

## American Battle Monuments Commission

### Chief FOIA Officer Report

March 7, 2012

#### Section I: Steps Taken to Apply the Presumption of Openness

The guiding principle underlying the President's FOIA Memorandum and the Attorney General's FOIA Guidelines is the presumption of openness.

Describe the steps your agency has taken to ensure that that presumption of openness is being applied to all decisions involving the FOIA. To do so, you should answer the questions listed below and then include any additional information you would like to describe how your agency is working to apply the presumption of openness.

1. Did your agency hold an agency FOIA conference, or otherwise conduct training during this reporting period?

**No**

2. Did your FOIA professionals attend any FOIA training, such as that provided by the Department of Justice?

**Yes**

In his 2009 FOIA Guidelines, the Attorney General strongly encouraged agencies to make discretionary releases of information even when the information might be technically exempt from disclosure under the FOIA. OIP encourages agencies to make discretionary releases whenever there is no foreseeable harm from release.

3. Did your agency make any discretionary releases of otherwise exempt information?

**ABMC made no discretionary releases of otherwise exempt information. All denials were for reasons of No Records, Request Withdrawn, or Improper FOIA Request for Other Reason. Partial Denials were Privacy Act based.**

4. What exemptions would have covered the information that was released as a matter of discretion?

**N/A**

5. Describe your agency's process to review records to determine whether discretionary releases are possible.

**All records requested and possessed by the agency are reviewed to determine whether full or partial release can be made. If an opportunity for discretionary release is apparent, this is discussed with the record custodian.**

6. Describe any other initiatives undertaken by your agency to ensure that the presumption of openness is being applied.

**None**

In Section V.B (1) of your agency's Annual FOIA Report, entitled "Disposition of FOIA Requests – All Processed Requests," the first two columns list the "Number of Full Grants" and the "Number of Partial Grants/Partial Denials." Compare your agency's 2011 Annual FOIA Report with last year's Annual FOIA Report and answer the following questions:

7. Did your agency have an increase in the number of responses where records were released in full?

**Yes**

8. Did your agency have an increase in the number of responses where records were released in part?

**No**

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

As the Attorney General emphasized in his FOIA Guidelines, "[a]pplication of the proper disclosure standard is only one part of ensuring transparency. Open government requires not just a presumption of disclosure, but also an effective system for responding to FOIA requests."

This section should include a discussion of how your agency has addressed the key roles played by the broad spectrum of agency personnel who work with FOIA professionals in responding to requests, including, in particular, steps taken to ensure that FOIA professionals have sufficient IT support.

1. Do FOIA professionals within your agency have sufficient IT support?

**Yes**

2. Is there regular interaction between agency FOIA professionals and the Chief FOIA Officer?

**Yes**

3. Do your agency's FOIA professionals interact with your Open Government Team?

**No**

4. Describe the steps your agency has taken to assess whether adequate staffing is being devoted to FOIA administration.

**No assessment is necessary – the two additional duty personnel assigned FOIA responsibilities are adequate to process the 15-25 FOIA requests received annually.**

5. Describe any other steps your agency has undertaken to ensure that your FOIA system operates efficiently and effectively.

**None – ABMC has an effective and efficient processing system. We are a small agency that over the previous five fiscal years averaged 18 requests per year. Those requests were processed in an average time of 12 days.**

### **Section III: Steps Taken To Increase Proactive Disclosures**

Both the President and Attorney General focused on the need for agencies to work proactively to post information online without waiting for individual requests to be received.

Describe here the steps your agency has taken to increase the amount of material that is available on your agency website, and the usability of such information, including providing examples of proactive disclosures that have been made during this past reporting period (i.e., from March 2011 to March 2012). In doing so, answer the questions listed below and describe any additional steps taken by your agency to make and improve proactive disclosures of information.

1. Has your agency added new material to your website since last year?

**Yes**

2. Provide examples of the records, datasets, videos, etc, that have been posted this past year.

**Our agency added a set of cemetery visitor brochures to our website, as well as photos and videos of significant ceremonies and events that occurred at our commemorative sites this past year.**

3. Describe the system your agency uses to routinely identify records that are appropriate for posting.

**If the Chief FOIA Officer becomes aware of records that would be appropriate for posting he discusses that potential with the record custodian.**

4. Beyond posting new material, is your agency taking steps to make the information more useful to the public, especially to the community of individuals who regularly access your agency's website, such as soliciting feedback on the content and presentation of the posted material, improving search capabilities, providing explanatory material, etc.?

**The agency hired a Web Communication Manager during this reporting period, which significantly increased our website event postings, our Facebook presence and postings, and the quality and currency of our content. Additionally, the agency awarded contracts for random website survey and analysis and a complete redesign of the agency website. A contract will be awarded in the 2<sup>nd</sup> quarter of FY 2012 to redesign the agency's war dead database—our most visited web pages—to improve its appearance and functionality.**

5. Describe any other steps taken to increase disclosures at your agency.

**None**

#### **Section IV: Steps Taken To Greater Utilize Technology**

A key component of the President's Memorandum was the direction to "use modern technology to inform citizens about what is known and done by their Government." In addition to using the internet to make proactive disclosures, agencies should also be exploring ways to utilize technology in responding to requests. In 2010 and 2011, agencies reported widespread use of technology in handling FOIA requests. For 2012, the questions have been further refined and now also address different, more innovative aspects of technology use.

*Electronic receipt of FOIA requests:*

1. Can FOIA requests be made electronically to your agency?

**Yes**

2. If your agency processes requests on a decentralized basis, do all components of your agency receive requests electronically?

