Summary of Agency Chief FOIA Officer Reports for 2019
and
Assessment of Agency Progress in FOIA Administration
with
OIP Guidance for Further Improvement

Introduction

The Freedom of Information Act (FOIA) requires each agency Chief FOIA Officer to "review and report to the Attorney General, through the head of the agency, at such times and in such formats as the Attorney General may direct, on the agency's performance in implementing [the FOIA]."[1] Each year, the Department's Office of Information Policy (OIP) provides guidance to agencies on the content of these reports. As in prior years, after reviewing all agencies' 2019 Chief FOIA Officer Reports, as well as their Fiscal Year (FY) 2018 Annual FOIA Reports, OIP has prepared a brief summary of agency progress over the past year.

Based on its review, OIP has also conducted a detailed assessment of all agencies subject to the FOIA that received more than 50 requests, scoring each one on multiple milestones. While all of these agencies had the same reporting guidelines, OIP continued to separately assess the 29 high-volume agencies receiving more than 1,000 requests and the 43 medium-volume agencies receiving between 50-1,000 requests. Based on its review, OIP has also issued guidance to agencies for continued improvement in the years ahead.

Figure 1: 2019 Chief FOIA Officer Reports - Assessment of Federal Departments and Agencies

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[1] 5 U.S.C. § 552(j)(2)(D) (2012 & Supp. V 2017).

Summary of Agency Progress Based on 2019 Chief FOIA Officer Reports

The 2019 Chief FOIA Officer Reports address agency efforts in improving FOIA administrations in five key areas: (1) applying a presumption of openness, (2) having an efficient system in place for responding to requests, (3) increasing proactive disclosures, (4) utilizing technology, and (5) reducing any backlogs and improving timeliness. The summary below focuses on the successes achieved by agencies in each of these five key areas. Agencies and members of the public are encouraged to review the individual 2019 Chief FOIA Officer Reports for even more detail on the successes achieved this past year in these five key areas. The Chief FOIA Officer Reports are accessible from the Reports page of OIP's website or from each agency's FOIA website.

Section I: Applying a Presumption of Openness

The first section of agencies' 2019 Chief FOIA Officer Reports addresses the steps taken by agencies to apply a presumption of openness. Agencies described a wide range of efforts in this area, including senior level oversight by the agency's Chief FOIA Officer, providing substantive FOIA training to agency FOIA professionals, engaging in outreach with the requester community, and ensuring non-FOIA personnel are aware of their obligations under the FOIA.

Chief FOIA Officer Designation

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

> "Improving FOIA performance requires the active participation of agency Chief FOIA Officers."
>
> -- DOJ FOIA Guidelines

For the first time, agencies were asked to report, and were assessed on, whether their CFO is at the Assistant Secretary or equivalent level. Sixty-eight out of seventy-two agencies receiving more than fifty requests reported that their CFO was at the appropriate level.

FOIA Training

A proper understanding of the FOIA, including the correct application of both FOIA law and policy, is a key element of applying a presumption of openness. Many agencies made significant efforts this past year to provide substantive FOIA training to their personnel. Notably, nearly all medium and high-volume agencies ensured that the majority of their FOIA staff received substantive FOIA training during the reporting period. Overall, 27 out of 29 high-volume agencies scored dark green for reporting that greater than 80% of their FOIA professionals attended substantive FOIA training. While this metric was not scored for medium-volume agencies, 34 out of 43 medium-volume agencies reported that greater than 80% of their FOIA professionals attended substantive FOIA training. Examples of the types of training provided include:

- Several agencies hosted annual training courses for their employees. The Department of the Treasury (Treasury) hosted over 100 FOIA professionals for a day-long program covering topics including Exemptions 4, 6 and 7(C), FOIA/Privacy Act interface, the Office of

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[2] 5 U.S.C. § 552(j)(1) (2012 & Supp. V 2017).

[3] *Id.* at § 552(j)(2)(A).

Government Information Services' mediation services, referrals and consultations, and working with broad requests. The Department of Labor (DOL) continued to host its annual three-day training event, which included a range of sessions on request processing, procedural matters, and exemptions. The lecture-style training was presented live and made available to approximately 400 DOL FOIA contacts nationwide through webcast.

- Many agencies provided training on an ongoing basis. Each month, a U.S. Consumer Product Safety Commission (USCPSC) FOIA staff member trained other FOIA office staff members on different FOIA topics. The Consumer Financial Protection Bureau (CFPB) presented a tailored course to the FOIA team addressing accessibility requirements for electronic productions. Department of Energy's (DOE) FOIA Office conducted periodic training for its field and headquarters offices via teleconference. The National Aeronautics Space Agency (NASA) held monthly video conferences with all NASA FOIA professionals, covering topics such as recent DOJ guidance, recent FOIA case law, and remands of requests on administrative appeal. The U.S. Postal Service (USPS) continued hosting bi-monthly FOIA roundtables with area field offices that provided important training and reinforced a consistent approach to FOIA and Privacy Act matters.

- Several agencies conducted cross-training. The Federal Deposit Insurance Corporation (FDIC) hosted a presentation by the Federal Bureau of Investigation (FBI), which featured an overview of the FBI's FOIA program and the FOIA's law enforcement exemptions. The Department of Defense (DOD) held several sessions for Department of State's Information Programs and Services (IPS) analysts and reviewers on identifying DOD equities, the DOD organizational structure, and the referral and consultation process.

- The Office of the Director of National Intelligence (ODNI) hosted an Intelligence Community (IC) FOIA Officers Information Day in November 2018. Topics covered included findings from the IC Inspector General's Assessment of the IC FOIA Program, lessons learned from a National Reconnaissance Office Requester Survey, the importance of coordination between agency FOIA offices and the Offices for Civil Liberties, Privacy, and Transparency, processing tips for FOIA requests in litigation, and annual reporting requirements.

Outreach

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

- U.S. Department of Agriculture's (USDA) Animal & Plant Health Inspection Service (APHIS) regularly engaged with requesters on issues including record keeping practices, search capabilities, and overall FOIA practices.

- The Securities and Exchange Commission's (SEC) Office of FOIA Services met with two of its largest FOIA requesters, which provided insight into the requesters' priorities so that responses could be tailored to best suit the requesters' needs.

- The Pension Benefit Guaranty Corporation (PBGC) specifically engaged requesters seeking aggregate personal privacy datasets and PBGC investment information. During these discussions, PBGC provided targeted analysis of "what if" scenarios to assist these requesters in formulating FOIA requests for disclosable records.

- Treasury/Internal Revenue Service conducted outreach to over 19,000 individuals at the Illinois Practitioner Liaison Committee Meeting, the Jacksonville Florida Practitioner

Liaison Committee Meeting, and the Florida Society of Accounting Professionals. The subjects covered included the FOIA Improvement Act of 2016, FOIA.gov, and the National FOIA Portal on FOIA.gov.

Efforts to Inform Non-FOIA Professionals of their FOIA Obligations

The DOJ FOIA Guidelines declare that "FOIA is everyone's responsibility" and "is not merely a task assigned to an agency's FOIA staff." Support from agency leadership and all agency employees is indispensable to ensuring that FOIA professionals can efficiently process and respond to requests. Accordingly, OIP asked high- and medium-volume agencies to include in their 2019 Chief FOIA Officer Reports a description of their efforts to inform non-FOIA professionals of their obligations under the FOIA. Agencies reported a wide range of activities. For example:

- Many agencies provided an overview of FOIA responsibilities during new employee training. Some agencies, such as Amtrak, the National Endowment for the Arts (NEA), the Nuclear Regulatory Commission (USNRC), and the SEC have made OIP's eLearning materials available to agency employees.

- The Department of Commerce continues to engage program personnel outside the FOIA offices on their FOIA obligations through a range of efforts, including through memoranda and FOIA updates, internal newsletters, brown bags and formal training sessions.

- The Department of Defense provides both general training for its non-FOIA professionals as well as tailored training with subject matter experts that provide more detailed guidance on the FOIA. For example, the U.S. Cyber Command provided desk-side training to all of its Action Officers. The Defense Security Service, U.S. Northern Command, and U.S. Transportation Command provided FOIA training to all new employees and a refresher training on an annual basis. The Joint Personnel Recovery Agency provided uniform guidance, primarily to archivists and subject matter experts, which clearly outlines proper search procedures, requirements for line-by-line reviews, appropriate application of exemptions, and the referral and consultation procedures.

- The U.S. Agency for International Development (USAID) provides notifications to its entire workforce about enhancements to agency FOIA policy and FOIA administration, and in 2018, USAID completely revised agency directives to conform with the FOIA Improvement Act of 2016 and specifically address employee responsibilities in administering the FOIA.

Performance Standards Related to FOIA

Forty-one agencies have incorporated or considered incorporating performance standards related to FOIA obligations for employees who have any role in administering the FOIA. For instance:

- Court Services and Offender Supervision Agency's (CSOSA) FOIA Office met with its leadership to develop benchmarks for the program offices to include in their performance standards concerning obligations under the FOIA.

- The Department of Homeland Security (DHS) Privacy Office and Immigration and Customs Enforcement (ICE) used FOIA-related performance standards in Senior Executive performance plans for executives who have a role in overseeing the administration of the FOIA.

Other Initiatives

In addition to the efforts described above, agencies also reported a number of other efforts that embrace a presumption of openness. For example:

- DHS/Federal Emergency Management Agency deployed a staff member to Puerto Rico for six weeks to assist the Joint Field Office in developing and maintaining a FOIA and records function to respond to all the Hurricane Irma and Maria FOIA requests.

- The Institute of Museum and Library Services (IMLS) explored new ways of sharing information with the public through its 2018 flagship initiative IMLS Labs. IMLS Labs is an online portal that hosts new data exploration tools, and seeks feedback from the public about these resources. IMLS Labs currently features a Library Search and Compare tool that provides an easy way to query and view data from the Public Libraries Survey. IMLS posted the software code for this tool as a part of the agency's commitment to developing in the open.

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

As a part of the 2019 Chief FOIA Officer Report Guidelines, OIP asked agencies to provide information on the steps "taken to ensure that [the] management of [their] FOIA program is effective and efficient." In their 2019 Chief FOIA Officer Reports, agencies provided details on various efforts related to processing procedures and requester services, including conducting self-assessments and other steps taken to improve efficiency. The two primary challenges that many agencies continue to face in this area are technological and staffing resources.

Processing Procedures

OIP's guidance released in December 2014 stresses the importance of ensuring timely determinations on requests for expedited processing. As detailed in OIP's Summary of Annual FOIA Reports, overall, agencies adjudicated 73.4% of requests for expedited processing during FY 2018 within ten calendar days. For their 2019 Chief FOIA Officer Reports, OIP asked agencies that did not maintain an average of ten days or less to adjudicate requests for expedited processing to provide plans for improvement during FY 2019.

Self-Assessments

In the Guidance for Further Improvement Based on the 2016 Chief FOIA Officer Report Review and Assessment, OIP encouraged agencies to regularly conduct self-assessments to help improve their administration of the FOIA. In 2017, OIP released a FOIA Self-Assessment Toolkit designed to assist agencies in conducting comprehensive reviews of their FOIA programs. OIP asked agencies to indicate in their 2019 Chief FOIA Officer Reports whether they conducted self-assessments of their FOIA programs and to describe the methods used.

The reports contain a wealth of information about agencies' self-assessments. Eighty percent of high-volume and medium-volume agencies reported conducting self-assessments using various methods:

- Several agencies reported using OIP's FOIA Self-Assessment Toolkit to assess their FOIA programs, including CFPB, DOL, DHS, the Federal Communications Commission (FCC), General Services Administration (GSA), National Archives and Records Administration (NARA), the Occupational Safety and Health Review and Commission (OSHRC), the Office of Special Counsel (OSC), PBGC, the Tennessee Valley Authority (TVA), and USAID. PBGC evaluated its workflow management by comparing its standard operating procedures (SOPs) and regulations to actual practices and data from the Annual Report. The evaluation resulted in updates to two SOPs and

the creation of a new SOP. DHS directed all Components to complete all of the modules included in OIP's FOIA Self-Assessment. The Privacy Office is reviewing the responses and developing a comprehensive backlog reduction plan that identifies best practices and areas of improvement with an eye towards streamlining processes; identifying resource needs; training and policy gaps; and identifying new technologies.

- Many agencies, including DOD, DOJ, Department of Health and Human Services (HHS), the Equal Employment Opportunity Commission (EEOC), the Federal Reserve Board (FRB), Merit Systems Protection Board (MSPB), SEC, the Small Business Administration (SBA), the Surface Transportation Board (STB), and USPS examined FOIA processing data from their Annual FOIA Reports or generated periodic reports from their processing systems to conduct self-assessments throughout the year to identify areas for improvement.

- Some DOD components have continuous process improvement-style initiatives where staff members are encouraged to suggest and implement improvements throughout the year in addition to time that is set aside for self-assessment at the end of the year.

- Many agencies, including CSOSA, the Department of Education (ED), DOJ, the Department of Veterans Affairs (VA), the National Transportation Safety Board (NTSB), National Endowment for Humanities (NEH), ODNI, the Office of Government Ethics (OGE), the U.S. Office of Personnel Management, and the Overseas Private Investment Corporation (OPIC), reviewed their internal processing procedures to identify areas for greater efficiency. For example, the VA/Veterans Health Administration (VHA) conducts an independent review of the VHA FOIA program by auditing all facilities on a 3-year cycle for compliance with the FOIA and VA/VHA FOIA policies. NEH reviewed and ultimately revised one of its procedures for processing certain requests related to successful NEH grant applications to eliminate an unnecessary administrative step and help NEH quickly respond to requesters who would like to use the requested records to improve their grant applications.

