



DEPARTMENT OF RECORDS & INFORMATION SERVICES

Edna Wells Handy, Commissioner

What We Do

The Department of Records and Information Services preserves and provides public access to historical and contemporary records and information about the government of New York City through the Municipal Archives and the City Hall Library. The Department's new Visitor Center and Media Room at 31 Chambers Street offers a venue for exhibitions, educational programming, and special events. Through its website, the Department provides electronic access to more than 870,000 historical photographs and over 6,000 reports and publications issued by New York City government agencies. The Municipal Records Management Division operates records storage facilities in two locations with a combined capacity of 700,000 cubic feet, and provides records management services to 50 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. The Archives and Library currently respond to over 61,000 requests annually, and provide the public and City agencies access to approximately 200,000 cubic feet of historically valuable City records and photographs, and a unique collection of more than 348,000 books, official government reports, studies and other publications.

Our Services and Goals

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.

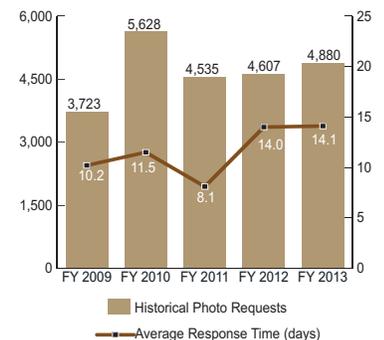
How We Performed in Fiscal 2013

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.

The quantity of City agency publications acquired electronically and made publicly accessible via the agency website, as required by Local Law 11 of 2003, rose to 2,085 in Fiscal 2013, an increase of 404 percent from 414 publications in Fiscal 2012. This substantial rise is attributable to City Hall Library staff outreach efforts and directives stipulating compliance with this law. Several agencies made notable increases in their publication submissions, including the Department of Health & Mental Hygiene, Department of Transportation and Department of Citywide Administrative Services.

Historical Photograph Requests and Time to Respond

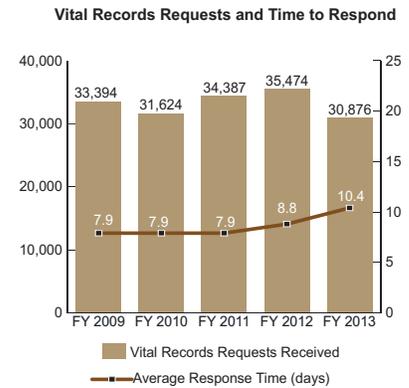


Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
Records preserved and digitized	907,439	286,665	277,675	241,515	121,955	260,000	260,000	Up	Down
Number of library items available	324,039	331,560	338,296	345,151	352,000	*	*	Up	Neutral
Publications and reports acquired	9,861	8,708	7,306	7,382	7,205	*	*	Up	Down
Records accessioned in Municipal Archives (cubic ft.)	6,319	7,161	7,422	5,206	14,834	*	*	Up	Up
Walk-in and program attendees at the Visitor Center		NA	NA	NA	2,063	*	*	Up	NA

★ Critical Indicator "NA" - means Not Available in this report ↕ ↗ shows desired direction

Goal 1b: Promptly respond to requests for information.

The average time to respond to vital record requests increased in Fiscal 2013 to 10.4 days, from 8.8 days in Fiscal 2012. The current process to produce the requested records from microfilm and hard-copy is labor intensive and impeded by obsolete equipment and poor quality film. The agency plans to digitize a substantial portion of the vital record collection in Fiscal 2014, which will significantly reduce the response time for this type of request.



Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
★ Vital record requests responded to within 12 business days (%)	86%	85%	83%	76%	69%	80%	80%	Up	Down
★ Average response time to vital record requests (days)	7.9	7.9	7.9	8.8	10.4	*	10.0	Down	Up
- Vital records requests received	33,394	31,624	34,387	35,474	30,876	*	*	Neutral	Neutral
★ Average response time to historical photo requests (days)	10.2	11.5	8.1	14.0	14.1	*	15.0	Down	Up

★ Critical Indicator "NA" - means Not Available in this report ↕ ↗ shows desired direction

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.

The Department continued to retrieve records from the off-site facilities upon owner-agency request at an average time well within the two-day target for this service. The performance in Fiscal 2013 (1.2 days) was consistent with the performance in Fiscal 2012 (1.3 days), and as low as any in the past five years.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
★ Average response time to agency requests for inactive records (days)	1.4	1.2	1.5	1.3	1.2	*	2.0	Down	Neutral
Requests for stored records processed within 48 hours (%)	91.0%	93.0%	87.0%	95.0%	92.0%	*	*	Up	Neutral

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

The quantity of records transferred into the Municipal Records Center necessarily decreased 26 percent in Fiscal 2013 to 47,250 cubic feet, down from 63,426 cubic feet the previous year, due to lack of space. In order to create the storage space necessary to accept additional records into the off-site facility, during Fiscal 2013 the agency devoted its staff resources to increasing the volume of disposals from the Municipal Records Center.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
Warehouse capacity available for new accessions (%)	7%	6%	6%	10%	7%	*	*	Neutral	Up
Records transferred into Municipal Records Center (cubic ft.)	19,740	22,585	18,721	63,426	47,250	*	*	Up	Up

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

The quantity of records disposed in Fiscal 2013 increased more than 600 percent, to 18,097 cubic feet, from 2,474 cubic feet in Fiscal 2012. As noted above, in Fiscal 2013 the Department focused on record disposals to make necessary storage space available in the off-site facility.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
★ Average time between records disposal eligibility and application sent to Law Department (months)	0.9	0.8	3.5	1.1	0.6	*	2.0	Down	Neutral
★ Average time for Law Department to approve records disposal application (months)	1.5	3.7	4.6	1.6	2.4	*	3.0	Down	Neutral
Records disposed from Municipal Records Center (cubic ft.)	31,411	10,057	56,724	2,474	18,097	*	*	Up	Down

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Agency Customer Service

The Department continued to respond to all e-mails within 14 days of receipt in Fiscal 2013, although the percentage of letters responded to in that time decreased from Fiscal 2012, to 92 percent in Fiscal 2013.

Performance Indicators	Actual					Target		5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14	
Customer Experience								
E-mails responded to in 14 days (%)	NA	100	100	100	100	100	100	NA
Letters responded to in 14 days (%)	100	100	100	100	92	100	100	Neutral
CORE customer experience rating (0-100)	NA	96	98	92	93	92	92	NA

Agency Resources

Resource Indicators	Actual					Plan ¹		5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14	
Expenditures (\$000,000) ²	\$5.9	\$5.2	\$5.2	\$5.2	\$5.8	\$5.7	\$5.2	Neutral
Revenues (\$000,000)	\$0.6	\$0.8	\$0.8	\$0.8	\$0.7	\$0.9	\$1.0	Up
Personnel	65	47	45	51	49	51	42	Down
Overtime paid (\$000)	\$0	\$17	\$0	\$0	\$0	\$0	\$0	Down

¹Authorized Budget Level

²Expenditures include all funds.

"NA" - Not Available in this report

Noteworthy Changes, Additions or Deletions

None.

For more information on the agency, please visit: www.nyc.gov/records.