**N/A**

*Online tracking of FOIA requests:*

3. Can a FOIA requester track the status of his/her request electronically?

**No**

4. If not, is your agency taking steps to establish this capability?

**No**

*Use of technology to facilitate processing of requests:*

5. Beyond using technology to redact documents, is your agency taking steps to utilize more advanced technology to facilitate overall FOIA efficiency, such as improving record search capabilities, utilizing document sharing platforms for consultations and referrals, or employing software that can sort and de-duplicate documents?

**No**

6. If so, describe the technological improvements being made.

**N/A**

### **Section V: Steps Taken to Improve Timeliness in Responding to Requests and to Reduce Backlogs**

The President and the Attorney General have emphasized the importance of improving timeliness in responding to requests. This section addresses both time limits and backlog reduction. Backlog reduction is measured both in terms of numbers of backlogged requests or appeals and by looking at whether agencies closed their ten oldest requests and appeals. *For the figures required in this section, please use those contained in the specified sections of your agency's 2011 Annual FOIA Report.*

1. Section VII.A of your agency's Annual FOIA Report, entitled "FOIA Requests – Response Time for All Processed Requests," includes figures that show your agency's average response times for processed requests. For agencies utilizing a multi-track system to process requests, there is a category for "simple" requests, which are those requests that are placed in the agency's fastest (non-expedited) track, based on the low volume and/or simplicity of the records requested. If your agency does not utilize a separate track for processing simple requests, answer the question below using the figure provided in your report for your non-expedited requests.

- a. Does your agency utilize a separate track for simple requests?

**No**

- b. If so, for your agency overall, for Fiscal Year 2011, was the average number of days to process simple requests twenty working days or fewer?

**N/A**

- c. If your agency does not track simple requests separately, was the average number of days to process non-expedited requests twenty working days or fewer?

**Yes**

2. Section VII.A, Sections XII.D.(2) and XII.E.(2) of your agency's Annual FOIA Report, entitled "Comparison of Number of Requests/Appeals from Previous and Current Annual Report – Backlogged Requests/Appeals," show the number of any backlog of pending requests or pending appeals from Fiscal Year 2011 as compared to Fiscal Year 2010. You should refer to those numbers when completing this section of your Chief FOIA Officer Report. In addition, Section VII.E, entitled "Pending Requests – Ten Oldest Pending Requests," and Section VI.C. (5), entitled "Ten Oldest Pending Administrative Appeals," from both Fiscal Year 2010 and Fiscal Year 2011 should be used for this section.

- a. If your agency had a backlog or requests at the close of Fiscal Year 2011, did that backlog decrease as compared with Fiscal Year 2010?

**No – the agency had one pending request at the end of Fiscal Year 2011 and no pending requests at the end of Fiscal Year 2010.**

- b. If your agency had a backlog of administrative appeals in Fiscal Year 2011, did that backlog decrease as compared to Fiscal Year 2010?

**The agency had no administrative appeals in Fiscal Years 2010 or 2011**

- c. In Fiscal Year 2011, did your agency close the ten oldest requests that were pending as of the end of Fiscal Year 2010?

**N/A – the agency had no pending requests at the end of Fiscal Year 2010**

- d. In Fiscal Year 2011, did your agency close the ten oldest administrative appeals that were pending as of the end of Fiscal Year 2010?

**N/A – the agency had no pending administrative appeals at the end of Fiscal Year 2011**

3. If you answered “no” to any of the above questions, describe why that has occurred. In doing so answer the following questions then include any additional explanation.

Request Backlog:

- a. Was the lack of a reduction in the request backlog a result of an increase in the number of incoming requests?

**No**

- b. Was the lack of a reduction in the request backlog caused by a loss of staff?

**No**

- c. Was the lack of a reduction in the request backlog caused by an increase in the complexity of the requests received?

**No**

- d. What other causes, if any, contributed to the lack of a decrease in the request backlog?

**The agency had one pending request at the end of Fiscal Year 2011 and no pending requests at the end of Fiscal Year 2010, so it was not mathematically possible to decrease the request backlog in Fiscal Year 2011.**

Administrative Appeal Backlog:

**N/A – the agency had no administrative appeals in Fiscal Years 2010 or 2011**

All agencies should strive to both reduce any existing backlogs or requests and appeals and to improve their timeliness in responding to requests and appeals. Describe the steps your agency is taking to make improvements in those areas. In doing so answer the following questions and then also include any other steps being taken to reduce backlogs and to improve timeliness.

1. Does your agency routinely set goals and monitor the progress of your FOIA caseload?

**No – our agency caseload is so small such goals are not necessary**

2. Has your agency increased its FOIA staffing?

**No**

3. Has your agency made IT improvements to increase timeliness?

**No**

4. If your agency receives consultations from other agencies, has your agency taken steps to improve the efficiency of the handling of such consultations, such as utilizing IT to share the documents, or establishing guidelines or agreements with other agencies on the handling of particular information to speed up or eliminate the need for consultations?

**No – our agency rarely receives consultations from other agencies**

### **Use of FOIA's Law Enforcement "Exclusions"**

In order to increase transparency regarding the use of the FOIA's statutory law enforcement exclusions, which authorizes agencies under certain exceptional circumstances to "treat the records as not subject to the requirements of [the FOIA]," 5 U.S.C. 552(c)(1),(2),(3), please answer the following questions:

1. Did your agency invoke a statutory exclusion during Fiscal Year 2011?

**No**

2. If so, what is the total number of times exclusions were invoked?

**N/A**

### **Spotlight on Success**

**The American Battle Monuments Commission processes only 20-25 FOIA requests per year. The average time to close out those requests over the past five years has been 12 days, with no late responses and no appeals. The success of a program of such modest scale is not dependent on new technologies or additional staff—it simply reflects a commitment on the part of the agency to process each request as promptly and completely as possible.**