data, no additional categories of information were identified by the CFO during this reporting period which, if added to the Reading Room, would have lessened the burden on requesters or made the posted information more useful to them. Third, the Agency has provided a "Requester Feedback" form in the Reading Room, which requesters are invited to use to help the Agency improve its services to requesters in the future. In order to maximize participation and encourage frankness, taking part in the survey is voluntary and responses are anonymous.	LG	DG
FMSHRC	DG	In FY 2015 FMSHRC re-designed its website to make it more user-friendly. The site is easier to navigate as the material is more clearly laid out and organized in simpler categories. All documents are accessible in plain text and PDF format. The site now contains enhanced search capabilities for FMSHRC decisions. In addition, the site contains a PDF version of each volume of the agency's official reporter publishing all substantive agency decisions and orders.	LG	DG
FOMC	DG	A large majority of FOMC records have been scanned and made text searchable or were born digital. The FOMC FOIA Service Center has its own OCR server, which is utilized to recognize text in scanned documents. These records are routinely searched in response to incoming FOIA requests, through the digital repositories or file servers on which they reside. Specialized search tools have been created by IT personnel who support the FOMC FOIA Service Center. Additionally, in communications with the community of regular users, FOIA staff continually analyze our site to see what upgrades may be necessary to make it more useful.	DG	DG
FRTIB	DG	In late 2014 and early 2015 we ran a mailer promotion that helped participants understand the potential cost of moving their TSP savings to another plan. We supplemented that mailer with an electronic scorecard (https://www.tsp.gov/keepingscore/) that was accessible via the web. This online comparison tool was a responsive webpage that worked on all devices and allowed participants to compare other plans to the TSP. Also in 2015 we developed an email collection program that will enable FRTIB to send out TSP account news and educational information to those participants who have signed up. In the future, this will also allow us to send targeted subscriber content that only pertains to particular segmented groups.	Y	DG



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IMLS	DG	<p>The IMLS Digital Government Strategy aims to enable access to high-quality digital government information and services anywhere, anytime, on any device. IMLS has undertaken a number of steps to make the information it discloses online more useful to the public. For example, as described more fully in the Success Story below, IMLS launched a newly redesigned website that, among other things, is intended to help make the content on the website more useful to the public. As part of the planning efforts during the redesign process, the agency reached out to key stakeholders to learn more about how they used the IMLS website and the types of content and features of interest to them. The agency also invited input on the redesign from the public as a whole. IMLS took this feedback from stakeholders directly into consideration when making design decisions for the new website. IMLS continues to update the new IMLS Data Catalog, which contains data about IMLS grants administration, agency administrative activities, and agency-collected statistical data about museums, libraries, and related organizations. The Data Catalog was designed in order to make IMLS information more useful to the public. The site can be used to search, filter, and export datasets in a variety of file formats and create and share visualizations, such as maps and charts. The new Data Catalog allows the public to export the agency's datasets in nine different file formats (including CSV, JSON, PDF, RSS, and XLS). In addition, the Data Catalog can be used to fuel apps and other data mash-ups through generated APIs. IMLS also hosted an Open Data Open House, in which IMLS staff interacted with a cohort of 30 data wonks, librarians, curators, researchers, developers, and representatives from a wide range of organizations to help explore and share ideas on how IMLS data could be used and how the data catalog could be improved. IMLS held three convenings in 2015 with the goals of engaging its constituencies about how best libraries could work with their communities to maximize educational and economic opportunities. The first meeting examined the "National Digital Platform"; the second meeting focused on "Learning in Libraries"; and the last meeting looked at "Engaging Communities". To ensure the greatest possible participation, IMLS livestreamed the meetings on the Internet, fostering discussion through in-person attendance and through social media such as Twitter.</p>	DG	DG
IAF	DG	<p>The website provides contact information for feedback from visitors. As previously mentioned, future plans to further provide the public with information on the IAF include the creation of a Facebook page and an Instagram account.</p>	DG	DG
LSC	DG	<p>LSC recently launched its new website, which includes a page dedicated exclusively to FOIA. The new FOIA page has a user-friendly interface and contains the following categories of information: (1) FOIA Handbook; (2) FOIA Reports; (3) FOIA Public Reading Room; (4) FOIA Appeal Letters; (5) Status of FOIA Requests; (6) Status of FOIA Request Archives. LSC continues to convert information from PDF to HTML format so it is searchable and its website contents are mobile friendly to ensure the public has access to LSC's information and records from tablets and smartphones. LSC increased the use of social media tools such as Facebook and Twitter to highlight and disseminate information about LSC and its grant recipients. Lastly, LSC added a FOIA feedback form on the FOIA page.</p>	DG	DG
MSPB	DG	<p>We made substantial revisions to our FOIA Requestor Service Center webpage, which includes better identification of the information available on our website and links to that information.</p>	DG	DG



