



**Central Intelligence Agency  
2019 Chief Freedom  
of Information Act  
Officer Report**

**Fiscal Year 2018**

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

The guiding principle underlying DOJ's FOIA Guidelines is the presumption of openness.

Please answer the following questions in order to describe the steps your agency has taken to ensure that the presumption of openness is being applied to all decisions involving the FOIA. You may also include any additional information that illustrates how your agency is working to apply the presumption of openness.

### **A. FOIA Leadership**

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?

- Yes.

2. Please provide the name and title of your agency's Chief FOIA Officer.

- Andrew Hallman, Deputy Director of CIA for Digital Innovation

### **B. FOIA Training**

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?

- Yes.

4. If yes, please provide a brief description of the type of training conducted and the topics covered.

- CIA public access professionals attend a day-long internal training course on information disclosure laws, which provides a substantive understanding of how laws and executive orders apply to the CIA with regards to reviewing, declassifying, and releasing information to the public, or on Freedom of Information Act fundamentals, which provides an understanding of the FOIA statute, amendments, and case law. Other refresher training is provided to address updates in the FOIA statute and case law, processing and technological improvements, and FOIA issues related to this agency's unique equities and business. In Fiscal Year 2018, CIA also conducted classes on the practice of case management and the practice of review and release for the staff and contractors doing this work.

- CIA public access professionals also attend conferences, meetings, and professional networking functions. In Fiscal Year 2018, CIA personnel attended the IC FOIA Officers Information Day hosted by Office of the Director of National Intelligence (ODNI), which provides opportunities for interagency discussions on issues impacting Intelligence Community (IC) FOIA programs and equity recognition training. Other Agency personnel attended other courses and functions, including several Department of Justice (DOJ) FOIA courses and the American Society of Access Professionals (ASAP) annual conference.

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.

- Ninety percent.

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 applicable.

### C. 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.

- CIA FOIA professionals attended the annual American Society of Access Professionals conference and similar public access conferences. These forums provided an opportunity to hear what transparency advocates have to say about FOIA administration at the federal level. CIA’s FOIA office also invited the Director of the Office of Information Policy (OIP)/DOJ to an All Hands meeting to discuss the latest FOIA developments and best practices. In addition, our professionals followed media coverage, and websites maintained by open government groups and FOIA advocates to spot developments that affect CIA’s public access programs, and continually reviewed the DOJ website for current guidance.
- CIA FOIA professionals routinely engage with members of the public in order to clarify and properly scope requests. For example, a requester submitted 30 requests over Fiscal Year 2018 on partly duplicative aspects of the U.S.S. Pueblo incident. Once CIA realized that there was a cluster of requests, a single case manager was assigned to work with the requester to scope the requests, resulting

in administratively closing 15 cases. CIA is attempting to address the remaining 15 cases together as much as possible to maximize processing.

- CIA's electronic reading room provides helpful tips on how to compose effective FOIA requests. Requesters seeking additional information not found on CIA.gov may call the CIA FOIA hotline at (703) 613-1287, which is staffed during normal business hours when the US Government is open. CIA answered or returned all hotline calls promptly, answering questions in real time when possible, or informing the caller that CIA would call back or respond by letter. We are testing response by email to certain simple queries but are not yet fully able to communicate this way for complex issues.

#### **D. Other Initiatives**

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.

- CIA attorneys and public access professionals have taken efforts to sensitize components to the Agency's statutory requirements under the FOIA. Briefings were provided to senior officers, executive assistants, and records managers, and web-based courses were made available to the CIA workforce.
- FOIA-related performance standards are included in the objectives of employees who administer the FOIA.

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.

- CIA's Historical Programs Staff (HPS), formerly the Historical Review Program, conducts an annual review to evaluate potential collections of historical records for discretionary release. This process involves input from CIA's historians, subject matter experts, and members of the requester and academic community to identify topics of historical significance. The program office then researches and reviews the selected material. National security risks that may arise from declassification are carefully weighed against the benefits of disclosure. Based on this evaluation and the availability of resources, the agency determines whether to process a collection for discretionary release. Public and professional interest in specific topics are also considered, as judged by a number of searches on the FOIA website, the number of requests for publicly available topical booklets, and past inquiries at document release and outreach events.

- CIA continues to work with several other partners to ensure openness and transparency, including the CIA Transparency Officer, the CIA Office of Privacy and Civil Liberties, the Public Interest Declassification Board (PIDB) and PIDB Technology Working Group, and the Interagency Security Classification Appeals Panel (ISCAP). CIA attended the ISCAP Public Forum in June 2018 which educated the public on how the ISCAP process works and solicited the public's input on how to improve the process.

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

DOJ's FOIA Guidelines emphasize that "[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." It is essential that agencies effectively manage their FOIA program.