- State continued its internal FOIA Working Group, which is comprised of employees from all offices that play a role in the Department's FOIA process. The Department established FOIA contacts, including senior level points of contact and working level FOIA liaisons, within the various Department components to ensure that FOIA processing receives the attention it deserves. These efforts improved communication and coordination among offices, which successfully contributed to a reduced backlog.

Requester Services

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

For 2019, OIP asked agencies to provide estimates of how often requesters sought assistance from their FOIA Public Liaisons. Of the 72 agencies receiving more than 50 requests, 38 received ten or fewer requester inquiries to their FOIA Public Liaison during the reporting period. 15 agencies received 11-100 inquiries, 11 agencies received 101-1,000 inquires, and 8 agencies received over 1,000 inquiries.
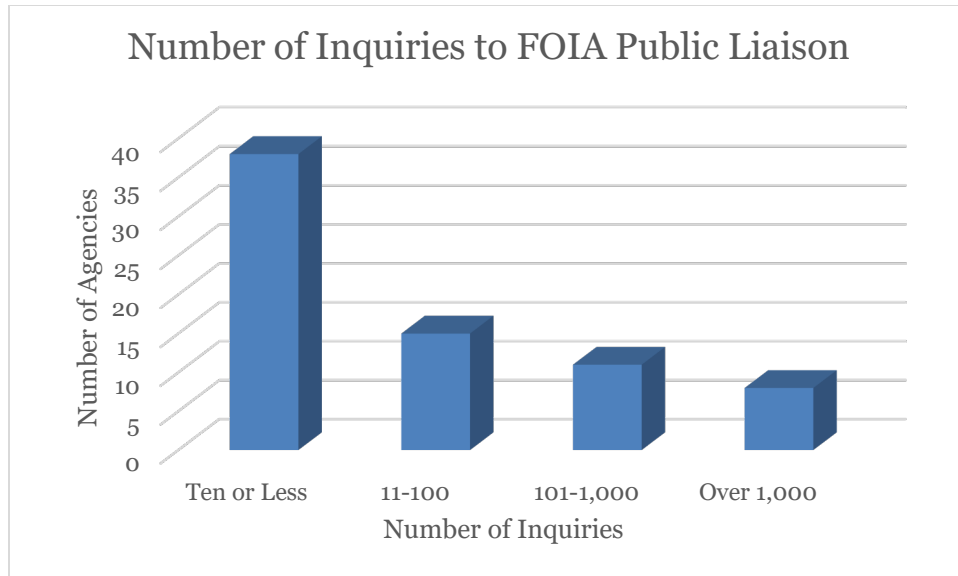
Figure 2: Number of Inquiries to FOIA Public Liaison

Other Initiatives

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

- DHS components formed partnerships across components, which has allowed for the open exchange of ideas and business practices to improve FOIA processing across the Department. Of particular importance is the coordination between CISA and the DHS Privacy Office in the processing of OBIM requests. These partnerships have also assisted with the coordination and handling of complex requests to ensure consistency in processing.

- All DOD Components participated in a working group to establish an enterprise-wide FOIA case management standard process, which if successful, will provide consistency in how DOD FOIA offices track cases, maintain records, and produce reports, leading to overall greater efficiency and the reduction of the agency's FOIA backlog.

- Agencies with only a few staff members are making effective use of innovative staffing models to ensure effective processing of requests. At GSA, for example, its FOIA professionals' portfolios are aligned with each individual's program knowledge, agency contacts, and/or subject matter expertise. This promotes greater efficiency by allowing the FOIA professionals to leverage their working relationships with hundreds of subject matter experts and points of contact located throughout the agency and around the country.

- OSHRC is in the process of reviewing and considering revisions to its Rules of Procedure, which address how the public submits records containing private information to the agency. Changes to these rules could reduce or eliminate private information maintained in OSHRC records in a way that would help streamline the FOIA review process.

Section III: Increasing Proactive Disclosures

DOJ has emphasized the need for agencies to work proactively to post information online without waiting for individual requests to be received. In their 2019 Chief FOIA Officer Reports, agencies provided examples of material they proactively disclosed during the reporting period.

Agencies also described steps taken to identify frequently requested records and how they are making information available in the most useful formats.

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

- DOE/Bonneville Power Administration posted U.S. Army Corps of Engineers spill data related to BPA's power operation. DOE also continues to update major datasets on topics such as the Deepwater Horizon Response to the oil spill in the Gulf of Mexico, geothermal energy technology, and patents.

> "[A]gencies should readily and systematically post information online . . . ."
>
> -- DOJ FOIA Guidelines

- Department of Interior (DOI)/U.S. Geological Survey's mapping, imagery, and data sets are available at www.nationalmap.gov, which includes The National Map Downloader, TNM Downloader, where, using the USTopo or historical topographic maps, members of the public can customize a map with various data such as hydrography, topography, structures, etc.

- The HHS/National Institutes of Health/National Institute on Drug Abuse Data Share website allows data from completed clinical trials to be distributed to investigators and the public. Currently, 71 clinical trial datasets are available on the site, several of which were posted during the reporting period.

- The Department of Transportation (DOT)/Federal Transit Administration regularly posts Project Management Oversight Contractor Monthly Monitoring Reports for New York's Metropolitan Transit Authority's Second Avenue Subway and East Side Access, a subject that has attracted a lot of attention over the years.

- The Federal Trade Commission (FTC) posted consumer complaints pertaining to online dating websites and mobile apps.

- USAID published sub-national activity-level data in the International Aid Transparency Initiative (IATI) standard for the first time. This data can be viewed and queried for Mali, Lebanon, Colombia, Mozambique, Ethiopia, Bangladesh, the Democratic Republic of Congo, West Bank/Gaza, Jordan, and Georgia. Access to detailed project subnational location data enhances development coordination efforts and supports more strategic host-country government development efforts.

Identifying Frequently Requested Records

The FOIA has long required agencies to proactively release "frequently requested records," and the *FOIA Improvement Act of 2016* codified longstanding DOJ policy that "frequently requested" includes records that have been released three or more times. *See* 5 U.S.C. 552 § (a)(2)(D). Many agencies provided examples of how they identify these frequently requested records, and some went even further by adopting a "release to one, release to all" approach.

- Many agencies rely on software to identify records that have been requested three times. For instance, DOT, EEOC, and FDIC identify frequently requested records during the intake process for new FOIA requests by performing electronic searches for similar requests within its database. Other agencies use their tracking system as one of many methods for identifying frequently requested records. For example, DHS, DOD, DOJ, and HHS use their case databases, as well as using regular reporting of "significant requests" to leadership, review of FOIA logs, and staff experience in processing requests, among other methods, to identify records for posting.

- Agencies such as the Council on Environmental Quality (CEQ), the Corporation for National and Community Service (CNCS), Export-Import Bank, FTC, the Federal Labor Relations Authority (FLRA), OSHRC, the Office of Science and Technology Policy (OSTP), and the U.S. Section of the International Boundary and Water Commission (USIBWC) that receive fewer requests, often use staff knowledge of incoming requests to identify frequently requested records for posting.

- HHS, the Office of National Drug Control Policy (ONDCP), and FRB regularly review their FOIA logs to ensure that all records requested three or more times are disclosed proactively.

- GSA, the Legal Services Corporation, ODNI, OGE, and State reported using a "Release to one, Release to All" approach to posting FOIA documents online. With the exception of first person requests, these agencies post online records released to any requester.

Making Posted Information More Useful

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

- NRC has developed and posted on YouTube fourteen "How To" videos on using the Licensing Support Network (LSN), which provides public access to documents related to the Department of Energy's application for authorization to construct a high-level nuclear waste geologic repository at Yucca Mountain, Nevada.

- NASA's FOIA unit has partnered with officials responsible for maintaining and updating the public interface of the NASA Technical Reports Server (NTRS) website to add reports requested under FOIA so that others interested in the same publication can gain access without submitting a FOIA request.

- USDA/APHIS launched its new electronic FOIA Library page during FY 2018. The page, updated monthly, is both searchable and sortable to ensure ease of use. Currently, ninety-one record sets are available for viewing. In addition, USDA/FSIS launched its first catalog of annual sampling projects, which was created due to an increase in requests for scientific data for use in research projects that are focused on finding effective and innovative approaches to food safety.

- OSHRC decisions are available on OSHRC's webpage, which now contains a streamlined dropdown menu that reflects the agency's two-tier system of adjudication. This menu allows users to locate decisions based on level of adjudication and then refined by year.

- In 2019, the National Credit Union Administration launched a redesigned version of NCUA.gov and MyCreditUnion.gov. Both sites feature a mobile-first design that allows users to access and view the agency's website on a variety of platforms, including smartphones, tablets, laptops and desktops. The redesigned MyCreditUnion.gov also features new menu options, and a better search function.

- EPA implemented a sorting feature on its website that appears when search results are displayed. In addition to displaying the number of results, this sorting feature allows the user to limit results to special collections, including resources written specifically for "environmental professionals" or "regulatory community" and by topic, such as "air" or "water."

- PBGC redesigned PBGC.gov largely as a direct response to feedback from web analytics and surveys. As a result of this feedback, PBGC made over 800 updates to its website to help provide more information to agency customers and stakeholders. PBGC continues to use web analytics and customer surveys to determine what its customers are looking for when they visit PBGC's website.

- The USIBWC, in an effort to increase accessibility to critical stream level and flow data, developed a map based data portal that is still under development but now accessible to the general public. This website will allow citizens to easily view and export USIBWC river gaging data, commonly requested through FOIA requests. The portal was recently upgraded with machine-readable web services to allow automatic download by interested stakeholders.

- United States International Trade Commission (USITC) released an upgrade to the USITC DataWeb, an interactive system that provides access to extensive tariff and trade data, allowing users to run their own data queries using official U.S. government import and export data.

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

Section IV: Greater Utilization of Technology in FOIA Administration

Agencies continue to use advanced technology to make more information available online, improve their websites, and assist in their overall FOIA administration. Each year, OIP asks agencies to describe the steps they have taken to greater utilize technology in their FOIA administration in their Chief FOIA Officer Reports. Every year, OIP refines the questions in this section as the use of technology evolves. For 2019, agencies were asked to describe how they leverage technology to facilitate efficiency in conducting searches, particularly searches of e-mails. Agencies were also asked to confirm that they had reviewed their FOIA websites to address elements noted in OIP guidance.

Use of Technology to Facilitate Efficient Searches

For 2019, agencies reported leveraging a variety of tools and processes to improve overall efficiency in conducting searches, particularly e-mail searches:

Technology Used to Search E-mails	Example of Agencies Using these Tools	Examples of Benefits Agencies Described in Using these Tools
Collaborative Platform (SharePoint, Dropbox, etc.)	CEQ (for search), CNCS, DHS , DOT, ED, Federal Energy Regulatory Commission (FERC), FTC. GSA, HHS, OSTP, PBGC, NASA	• enhances recordkeeping integrity and search capabilities • robust search function • makes record transfer more efficient • streamlines processes • automate collections of records from agency e-mail archives, shared drives, and SharePoint sites
e-Discovery and Deduplication Software	Amtrak, CEQ, CFPB, DHS, DOD, DOE, DOL, DOT, DOJ, ED, EEOC, FCC, FDIC, Federal Election	• can eliminate the need for custodians to conduct searches • makes processing requests more efficient by streamlining the search process and reducing the

	Commission, Federal Housing Finance Agency, FTC, HHS, HUD, NTSB, ONDCP, OSTP, Peace Corps (PC), Treasury, USAID, USTR, VA	amount of time it takes to perform initial searches of documents • shows the user where each search term was found within each searched document and allows the user to seamlessly sort the documents based on date, user, or relationship to other documents
Office of Information Technology/IT Department/ Chief Information Office Assists with Searches	CNCS, DHS, DOE, EEOC, FLRA, DOL, NEH, National Science Foundation, NTSB, OPIC, PC, SBA, SEC, Treasury, USDA, USPS	• allows FOIA offices to focus on processing requests once search results are returned • builds agency tech support into the process
Tools that Allow Searches for Multiple Requests in Batches	DHS	• eliminates the need for staff to conduct searches for each request individually, allowing the staff to focus on other requests
Central Repositories of Records/ Archiving Tool/Cloud-Based Tool	DOD, FRB, NARA, MSPB, NEA, OGE, SEC, State, STB, TVA, USNRC	• allows agencies to conduct searches without waiting for specific offices to conduct their own searches • digitizes and stores documents in bulk

Review of Agency Websites

In 2017, OIP issued guidance encouraging agencies to regularly review their FOIA websites to ensure they contain essential resources, are informative, and user-friendly. In their 2019 Chief FOIA Officer Reports, seventy of seventy-two agencies receiving more than fifty requests reported that they reviewed their websites for compliance with OIP Guidance.

Posting Quarterly FOIA Reports

In FY 2018, 58% of agencies receiving more than fifty requests reported posting their Quarterly FOIA Reports successfully with corresponding data appearing on FOIA.gov. An additional 15% of agencies were able to post their quarterly reports successfully to their own website even though they may have had technical difficulties that resulted in their information not appearing on FOIA.gov. Any agency that was unable to successfully post all quarterly reports was required to provide a plan for ensuring that such reporting is successfully done in FY 2019. Given the importance of providing the public these key FOIA statistics during the course of the fiscal year, every agency should ensure that their quarterly FOIA reports are timely and properly posted in accordance with OIP's guidance, so that they can be accessed through FOIA.gov.

Posting Raw Data Used to Compile the Annual FOIA Report

The *FOIA Improvement Act of 2016* amended the FOIA to require agencies to proactively make available in an electronic format the raw statistical data used to compile their Annual FOIA Report. Previously, this information was required to be made available upon request. OIP issued guidance to assist agencies in meeting this requirement, and asked agencies to provide links to their raw data postings for the FY 2017 in their 2019 Chief FOIA Officer Reports. Seventy-nine percent of agencies receiving more than fifty requests successfully posted the raw data used to compile their FY 2017 Annual FOIA Report. Several agencies have also already posted the raw data for their FY 2018 reports.