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MCC	DG	MCC implemented a new website in FY15 which effectively presents MCC's data and information through a more streamlined and user friendly approach. The new website design allows MCC to maximize opportunities for public participation and collaboration through improved web feedback features, offers multiple points of entry that make the agency's data more accessible, and offers an enhanced design coupled with a new web governance plan that allows the editorial process to include direct participation by various stakeholders from across the agency. The traffic to the new MCC website is also measured vigorously to assess metrics that not only includes how many time the site is visited, but how much time is spent on each page or product.	DG	DG
NASA	DG	NASA is a leader in media-centric initiatives. Various media tools are used on a continual basis to provide the public with information regarding NASA initiatives, events and business-related activities. NASA posts hyperlinks to information, launches, etc. that is of interest to the public. NASA is continually improving and updating the websites by posting new material on a continual basis. Material and information is available through media resources including twitter, Facebook, Youtube, reddit, news conferences, media bulletins, etc.	DG	DG
NCPC	DG	NCPC's websites is undergoing a complete update. The update will make the website more user friendly, improve the search capability, and make information available through mobile applications. The NCPC's Office of Public Engagement also seeks feedback on the content and presentation of posted materials and will continue doing so going forward. Further, NCPC seeks out useful sites that allow for more proactive public comment opportunities on posted materials, e.g. Mind-mixer.	LG	DG
NCUA	DG	The agency launched a redesigned website at: https://www.ncua.gov/newsroom/Pages/news20151102NCUA-Launches-Redesigned-Website.aspx#sthash.oPfk9vaX.dpuf . The new website features improved navigation and a mobile-responsive design that adapts to facilitate its viewing on various platforms, including smartphones, tablets, laptops, and desktops. Other new website features and improvements include: a "Small Credit Union Learning Center" featuring training videos and materials; an online newsroom and social media hub where stakeholders can get the latest news, read articles from The NCUA Report and download graphics and photos; an "I'm a..." search function that allows users to self-identify and quickly access the agency's most frequently requested content; and a consumer section that links to the agency's consumer protection resources, consumer assistance center, share insurance information, and financial literacy materials. The agency also posted a brief video about the new website's features at: https://www.ncua.gov/newsroom/Pages/news20151102NCUA-Launches-Redesigned-Website.aspx .	DG	DG
NEA	DG	Feedback is requested from the public when accessing information on the website. This has been helpful in order to gain insight on the usability and the accessibility of posted information on the website, the relevant content and presentation of the information posted. Through this feedback, we identified a need to update our grant search toll and responded accordingly, in addition to posting an instructional video on the website to accompany the updated search tool.	LG	DG



