

# DEPARTMENT OF RECORDS & INFORMATION SERVICES

Edna Wells Handy, Commissioner

## Key Public Service Areas

- ✓ 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

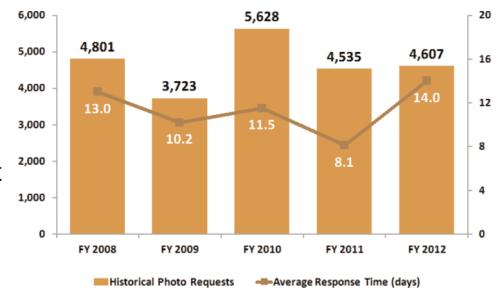
- Increase the volume and availability of public records and publications.
- Respond promptly to research requests.
- Retrieve records promptly from off-site facilities upon record owner's request.
- Transfer eligible records to off-site storage and dispose of records that have reached the end of their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

## Performance Report

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

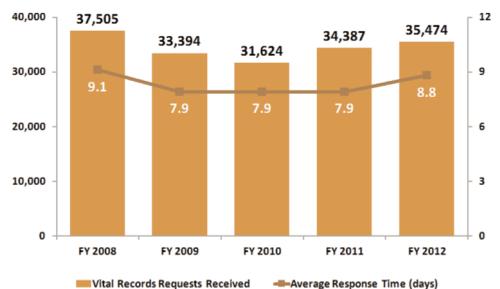
- The Department experienced a significant increase in the demand for copies of historical photographs when it launched a gallery of over 870,000 historical photographs on-line in early May 2012. In the last two months of Fiscal 2012, requests for reproductions increased 60 percent over the same period in Fiscal 2011. Unfortunately this increased demand contributed to an increase in response time for such photo requests, which ended the year at 14 days, compared to 8.1 days at the end of Fiscal 2011. An additional part-time photographer has been hired to process reproduction requests and the performance is expected to improve in Fiscal 2013.

Historical Photograph Requests and Time to Respond



- Total vital records requests received were 35,474 in Fiscal 2012, an increase of three percent from 34,387 from the previous year. The average response time to vital records requests rose 11 percent, to 8.8 days in Fiscal 2012, from 7.9 days for each of the three previous years. The Department expects to focus on reducing its vital records requests response time to that level in Fiscal 2013.

Vital Records Requests and Time to Respond



Performance Statistics	Actual					Target		5-Yr. Trend
	FY08	FY09	FY10	FY11	FY12	FY12	FY13	
<i>Publications and reports acquired</i>	11,498	9,861	8,708	7,306	7,382	*	*	Downward
<i>Records preserved</i>	240,091	907,439	286,665	277,675	241,515	260,000	260,000	Downward
<i>Volume of library collection</i>	317,168	324,039	331,560	338,296	345,151	*	*	Neutral
<i>Information requests received</i>	63,722	56,432	55,545	60,208	61,735	*	*	Neutral
- <i>City Hall Library</i>	5,096	2,295	2,227	3,001	2,233	*	*	Downward
- <i>Municipal Archives</i>	58,626	54,137	53,318	57,207	58,816	*	*	Neutral
- <i>Vital record requests received</i>	37,505	33,394	31,624	34,387	35,474	*	*	Neutral
★ <i>Vital record requests responded to within 12 business days (%)</i>	86%	86%	85%	83%	76%	80%	80%	Downward
★ <i>Average response time to vital record requests (days)</i>	9.1	7.9	7.9	7.9	8.8	*	*	Neutral
<i>Photographic reproduction requests received</i>	4,801	3,723	5,628	4,535	4,607	*	*	Neutral
★ <i>Average response time to historical photo requests (days)</i>	13.0	10.2	11.5	8.1	14.0	*	*	Neutral

★ 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.**

- The average time for the Law Department to approve record disposal requests improved markedly in Fiscal 2012, decreasing 65 percent, from 4.6 months in Fiscal 2011, to 1.6 months in 2012. Similarly, the average time between records disposal eligibility and application sent to the Law Department, which depends largely on the time taken by agencies to approve their disposal requests, decreased 69 percent, from 3.5 months in 2011, to 1.1 months in 2012. In both instances, the improved performance is attributed to closer monitoring of the approval process by Records personnel in Fiscal 2012.
- The average response time to agency requests for stored records decreased 13 percent in Fiscal 2012, from 1.5 days in Fiscal 2011 to 1.3 days in Fiscal 2012. Revised staffing schedules accounted for the improved service.
- The quantity of records preserved decreased to 241,515 documents in Fiscal 2012, from 277,675 in Fiscal 2011, a reduction of 13 percent. The diminished productivity is attributable to the completion of a federally-funded grant project microfilming nineteenth-century felony court indictment files.

Performance Statistics	Actual					Target		5-Yr. Trend
	FY08	FY09	FY10	FY11	FY12	FY12	FY13	
★ <i>Average time between records disposal eligibility and application sent to Law Department (months)</i>	1.4	0.9	0.8	3.5	1.1	*	*	Upward
★ <i>Average time for Law Department to approve records disposal application (months)</i>	2.6	1.5	3.7	4.6	1.6	*	*	Upward
<i>Percent of warehouse capacity available for new accessions</i>	6%	7%	6%	6%	10%	*	*	Upward
★ <i>Average response time to agency requests for inactive records (days)</i>	NA	1.4	1.2	1.5	1.3	*	*	NA

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

## Agency Customer Service

Performance Statistics	Actual					Target		5-Yr.Trend
	FY08	FY09	FY10	FY11	FY12	FY12	FY13	
Customer Experience								
Percent of e-mails responded to in 14 days	NA	NA	100	100	100	NA	100	NA
Percent of letters responded to in 14 days	NA	100	100	100	100	NA	100	NA
CORE customer experience rating (0-100)	NA	NA	96	98	92	NA	92	NA

## Agency Resources

Resource Statistics	Actual					Plan <sup>1</sup>		5-Yr.Trend
	FY08	FY09	FY10	FY11	FY12	FY12	FY13	
Expenditures (\$ millions) <sup>2</sup>	\$5.9	\$5.9	\$5.2	\$5.2	\$6.1	\$5.3	\$5.4	Neutral
Revenues (\$ thousands)	\$703	\$640	\$839	\$814	\$834	\$863	\$900	Upward
Personnel	70	65	47	45	51	43	46	Downward
Overtime paid (\$ thousands)	\$14	\$0	\$17	\$0	\$0	\$0	\$0	Downward
<sup>1</sup> Authorized Budget Level                      "NA" - Not Available in this report <sup>2</sup> Expenditures include all funds.								

## Noteworthy Changes, Additions or Deletions

- Beginning with the Fiscal 2013 Preliminary Mayor's Management Report, the MMR will be restructured to focus on the goals that the agency intends to achieve during the fiscal year. Each goal will be accompanied by a performance measure or measures that will quantify the agency's progress toward achieving that goal. For Fiscal 2013, Records' services and goals are:

Service 1: Provide the public and City agencies with access to public records and publications.

Goal 1a: Increase the volume and availability of public records and publications.

Goal 1b: Promptly respond to requests for information.

Service 2: Provide City agencies, the courts, and district attorneys with record storage, retrieval, and retention scheduling services.

Goal 2a: Retrieve records promptly from off-site facilities upon record owner's request.

Goal 2b: Promptly transfer eligible agency records to off-site storage.

Goal 2c: Dispose of all records according to their scheduled retention period.

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