Please answer the following questions to describe the steps your agency has taken to ensure that the management of your FOIA program is effective and efficient. You should also include any additional information that that [sic] describes your agency's efforts in this area.

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.

- CIA adjudicated all requests for expedited processing within one calendar day in Fiscal Year 2018.

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 applicable.

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.

- During Fiscal Year 2018, CIA used a number of methods to continually assess and improve its FOIA program. Based on end of fiscal year reporting data, CIA established an internal strategic objective to reduce the FOIA processing backlog by prioritizing, to the extent possible, what work had the most impact on the backlog and maximizing our limited resources to address it.

- CIA regularly updates processing procedures and improves the tools used to conduct FOIA work.
- CIA holds a monthly FOIA review to discuss progress towards current fiscal year FOIA goals and strategize solutions. Attendees review the “10 oldest” FOIA initial, appeal, and consultation cases, and metrics on the volume of cases received and closed.
- CIA held monthly and ad hoc meetings with internal partners to address process and policy issues and improve efforts to search, review, and complete requests.
- CIA met with its most prolific consultation partner government agencies to discuss best practices in handling FOIA issues and ways to improve consultation processes.

\* Note: In September 2017, OIP released a FOIA Self-Assessment Toolkit as a resource for agencies conducting a self-assessment of their FOIA program. The Toolkit is available on OIP’s website for all agencies to use.

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).

- CIA informs requesters in its final response letters that they may seek dispute resolution services from the CIA’s FOIA Public Liaison and provides the phone number by which the Liaison may be reached.
- There were no instances in Fiscal Year 2018 in which requesters sought assistance from the CIA FOIA Public Liaison.

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.

- The FOIA office uses process improvement teams to assess CIA’s case management, search, and document review practices. Internal business process reviews identified and eliminated processing redundancies, resulting in a more streamlined, efficient workflow.
- CIA holds a monthly FOIA review to discuss progress towards current fiscal year FOIA goals and strategize solutions. Attendees review the 10 oldest each of FOIA initial, appeal, and consultation cases, metrics on the volume of cases received and closed, and the impact of specific actions on reducing the backlog. In Fiscal Year 2019 the group will actively pursue solutions to the issues surfaced by better metrics.
- Various offices supporting FOIA have implemented cross-training efforts so that there is a greater pool of trained FOIA professionals who can surge to support any given area that needs additional resources. In Fiscal Year 2018, cross-training

enabled CIA to close at least one of its 10 oldest cases and improved its ability to conduct voluminous searches for records.

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

The Department of Justice has long focused on the need for agencies to work proactively to post information online without waiting for individual requests to be received.

Please answer the following questions to describe the steps your agency has taken to increase the amount of material that is available on your agency websites. In addition to the questions below, you should also describe any additional steps taken by your agency to make and improve proactive disclosures of information.

1. Provide examples of material that your agency has proactively disclosed during the past reporting year, including links to the posted material.

- The CIA's Historical Programs Staff (HPS) released several collections of records through its inaugural year of the Targeted Release Program. HPS selects a mix of scholarly and popular topics for release:
  - June 2018: President George H.W. Bush's farewell visit to CIA in 1993. This was released in conjunction with his 94<sup>th</sup> birthday and consisted of a video of the farewell visit, a second video that was a historical retrospective of his tenure as DCI, and six pages of event planning documents.
  - August 2018: Daily Summary #1 prepared for President Truman. The Daily Summary was the earliest iteration of the President's Daily Brief. (222 pages)
  - September 2018: Daily Summary #2. (842 pages)

All of these releases were posted exclusively online and not as part of other release events. The Office of Public Affairs coordinated the publicity with the Bush and Truman Presidential Libraries. These released documents were posted on the CIA website and are located at <http://www.foia.cia.gov>.

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)).

CIA strives to release FOIA records proactively if they are of public interest and there are no other issues that would negate posting to the CIA website, which alleviates some of the need for tracking material requested three or more times. However, to identify such records, we rely on FOIA requester logs, identifying cases or documents that have been previously reviewed when they are requested in new cases, prior posted versions of records in the

electronic reading room, and identifying popular topics where the same records will be responsive for multiple requests.

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?

- Yes.

4. If yes, please provide examples of such improvements.

- Efforts to improve search functionality, organize collections of materials, and provide better tools or clearer layouts are ongoing to make the website more user friendly. After uploading the approximately 13 million pages of CREST content, improvements were made to increase site stability and technical efficiency, including upgrading system infrastructure. In Fiscal Year 2018, feedback from the public such as the Historical Review Panel was used to identify areas for improvement and those efforts are continuing. While these efforts to improve the site experience are continuing, minor updates were made to improve the usability of the advanced search page, including displaying filters.

5. Please describe the best practices used to improve proactive disclosures and any challenges your agency faces in this area.

