



# DEPARTMENT OF RECORDS & INFORMATION SERVICES

Edna Wells Handy, Commissioner

## Key Public Service Area

- ✓ Provide the public and City agencies with access to public records and publications.
- ✓ Provide City agencies, the courts, and district attorneys with record storage, retrieval, and retention scheduling services.

## Scope of Agency Operations

The Department of Records and Information Services preserves and maintains the City's records and publications through the Municipal Archives, the Municipal Records Management Division, and the City Hall Library. The Department currently responds to more than 55,000 requests annually and provides the public and City agencies access to approximately 180,000 cubic feet of historically valuable City records and photos, and a unique collection of more than 340,000 books, official government reports, studies and other publications. Through its website, the Department also provides electronic access to official reports issued by New York City government agencies.

Additionally, the Department operates records storage facilities in two locations with a combined capacity of 690,000 cubic feet, and provides records management services to fifty City agencies, ten courts, and the five district attorneys' offices. Records services include scheduling, off-site storage and retrieval, and overall guidance on management of records in all media.

## Critical Objectives

- Increase the volume and availability of public records and publications.
- Respond promptly to research requests.
- Retrieve records promptly from off-site facilities upon record owner's request.
- Transfer eligible records to off-site storage and dispose of records that have reached the end of their retention period according to approved schedules.

## Preliminary Performance Highlights

- The percent of warehouse capacity available for new record accessions increased significantly, to 12% for the first four months of Fiscal 2012, up from 5% for the comparable period of Fiscal 2011. The Department deployed additional staff on a special project to dispose of a backlog of obsolete records from the warehouse during the last quarter of Fiscal 2011. The resulting space will enable the Department to accept additional material from City agencies, courts and district attorneys that require off-site storage for their records.
- The quantity of records preserved by the Department decreased 49 percent during the reporting period, from 113,199 in Fiscal 2011, to 57,621 in Fiscal 2012. The decrease is due to the resignation of one of two staff members assigned to this project, and a delay in securing a suitable replacement. Output in the last two months of the reporting period returned to Fiscal 2011 levels, and the Department expects to meet its annual target for this indicator by the end of Fiscal 2012.
- The average time to fulfill historical photograph requests increased 91 percent during the reporting period, from 6.7 days in Fiscal 2011 to 12.8 days in Fiscal 2012. The deployment of additional part-time staff to the production of historical prints significantly reduced the response time in the first four months of Fiscal 2011. Equipment failure and a reduction in the availability of part-time staff eroded this improvement during comparable period of Fiscal 2012.
- The response time to agency requests for inactive records decreased 25 percent, from 1.6 days in the first four months of Fiscal 2011 to 1.2 days in the same period of Fiscal 2012. Although the decrease is a significant percentage, it is within the normal seasonal fluctuations in the quantity of requests for stored records and available staffing levels.
- The Department did not release disposal applications to agencies or the Law Department in the first four months of Fiscal 2012.



## Performance Report

✓ Provide the public and City agencies with access to public records and publications.

| Performance Statistics  | A c t u a l |         |         | T a r g e t |         | 4-Month Actual FY11 | 4-Month Actual FY12 |
|---|-------------|---------|---------|-------------|---------|---------------------|---------------------|
|   | FY09        | FY10    | FY11    | Updated     |         |                     |                     |
|   | FY12        | FY13    | FY12    | FY13        | FY11    | FY12                |                     |
| <i>Publications and reports acquired</i>                                | 9,861       | 8,708   | 7,306   | *           | *       | 2,796               | 2,854               |
| <i>Records preserved</i>  | 907,439     | 286,665 | 277,675 | 260,000     | 260,000 | 113,199             | 57,621              |
| <i>Volume of library collection</i>                                     | 324,039     | 331,560 | 338,296 | *           | *       | 334,011             | 340,941             |
| <i>Information requests received</i>                                    | 56,432      | 55,545  | 60,208  | *           | *       | 19,782              | 19,999              |
| - City Hall Library   | 2,295       | 2,227   | 3,001   | *           | *       | 1,025               | 782                 |
| - Municipal Archives  | 54,137      | 53,318  | 57,207  | *           | *       | 18,757              | 19,217              |
| - Vital record requests received  | 33,394      | 31,624  | 34,387  | *           | *       | 11,105              | 11,546              |
| ★ <i>Vital record requests responded to within 12 business days (%)</i> | 86%         | 85%     | 83%     | 80%         | 80%     | 83%                 | 88%                 |
| ★ <i>Average response time to vital record requests (days)</i>          | 7.9         | 7.9     | 7.9     | *           | *       | 8.7                 | 7.0                 |
| <i>Photographic reproduction requests received</i>                      | 3,723       | 5,628   | 4,535   | *           | *       | 1,344               | 1,133               |
| ★ <i>Average response time to historical photo requests (days)</i>      | 10.2        | 11.5    | 8.1     | *           | *       | 6.7                 | 12.8                |