Best Practices to Leverage Technology

In addition to describing technology used to conduct searches, the 2019 Chief FOIA Officer Reports contain many examples of agencies' best practices in using technology throughout the FOIA process. For example:

- USCPSC's FOIA office has a dedicated Technology Information Specialist (Specialist) who handles all of its technology challenges. The Specialist works in conjunction with the Office of Information Technology and directly with its FOIA technology service provider. The Specialist meets regularly with FOIA staff and the Chief FOIA Officer to discuss any challenges in the area of technology.

- For very large volume productions, the FCC has made use of file hosting services to provide records to requesters, rather than sending such records over multiple e-mails or on physical media.

- FRB staff are continuing to digitize paper records from the Board's legacy central filing system, the papers of former Board Chairmen, and approximately 500,000 microfiche of banking supervision and regulation records. Staff also continue to digitize old finding aids to records in off-site storage to expedite locating documents for FOIA requests.

- FERC increased its interaction with IT experts and developed guidance used by staff to conduct more effective key word searches in a timely manner. IT experts frequently work directly with staff to assist with searches of e-mails that are produced in PDF portfolio formats that can be reviewed more efficiently.

- DHS established an enterprise-wide FOIA Technology System Requirements Working Group, which began to prioritize areas for budget and resource planning to address outdated FOIA IT systems in its components. In July 2018, the Working Group submitted a Capabilities Analysis Report to the Deputy Secretary's Management Action Group Joint Requirements Council that recommended scalable requirements for an enterprise-wide FOIA processing and case management system.

- DOI is beginning to utilize an industry standard review and redaction platform and plans to expand it this year to additional bureaus. DOI is moving towards replacing the FOIA/Document Management Unit Processing Application (a homegrown tool used to extract e-mails) with Google Takeout (a standard component that will more efficiently allow them to both extract e-mails and other types of records, such as calendars).

Challenges with Technology

The challenges agencies face in the area of technology include identifying the tools that will best benefit them, funding those tools, and then deploying the tools and developing adequate training for staff on how to use them. Small agencies, in particular, faced the challenge of lack of access to more sophisticated technology, which is largely due to their small size and available resources. Larger agencies also reported budget constraints, in addition to other challenges. For example, HHS reported that the fragmentation in technologies across the agency proves a challenge, causing the need for duplicative work. Where agencies maintain documents in paper format, technology is less effective in assisting with searches; however, some agencies are leveraging technology to convert and store records electronically for future searches.

With regard to using technology to conduct email searches, agencies report several challenges. CEQ reported technical issues with the integration of their collaboration platform with their document review platform. DHS/Transportation Security Administration cited challenges with agency firewalls preventing deduplication software from being used. HUD noted that a surge in the number of requests for email-based records, and thus, a surge in the need to use the e-

discovery collection system that maintains email records, significantly challenged the agency's ability to complete searches of such collections expeditiously. Agencies that rely on their IT departments to conduct email searches report that this responsibility can place an increased workload burden on the IT department.

Despite these challenges, agencies are continuing to explore how best to use technology to their advantage and, in the case of larger agencies such as DHS, DOD, and HHS, how to leverage these benefits across many components with differing needs.

Section V: Improving Timeliness and Reducing Backlogs

For the 2019 Chief FOIA Officer Reports, OIP again asked agencies to provide detailed information on their average processing times for simple track requests and their efforts to reduce backlogs and close their ten oldest requests, appeals, and consultations. Those agencies that had a request backlog of over 1,000 were also required to provide a plan for achieving backlog reduction in the year ahead. Likewise, agencies that did not close their ten oldest requests, appeals, or consultations were required to describe their plans for closing those requests, appeals or consultations by the end of FY 2019.

Simple Track Requests

Because of the strong correlation between the type of request that is made and the ability of the agency to respond to that request more quickly, in 2012, OIP established a milestone that addressed whether the agency overall responded to requests in its simple track within an average of twenty working days or less. Agencies once again reported on this metric in their 2019 Chief FOIA Officer Reports. Half of all medium and high-volume agencies reported that they either processed their simple-track requests in an average of twenty-working days or less, or if they did not use multi-track processing, they processed all of their non-expedited requests within that average timeframe.

Backlogs

With regard to request backlogs, twenty-seven medium and high-volume agencies reported that they either reduced the number of requests in their backlog at the end of FY 2018 or they had no backlog to reduce. Six agencies reported a slight increase of up to five backlogged requests. Thirty-nine agencies experienced a backlog increase of more than five requests. In addition, of the agencies that reported an increased request backlog, nineteen also reported that they processed more requests than the previous fiscal year.

REQUEST BACKLOG COMPARISON OF FY17-FY18

27 Agencies Reduced their Backlog or had No Backlog to Reduce

39 Agencies had an Increase in Backlog

6 Agencies had a Slight Increase (within 5) or Constant Backlog
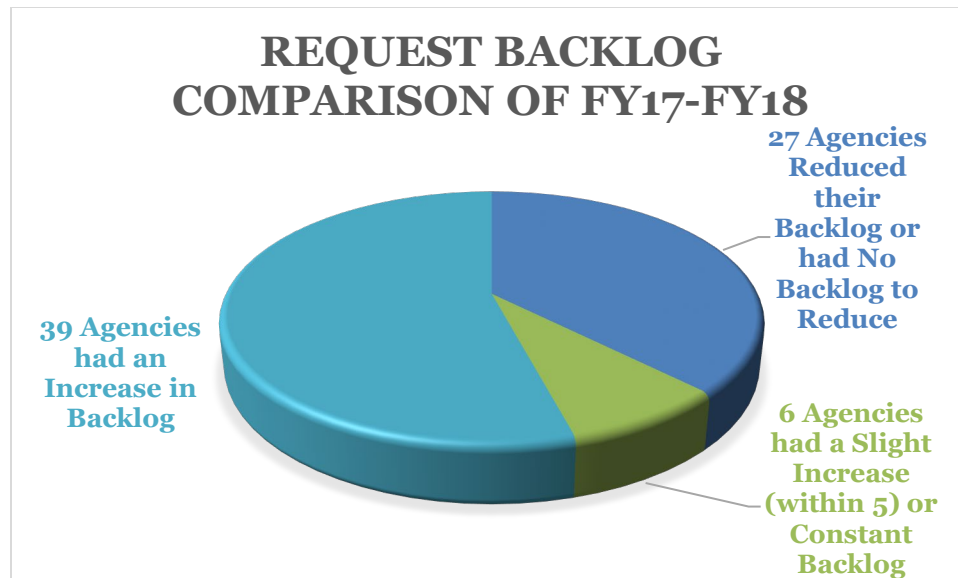
Figure 3: Backlog Comparison, FY 2017 to FY 2018

For administrative FOIA appeals, forty-eight medium and high-volume agencies reported that they either reduced the number of appeals in their backlog at the end of FY 2018 or they had no backlog to reduce. Ten agencies reported a slight increase of up to five backlogged appeals. Fourteen agencies reported an appeal backlog increase of over five appeals. Further, of the twenty-four agencies that reported an increased appeals backlog, eight also reported that they processed more appeals than the previous fiscal year.

As with previous years, agencies that experienced an increase in their request or appeal backlogs explained the causes that contributed to those increases in their 2019 Chief FOIA Officer Reports. The most frequently cited factor was the increased complexity of incoming requests. Twenty-seven agencies also reported losing experienced staff and twenty-eight reported the increased number of requests as contributing to the backlog. Litigation was another commonly cited factor that contributed to an increased request backlog. With respect to appeals, ten agencies also identified the increased number of appeals received, a loss of staff, and an increase in the complexity of requests as contributing to their appeals backlog.

As noted in last year's summary and assessment, although OIP continues to assess agencies on backlog reduction each year, we recognize that agencies' backlogs may increase due to circumstances outside of their control. Many agencies strive to respond to significantly more requests received while relying on the same amount of (or, in some instances, fewer) experienced FOIA staff. As the numbers of requests received across the government continues its upward trend, many agencies reach a point at which, despite their best efforts to streamline processing and leverage technology, their backlog will nevertheless increase. These trends underscore the impact that personnel resources have on overall FOIA administration. Even with finite resources, however, agencies continue to make progress on improving processing times and reducing the overall age of their backlogs.

Status of Ten Oldest Requests, Appeals, and Consultations

A critical element of the government's backlog-reduction efforts is the closing of the ten oldest pending requests, appeals, and consultations at each agency every year. Thirty-five medium and high-volume agencies reported that they either closed all ten of their oldest requests from FY 2017 by the end of FY 2018, or they had no ten oldest to close.

Figure 4: Number of Ten Oldest Requests Closed	
Number of Ten Oldest Requests Closed	Number of Agencies
Closed all 10 oldest	32
9	8
8	5
7	6
6	2
5	5
4	4
3	3
2	0
1	2*
0	5

*One agency reported closing 1 out of 2 oldest requests.

OIP also asked agencies to report on whether any of their ten oldest requests were closed because the request was withdrawn by the requester. Overall, nineteen medium and high-volume agencies reported closing any of their ten oldest requests as a result of a withdrawal. Notably, only 6.76% of all the medium and high-volume agency ten oldest requests were closed because the request was withdrawn (42 out of 621).

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

Conclusion

OIP's 2019 Summary and Assessment demonstrates that even in the face of increasing demands agencies continue to find ways to improve their administration of the FOIA through various initiatives connected to the five key areas addressed in the DOJ FOIA Guidelines. Agencies continue to apply a presumption of openness, make more proactive disclosures, use technology for the benefit of FOIA, and make efforts to improve timeliness and reduce backlogs. While there are many laudable achievements noted in this summary, the successes achieved by individual agencies can vary. OIP's Assessment serves as a visual snapshot of where each agency should focus its efforts in the upcoming year to achieve greater success. To assist agencies OIP also offers the following guidance.

OIP Guidance for Further Improvement Based on 2019 Chief FOIA Officer Report Review and Assessment

Posting Raw Data from Annual FOIA Reports

The *FOIA Improvement Act of 2016* amended the FOIA to require all agencies to proactively post the raw data that makes up the content of their Annual FOIA Reports. In 2016, OIP issued Guidance on the New Requirements for Agency Annual FOIA Reports to assist agencies in complying with this requirement. The 2018 and 2019 Chief FOIA Officer Report Guidelines asked agencies to provide the link to the raw data posting from their FY 2016 and 2017 Annual FOIA Reports. While most agencies are posting their raw data, there are some agencies that indicated they were not able to do so. Those agencies that have not yet posted their raw data should review OIP's guidance and determine next steps for ensuring that they can comply with this posting requirement.

Improving Timeliness and Reducing Backlogs

The Department's FOIA Guidelines emphasize the importance of timeliness when responding to requests. As agencies receive more requests every year additional challenges must be overcome to improve timeliness. In the 2019 Assessment, OIP captures agencies' efforts in this area by scoring several milestones, including: the average processing time for simple requests, increases in production rates, reductions in backlogs, the percentage of the backlogs in relation to incoming requests and appeals, and the closure of agencies' ten oldest requests, appeals, and consultations.

With regard to simple track requests, those agencies that reported an average processing time of more than twenty days should reexamine their FOIA process and strive to meet this milestone. For those agencies with backlogs of requests and appeals, agencies should continue to work to reduce those backlogs. Finally, agencies should continue to make it a priority to close their ten oldest pending requests, appeals, and consultations each fiscal year.

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 to OIP 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. Our sustained efforts to close these requests and appeals every year is essential to reducing the age of the government's backlogs and resolving those cases that have been lingering for years. Closing the ten oldest consultations also ensures that the agencies that sent the consultations can have the responses they need in order to close out those requests.

2019 Assessment of Agency Progress in FOIA Administration

For the 2019 assessment, OIP selected twenty-one milestones for scoring high volume agencies and nineteen milestones for medium volume agencies, each of which is tied to one of the five key areas addressed in the DOJ's FOIA Guidelines. These milestones were chosen as indicative of progress made in each area, but they are by no means exclusive. Agencies include in their Chief FOIA Officer Reports a wide range of accomplishments and initiatives that they have undertaken to improve their administration of the FOIA. As these reports themselves provide a more comprehensive picture of each agency's work in implementing DOJ's FOIA Guidelines, this assessment is designed to provide a visual snapshot of several key areas of agency FOIA administration and is meant to be read in conjunction with the Chief FOIA Officer Reports. The assessment readily illustrates many areas where agencies have made real progress in the past year and also serves to highlight areas where further improvements can be made.

The assessment covers the twenty-nine high volume agencies and forty-three medium-volume agencies that were subject to the FOIA during FY 2018. As in prior years, agencies are scored on the different milestones based on a stoplight scoring system. Agencies provide a wealth of information as a part of their Chief FOIA Officer Reports that do not lend themselves to scoring, but are still very informative as to their efforts to improve their FOIA administration. In an effort to streamline the presentation of the assessment, narrative information is not included in the charts.

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

The time period for the assessment is generally March 2018 to March 2019, which is the period covered by the 2019 Chief FOIA Officer Reports. For the milestones concerning average time to adjudicate requests for expedited processing, processing times for simple track requests, backlogs, and the ten oldest requests, appeals, and consultations, the time period is FY 2018. The data for these metrics was compiled from agency Annual FOIA Reports, which are available on both FOIA.gov and OIP's Reports page.

