

# United States Senate

WASHINGTON, DC 20510

September 27, 2023

The Honorable Colleen Shogan  
Archivist of the United States  
National Archives and Records Administration  
8601 Adelphi Road  
College Park, MD 20740-6001

Dear Ms. Shogan:

We write to express our concern regarding reports of ongoing delays in constituents receiving their military service records from the National Personnel Records Center (NPRC). As part of the National Defense Authorization Act for Fiscal Year 2023 (P.L. 117-263), Congress passed the *Access for Veterans to Records Act*. This authorized \$60 million for the National Archives and Records Administration (NARA) to address the records backlog and improve response times for requests from Veterans for their military service records.

While we recognize and commend NARA for the significant strides it has made to address this backlog, we must ensure all incoming requests are still met with a timely response and that this does not occur again in the future. For the sake of our constituents, we kindly request NARA respond to the following questions by Monday, October 16, 2023.

1. What is the current total number of unanswered requests for military service records?
2. What is the current total number of overdue requests and how old is oldest request?
3. What is the makeup of the current overdue backlog? (i.e. DD214s, records other than DD214s, etc.)
4. What is the current average response time for a military service records request?
5. In February, NARA projected the backlog would be reduced to 84,500 cases by October 2023. Has NARA met this benchmark? Is NARA still on track to have fully eliminated the backlog by December 2, 2023?
6. How many military service records have been digitized since January 1, 2023? What percentage of records are left to be digitized?
7. What is the current expected timeline for completing the digitization of military service records?
8. What percentage of military service record requests have been received through eVetRecs since January 1, 2023? Of those, how many have been fully processed electronically?
9. How does the Robotic Process Automation (RPA) solutions expedite responses to requests for separation documents? Is RPA currently being employed by NARA?
10. What is the status of the Case Management Reporting System (CMRS) modernization effort? Please provide the implementation timeline.

Thank you for your attention to this important matter.

Sincerely,



Mike Braun  
United States Senator



Jon Ossoff  
United States Senator



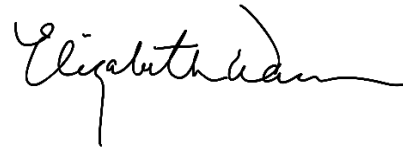
Jerry Moran  
United States Senator



Jon Tester  
United States Senator



Bill Cassidy  
United States Senator



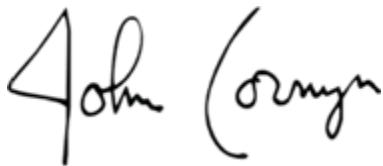
Elizabeth Warren  
United States Senator



Jacky Rosen  
United States Senator



John Thune  
United States Senator



John Cornyn  
United States Senator



Tim Kaine  
United States Senator



Jeanne Shaheen  
United States Senator



Todd Young  
United States Senator



Marco Rubio  
United States Senator



Ben Ray Lujan  
United States Senator



Tammy Baldwin  
United States Senator



Ted Cruz  
United States Senator



John Boozman  
United States Senator



Bernie Sanders  
United States Senator



Katie Britt  
United States Senator



Rick Scott  
United States Senator

CC: Chairman Jack Reed, Senate Armed Services Committee  
Ranking Member Roger Wicker, Senate Armed Services Committee  
Chairman Gary Peters, Homeland Security and Government Affairs Committee  
Ranking Member Rand Paul, Homeland Security and Government Affairs Committee