NCUA Chief FOIA Officer Report

I.   Steps Taken to Apply the Presumption of Openness

The NCUA Chief FOIA Officer provided staff involved in FOIA processing with the memorandum and guidelines concerning the presumption of openness. Additionally, the Chief FOIA Officer and staff attended Department of Justice training on this subject. While NCUA has employed an open approach to its release of requested records, renewed awareness of the presumption contributed to an increase in the number of full and partial disclosures made in Fiscal Year 2009. Comparing Fiscal Years 2008 and 2009, the number of full grants rose from 53 to 60 and the number of partial grants from 58 to 81.

II.   Steps Taken to Ensure that Your Agency has an Effective System for Responding to Requests

NCUA uses a dedicated software system to track the processing of FOIA requests. Designated IT staff provides system support. Additionally, named contacts for each office and region ensure a timely search for, and review of, documents. FOIA staff meets regularly to review status, take additional action, and reassign priorities as necessary.

III.   Steps Taken To Increase Proactive Disclosures

NCUA has taken a number of steps to facilitate the public's access to agency information via its website. For example, the agency launched a CU Online feature expanding the type of information publicly available, including credit union branch locations and contact personnel and added a regularly updated listing of closed credit unions.

IV.   Steps Taken to Greater Utilize Technology

1) Does you agency currently receive requests electronically? Yes. NCUA's website provides a means for requesters to electronically submit requests.

2) If not, what are the current impediments to your agency establishing a mechanism to receive requests electronically? NA

3) Does your agency track requests electronically? Yes. NCUA uses FOIAXpress to track requests.

4) If not, what are the current impediments to your agency utilizing a system to track requests electronically? NA

5) Does your agency use technology to process requests? Yes. NCUA uses FOIAXpress to process requests.

6) If not, what are the current impediments to your agency utilizing technology to process requests? NA

7) Does your agency utilize technology to prepare your Annual FOIA Report? Yes. NCUA uses FOIAXpress to prepare its annual report.

8) If not, what are the current impediments to your agency utilizing technology in preparing your Annual FOIA Report? NA

V.   <u>Steps Taken to Reduce Backlogs and Improve Timeliness in Responding to Requests</u>

NCUA has had no backlogged requests for the past three annual reporting periods. Additionally, the agency continues to decrease its average processing time through improved communications with requesters and records offices in the initial processing stages to better and more quickly identify responsive records.