- The CIA FOIA office and Historical Programs Staff continue to keep abreast of trending news, historically significant dates, and trends in CIA's FOIA submissions and take that into consideration to determine what to release proactively. CIA also continues to engage with members of the academic community and historians to identify topics of interest.
- CIA intends to post online as many records as appropriate and possible that are released under its FOIA program. We are planning to pursue new technology that will simplify the processing and uploading.
- The CIA FOIA office consults with the CIA Transparency Officer on topics and approaches that would support meaningful transparency with the public.

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

A key component of FOIA administration is using technology to make information more accessible. In addition to using the internet to make proactive disclosures, agencies should also be exploring ways to utilize technology in responding to requests.

Please answer the following questions to describe how your agency is utilizing technology to improve its FOIA administration and the public's access to information. You should also include any additional information that that [sic] describes your agency's efforts in this area.



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.

- CIA improved record search capabilities through the use of web-enabled tools that enhance CIA's ability to efficiently track and manage search tasks electronically, including dividing complex searches into smaller tasks that could be assigned to several people or delivering search results to multiple customers. This improvement has contributed to CIA's ability to respond to FOIA requests in a timelier manner. These tools allow searches of like requests to be grouped together, improve prioritization of tasks, and facilitate an easy tracking function to see workload and staff and reallocate as needed.
- CIA has been working with several other government agency partners to create viable methods for sharing electronic records and consultations on unclassified and classified systems, as appropriate, and identifying compatible technological systems and platforms. CIA currently uses electronic delivery via external electronic media (CD and DVD) with some agencies. In Fiscal Year 2018, CIA was able to set up delivery to electronic caches with some other government agency partners based on the systems and safety protocols of those agencies.

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?

- Yes.

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

- Yes.

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 applicable.

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 Report.

- CIA's Fiscal Year 2017 Annual FOIA report is located at <https://www.cia.gov/library/readingroom/foia-annual-report>

- CIA's Fiscal Year 2018 Annual FOIA report and the raw data will be posted at the same site when available.

6. Please describe the best practices used in greater utilizing technology and any challenges your agency faces in this area.

- CIA is engaged in a multi-year and multi-phased delivery of new technology and tools that will increase efficiency, reduce manual and duplicative processes, and enable CIA to consult, review, and respond to requesters more efficiently and consistently. In the meantime, CIA continues to refine internal procedures and processes with the tools and technologies available.
- CIA also had ad hoc discussions with other government agency partners on FOIA processing as issues arose. For example, we discussed data transfer with various agencies ranging from sending material in paper to sending consultations and final responses via email and electronic caches.

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

The Department of Justice has emphasized the importance of improving timeliness in responding to requests. This section of your Chief FOIA Officer Report 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, appeals, and consultations.

For the figures required in this Section, please use the numbers contained in the specified sections of your agency's 2018 Annual FOIA Report and, when applicable, your agency's 2017 Annual FOIA Report.

#### **A. Simple Track**

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.

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.

- Yes.

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?

- No, CIA processing of simple track requests averaged 32 days in Fiscal Year 2018.

3. Please provide the percentage of requests processed by your agency in Fiscal Year 2018 that were placed in your simple track.

- Simple track requests made up 46% of CIA's processed FOIA requests.

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?

- Not applicable.

## **B. Backlogs**

Section XII.A of your agency's Annual FOIA Report, entitled "Backlogs of FOIA Requests and Administrative Appeals" shows the numbers of any backlogged requests or appeals from the fiscal year. You should refer to these numbers from your Annual FOIA Reports for both Fiscal Year 2018 and Fiscal Year 2017 when completing this section of your Chief FOIA Officer Report.

### **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?

- CIA's FOIA backlog of pending requests increased in Fiscal Year 2018.

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

- Yes. CIA processed 2,345 cases in Fiscal Year 2018.

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.

- Several contributing factors affected the increase in backlog. Although the number of requests received in Fiscal Years 2017 and 2018 only slightly increased, the volume of pages reviewed increased from 70,474 to 95,465 pages, an increase of 35%. Requests also have become much more complex as requesters ask for both the primary and supporting or linked records, which increases the complexity of the review.
- The Agency was short staffed in both case management and review personnel this year, losing several seasoned resources and more resources than the average attrition rate, resulting in longer than average position vacancy periods. Efforts to replace personnel are ongoing, and the replacement personnel who have been hired are newer and require additional training and oversight or quality assurance review.
- CIA public access professionals and supporting staffs were also faced with a number of competing non-FOIA review priorities in 2018. An increasing volume of high priority FOIA litigation reviews also drew resources away from reducing the FOIA backlog.

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.

- Seventy-four percent.

## **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?

- CIA's FOIA backlog of pending appeal requests increased in Fiscal Year 2018.