★ Critical Indicator "NA" - means Not Available in this report

✓ Provide City agencies, the courts, and district attorneys with record storage, retrieval, and retention scheduling services.

| Performance Statistics   | A c t u a l |      |      | T a r g e t |      | 4-Month Actual FY11 | 4-Month Actual FY12 |
|--|-------------|------|------|-------------|------|---------------------|---------------------|
|  | FY09        | FY10 | FY11 | Updated     |      |                     |                     |
|  | FY12        | FY13 | FY12 | FY13        | FY11 | FY12                |                     |
| ★ <i>Average response time to agency requests for inactive records (days)</i>                              | 1.4         | 1.2  | 1.5  | *           | *    | 1.6                 | 1.2                 |
| ★ <i>Average time between records disposal eligibility and application sent to Law Department (months)</i> | 0.9         | 0.8  | 3.5  | *           | *    | 4.1                 | NA                  |
| ★ <i>Average time for Law Department to approve records disposal application (months)</i>                  | 1.5         | 3.7  | 4.6  | *           | *    | 3.3                 | NA                  |
| <i>Percent of warehouse capacity available for new accessions</i>  | 7%          | 6%   | 6%   | *           | *    | 5%                  | 12%                 |

★ Critical Indicator "NA" - means Not Available in this report

## Agency Customer Service

The Department of Records and Information Services provides service to its customers through its walk-in facilities, website and correspondence.

| Indicator   | DOR          | Citywide     | DOR          | Citywide     | DOR Change           | Citywide Change      |
|---|--------------|--------------|--------------|--------------|----------------------|----------------------|
|   | Jul-Oct FY11 | Jul-Oct FY11 | Jul-Oct FY12 | Jul-Oct FY12 | Jul-Oct FY11 to FY12 | Jul-Oct FY11 to FY12 |
| <i>Average response time for email correspondence (days)</i>        | 1            | 5            | 2            | 8            | 100%                 | 60%                  |
| <i>Average response time for letters/mail correspondence (days)</i> | 6            | 11           | 5            | 9            | -17%                 | -18%                 |
| <i>Number of 311 inquiries (to MMR agencies)</i>                    | 1,423        | 2,467,532    | 1,260        | 2,245,344    | -11%                 | -9%                  |



## 311 Customer Service Center Inquiries

|  | Total<br>Jul-Oct<br>FY11 | % of DOR<br>Inquiries in<br>Jul-Oct<br>FY11 | Rank in # of<br>Calls in<br>Jul-Oct<br>FY11 | Total<br>Jul-Oct<br>FY12 | % of DOR<br>Inquiries in<br>Jul-Oct<br>FY12 | Rank in # of<br>Calls in<br>Jul-Oct<br>FY12 |
|--|--------------------------|---|---|--------------------------|---|---|
| <b>Top DORIS-related Inquiries</b>             |                          |   |   |                          |   |   |
| <i>Death Certificate Before 1949</i>           | 323                      | 23%   | 1   | 275                      | 22%   | 1   |
| <i>Birth Certificate Before 1910</i>           | 220                      | 15%   | 3   | 207                      | 16%   | 2   |
| <i>Marriage Certificate Before 1930</i>        | 239                      | 17%   | 2   | 202                      | 16%   | 3   |
| <i>Genealogy Research</i>                      | 129                      | 9%  | 5   | 134                      | 11%   | 4   |
| <i>Municipal Reference Research Assistance</i> | 130                      | 9%  | 4   | 107                      | 8%  | 5   |

## Agency Resources

| Agency Resources                              | A c t u a l |       |       | September<br>2011 MMR | Updated           |                   | 4-Month<br>Actual | 4-Month<br>Actual |
|---|-------------|-------|-------|-----------------------|-------------------|-------------------|-------------------|-------------------|
|   | FY09        | FY10  | FY11  | FY12                  | FY12 <sup>1</sup> | FY13 <sup>1</sup> | FY11              | FY12              |
| <i>Expenditures (\$ millions)<sup>2</sup></i> | \$5.9       | \$5.2 | \$5.2 | \$5.3                 | \$5.6             | \$5.3             | \$2.3             | \$2.2             |
| <i>Revenues (\$000)</i>                       | \$640       | \$839 | \$814 | \$863                 | \$863             | \$863             | \$269             | \$254             |
| <i>Personnel</i>                              | 65          | 47    | 45    | 43                    | 48                | 44                | 47                | 43                |
| <i>Overtime paid (\$000)</i>                  | \$0         | \$17  | \$0   | *                     | *                 | *                 | \$0               | \$3               |

<sup>1</sup> January 2012 Financial Plan "NA" - Not Available in this report

<sup>2</sup> Expenditures include all funds. January Plan figures reflect modifications in Federal, State, and other non-City funding since the adoption of the 2012 budget.

## Noteworthy Changes, Additions or Deletions

None

For more information please visit the website at: [www.nyc.gov/records](http://www.nyc.gov/records)

