



National Mediation Board
Mary L. Johnson, General Counsel & Chief FOIA Officer

2019 Chief FOIA Officer Report

In 2018, all of the NMB's FOIA professionals attended FOIA training. FOIA professionals work together to ensure that requesters receive responses quickly and to communicate with requesters when clarification is needed.

The NMB received 17 requests in 2018 and of these, 10 were full grants. There was 1 denial. There were no administrative appeals in 2018 and the average number of days for a final response was 6 days-- down from 6.9 days at the end of the previous fiscal year. At the end of the current fiscal year, there were no backlogged cases.

The agency's Public Liaison continues to work directly with the requester community in an effort to foster ongoing communication during the processing of request. FOIA professionals have worked with requesters on several occasions to clarify requests, including notifying requesters when they have contacted the wrong agency.

During 2018, the NMB began plans to redesign its website. One of the goals of this project is to increase the availability of information in the agency's FOIA library and to make all information centrally located. This change comes as a direct result from a FOIA requester's comments to agency FOIA personnel during an in house review of the agency's FOIA program.

The NMB continues to proactively disclose a number of records on its website. These include all Board determinations, Presidential Emergency Board (PEB) Reports and Public Law Board reports. Materials can be found at the following links:

- Frequently requested records <http://www.nmb.gov/press-and-contacts/foia/frequently-requested-materials/>
- Determinations <http://www.nmb.gov/services/representation/determinations/>
- Rulemaking Documents <http://www.nmb.gov/services/representation/nmb-information-access-rulemaking/>

During 2018, the NMB diligently worked to enhance stakeholder experience when accessing content on the agency's website which is often the first place requester's go

to find information about the agency's FOIA program. It is with this in mind that the agency's Public Information Officer, IT Director, and the FOIA Public Liaison have worked together to ensure that once this website redesign project is completed requesters will have an improved experience in regards to accessing information.