2019 Chief FOIA Officer Report Methodology

Section 1: Steps Taken to Apply the Presumption of Openness

A. FOIA Training

Agencies Receiving More Than 1000 Requests	Agencies Receiving 50-1000 Requests
1. The FOIA requires each agency to designate a Chief FOIA Officer who is a senior official at least at the Assistant Secretary or equivalent level. Is your agency's Chief FOIA Officer at or above this level? • `Dark Green:` Yes • `Red:` No 2. Please provide the name and title of your agency's Chief FOIA Officer. **(Not Graded)** 3. 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? • `Dark Green:` Attended training/FOIA conference (one or multiple), or held a staff meeting that included some FOIA training • `Yellow:` Is planning to attend or hold training after reporting period • `Red:` Did not hold or attend training 4. If yes, please provide a brief description of the type of training attended or conducted and the topics covered. (**Not Graded**) 5. Provide an estimate of the percentage of your FOIA professionals and staff with FOIA responsibilities who attended substantive FOIA training during this reporting period. • `Dark Green:` 100% to 81% • `Light Green:` 80% to 61% • `Yellow:` 60% to 41% • `Orange:` 40% to 21% • `Red:` 20% and below	1. The FOIA requires each agency to designate a Chief FOIA Officer who is a senior official at least at the Assistant Secretary or equivalent level. Is your agency's Chief FOIA Officer at or above this level? • `Dark Green:` Yes • `Red:` No 2. Please provide the name and title of your agency's Chief FOIA Officer. **(Not Graded)** 3. 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? • `Dark Green:` Attended training/FOIA conference (one or multiple), or held a staff meeting that included some FOIA training • `Yellow:` Is planning to attend or hold training after reporting period • `Red:` Did not hold or attend training 4. If yes, please provide a brief description of the type of training attended or conducted and the topics covered. (**Not Graded**) 5. Provide an estimate of the percentage of your FOIA professionals and staff with FOIA responsibilities who attended substantive FOIA training during this reporting period. (**Not Graded**) 6. OIP has directed agencies to "take steps to ensure that all of their FOIA professionals attend substantive FOIA training at least once

6. OIP has directed agencies to "take steps to ensure that all of their FOIA professionals attend substantive FOIA training at least once throughout the year." If your response to the previous question is that less than 80% of your FOIA professionals attended training, please explain your agency's plan to ensure that all FOIA professionals receive or attend substantive FOIA training during the next reporting year. (**Not Graded**)	throughout the year." If your response to the previous question is that less than 80% of your FOIA professionals attended training, please explain your agency's plan to ensure that all FOIA professionals receive or attend substantive FOIA training during the next reporting year. (**Not Graded**)

B. Outreach

Agencies Receiving More Than 1000 Requests	Agencies Receiving 50-1000 Requests
7. Did your FOIA professionals engage in any outreach or dialogue with the requester community or open government groups regarding your administration of the FOIA? Please describe any such outreach or dialogue, and, if applicable, any specific examples of how this dialogue has led to improvements in your agency's FOIA administration. • Dark Green: Agency conducted outreach • Yellow: Agency conducted outreach with requesters during request/appeal process • Red: Agency did not conduct any outreach	7. Did your FOIA professionals engage in any outreach or dialogue with the requester community or open government groups regarding your administration of the FOIA? Please describe any such outreach or dialogue, and, if applicable, any specific examples of how this dialogue has led to improvements in your agency's FOIA administration. (**Not Graded**)

C. Other Initiatives

Agencies Receiving More Than 1000 Requests	Agencies Receiving 50-1000 Requests
8. Describe any efforts your agency has undertaken to inform non-FOIA professionals of their obligations under the FOIA. In 2016, the Department publicized FOIA-related performance standards for employees that have any role in administering the FOIA, including non-FOIA professionals. Please also indicate whether your agency has considered including FOIA-related performance standards in employee work plans for employees who have any role in administering the FOIA.	8. Describe any efforts your agency has undertaken to inform non-FOIA professionals of their obligations under the FOIA. In 2016, the Department publicized FOIA-related performance standards for employees that have any role in administering the FOIA, including non-FOIA professionals. Please also indicate whether your agency has considered including FOIA-related performance standards in employee work plans for employees who have any role in administering the FOIA.

| Dark Green: Yes · Yellow: Planned · Red: No | Dark Green: Yes · Yellow: Planned · Red: No |

- Dark Green: Yes
- Yellow: Planned
- Red: No

9. If there are any other initiatives undertaken by your agency to ensure that the presumption of openness is being applied, please describe them here. (**Not Graded**)

- Dark Green: Yes
- Yellow: Planned
- Red: No

9. If there are any other initiatives undertaken by your agency to ensure that the presumption of openness is being applied, please describe them here. (**Not Graded**)

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

Agencies Receiving More Than 1000 Requests	Agencies Receiving 50-1000 Requests
1. For Fiscal Year 2018, 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 2018 Annual FOIA Report. - Dark Green: Less than 10 days - Light Green: Between 10.1 and 10.5 days - Yellow: Between 10.6 and 11.0 days - Orange: Between 11.1 and 12 days - Red: Over 12 days - N/A: Did not adjudicate such a request during FY	1. For Fiscal Year 2018, 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 2018 Annual FOIA Report. - Dark Green: Less than 10 days - Light Green: Between 10.1 and 10.5 days - Yellow: Between 10.6 and 11.0 days - Orange: Between 11 and 12 days - Red: Over 12 days - N/A: Did not adjudicate such a request during FY
2. If your agency's average number of days to adjudicate requests for expedited processing was above ten calendar days, please describe the steps your agency will take to ensure that requests for expedited processing are adjudicated within ten calendar days or less. (**Not Graded**)	2. If your agency's average number of days to adjudicate requests for expedited processing was above ten calendar days, please describe the steps your agency will take to ensure that requests for expedited processing are adjudicated within ten calendar days or less. (**Not Graded**)
3. During the reporting period, did your agency conduct a self-assessment of its FOIA program? If so, please describe the methods used, such as reviewing Annual Report data, using active workflows and track management, reviewing and updating processing procedures, etc. (**Not Graded**)	3. During the reporting period, did your agency conduct a self-assessment of its FOIA program? If so, please describe the methods used, such as reviewing Annual Report data, using active workflows and track management, reviewing and updating processing procedures, etc. (**Not Graded**)

4. The FOIA Improvement Act of 2016 requires additional notification to requesters about the services provided by the agency's FOIA Public Liaison. Please provide an estimate of the number of times requesters sought assistance from your agency's FOIA Public Liaison during FY 2018 (please provide a total number or an estimate of the number). (**Not Graded**) 5. Please describe the best practices used to ensure that your FOIA system operates efficiently and effectively and any challenges your agency faces in this area. (**Not Graded**)	4. The FOIA Improvement Act of 2016 requires additional notification to requesters about the services provided by the agency's FOIA Public Liaison. Please provide an estimate of the number of times requesters sought assistance from your agency's FOIA Public Liaison during FY 2018 (please provide a total number or an estimate of the number). (**Not Graded**) 5. Please describe the best practices used to ensure that your FOIA system operates efficiently and effectively and any challenges your agency faces in this area. (**Not Graded**)

Section III: Steps Taken to Increase Proactive Disclosures

A. Posting Material

Agencies Receiving More Than 1000 Requests	Agencies Receiving 50-1000 Requests
1. Provide examples of material that your agency has proactively disclosed during the past reporting year, including links to the posted material (**Not Graded**) 2. Please describe how your agency identifies records that have been requested and released three or more times (and are therefore required to be proactively disclosed pursuant to 5 U.S.C. § 552(a)(2)(D)). (**Not Graded**)	1. Provide examples of material that your agency has proactively disclosed during the past reporting year, including links to the posted material (**Not Graded**) 2. Please describe how your agency identifies records that have been requested and released three or more times (and are therefore required to be proactively disclosed pursuant to 5 U.S.C. § 552(a)(2)(D)). (**Not Graded**)

3. Beyond posting new material, is your agency taking steps to make the posted information more useful to the public, especially to the community of individuals who regularly access your agency's website?	3. Beyond posting new material, is your agency taking steps to make the posted information more useful to the public, especially to the community of individuals who regularly access your agency's website?
- Dark Green: Agency answered yes - Alternatively: Agency answered that it is already making information available in its most useful format - Yellow: Agency is looking into how they would do so - Alternatively: If agency noted that they do not operate their website in house - Red: Agency answered no 4. If yes, please provide examples of such improvements. (**Not Graded**) 5. Please describe the best practices used to improve proactive disclosures and any challenges your agency faces in this area. (**Not Graded**)	- Dark Green: Agency answered yes - Alternatively: Agency answered that it is already making information available in its most useful format - Yellow: Agency is looking into how they would do so - Alternatively: If agency noted that they do not operate their website in house - Red: Agency answered no 4. If yes, please provide examples of such improvements. (**Not Graded**) 5. Please describe the best practices used to improve proactive disclosures and any challenges your agency faces in this area. (**Not Graded**)

Section IV: Steps Taken to Greater Utilize Technology

Agencies Receiving More Than 1000 Requests	Agencies Receiving 50-1000 Requests
1. Is your agency leveraging technology to facilitate efficiency in conducting searches, including searches for emails? If so, please describe the type of technology used. If not, please explain why and please describe the typical search process used instead. (**Not Graded**) 2. OIP issued guidance in 2017 encouraging agencies to regularly review their FOIA websites to ensure that they contain essential resources and are informative and user-friendly. Has your agency reviewed its FOIA website(s) during the reporting period to ensure it addresses the elements noted in the guidance?	1. Is your agency leveraging technology to facilitate efficiency in conducting searches, including searches for emails? If so, please describe the type of technology used. If not, please explain why and please describe the typical search process used instead. (**Not Graded**) 2. OIP issued guidance in 2017 encouraging agencies to regularly review their FOIA websites to ensure that they contain essential resources and are informative and user-friendly. Has your agency reviewed its FOIA website(s) during the reporting period to ensure it addresses the elements noted in the guidance?

- **Dark Green:** Agency reviewed
- **Yellow:** Planning to review
- **Red:** Did not review

3. Did your agency successfully post all four quarterly reports for Fiscal Year 2018?

- **Dark Green:** Agency did successfully, with data appearing on FOIA.gov
- **Light Green:** Agency did, but data did not appear on FOIA.gov due to technical reasons and reached out to OIP to resolve issues
- **Yellow:** Agency posted 2 or 3 of the reports, and reached out to OIP to resolve issues
- **Orange:** Agency posted at least 1 report, and is working with OIP to resolve issues
- **Red:** Agency did not post any reports
- **N/A:** Agency did not post quarterly reports because this is their first year providing an annual report. They will provide quarterly reports in FY2019.

4. If your agency did not successfully post all quarterly reports, with information appearing on FOIA.gov, please explain why and provide your agency's plan for ensuring that such reporting is successful in Fiscal Year 2019. (**Not Graded**)

5. The FOIA Improvement Act of 2016 requires all agencies to post the raw statistical data used to compile their Annual FOIA Reports. Please provide the link to this posting for your agency's Fiscal Year 2017 Annual FOIA Report and, if available, for your agency's Fiscal Year 2018 Annual FOIA Report.

- **Dark Green:** Provided link to posting
- **Red:** Did not provide link to posting

6. Please describe the best practices used in greater utilizing technology and any challenges your agency faces in this area. (**Not Graded**)

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

A. Simple Track

Agencies Receiving More Than 1000 Requests	Agencies Receiving 50-1000 Requests
1. Does your agency utilize a separate track for simple requests? If your agency uses a multi-track system beyond simple, complex, and expedited to process requests, please describe the tracks you use and how they promote efficiency.　(**Not Graded**) 2. If your agency uses a separate track for simple requests, was the agency overall average number of days to process simple requests twenty working days or fewer in Fiscal Year 2018? • Dark Green: Average time is 20 days or below (with or without) • Light Green: 20.01 and 22 (with or without) • Yellow: Average time is between 22.01 and 23 days (with simple track); time is above 22.01 days (without simple track) • Orange: 23.01 and 25 (with simple) • Red: Average time is above 25.01 days (with simple track) 3. Please provide the percentage of requests processed by your agency in Fiscal Year 2018 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**) • Dark Green: Average time is 20 days or below days	1. Does your agency utilize a separate track for simple requests? If your agency uses a multi-track system beyond simple, complex, and expedited to process requests, please describe the tracks you use and how they promote efficiency.　(**Not Graded**) 2. If your agency uses a separate track for simple requests, was the agency overall average number of days to process simple requests twenty working days or fewer in Fiscal Year 2018? • Dark Green: Average time is 20 days or below (with or without) • Light Green: 20.01 and 22 (with or without) • Yellow: Average time is between 22.01 and 23 days (with simple track); time is above 22.01 days (without simple track) • Orange: 23.01 and 25 (with simple) • Red: Average time is above 25.01 days (with simple track) 3. Please provide the percentage of requests processed by your agency in Fiscal Year 2018 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**) • Dark Green: Average time is 20 days or below days

Agencies Receiving More Than 1000 Requests	Agencies Receiving 50-1000 Requests

(continued from previous page)

- Light Green: 20.01 and 22 (with or without)
- Yellow: Average time is above 22.01

- Light Green: 20.01 and 22 (with or without)
- Yellow: Average time is above 22.01

B. Backlogs

Agencies Receiving More Than 1000 Requests	Agencies Receiving 50-1000 Requests
BACKLOGGED REQUESTS 5. If your agency had a backlog of requests at the close of Fiscal Year 2018, did that backlog decrease as compared with the backlog reported at the end of Fiscal Year 2017? - Dark Green: Agency backlog decreased (or backlog was constant at 0) - Yellow: Agency backlog was same as previous FY (not 0) or increased within 5 requests - Red: Agency backlog increased more than 5 requests 6. If not, did your agency process more requests during Fiscal Year 2018 than it did during Fiscal Year 2017? - Dark Green: Agency processed more in FY18 than in FY17. - Yellow: Agency processed the same amount in FY18 than in FY17. - Red: Agency processed less in FY18 than in FY17. 7. If your agency's request backlog increased during Fiscal Year 2018, please explain why and describe the causes that contributed to your agency not being able to reduce its backlog. When doing so, please also indicate if any of the following were contributing factors: - An increase in the number of incoming requests. - A loss of staff. - An increase in the complexity of the requests received. If possible, please	**BACKLOGGED REQUESTS** 5. If your agency had a backlog of requests at the close of Fiscal Year 2018, did that backlog decrease as compared with the backlog reported at the end of Fiscal Year 2017? - Dark Green: Agency backlog decreased (or backlog was constant at 0) - Yellow: Agency backlog was same as previous FY (not 0) or increased within 5 requests - Red: Agency backlog increased more than 5 requests 6. If not, did your agency process more requests during Fiscal Year 2018 than it did during Fiscal Year 2017? - Dark Green: Agency processed more in FY18 than in FY17. - Yellow: Agency processed the same amount in FY18 than in FY17. - Red: Agency processed less in FY18 than in FY17. 7. If your agency's request backlog increased during Fiscal Year 2018, please explain why and describe the causes that contributed to your agency not being able to reduce its backlog. When doing so, please also indicate if any of the following were contributing factors: - An increase in the number of incoming requests. - A loss of staff. - An increase in the complexity of the requests received. If possible, please

provide examples or briefly describe the types of complex requests contributing to your backlog increase.
- Any other reasons – please briefly describe or provide examples when possible.