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NEH	DG	The search feature for the NEH website provides results with search term suggestions and search results that include “stemmer” algorithms, thus providing users with more results (e.g., a search for “walk” will result in “walks”, “walker”, “walked”, etc.). Also, NEH has implemented a search results interface which allows users to sort results by various fields (date, author, relevancy, etc.); users can also filter results by document type, divisions and offices, subject matter, etc.	DG	DG
NIGC	DG	The NIGC recently upgraded its website in an effort to enhance the visual appeal and usefulness of its site to the regulated community. The new site has increased search capabilities and makes it easier for the public to locate documents it may be interested in and has an updated index. Moreover, all documents that are proactively disclosed on the website are converted to PDF documents and have the text recognition function incorporated so that each document is searchable in its entirety.	LG	DG
NMB	DG	The agency has made improvements to its Knowledge Store to allow for more user friendly search options. The agency is also currently making improvements to its records repository to improve efficiency.	DG	DG
NSF	DG	NSF engages in public outreach through presentations and exhibit booths at key outreach events such as meetings and conferences held by research administration associations, and at meetings of NSF’s core science and engineering community. NSF also interacts and provides information directly to the public through online outreach mechanisms such as websites described above and interactive webinars. A list of previous and upcoming webinars can be found at: http://nsf.gov/events/event_group.jsp?group_id=20018&org=NSF .	DG	DG
NTSB	DG	The NTSB uses social media for ease of use (e.g., you tube, tweets, and list serves to name a few)	DG	DG
USNRC	DG	The agency has a single, unified public site, available at http://www.nrc.gov , for public users to perform full-text searches of all NRC public records, Web pages, and files. A search can be conducted by a specific topic. The site also has an advanced search feature for all NRC public records with full access to metadata attributes. After a review of the NRC FOIA Web site, a new search field was added to shorten the time spent by the public searching for records that have been provided to requesters in FOIA responses. The addition of the search field box makes the public repository of FOIA responses more user-friendly because it enables the public to more effectively wade through thousands of pages of FOIA responses and find what they may be looking for; which reduces the need for making a FOIA request.	DG	DG
OSHRC	DG	OSHRC currently posts material on its dedicated FOIA webpage and in its comprehensive e-FOIA Reading Room; this material is posted in the most useful format (both PDF and/or HTML file types). Records are also posted in the same format on the website’s Open Government page.	DG	DG
OGE	DG	As discussed above, OGE uses highlighted features on its website homepage and its Twitter account to provide public-friendly explanations of OGE’s mission and direct individuals to newly posted information. Moreover, OGE recently amended its FOIA processing procedures to remind FOIA professionals that FOIA records should be posted in the most useful form available to OGE.	DG	DG



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OMB	DG	The websites mentioned above allow for the public to provide feedback, ratings, and access machine-readable datasets on a variety of topics. Good examples of websites where OMB is making data more useable is found at www.paymentaccuracy.gov and https://open.whitehouse.gov/budget . Improper Payment data is located on www.paymentaccuracy.gov and contains information on improper payments for programs found to be susceptible to significant improper payments under the Improper Payments Information Act of 2002 (IPIA), as amended by the Improper Payments Elimination and Recovery Act of 2010 (IPERA). For the programs found to be susceptible to significant improper payments, the dataset includes information on program outlays, program improper payment amounts, and targets for reducing improper payments. A visitor to the site can review and manipulate charts and graphs to view how specific programs impact improper payments overall. OMB uses its website to provide an analytical visualization of the Federal Budget. Located at: https://open.whitehouse.gov/budget , this site allows the public to interact with the 2017 Budget to explore and see visualizations of budget data by agency or program area.	DG	DG
ONDCP	DG	ONDCP posts data in formats that can be used by researchers. ONDCP posts a significant amount of data on drug-related topics in tabular form, and sometimes our website is the only source for such data.	LG	DG
ONHIR	DG	We are not taking steps beyond what we have already done relative to posting information on our web site with appropriate links. We feel that this is sufficient to make the information accessible and useful.	R	DG
OSTP	DG	OSTP uses its website to offer the public a variety of information that might otherwise be requested through FOIA. As described above, the agency has placed various documents, memoranda, testimony, federal charters, and R&D budgets on its website for the public to view at its convenience, as well as its Open Government Plan. OSTP maintains a blog, tweets, and a virtual Press Room, each of which offers the public a window into the different initiatives and activities spearheaded by the agency. Through these new media outlets, OSTP can reach a larger audience than is possible through a FOIA request or through posting in OSTP's FOIA library online. OSTP also provides materials to the public to improve ease of use. For instance, OSTP has posted helpful documents for the public related to its FOIA process, including a handbook that compiled existing FOIA information into a single, handy reference document. This FOIA Reference Guide includes pertinent information such as the President's FOIA Memorandum, the Attorney General's FOIA Guidelines, the Chief of Staff's FOIA Memorandum, OSTP's FOIA regulations, and a link to the Department of Justice, Office of Information Policy's guidelines. These documents aid the staff and the public and provide additional information on Federal activities and FOIA policies.	DG	DG
OSC	DG	Publicly posted materials are indexed on OSC's FOIA Web site.	Y	DG
ODNI	DG	ODNI PAO has updated our FOIA page of our public website to make it more user friendly. In addition, PAO is routinely making improvements to ICONTHERECORD.	Y	DG
USTR	DG	USTR has updated its website to significantly improve the readability and usability of the information, and to embrace more modern design paradigms to match expectations of Internet users. The Trans-Pacific Partnership homepage (www.ustr.gov/tpp) represents a major effort in this area, and it serves to publicize a wealth of information on the TPP in easily-consumable formats both on the website itself and deeply interconnected with highly popular social media platforms such as Twitter and Medium.	R	DG