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

- Yes. CIA processed 219 cases in Fiscal Year 2018.

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 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.

- Please see comments for Section V.B. Question 7 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."

- Fifty-seven percent.

### **C. Backlog Reduction Plans**

13. In the 2018 guidelines for Chief FOIA Officer Reports, any agency with a backlog of over 1,000 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.

- CIA initiated multiple efforts to reduce the backlog. CIA streamlined search efforts to reduce duplication of effort and narrowing searches to areas reasonably expected to locate responsive records. CIA implemented improvements to speed up and simplify certain processing workflows and coordination with other offices and other government agencies. New metrics and reports were designed to identify challenges. Although the overall backlog increased in Fiscal Year 2018, the backlog reduced in the Fourth Quarter due to the process improvements made throughout the year. The overall backlog increased 14% over the course of Fiscal Year 2018, compared to 39% in Fiscal Year 2017.

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?

- CIA public access professionals are committed to transparency and responsiveness. We are improving CIA FOIA business processes with an increased focus on reallocating resources and cross training personnel, continuing requester negotiations, and leveraging technology. CIA will prioritize backlog cases into appropriate processing streams, seek to complete cases that can be quickly or efficiently processed, and find creative solutions for complex and difficult cases. We fully recognize, however, that increased demand and competing priorities may impede CIA's ability to significantly reduce our FOIA backlog. We have also committed funding to work on technology augmentation tools to help us review documents more efficiently.

### **D. Status of Oldest Requests, Appeals, and Consultations**

Section VII.E, entitled “Pending Requests—Ten Oldest Pending Requests,” Section VI.C.(5), entitled “Ten Oldest Pending Administrative Appeals,” and Section XII.C., entitled “Consultations on FOIA Requests—Ten Oldest Consultations Received from Other Agencies and Pending at Your Agency,” show the ten oldest pending requests, appeals, and consultations. You should refer to these numbers from your Annual FOIA Reports for both Fiscal Year 2017 and Fiscal Year 2018 when completing this section of your Chief FOIA Officer 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?

- 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 fewer than ten total oldest requests to close, please indicate that.

- CIA closed five of its ten oldest initial requests in Fiscal Year 2018. (CIA closed three of its ten oldest initial requests in Fiscal Year 2017.)

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?

- None.

18. Beyond work on the ten oldest requests, please describe any steps your agency took to reduce the overall age of your pending requests.

- CIA looks for cases with similar topics to those on the ten oldest requests to see which cases can be closed when the similar case on the ten oldest list is completed. CIA also looks for cases over one year old where similar topics were addressed under discretionary or other release programs, recent public acknowledgements, and/or processing improvements make release possible.
- CIA reviews the oldest cases to ensure that they are still being worked, issues are addressed, and outstanding actions or coordinations are monitored.

## 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?

- 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.

- CIA closed six of its ten oldest appeals in Fiscal Year 2018. (CIA closed four of its ten oldest appeals in Fiscal Year 2017.)

21. Beyond work on the ten oldest appeals, please describe any steps your agency took to reduce the overall age of your pending appeals.

- In addition to the responses to question 18, CIA seeks innovative processes to streamline complex reviews, such as creating a holistic review team for cases with intertwined equities.

#### **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?

- 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 fewer than ten total oldest consultations to close, please indicate that.

- CIA closed eight of its ten oldest consultations reported pending in our Fiscal Year 2018 Annual FOIA Report. (CIA closed one of its ten oldest consultations reported pending in our Fiscal Year 2017 Annual FOIA Report.)

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

24. Briefly explain any obstacles your agency faced in closing its ten oldest requests, appeals, and consultations from Fiscal Year 2018.

- Documents that incorporate highly classified material often require more time for review and coordination. The holdouts from our ten oldest requests and appeals lists require extensive consultations as the documents contain information that originated with other federal agencies.

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.

- 1) Appeal Request received: 11/14/2008; Latest Consult sent: 3/14/2016; last contact: 6/13/2018.

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 2018.

- CIA’s FOIA office compiles lists of our 10 oldest requests, appeals, and consultations early in the current fiscal year. CIA uses this list of thirty cases to track progress and identify opportunities to advance each case toward closure and develop collaborative solutions to address cases with multiple, complex equities. CIA also alerts internal and external partners, when circumstances warrant, to assign a higher priority to these thirty requests. CIA remains focused on closing each of the 10 oldest requests, appeals and consultations.

## **F. Success Stories**

Out of all of 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, OIP will highlight these agency success stories during Sunshine Week. 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.

- CIA released 8,184 documents totaling in excess of 72,000 pages in full or in part of the almost 95,500 pages reviewed through FOIA/PA public access requests in Fiscal Year 2018. The release rate for the total number of FOIA pages reviewed by CIA in Fiscal Year 2018 was 75 percent.