8. 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 2018. If your agency has no request backlog, please answer with "N/A."

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

BACKLOGGED APPEALS

9. If your agency had a backlog of appeals at the close of Fiscal Year 2018, did that backlog decrease as compared with the backlog reported at the end of Fiscal Year 2017?

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

10. If not, did your agency process more appeals during Fiscal Year 2018 than it did during Fiscal Year 2017?

- Dark Green: Agency processed more in FY18 than in FY17.
- Yellow: Agency processed the same amount in FY18 than in FY17.
- Red: Agency processed less in FY18 than in FY17.

11. If your agency's appeal backlog increased during Fiscal Year 2018, please explain why and describe the causes that contributed to your agency not being able to reduce its backlog. When doing so, please also indicate if any of the following were contributing factors:	11. If your agency's appeal backlog increased during Fiscal Year 2018, please explain why and describe the causes that contributed to your agency not being able to reduce its backlog. When doing so, please also indicate if any of the following were contributing factors:
- An increase in the number of incoming appeals. - A loss of staff. - An increase in the complexity of the requests received. If possible, please provide examples or briefly describe the types of complex requests contributing to your backlog increase. - Any other reasons – please briefly describe or provide examples when possible.	- An increase in the number of incoming appeals. - A loss of staff. - An increase in the complexity of the requests received. If possible, please provide examples or briefly describe the types of complex requests contributing to your backlog increase. - Any other reasons – please briefly describe or provide examples when possible.
12. 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 2018. If your agency did not receive any appeals in Fiscal Year 2018 and/or has no appeal backlog, please answer with "N/A." - Dark Green: 0% to 10% - Light Green: 11% to 20% - Yellow: 21% to 30% - Orange: 31% to 40% - Red: 41% and above	12. 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 2018. If your agency did not receive any appeals in Fiscal Year 2018 and/or has no appeal backlog, please answer with "N/A." - Dark Green: 0% to 10% - Light Green: 11% to 20% - Yellow: 21% to 30% - Orange: 31% to 40% - Red: 41% and above

C. Backlog Reduction Plans

Agencies Receiving More Than 1000 Requests	Agencies Receiving 50-1000 Requests
13. In the 2018 guidelines for Chief FOIA Officer Reports, any agency with a backlog of over 1000 requests in Fiscal Year 2017 was asked to provide a plan for achieving backlog reduction in the year ahead. Did your agency implement a backlog reduction plan last year? If so, describe your agency's efforts in implementing this plan and note if your agency was able to achieve backlog reduction in Fiscal Year 2018? (**Not Graded**)	13. In the 2018 guidelines for Chief FOIA Officer Reports, any agency with a backlog of over 1000 requests in Fiscal Year 2017 was asked to provide a plan for achieving backlog reduction in the year ahead. Did your agency implement a backlog reduction plan last year? If so, describe your agency's efforts in implementing this plan and note if your agency was able to achieve backlog reduction in Fiscal Year 2018? (**Not Graded**)

14. If your agency had a backlog of more than 1,000 requests in Fiscal Year 2018, what is your agency's plan to reduce this backlog during Fiscal Year 2019? (**Not Graded**)	14. If your agency had a backlog of more than 1,000 requests in Fiscal Year 2018, what is your agency's plan to reduce this backlog during Fiscal Year 2019? (**Not Graded**)

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

Agencies Receiving More Than 1000 Requests	Agencies Receiving 50-1000 Requests
TEN OLDEST REQUESTS 15. In Fiscal Year 2018, did your agency close the ten oldest requests that were reported pending in your Fiscal Year 2017 Annual FOIA Report? - `Dark Green:` Agency answered yes (or no ten oldest to close) - `Red:` Agency answered no 16. 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 2017 Annual FOIA Report. If you had less than ten total oldest requests to close, please indicate that. (**Not Graded**) 17. 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**) 18. Beyond work on the ten oldest requests, please describe any steps your agency took to reduce the overall age of your pending requests. (**Not Graded**) **TEN OLDEST APPEALS** 19. In Fiscal Year 2018, did your agency close the ten oldest appeals that were reported pending in your Fiscal Year 2017 Annual FOIA Report?	**TEN OLDEST REQUESTS** 15. In Fiscal Year 2018, did your agency close the ten oldest requests that were reported pending in your Fiscal Year 2017 Annual FOIA Report? - `Dark Green:` Agency answered yes (or no ten oldest to close) - `Red:` Agency answered no 16. 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 2017 Annual FOIA Report. If you had less than ten total oldest requests to close, please indicate that. (**Not Graded**) 17. 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**) 18. Beyond work on the ten oldest requests, please describe any steps your agency took to reduce the overall age of your pending requests. (**Not Graded**) **TEN OLDEST APPEALS** 19. In Fiscal Year 2018, did your agency close the ten oldest appeals that were reported pending in your Fiscal Year 2017 Annual FOIA Report?

• Dark Green: Agency answered yes (or no ten oldest to close) • Red: Agency answered no 20. 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 2017 Annual FOIA Report. If you had less than ten total oldest appeals to close, please indicate that. (**Not Graded**) 21. Beyond work on the ten oldest appeals, please describe any steps your agency took to reduce the overall age of your pending appeals. (**Not Graded**) **TEN OLDEST CONSULTATIONS** 22. In Fiscal Year 2018, did your agency close the ten oldest consultations that were reported pending in your Fiscal Year 2017 Annual FOIA Report? • Dark Green: Agency answered yes (or no ten oldest to close) • Red: Agency answered no 23. 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 2017 Annual FOIA Report. If you had less than ten total oldest consultations to close, please indicate that. (**Not Graded**)	• Dark Green: Agency answered yes (or no ten oldest to close) • Red: Agency answered no 20. 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 2017 Annual FOIA Report. If you had less than ten total oldest appeals to close, please indicate that. (**Not Graded**) 21. Beyond work on the ten oldest appeals, please describe any steps your agency took to reduce the overall age of your pending appeals. (**Not Graded**) **TEN OLDEST CONSULTATIONS** 22. In Fiscal Year 2018, did your agency close the ten oldest consultations that were reported pending in your Fiscal Year 2017 Annual FOIA Report? • Dark Green: Agency answered yes (or no ten oldest to close) • Red: Agency answered no 23. 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 2017 Annual FOIA Report. If you had less than ten total oldest consultations to close, please indicate that. (**Not Graded**)

E. Additional Information on Ten Oldest Requests, Appeals, and Consultations & Plans

Agencies Receiving More Than 1000 Requests	Agencies Receiving 50-1000 Requests
24. Briefly explain any obstacles your agency faced in closing its ten oldest requests, appeals, and consultations from Fiscal Year 2017. (**Not Graded**)	24. Briefly explain any obstacles your agency faced in closing its ten oldest requests, appeals, and consultations from Fiscal Year 2017. (**Not Graded**)

25. If your agency was unable to close any of its ten oldest requests because you were waiting to hear back from other agencies on consultations you sent, please provide the date the request was initially received by your agency, the date when your agency sent the consultation, and the date when you last contacted the agency where the consultation was pending. (**Not Graded**) 26 If your agency did not close its ten oldest pending requests, appeals, or consultations, please provide a plan describing how your agency intends to close those "ten oldest" requests, appeals, and consultations during Fiscal Year 2019. (**Not Graded**)	25. If your agency was unable to close any of its ten oldest requests because you were waiting to hear back from other agencies on consultations you sent, please provide the date the request was initially received by your agency, the date when your agency sent the consultation, and the date when you last contacted the agency where the consultation was pending. (**Not Graded**) 26. If your agency did not close its ten oldest pending requests, appeals, or consultations, please provide a plan describing how your agency intends to close those "ten oldest" requests, appeals, and consultations during Fiscal Year 2019. (**Not Graded**)

F. Success Stories

Agencies Receiving More Than 1000 Requests	Agencies Receiving 50-1000 Requests
Out of all the activities undertaken by your agency since March 2018 to increase transparency and improve FOIA administration, please briefly describe here at least one success story that you would like to highlight as emblematic of your agency's efforts. The success story can come from any one of the five key areas. As noted above, these agency success stories will be highlighted during Sunshine Week by OIP. To facilitate this process, all agencies should use bullets to describe their success story and limit their text to a half page. The success story is designed to be a quick summary of key achievements. A complete description of all your efforts will be contained in the body of your Chief FOIA Officer Report.	Out of all the activities undertaken by your agency since March 2018 to increase transparency and improve FOIA administration, please briefly describe here at least one success story that you would like to highlight as emblematic of your agency's efforts. The success story can come from any one of the five key areas. As noted above, these agency success stories will be highlighted during Sunshine Week by OIP. To facilitate this process, all agencies should use bullets to describe their success story and limit their text to a half page. The success story is designed to be a quick summary of key achievements. A complete description of all your efforts will be contained in the body of your Chief FOIA Officer Report.

2019 Chief FOIA Officer Reports - Assessment of Federal Departments and Agencies
Agencies Receiving More than 1,000 Requests (FY 2017)

Agency	CFO Level	Attended FOIA Training	Training: Grade	Training: Percentage	Agency Conducted Outreach with Requester Community	Outreach to Non-FOIA Staff	Expedited: Average Number of Days <10	Average Number of Days	Making Information More Useful	Reviewed Website	Quarterly Report Postings	FY 2017 Raw Data Posting
CIA	green	green	green	90%	green	green	green	1	green	green	green	red
USDA	green	green	green	85%	green	green	green	6.69	green	green	green	green
DOC	green	green	green	85%	green	green	light green	10.3	green	green	light green	green
DOD	green	green	green	85%	green	green	green	5.7	green	green	green	green
ED	green	green	green	90%	green	green	green	8.13	green	green	green	green
DOE	green	green	light green	80%	green	green	green	9.98	green	green	orange	green
HHS	green	green	green	85%	green	green	green	6.8	green	green	green	green
DHS	green	green	green	94%	green	green	red	24.59	green	green	green	green
HUD	green	green	green	85%	green	green	green	5.57	red	green	green	green
DOJ	green	green	green	91%	green	green	green	8.52	green	green	green	green
Labor	green	green	green	90%	green	green	red	50.9	green	green	green	green
State	green	green	green	95%	green	green	orange	11.58	green	green	green	red
DOI	green	green	green	85%	green	green	green	4	green	green	green	green
Treasury	green	green	green	90%	green	green	green	1.75	green	green	green	green
DOT	green	green	green	100%	green	green	green	5	green	green	green	green
VA	green	green	green	86%	green	green	red	13.3	green	green	yellow	green
EPA	green	green	green	99%	green	green	red	18.3	green	green	light green	green

2019 Chief FOIA Officer Reports - Assessment of Federal Departments and Agencies

Agencies Receiving More than 1,000 Requests (FY 2017)

Agency	CFO Level	Section I: Steps Taken to Apply the Presumption of Openness — Attended FOIA Training	Training — Grade	Training — Percentage	Agency Conducted Outreach with Requester Community	Outreach to Non-FOIA Staff	Section II: Adjudicating Requests for Expedited Processing — Average Number of Days <10	Average Number of Days	Section III: Proactive Disclosures — Making Information More Useful	Section IV: Reviewed Website	Quarterly Report Postings	FY 2017 Raw Data Posting
EEOC	red	green	green	95%	green	green	red	31.41	green	green	green	green
FTC	green	green	green	90%	green	green	green	9.2	green	green	green	green
GSA	green	green	green	100%	green	green	green	2.25	green	green	green	green
NASA	green	green	green	100%	green	green	light green	10.26	green	green	green	green
NARA	green	green	green	90%	green	yellow	green	5.47	green	green	yellow	green
NLRB	green	green	green	95%	green	green	green	9.25	green	green	light green	green
OPM	green	green	light green	80%	green	green	N/A	N/A	red	green	green	red
PBGC	green	green	green	100%	green	green	green	7.69	green	green	green	green
SEC	green	green	green	100%	green	green	green	5.75	green	green	green	green
SBA	green	green	green	100%	green	green	red	31.53	green	green	yellow	green
SSA	green	green	green	95%	green	green	green	7	green	green	green	green
USPS	green	green	green	85%	red	green	green	2.86	green	green	green	green