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OPIC	DG	OPIC has updated its electronic reading room page to include some already publically available records which have been requested. While this has not increased the amount of available information, it has made such information more accessible and requests for these types of information have declined due to their higher visibility.	DG	DG
PC	DG	The agency is taking steps toward expanding the Open Government component (and there is a public input form on the website soliciting ideas).	Y	DG
PRC	DG	In response to requests from the public, the Commission implemented an improved search function for its website. This easier to use search engine supplements the more complex search system used by frequent users of the site. The Commission has also taken steps to ensure that most document filings are processed with OCR, and thus are both electronically keyword searchable and more compliant with section 508 of the Rehabilitation Act.	DG	DG
PCLOB	DG	In the previous reporting year, the PCLOB improved the search function of its website by implementing a new website search engine that is powered by GSA's DigitalGov Search. Currently, the PCLOB posts materials in their most useful format by utilizing pdf format for documents and an open format called MP3 for audio recordings. Additionally, the Board's website utilizes text, not graphics or pictures, as the content of all information on its website.	DG	DG
USRRB	DG	The RRB is currently in the process of digitizing, indexing, and cataloging 258 binders of Legal Opinions maintained in the Board's Office of General Counsel so they are electronically retrievable through www.rrb.gov by Board staff and the public, including attorneys, claimants, railroad employers, etc. See "Spotlight on Success" below.	R	DG
SSS	DG	Information on our registration program and board member program are in one location each. Information is better grouped – concomitant components are together -- and easier to access. Information on our registration program and board member program are in one location each.	DG	DG
SIGAR	DG	SIGAR currently uses several popular social media tools such as Facebook, Flickr, Twitter, and YouTube. In addition, SIGAR's public site was redesigned in Fiscal Year 2014 to improve the public user's experience. The new design provides a straightforward navigation system, allowing users to quickly locate and access publicly available records.	DG	DG
STB	DG	In an effort to make our posted economic data more user-friendly, the Board now posts many reports in both XML and searchable pdf (as it does with its annual FOIA reports). Additionally, the Board is providing complicated programs that it uses in its cases and industry analysis (such as URCS described above). This enables interested parties to independently follow and even evaluate the Board's work. The Board also posts to its website its worksheets as Excel spreadsheets.	DG	DG



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TVA	DG	We executed a complete overhaul of TVA's web properties in the last year to enhance our ability to make information available to our users. The redesign focused on streamlining our available content, a mobile-first approach, improved usability, and an all-new search engine. TVA also has a Lake Info app, an easy-to-use resource for operating on and around reservoirs and dams in the TVA region. TVA has several feedback mechanisms in place for website visitors to comment on all aspects of information posted on its website and strives for continuous improvement.	LG	DG
USAB	DG	Our website overhaul was informed by user comments collected on a Forsee customer satisfaction survey conducted over several years. We improved our content management system and reorganized the content on the website to make it easier to find materials. We also evaluate all material prior to posting for compliance with Section 508 of the Rehabilitation Act.	N/A	DG
USADF	DG	In response to Questions IV.1 and IV.2, above, and as noted in Sections I and III, above, USADF launched its revamped website, www.usadf.gov , in January 2016 that not only provides the public new and updated information on USADF but is easier to navigate and makes all the information more accessible. During the past year, USADF expanded the use of social media on its website, adding Instagram to its menu of Facebook, Twitter and YouTube, as a way both to increase the public's access to current information on USADF and to encourage feedback and participation by the public. The text of the new website is more readable and the reports provided (FOIA Annual and Quarterly Reports, Chief FOIA Officers Reports, Congressional Budget Justification, program and financial audits, and other reports) are more accessible by the public and in-house users at: www.usadf.gov/oversight/ . The interactive maps on USADF projects allow users to zoom in and out for the first time: www.usadf.gov/countrymap/ . The new website works more effectively with various browsers, thus increasing the public's accessibility to information on USADF. It is both desktop- and mobile-friendly. It is designed so search boxes can be easily added and information can be readily changed and updated.	DG	DG
USAID	DG	Specific improvements include the following: In fiscal year 2015, USAID updated Dollars to Results with fiscal year 2014 data for the 45 countries listed on the website. In June 2015, USAID approved a multi-phase International Aid Transparency Initiative (IATI) cost management plan (https://www.usaid.gov/documents/1870/usaid-iati-costmanagement-plan) to improve its reporting to IATI. ForeignAssistance.gov is the vehicle by which the U.S. Government reports to IATI. In FY 2015, USAID implemented phase one of the plan which included publishing 15 new fields on FA.gov. As a result, USAID moved from the "Fair" to the "Good" category in Publish What You Fund's 2015 U.S. Aid Transparency Review, increasing by 20 points, more than any other U.S. agency.	DG	DG
USCCR	DG	The USCCR posts almost all records in ""portable document format" (pdf) which is a universal format so users can easily view, save, print, or forward the document.	DG	DG
CO	DG	The FOIA webpage was redesigned to improve visibility, accessibility, and transparency. In addition please see item III.8 above. In 2015, the Copyright Office continued to improve the design of our website, increase searchability of copyright-related documents, and make accessible 70 million copyright registration records dating back to 1790, including FOIA-requested materials.	DG	DG



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USIBWC	DG	The Agency's current portals provide information in their most useful format. A menu on the Agency's homepage (http://www.ibwc.gov/home.html) allows a user to navigate through a variety of publicly available data, such as water bulletins, stream gauge data, outfall monitoring, and maps.	Y	DG
USITC	DG	The Commission utilizes an online survey tool to solicit feedback regarding the agency website. During FY 2015, the agency released a survey specifically tailored to obtain feedback regarding EDIS. Also, in the new 337Info repository, users may provide comments and concerns to the Commission via e-mail.	DG	DG
USTDA	DG	In FY2015, the Agency re-designed its website in order to make it even more informative, engaging and user-friendly. The Agency is constantly striving to improve access and usefulness to Agency information and to facilitate openness and engagement with the public. For example, and in addition to the various social media platforms as mentioned in #1, USTDA engages in "Live Google Hangouts" in which members of the public can participate in online Q&A sessions with Agency officials and other participants in the Agency's activities. An example can be found at https://www.ustda.gov/events/2015/south-and-southeast-asia/live-google-hangout-opportunities-india-smart-city-development .	0	DG



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Section V -- Steps Taken to Improve Timeliness in Responding to Requests (Req.) and Reducing Backlogs