Agency	Has a Simple Track?	(Simple Track)	Avg. No. of Days to Process	% of Req. In Simple Track	Req.	Process More Req.	App.	Process More App.	Req. Score	Req. %	App. Score	App. %	Req.	If no, # closed	# closed as Req. Withdrawn	App.	If no, # closed	Consults	If no, # closed
Section V -- Steps Taken to Improve Timeliness in Responding to Requests (Req.) and Reducing Backlogs	Simple Track				Backlog Decreased				Percentage of Backlog to # of Req./App. Received in FY 2018				Agency Closed Ten Oldest Req., Appeals (App.) & Consultations (Consults.). If not, # closed in FY 2018						
CIA	Yes	red	32	46%	red	green	red	green	red	74%	red	57%	red	5/10	0	red	6/10	red	8/10
USDA	Yes	green	12.05	95%	red	red	red	red	green	7%	red	162%	red	8/10	0	red	8/10	red	6/10
DOC	Yes	red	82.25	52%	red	red	red	red	yellow	25%	red	57%	red	5/10	1	red	2/10	red	4/10
DOD	Yes	orange	24.6	54%	red	green	green	N/A	light green	20%	red	80%	red	7/10	0	green	N/A	red	3/10
ED	Yes	green	9.89	58%	red	green	red	green	yellow	29%	red	96%	red	6/10	0	red	3/10	red	0/1
DOE	Yes	red	52.93	74%	red	red	green	N/A	yellow	24%	light green	15%	red	7/10	1	red	2/10	red	6/10
HHS	Yes	green	16.85	36%	red	red	red	red	light green	18%	red	186%	green	N/A	3	red	7/10	red	0/10
DHS	Yes	red	27.37	46%	red	red	red	red	red	14%	green	4%	red	9/10	0	red	8/10	red	7/10
HUD	Yes	red	40.17	64%	red	red	yellow	red	orange	36%	yellow	27%	red	7/10	2	red	9/10	green	N/A
DOJ	Yes	red	30.77	71%	red	green		N/A	light green	18%	green	4%	green	N/A	0	green	N/A	green	N/A
Labor	Yes	orange	24	34%	red	green		N/A	green	6%	red	133%	red	5/10	0	red	2/10	red	1/2
State	Yes	red	408.88	15%	green	N/A	green	N/A	red	102%	red	188%	red	4/10	0	red	8/10	red	7/10
DOI	Yes	green	6	8%	red	green	green	N/A	orange	38%	red	179%	green	N/A	0	green	N/A	green	N/A
Treasury	Yes	green	14	25%	red	red	red	red	light green	12%	red	65%	red	4/10	0	red	5/10	red	5/10
DOT	Yes	red	45	81%	green	N/A	green	N/A	yellow	25%	red	127%	red	6/10	1	red	3/10	red	1/5
VA	Yes	green	17.6	76%	red	red	red	red	light green	20%	yellow	25%	red	5/10	0	green	N/A	red	1/3
EPA	Yes	red	35.74	77%	red	red	red	red	yellow	24%	red	72%	red	7/10	4	red	8/10	red	1/3
EEOC	Yes	red	46.62	95%	green	N/A	yellow	green	light green	11%	green	2%	green	N/A	0	green	N/A	N	N/A
FTC	Yes	green	11.9	64%	green	N/A	green	N/A	red	0%	red	0%	green	N/A	0	green	N/A	green	N/A

	Section V -- Steps Taken to Improve Timeliness in Responding to Requests (Req.) and Reducing Backlogs																		
	Simple Track				Backlog Decreased				Percentage of Backlog to # of Req./App. Received in FY 2018				Agency Closed Ten Oldest Req., Appeals (App.) & Consultations (Consults.). If not, # closed in FY 2018						
Agency	Has a Simple Track?		Avg. No. of Days to Process	% of Req. In Simple Track	Req.	Process More Req.	App.	Process More App.	Req. Score	Req. %	App. Score	App. %	Req.	If no, # closed	# closed as Req. Withdrawn	App.	If no, # closed	Con-sults	If no, # closed
GSA	Yes	🟩	17.63	43%	🟥	🟨	🟥	🟩	🟩	19%	🟨	28%	🟩	N/A	3	🟥	8/10	🟩	N/A
NASA	Yes	🟩	9.06	38%	🟥	🟥	🟩	N/A	🟩	3%	🟩	0%	🟩	N/A	0	🟩	N/A	🟩	N/A
NARA	Yes	🟩	11.47	98%	🟩	N/A	🟩	N/A	🟩	3%	🟥	203%	🟩	N/A	0	🟥	3/10	🟩	N/A
NLRB	No	🟥	62.73	N/A	🟩	N/A	🟩	N/A	🟩	7%	🟩	0%	🟩	N/A	2	🟩	1/1	🟩	N/A
OPM	Yes	🟩	2.7	75%	🟥	🟩	🟩	N/A	🟩	2%	🟥	96%	🟥	8/10	0	🟥	6/10	🟩	N/A
PBGC	Yes	🟩	8.57	20%	🟩	N/A	🟩	N/A	🟩	0%	🟩	0%	🟩	N/A	0	🟩	N/A	🟩	N/A
SEC	Yes	🟩	11.79	99%	🟥	🟩	🟩	N/A	🟩	1%	🟩	0%	🟥	9/10	1	🟩	N/A	🟩	N/A
SBA	Yes	🟩	15.02	92%	🟥	🟥	🟩	N/A	🟩	5%	🟩	4%	🟩	N/A	0	🟩	N/A	🟩	N/A
SSA	Yes	🟩	8	96%	🟥	🟥	🟩	🟩	🟩	1%	🟩	3%	🟩	N/A	0	🟩	N/A	🟩	N/A
USPS	Yes	🟩	8.54	78%	🟥	🟩	🟩	N/A	🟩	2%	🟩	3%	🟥	7/10	0	🟩	N/A	🟩	N/A

2019 Chief FOIA Officer Reports - Assessment of Federal Departments and Agencies
Agencies Receiving 51-1,000 Requests (FY 2017)

Agency	CFO Level	Section I: Steps Taken to Apply the Presumption of Openness				Section II: Effective System for Responding to Requests		Section III: Proactive Disclosures	Section IV: Use of Technology		
		Training			Outreach to Non-FOIA Staff	Adjudicating Requests for Expedited Processing		Making Information More Useful	Reviewed Website	Quarterly Report Postings	FY 2017 Raw Data Posting
		Attended FOIA Training	Estimate of FOIA Professionals who Attended Training			Average Number of Days <10	Average Number of Days				
NRPC	green	green	100%	green	N/A	N/A	green	green	light green	green
BBG	green	green	50%	green	red	30	green	green	red	green
FRB	green	green	100%	green		8	green	green	green	green
CFTC	green	green	30%	green		4.25	green	red	yellow	green
CFPB	green	green	100%	green		4.75	green	green	light green	red
CEQ	green	green	100%	green		8.56	green	green	red	green
CSOSA	green	green	100%	green	N/A	N/A	green	green	light green	green
CNCS	green	green	66%	N/A		3.3	green	green	green	green
CSB	green	green	100%	N/A	red	16	green	green	green	green
Ex-Im Bank	green	green	100%	green		2.14	green	green	green	green
FCC	green	green	80%	red		8.4	green	green	green	green
FDIC	green	green	100%	green		5.73	green	green	green	green
FEC	green	green	100%	green		9	green	green	green	green
FERC	green	green	80%	green		7	green	green	light green	red
FHFA	green	green	100%	green	yellow	11.3	green	green	green	green
FLRA	green	green	80%	green		9.18	green	green	light green	green

| Agency | CFO Level | Section I: Steps Taken to Apply the Presumption of Openness | | | Section II: Effective System for Responding to Requests | | Section III: Proactive Disclosures | Section IV: Use of Technology | | |
| | | Training | | Outreach to Non-FOIA Staff | Adjudicating Requests for Expedited Processing | | Making Information More Useful | Reviewed Website | Quarterly Report Postings | FY 2017 Raw Data Posting |
		Attended FOIA Training	Estimate of FOIA Professionals who Attended Training		Average Number of Days <10	Average Number of Days				
FMCS	Red	Green	100%	Green	N/A	N/A	Green	Green	Light Green	Green
FMSHRC	Green	Green	25%	Green	Green	1.3	Green	Green	Green	Green
MSPB	Green	Green	100%	Green	Green	2.24	Green	Green	Green	Green
NCUA	Green	Green	100%	Green	Green	7.5	Green	Green	Green	Green
NEA	Green	Green	85%	Green	Green	8	Green	Green	Green	Green
NEH	Green	Green	100%	Green	Green	1.75	Green	Green	Light Green	Green
NIGC	Green	Red	0%	N/A	Green	7	Green	Green	Light Green	Red
NSF	Red	Green	100%	Green	Red	15	Green	Yellow	Light Green	Red
NTSB	Green	Green	100%	Green	N/A	N/A	Green	Green	Green	Green
USNRC	Green	Green	85%	Green	Green	1.14	Green	Green	Green	Green
OSHRC	Green	Green	100%	Green	Green	5	Green	Green	Green	Green
OGE	Green	Green	100%	Green	Red	12.25	Green	Green	Light Green	Green
OMB	Green	Green	100%	Green	N/A	N/A	Green	Green	Light Green	Red
ONDCP	Green	Green	100%	Green	Green	8	Green	Green	Light Green	Green
ONHIR	Green	Red	0%	Red	N/A	N/A	Red	Green	Red	Red
OSTP	Green	Green	100%	Green	Green	9.6	Green	Green	Light Green	Green

2019 Chief FOIA Officer Reports - Assessment of Federal Departments and Agencies
Agencies Receiving 51-1,000 Requests (FY 2017)

Agency	CFO Level	Section I: Steps Taken to Apply the Presumption of Openness — Training: Attended FOIA Training	Training: Estimate of FOIA Professionals who Attended Training	Outreach to Non-FOIA Staff	Section II: Adjudicating Requests for Expedited Processing — Average Number of Days <10	Average Number of Days	Section III: Making Information More Useful	Section IV: Reviewed Website	Quarterly Report Postings	FY 2017 Raw Data Posting
OSC	green	green	100%	green	red	15.11	green	green	light green	green
ODNI	green	green	100%	green	green	6.33	green	green	light green	red
USTR	green	green	100%	green	green	7	green	green	light green	green
OPIC	red	green	100%	green	green	7	green	green	green	green
PC	green	green	100%	green	green	7	green	green	red	green
USRRB	green	green	100%	green	N/A	N/A	green	green	orange	red
STB	green	green	66%	green	N/A	N/A	green	green	green	green
TVA	green	green	100%	green	green	7	green	green	green	green
USAID	green	green	100%	green	green	3.83	green	green	green	green
USCPSC	green	green	100%	green	green	6	green	green	green	red
USIBWC	green	red	0%	green	N/A	N/A	green	green	yellow	green

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Agencies Receiving 51-1,000 Requests (FY 2017)

Agency	Simple Track — Has a Simple Track?	Score	Avg. No. of Days to Process	% of Req. In Simple Track	Agency Backlog Decreased — Req.	Process More Req.	App.	Process More App.	Req. Score	Req. %	App. Score	App. %	Ten Oldest — Req.	If no, # closed	# closed as Req. Withdrawn	App.	If no, # closed	Con-sults	If no, # closed
NRPC	Yes	[red]	53.07	6%	[green]	N/A	[green]	N/A	[orange]	31%	[red]	100%	[green]	N/A	9	[red]	4/6	[green]	N/A
BBG	Yes	[red]	36.4	58%	[red]	[red]	[green]	N/A	[green]	7%	[green]	0%	[green]	N/A	0	[green]	N/A	[green]	N/A
FRB	Yes	[green]	8	46%	[green]	N/A	[yellow]	[red]	[green]	<3%	[orange]	33%	[green]	N/A	0	[green]	N/A	[green]	N/A
CFTC	Yes	[red]	34	65%	[red]	[red]	[green]	N/A	[yellow]	25%	[green]	0%	[green]	N/A	0	[green]	N/A	[green]	N/A
CFPB	Yes	[green]	17.9	94%	[green]	N/A	[green]	N/A	[light green]	14%	[green]	0%	[green]	N/A	0	[green]	N/A	[green]	N/A
CEQ	Yes	[red]	30.4	60%	[red]	[red]	[yellow]	[green]	[orange]	31%	[red]	50%	[red]	4/10	1	[green]	N/A	[green]	N/A
CSOSA	Yes	[red]	25.3	96%	[green]	N/A	[green]	N/A	[green]	1%	[green]	0%	[green]	N/A	0	[green]	N/A	[green]	N/A
CNCS	Yes	[green]	15	78%	[yellow]	[red]	[green]	N/A	[green]	5%	[green]	0%	[red]	1/2	0	[green]	N/A	[green]	N/A
CSB	Yes	[orange]	23	63%	[green]	N/A	[green]	N/A	[red]	57%	[green]	0%	[red]	0/10	0	[green]	N/A	[green]	N/A
Ex-Im Bank	Yes	[orange]	23.14	51%	[green]	N/A	[green]	N/A	[red]	53%	[green]	0%	[red]	3/10	0	[green]	N/A	[green]	N/A
FCC	Yes	[green]	14.68	69%	[green]	N/A	[yellow]	[green]	[green]	1%	[orange]	31%	[red]	7/10	2	[red]	6/10	[green]	N/A
FDIC	Yes	[green]	9.95	57%	[yellow]	[red]	[green]	N/A	[green]	0%	[green]	0%	[green]	N/A	1	[green]	N/A	[green]	N/A
FEC	Yes	[red]	46.1	77%	[red]	[green]	[yellow]	[red]	[red]	44%	[red]	128%	[red]	5/10	0	[red]	1/5	[green]	N/A
FERC	Yes	[red]	52	29%	[red]	[green]	[yellow]	[red]	[yellow]	24%	[light green]	12%	[red]	9/10	0	[green]	N/A	[red]	0/1
FHFA	Yes	[green]	16.24	64%	[yellow]	[red]	[green]	N/A	[light green]	14%	[green]	0%	[red]	8/10	1	[green]	N/A	[green]	N/A
FLRA	Yes	[green]	6.17	95%	[green]	N/A	[green]	N/A	[green]	0%	[green]	0%	[green]	N/A	0	[green]	N/A	[green]	N/A
FMCS	Yes	[red]	73	98%	[green]	N/A	[green]	N/A	[yellow]	24%	[green]	0%	[red]	9/10	0	[green]	N/A	[green]	N/A
FMSHRC	Yes	[green]	2.4	84%	[green]	N/A	[green]	N/A	[green]	0%	[green]	0%	[green]	N/A	0	[green]	N/A	[green]	N/A
MSPB	Yes	[green]	15.63	63%	[green]	N/A	[yellow]	[red]	[yellow]	27%	[yellow]	23%	[red]	8/10	0	[green]	N/A	[green]	N/A