Agency	Simple Track				Agency Backlog Decreased		Percentage of Backlog to # of Req./App. Received in FY 2015				Agency Closed Ten Oldest Req., Appeals (App.) & Consultations (Consults.). If not, # closed in FY 2015						
	Has a Simple Track?	Score	Avg. No. of Days to Process	% of Req. In Simple Track	Req.	App.	Req. Score	Req. %	App. Score	App. %	Req.	If no, # closed	# closed as "Req. Withdrawn"	App.	If no, # closed	Consults.	If no, # closed
ACUS	Yes	DG	1.6	96%	DG	DG	DG	0%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A
ABMC	No	DG	8	N/A	DG	DG	DG	0%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A
NRPC	Yes	O	24	31%	R	DG	LG	13%	R	67%	R	6/10	0	R	1/5	DG	N/A
AFRH	Yes	DG	17	92%	DG	DG	DG	0%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A
FRB	Yes	DG	9	51%	Y	Y	DG	2%	DG	5%	DG	N/A	2	DG	N/A	R	2/3
BBG	No	Y	117.00	N/A	DG	DG	DG	9%	DG	0%	R	9/10	0	DG	N/A	DG	N/A
CSB	Yes	O	25	63%	R	DG	R	47%	DG	0%	R	8/10	0	DG	N/A	DG	N/A
CPPBSD	Yes	DG	8.4	80%	Y	DG	LG	17%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A
CFTC	Yes	R	43.32	55%	R	DG	Y	23%	LG	11%	R	5/10	0	DG	N/A	DG	N/A
CFPB	Yes	DG	9.77	97%	DG	DG	DG	0%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A
CNCS	Yes	DG	8	57%	DG	DG	DG	0%	DG	0%	DG	N/A	3	DG	N/A	DG	N/A
CIGIE	No	Y	69.47	N/A	Y	DG	O	40%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A
CEQ	Yes	R	119.33	75%	R	DG	R	67%	DG	0%	R	5/10	0	DG	N/A	DG	N/A
CSOSA	Yes	LG	21.67	100%	DG	DG	DG	4%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A
DNFSB	Yes	DG	10.6	75%	DG	DG	DG	5%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A
Ex-Im Bank	Yes	R	68.2	54%	Y	DG	O	33%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A
FCA	No	DG	8.7	N/A	DG	DG	DG	0%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A
FCSIC	No	DG	10.1	N/A	DG	DG	DG	0%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A
FCC	Yes	O	23.93	97%	DG	Y	DG	3%	R	56%	R	7/10	3	R	4/5	DG	N/A
FDIC	Yes	DG	19.78	54%	R	DG	DG	2%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A



2016 Chief FOIA Officer Reports - Assessment of Federal Departments and Agencies

Agencies Receiving Less than 1,000 Requests (FY 2014)

U.S Department of Justice
Office of Information Policy

Section V -- Steps Taken to Improve Timeliness in Responding to Requests (Req.) and Reducing Backlogs

Agency	Simple Track				Agency Backlog Decreased		Percentage of Backlog to # of Req./App. Received in FY 2015				Agency Closed Ten Oldest Req., Appeals (App.) & Consultations (Consults.). If not, # closed in FY 2015						
	Has a Simple Track?	Score	Avg. No. of Days to Process	% of Req. In Simple Track	Req.	App.	Req. Score	Req. %	App. Score	App. %	Req.	If no, # closed	# closed as "Req. Withdrawn"	App.	If no, # closed	Consults.	If no, # closed
FEC	Yes	0	23.7	73%	R	Y	0	41%	R	100%	R	1/10	0	R	0/4	DG	N/A
FERC	Yes	0	25	62%	Y	DG	DG	8%	DG	0%	R	5/10	0	DG	N/A	DG	N/A
FFIEC	Yes	DG	11.6	78%	DG	DG	DG	0%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A
FHFA	Yes	DG	12.35	85%	Y	DG	DG	7%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A
FLRA	Yes	DG	9.24	94%	DG	DG	DG	0%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A
FMC	Yes	DG	6.6	31%	DG	DG	Y	29%	DG	0%	R	8/10	5	DG	N/A	DG	N/A
FMCS	Yes	DG	12	98%	Y	DG	DG	4%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A
FMSHRC	Yes	DG	2.7	84%	DG	DG	DG	0%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A
FOMC	Yes	DG	7.6	29%	DG	DG	DG	3%	DG	0%	R	7/8	1	DG	N/A	DG	N/A
FRTIB	No	Y	36	N/A	Y	DG	LG	14%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A
IMLS	Yes	DG	5.92	76%	DG	DG	DG	0%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A
IAF	No	DG	2.3	N/A	DG	DG	DG	0%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A
LSC	No	DG	12.41	N/A	Y	DG	DG	6%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A
MSPB	Yes	R	27.05	87%	R	DG	Y	27%	DG	0%	R	9/10	0	DG	N/A	DG	N/A
MCC	No	Y	84	N/A	DG	DG	DG	0%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A
NASA	Yes	DG	7.44	62%	DG	Y	DG	1%	DG	6%	DG	N/A	0	DG	N/A	DG	N/A
NCPC	Yes	DG	6.5	100%	DG	DG	DG	0%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A
NCUA	Yes	DG	6.04	55%	DG	DG	DG	0%	DG	0%	DG	N/A	1	DG	N/A	DG	N/A
NEA	Yes	R	26	90%	DG	DG	DG	2%	DG	0%	R	3/4	0	DG	N/A	DG	N/A
NEH	Yes	DG	11.3	84%	DG	DG	DG	0%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A