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

		Section V -- Steps Taken to Improve Timeliness in Responding to Requests (Req.) and Reducing Backlogs																	
		Simple Track			Agency Backlog Decreased				Percentage of Backlog to # of Req./App. Received in FY 2018				Agency Closed Ten Oldest Req., Appeals (App.) & Consultations (Consults.). If not, # closed in FY 2018						
Agency	Has a Simple Track?	Score	Avg. No. of Days to Process	% of Req. In Simple Track	Req.	Process More Req.	App.	Process More App.	Req. Score	Req. %	App. Score	App. %	Req.	If no, # closed	# closed as Req. Withdrawn	App.	If no, # closed	Con-sults	If no, # closed
NCUA	Yes	(green)	8.5	43%	(red)	(green)	(green)	N/A	(green)	7%	(green)	0%	(green)	N/A	1	(green)	N/A	(green)	N/A
NEA	Yes	(green)	11	91%	(green)	N/A	(green)	N/A	(green)	0%	(green)	0%	(green)	N/A	0	(green)	N/A	(green)	N/A
NEH	Yes	(green)	13.9	91%	(green)	N/A	(green)	N/A	(green)	0%	(green)	0%	(green)	N/A	0	(green)	N/A	(green)	N/A
NIGC	Yes	(red)	29	63%	(green)	N/A	(green)	N/A	(lightgreen)	20%	(green)	0%	(red)	8/10	1	(green)	N/A	(green)	N/A
NSF	Yes	(red)	48	26%	(green)	N/A	(green)	N/A	(red)	75%	(green)	0%	(green)	N/A	0	(green)	N/A	(green)	N/A
NTSB	Yes	(red)	265	51%	(green)	N/A	(green)	N/A	(red)	126%	(red)	7%	(red)	9/10	0	(green)	N/A	(green)	N/A
USNRC	Yes	(yellow)	22.96	78%	(red)	(green)	(red)	(green)	(lightgreen)	19%	(lightgreen)	13%	(red)	4/10	2	(red)	2/5	(green)	N/A
OSHRC	Yes	(green)	5.6	93%	(green)	N/A	(green)	N/A	(green)	0%	(green)	0%	(green)	N/A	0	(green)	N/A	(green)	N/A
OGE	No	(red)	12.25	N/A	(green)	N/A	(green)	N/A	(green)	48%	(green)	0%	(green)	N/A	0	(green)	N/A	(green)	N/A
OMB	No	(red)	174	N/A	(red)	(green)	(red)	(red)		93%	(red)	275%	(red)	9/10	0	(red)	0/7	(red)	9/10
ONDCP	Yes	(green)	11	79%	(red)	(green)	(green)	N/A	(lightgreen)	19%	(green)	0%	(red)	9/10	2	(green)	N/A	(green)	N/A
ONHIR	No	(green)	1.42	N/A	(green)	N/A	(green)	N/A	(green)	0%	(green)	0%	(green)	N/A	0	(green)	N/A	(green)	N/A
OSTP	Yes	(red)	42.45	94%	(red)	(red)	(green)	N/A	(red)	46%	(green)	0%	(red)	1/10	0	(green)	N/A	(green)	N/A
OSC	Yes	(red)	119.03	28%	(green)	N/A	(green)	N/A	(red)	59%	(green)	0%	(green)	N/A	4	(green)	N/A	(green)	N/A
ODNI	Yes	(orange)	23.81	31%	(red)	(red)	(red)	(red)	(red)	108%	(red)	224%	(red)	0/10	0	(red)	1/10	(red)	4/10
USTR	Yes	(green)	17	72%	(red)	(green)	(green)	N/A	(green)	6%	(green)	0%	(red)	9/10	0	(green)	N/A	(green)	N/A
OPIC	Yes	(lightgreen)	21.75	68%	(red)	(red)	(green)	N/A	(lightgreen)	15%	(green)	0%	(green)	N/A	0	(green)	N/A	(green)	N/A
PC	Yes	(red)	179	90%	(red)	(green)	(green)	N/A	(red)	41%	(green)	0%	(red)	3/10	0	(green)	N/A	(green)	N/A
USRRB	No	(orange)	24.17	N/A	(yellow)	(red)	(green)	N/A	(lightgreen)	10%	(green)	0%	(red)	0/8	0	(green)	N/A	(green)	N/A
STB	No	(green)	9.7	N/A	(green)	N/A	(green)	N/A	(green)	0%	(green)	0%	(green)	N/A	0	(green)	N/A	(green)	N/A

Agency	Has a Simple Track?	Score	Avg. No. of Days to Process	% of Req. In Simple Track	Req.	Process More Req.	App.	Process More App.	Req. Score	Req. %	App. Score	App. %	Req.	If no, # closed	# closed as Req. Withdrawn	App.	If no, # closed	Con-sults	If no, # closed
TVA	Yes		7.75	60%				N/A		5%		0%		N/A	0		N/A		N/A
USAID	Yes		3	0%		N/A				98%		19%		N/A	0		N/A		N/A
USCPSC	Yes		45.11	23%						48%		10%		N/A	0		N/A		N/A
USIBWC	No		18	N/A				N/A		14%		0%		N/A	0		N/A		N/A

Agency	CFO Level	Section I: Steps Taken to Apply the Presumption of Openness						Section II: Effective System for Responding to Requests		Section III: Proactive Disclosures	Section IV: Use of Technology		
		Attended FOIA Training	Training		Agency Conducted Outreach with Requester Community	Outreach to Non-FOIA Staff	Adjudicating Requests for Expedited Processing		Making Information More Useful	Reviewed Website	Quarterly Report Postings	FY 2017 Raw Data Posting
			Estimate of FOIA Professionals who Attended Training				Average Number of Days <10	Average Number of Days				
			Grade	Percentage								
CIA	DG	DG	DG	90%	DG	DG	DG	1	DG	DG	DG	R
USDA	DG	DG	DG	85%	DG	DG	DG	6.69	DG	DG	DG	DG
DOC	DG	DG	DG	85%	DG	DG	LG	10.3	DG	DG	LG	DG
DOD	DG	DG	DG	85%	DG	DG	DG	5.7	DG	DG	DG	DG
ED	DG	DG	DG	90%	DG	DG	DG	8.13	DG	DG	DG	DG
DOE	DG	DG	LG	80%	DG	DG	DG	9.98	DG	DG	0	DG
HHS	DG	DG	DG	85%	DG	DG	DG	6.8	DG	DG	DG	DG
DHS	DG	DG	DG	94%	DG	DG	R	24.59	DG	DG	DG	DG
HUD	DG	DG	DG	85%	DG	DG	DG	5.57	R	DG	DG	DG
DOJ	DG	DG	DG	91%	DG	DG	DG	8.52	DG	DG	DG	DG
Labor	DG	DG	DG	90%	DG	DG	R	50.9	DG	DG	DG	DG
State	DG	DG	DG	95%	DG	DG	O	11.58	DG	DG	DG	R
DOI	DG	DG	DG	85%	DG	DG	DG	4	DG	DG	DG	DG
Treasury	DG	DG	DG	90%	DG	DG	DG	1.75	DG	DG	DG	DG
DOT	DG	DG	DG	100%	DG	DG	DG	5	DG	DG	DG	DG
VA	DG	DG	DG	86%	DG	DG	R	13.3	DG	DG	Y	DG
EPA	DG	DG	DG	99%	DG	DG	R	18.3	DG	DG	LG	DG

Agency	CFO Level	Section I: Steps Taken to Apply the Presumption of Openness					Section II: Effective System for Responding to Requests		Section III: Proactive Disclosures	Section IV: Use of Technology		
		Attended FOIA Training	Training		Agency Conducted Outreach with Requester Community	Outreach to Non-FOIA Staff	Adjudicating Requests for Expedited Processing		Making Information More Useful	Reviewed Website	Quarterly Report Postings	FY 2017 Raw Data Posting
			Estimate of FOIA Professionals who Attended Training				Average Number of Days <10	Average Number of Days				
			Grade	Percentage								
EEOC	R	DG	DG	95%	DG	DG	R	31.41	DG	DG	DG	DG
FTC	DG	DG	DG	90%	DG	DG	DG	9.2	DG	DG	DG	DG
GSA	DG	DG	DG	100%	DG	DG	DG	2.25	DG	DG	DG	DG
NASA	DG	DG	DG	100%	DG	DG	LG	10.26	DG	DG	DG	DG
NARA	DG	DG	DG	90%	DG	Y	DG	5.47	DG	DG	Y	DG
NLRB	DG	DG	DG	95%	DG	DG	DG	9.25	DG	DG	LG	DG
OPM	DG	DG	LG	80%	DG	DG	N/A	N/A	R	DG	DG	R
PBGC	DG	DG	DG	100%	DG	DG	DG	7.69	DG	DG	DG	DG
SEC	DG	DG	DG	100%	DG	DG	DG	5.75	DG	DG	DG	DG
SBA	DG	DG	DG	100%	DG	DG	R	31.53	DG	DG	Y	DG
SSA	DG	DG	DG	95%	DG	DG	DG	7	DG	DG	DG	DG
USPS	DG	DG	DG	85%	R	DG	DG	2.86	DG	DG	DG	DG

	Section V -- Steps Taken to Improve Timeliness in Responding to Requests (Req.) and Reducing Backlogs																		
	Simple Track				Backlog Decreased				Percentage of Backlog to # of Req./App. Received in FY 2018				Agency Closed Ten Oldest Req., Appeals (App.) & Consultations (Consults.). If not, # closed in FY 2018						
Agency	Has a Simple Track?		Avg. No. of Days to Process	% of Req. In Simple Track	Req.	Process More Req.	App.	Process More App.	Req. Score	Req. %	App. Score	App. %	Req.	If no, # closed	# closed as Req. Withdrawn	App.	If no, # closed	Con-sults	If no, # closed
CIA	Yes	R	32	46%	R	DG	R	DG	R	74%	R	57%	R	5/10	0	R	6/10	R	8/10
USDA	Yes	DG	12.05	95%	R	DG	R	R	DG	7%	R	162%	R	8/10	0	R	8/10	R	6/10
DOC	Yes	R	82.25	52%	R	R	R	R	Y	25%	R	57%	R	5/10	1	R	2/10	R	4/10
DOD	Yes	O	24.6	54%	R	DG	DG	N/A	LG	20%	R	80%	R	7/10	0	DG	N/A	R	3/10
ED	Yes	DG	9.89	58%	R	DG	R	DG	Y	29%	R	96%	R	6/10	0	R	3/10	R	0/1
DOE	Yes	R	52.93	74%	R	R	DG	N/A	Y	24%	LG	15%	R	7/10	1	R	2/10	R	6/10
HHS	Yes	DG	16.85	36%	R	R	R	R	LG	18%	R	186%	DG	N/A	3	R	7/10	R	0/10
DHS	Yes	R	27.37	46%	R	DG	R	R	LG	14%	DG	4%	R	9/10	0	R	8/10	R	7/10
HUD	Yes	R	40.17	64%	R	R	Y	R	O	36%	Y	27%	R	7/10	2	R	9/10	DG	N/A
DOJ	Yes	R	30.77	71%	R	DG	DG	N/A	LG	18%	DG	4%	DG	N/A	0	DG	N/A	DG	N/A
Labor	Yes	O	24	34%	R	R	DG	N/A	DG	6%	R	133%	R	5/10	0	R	2/10	R	1/2
State	Yes	R	408.88	15%	DG	N/A	DG	N/A	R	102%	R	188%	R	4/10	0	R	8/10	R	7/10
DOI	Yes	DG	6	8%	R	DG	DG	N/A	O	38%	R	179%	DG	N/A	0	DG	N/A	DG	N/A
Treasury	Yes	DG	14	25%	R	R	R	R	LG	12%	R	65%	R	4/10	0	R	5/10	R	5/10
DOT	Yes	R	45	81%	DG	N/A	DG	N/A	Y	25%	R	127%	R	6/10	1	R	3/10	R	1/5
VA	Yes	DG	17.6	76%	R	R	R	R	LG	20%	Y	25%	R	5/10	0	DG	N/A	R	1/3
EPA	Yes	R	35.74	77%	R	R	R	R	Y	24%	R	72%	R	7/10	4	R	8/10	R	1/3
EEOC	Yes	R	46.62	95%	DG	N/A	Y	DG	LG	11%	DG	2%	DG	N/A	0	DG	N/A	N/A	N/A
FTC	Yes	DG	11.9	64%	DG	N/A	DG	N/A	DG	0%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A

	Section V -- Steps Taken to Improve Timeliness in Responding to Requests (Req.) and Reducing Backlogs																	
	Simple Track				Backlog Decreased				Percentage of Backlog to # of Req./App. Received in FY 2018				Agency Closed Ten Oldest Req., Appeals (App.) & Consultations (Consults.). If not, # closed in FY 2018					
Agency	Has a Simple Track?		Avg. No. of Days to Process	% of Req. In Simple Track	Req.	Process More Req.	App.	Process More App.	Req. Score	Req. %	App. Score	App. %	Req.	If no, # closed	# closed as Req. Withdrawn	App.	If no, # closed	Con-sults	If no, # closed
GSA	Yes	DG	17.63	43%	R	Y	R	DG	LG	19%	Y	28%	DG	N/A	3	R	8/10	DG	N/A
NASA	Yes	DG	9.06	38%	R	R	DG	N/A	DG	3%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A
NARA	Yes	DG	11.47	98%	DG	N/A	DG	N/A	DG	3%	R	203%	DG	N/A	0	R	3/10	DG	N/A
NLRB	No	R	62.73	N/A	DG	N/A	DG	N/A	DG	7%	DG	0%	DG	N/A	2	DG	1/1	DG	N/A
OPM	Yes	DG	2.7	75%	R	DG	DG	N/A	DG	2%	R	96%	R	8/10	0	R	6/10	DG	N/A
PBGC	Yes	DG	8.57	20%	DG	N/A	DG	N/A	DG	0%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A
SEC	Yes	DG	11.79	99%	R	DG	DG	N/A	DG	1%	DG	0%	R	9/10	1	DG	N/A	DG	N/A
SBA	Yes	DG	15.02	92%	R	R	DG	N/A	DG	5%	DG	4%	DG	N/A	0	DG	N/A	DG	N/A
SSA	Yes	DG	8	96%	R	R	R	DG	DG	1%	DG	3%	DG	N/A	0	DG	N/A	DG	N/A
USPS	Yes	DG	8.54	78%	R	DG	DG	N/A	DG	2%	DG	3%	R	7/10	0	DG	N/A	DG	N/A

Agency	CFO Level	Section I: Steps Taken to Apply the Presumption of Openness				Section II: Effective System for Responding to Requests		Section III: Proactive Disclosures	Section IV: Use of Technology		
		Training		Outreach to Non-FOIA Staff		Adjudicating Requests for Expedited Processing					
		Attended FOIA Training	Estimate of FOIA Professionals who Attended Training		Average Number of Days <10	Average Number of Days	Making Information More Useful	Reviewed Website	Quarterly Report Postings	FY 2017 Raw Data Posting
NRPC	DG	DG	100%	DG	N/A	N/A	DG	DG	LG	DG
BBG	DG	DG	50%	DG	R	30	DG	DG	R	DG
FRB	DG	DG	100%	DG	DG	8	DG	DG	DG	DG
CFTC	DG	DG	30%	DG	DG	4.25	DG	R	O	DG
CFPB	DG	DG	100%	DG	DG	4.75	DG	DG	LG	R
CEQ	DG	DG	100%	DG	DG	8.56	DG	DG	R	DG
CSOSA	DG	DG	100%	DG	N/A	N/A	DG	DG	LG	DG
CNCS	DG	DG	66%	N/A	DG	3.3	DG	DG	DG	DG
CSB	DG	DG	100%	N/A	R	16	DG	DG	DG	DG
Ex-Im Bank	DG	DG	100%	DG	DG	2.14	DG	DG	DG	DG
FCC	DG	DG	80%	R	DG	8.4	DG	DG	DG	DG
FDIC	DG	DG	100%	DG	DG	5.73	DG	DG	DG	DG
FEC	DG	DG	100%	DG	DG	9	DG	DG	DG	DG
FERC	DG	DG	80%	DG	DG	7	DG	DG	LG	R
FHFA	DG	DG	100%	DG	O	11.3	DG	DG	DG	DG
FLRA	DG	DG	80%	DG	DG	9.18	DG	DG	LG	DG

| Agency | CFO Level | Section I: Steps Taken to Apply the Presumption of Openness | | | | Section II: Effective System for Responding to Requests | | Section III: Proactive Disclosures | Section IV: Use of Technology | | |
| | | Training | | Outreach to Non-FOIA Staff | | Adjudicating Requests for Expedited Processing | | Making Information More Useful | Reviewed Website | Quarterly Report Postings | FY 2017 Raw Data Posting |
		Attended FOIA Training	Estimate of FOIA Professionals who Attended Training			Average Number of Days <10	Average Number of Days				
FMCS	R	DG	100%	DG		N/A	N/A	DG	DG	LG	DG
FMSHRC	DG	DG	25%	DG		DG	1.3	DG	DG	DG	DG
MSPB	DG	DG	100%	DG		DG	2.24	DG	DG	DG	DG
NCUA	DG	DG	100%	DG		DG	7.5	DG	DG	DG	DG
NEA	DG	DG	85%	DG		DG	8	DG	DG	DG	DG
NEH	DG	DG	100%	DG		DG	1.75	DG	DG	LG	DG
NIGC	DG	R	0%	N/A		DG	7	DG	DG	LG	R
NSF	R	DG	100%	DG		R	15	DG	Y	LG	R
NTSB	DG	DG	100%	DG		N/A	N/A	DG	DG	DG	DG
USNRC	DG	DG	85%	DG		DG	1.14	DG	DG	DG	DG
OSHRC	DG	DG	100%	DG		DG	5	DG	DG	DG	DG
OGE	DG	DG	100%	DG		R	12.25	DG	DG	LG	DG
OMB	DG	DG	100%	DG		N/A	N/A	DG	DG	LG	R
ONDCP	DG	DG	100%	DG		DG	8	DG	DG	LG	DG
ONHIR	DG	R	0%	R		N/A	N/A	R	DG	R	R
OSTP	DG	DG	100%	DG		DG	9.6	DG	DG	LG	DG

Agency	CFO Level	Section I: Steps Taken to Apply the Presumption of Openness				Section II: Effective System for Responding to Requests		Section III: Proactive Disclosures	Section IV: Use of Technology		
			Training		Outreach to Non-FOIA Staff	Adjudicating Requests for Expedited Processing					
		Attended FOIA Training	Estimate of FOIA Professionals who Attended Training		Average Number of Days <10	Average Number of Days	Making Information More Useful	Reviewed Website	Quarterly Report Postings	FY 2017 Raw Data Posting
OSC	DG	DG	100%	DG	R	15.11	DG	DG	LG	DG
ODNI	DG	DG	100%	DG	DG	6.33	DG	DG	LG	R
USTR	DG	DG	100%	DG	DG	7	DG	DG	LG	DG
OPIC	R	DG	100%	DG	DG	7	DG	DG	DG	DG
PC	DG	DG	100%	DG	DG	7	DG	DG	R	DG
USRRB	DG	DG	100%	DG	N/A	N/A	DG	DG	O	R
STB	DG	DG	66%	DG	N/A	N/A	DG	DG	DG	DG
TVA	DG	DG	100%	DG	DG	7	DG	DG	DG	DG
USAID	DG	DG	100%	DG	DG	3.83	DG	DG	DG	DG
USCPSC	DG	DG	100%	DG	DG	6	DG	DG	DG	R
USIBWC	DG	R	0%	DG	N/A	N/A	DG	DG	Y	DG

Agency	Simple Track				Agency Backlog Decreased				Percentage of Backlog to # of Req./App. Received in FY 2018				Agency Closed Ten Oldest Req., Appeals (App.) & Consultations (Consults.). If not, # closed in FY 2018						
	Has a Simple Track?	Score	Avg. No. of Days to Process	% of Req. In Simple Track	Req.	Process More Req.	App.	Process More App.	Req. Score	Req. %	App. Score	App. %	Req.	If no, # closed	# closed as Req. Withdrawn	App.	If no, # closed	Con-sults	If no, # closed
NRPC	Yes	R	53.07	6%	DG	N/A	DG	N/A	O	31%	R	100%	DG	N/A	9	R	4/6	DG	N/A
BBG	Yes	R	36.4	58%	R	R	DG	N/A	DG	7%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A
FRB	Yes	DG	8	46%	DG	N/A	Y	R	DG	<3%	O	33%	DG	N/A	0	DG	N/A	DG	N/A
CFTC	Yes	R	34	65%	R	R	DG	N/A	Y	25%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A
CFPB	Yes	DG	17.9	94%	R	DG	DG	N/A	LG	14%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A
CEQ	Yes	R	30.4	60%	R	R	Y	DG	O	31%	R	50%	R	4/10	1	DG	N/A	DG	N/A
CSOSA	Yes	R	25.3	96%	DG	N/A	DG	N/A	DG	1%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A
CNCS	Yes	DG	15	78%	Y	R	DG	N/A	DG	5%	DG	0%	R	1/2	0	DG	N/A	DG	N/A
CSB	Yes	O	23	63%	R	DG	DG	N/A	R	57%	DG	0%	R	0/10	0	DG	N/A	DG	N/A
Ex-Im Bank	Yes	O	23.14	51%	DG	N/A	DG	N/A	R	53%	DG	0%	R	3/10	0	DG	N/A	DG	N/A
FCC	Yes	DG	14.68	69%	DG	N/A	Y	DG	DG	1%	O	31%	R	7/10	2	R	6/10	DG	N/A
FDIC	Yes	DG	9.95	57%	Y	R	DG	N/A	DG	0%	DG	0%	DG	N/A	1	DG	N/A	DG	N/A
FEC	Yes	R	46.1	77%	R	DG	Y	R	R	44%	R	128%	R	5/10	0	R	1/5	DG	N/A
FERC	Yes	R	52	29%	R	DG	Y	R	Y	24%	LG	12%	R	9/10	0	DG	N/A	R	0/1
FHFA	Yes	DG	16.24	64%	Y	R	DG	N/A	LG	14%	DG	0%	R	8/10	1	DG	N/A	DG	N/A
FLRA	Yes	DG	6.17	95%	DG	N/A	DG	N/A	DG	0%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A
FMCS	Yes	R	73	98%	DG	N/A	DG	N/A	Y	24%	DG	0%	R	9/10	0	DG	N/A	DG	N/A
FMSHRC	Yes	DG	2.4	84%	DG	N/A	DG	N/A	DG	0%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A

Agency	Simple Track				Agency Backlog Decreased				Percentage of Backlog to # of Req./App. Received in FY 2018				Agency Closed Ten Oldest Req., Appeals (App.) & Consultations (Consults.). If not, # closed in FY 2018						
	Has a Simple Track?	Score	Avg. No. of Days to Process	% of Req. In Simple Track	Req.	Process More Req.	App.	Process More App.	Req. Score	Req. %	App. Score	App. %	Req.	If no, # closed	# closed as Req. Withdrawn	App.	If no, # closed	Con-sults	If no, # closed
MSPB	Yes	DG	15.63	63%	DG	N/A	Y	R	Y	27%	Y	23%	R	8/10	0	DG	N/A	DG	N/A
NCUA	Yes	DG	8.5	43%	R	DG	DG	N/A	DG	7%	DG	0%	DG	N/A	1	DG	N/A	DG	N/A
NEA	Yes	DG	11	91%	DG	N/A	DG	N/A	DG	0%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A
NEH	Yes	DG	13.9	91%	DG	N/A	DG	N/A	DG	0%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A
NIGC	Yes	R	29	63%	DG	N/A	DG	N/A	LG	20%	DG	0%	R	8/10	1	DG	N/A	DG	N/A
NSF	Yes	R	48	26%	DG	N/A	DG	N/A	R	75%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A
NTSB	Yes	R	265	51%	DG	N/A	DG	N/A	R	126%	DG	7%	R	9/10	0	DG	N/A	DG	N/A
USNRC	Yes	Y	22.96	78%	R	R	R	R	LG	19%	LG	13%	R	4/10	2	R	2/5	DG	N/A
OSHRC	Yes	DG	5.6	93%	DG	N/A	DG	N/A	DG	0%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A
OGE	No	R	12.25	N/A	DG	N/A	DG	N/A	R	48%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A
OMB	No	R	174	N/A	R	DG	R	R	R	93%	R	275%	R	9/10	0	R	0/7	R	9/10
ONDCP	Yes	DG	11	79%	R	DG	DG	N/A	LG	19%	DG	0%	R	9/10	2	DG	N/A	DG	N/A
ONHIR	No	DG	1.42	N/A	DG	N/A	DG	N/A	DG	0%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A
OSTP	Yes	R	42.45	94%	R	R	DG	N/A	R	46%	DG	0%	R	1/10	0	DG	N/A	DG	N/A
OSC	Yes	R	119.03	28%	DG	N/A	DG	N/A	R	59%	DG	0%	DG	N/A	4	DG	N/A	DG	N/A
ODNI	Yes	O	23.81	31%	R	R	R	R	R	108%	R	224%	R	0/10	0	R	1/10	R	4/10
USTR	Yes	DG	17	72%	R	DG	DG	N/A	DG	6%	DG	0%	R	9/10	0	DG	N/A	DG	N/A
OPIC	Yes	LG	21.75	68%	R	R	DG	N/A	LG	15%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A
PC	Yes	R	179	90%	R	R	DG	N/A	R	41%	DG	0%	R	3/10	0	DG	N/A	DG	N/A

	Section V -- Steps Taken to Improve Timeliness in Responding to Requests (Req.) and Reducing Backlogs																		
	Simple Track				Agency Backlog Decreased				Percentage of Backlog to # of Req./App. Received in FY 2018				Agency Closed Ten Oldest Req., Appeals (App.) & Consultations (Consults.). If not, # closed in FY 2018						
Agency	Has a Simple Track?	Score	Avg. No. of Days to Process	% of Req. In Simple Track	Req.	Process More Req.	App.	Process More App.	Req. Score	Req. %	App. Score	App. %	Req.	If no, # closed	# closed as Req. Withdrawn	App.	If no, # closed	Con-sults	If no, # closed
USRRB	No	O	24.17	N/A	Y	R	DG	N/A	LG	10%	DG	0%	R	0/8	0	DG	N/A	DG	N/A
STB	No	DG	9.7	N/A	DG	N/A	DG	N/A	DG	0%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A
TVA	Yes	DG	7.75	60%	Y	DG	DG	N/A	DG	5%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A
USAID	Yes	DG	3	0%	DG	N/A	Y	DG	R	98%	LG	19%	DG	N/A	0	DG	N/A	DG	N/A
USCPSC	Yes	R	45.11	23%	R	R	Y	Y	R	48%	DG	10%	DG	N/A	0	DG	N/A	DG	N/A
USIBWC	No	DG	18	N/A	Y	R	DG	N/A	LG	14%	DG	0%	DG	N/A	0	DG	N/A	DG	N/A