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NIGC	Yes	R	53	85%	R	DG	O	39%	DG	0%	R	6/10	2	DG	N/A	DG	N/A
NMB	No	DG	5	N/A	DG	DG	DG	0%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A
NSF	Yes	DG	15	6%	R	DG	R	55%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A
NTSB	Yes	R	28.75	7%	R	Y	R	120%	R	44%	R	5/10	0	DG	N/A	DG	N/A
USNRC	Yes	DG	9	58%	DG	DG	DG	2%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A
OSHRC	Yes	DG	8.56	82%	DG	DG	DG	0%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A
OGE	No	Y	24	N/A	Y	DG	DG	1%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A
OMB	No	Y	80	N/A	R	Y	Y	21%	R	100%	R	0/10	0	R	0/5	R	5/6
ONDCP	No	Y	44	N/A	DG	DG	DG	2%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A
ONHIR	No	DG	2.13	N/A	DG	DG	DG	0%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A
OSTP	Yes	DG	19.2	84%	Y	DG	DG	7%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A
OSC	Yes	R	74.67	34%	R	DG	R	150%	R	233%	R	5/10	5	R	4/10	DG	N/A
ODNI	Yes	R	46.21	50%	R	DG	R	69%	R	129%	R	9/10	0	R	5/10	DG	N/A
USTR	Yes	O	25	27%	DG	DG	LG	15%	DG	0%	R	5/10	0	DG	N/A	R	4/6
OPIC	No	DG	13.37	N/A	Y	DG	LG	13%	DG	0%	R	3/5	0	DG	N/A	DG	N/A
PC	Yes	R	65	72%	DG	DG	R	52%	DG	0%	R	5/10	0	DG	N/A	DG	N/A
PRC	Yes	DG	17	100%	DG	DG	DG	0%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A
PCLOB	Yes	LG	20.58	100%	DG	DG	DG	0%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A
USRRB	No	Y	30.44	N/A	Y	DG	DG	8%	DG	0%	R	4/10	0	DG	N/A	DG	N/A
SSS	No	DG	10	N/A	DG	DG	DG	0%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A



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	Has a Simple Track?	Score	Avg. No. of Days to Process	% of Req. In Simple Track	Req.	App.	Req. Score	Req. %	App. Score	App. %	Req.	If no, # closed	# closed as "Req. Withdrawn"	App.	If no, # closed	Consults.	If no, # closed
SIGAR	Yes	0	23.2	72%	DG	DG	DG	3%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A
STB	No	DG	12.02	N/A	DG	DG	DG	0%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A
TVA	Yes	DG	9	64%	Y	DG	DG	6%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A
USAB	No	DG	12	N/A	DG	DG	DG	0%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A
USADF	No	DG	8	N/A	DG	DG	DG	0%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A
USAID	Yes	R	28.68	12%	R	DG	R	91%	O	35%	R	9/10	0	DG	N/A	DG	N/A
USCCR	Yes	DG	6	68%	DG	DG	DG	0%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A
CO	Yes	DG	17.9	91%	DG	DG	DG	3%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A
USIBWC	No	DG	18.71	N/A	DG	DG	DG	0%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A
USITC	Yes	DG	15	77%	DG	DG	DG	0%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A
USTDA	Yes	N/A	N/A	0%	R	DG	R	116%	DG	0%	R	4/10	0	DG	N/A	DG	N/A