Department of Records and Information Services

Indicator name: Records preserved and digitized
Description: The number of images produced in the Department's microfilm laboratory.
Source: Municipal Archives Division.

Indicator name: Number of library items available
Description: The number of New York City government reports, books and other publications housed in the Department's City Hall Library.
Source: City Hall Library.

Indicator name: Publications and reports acquired in library
Description: The number of government reports, studies, professional journals, published books and collections of legal statutes and codes the Department has officially accessioned either in print or electronically.
Source: City Hall Library.

Indicator name: Records accessioned in Municipal Archives (cubic ft.)
Description: The volume of archival records, measured in cubic feet, that were accessioned.
Source: Municipal Archives Division.

Indicator name: Walk-in and program attendees at the Visitor Center.
Description: The number of people visiting the Department's new Visitor Center and Media Room at 31 Chambers Street in Manhattan, on a planned and unplanned basis.
Source: Municipal Records Management Division.

Indicator name: Vital record requests responded to within 12 business days (%)
Description: The percent of vital record requests for which the Department conducted a record search and sent the search results (either a certified copy of the record or a "not found" statement) to the customer within 12 business days. Data is calculated based on the number of requests completed during four or five randomly selected days each month.
Source: Municipal Archives Division.

Indicator name: Average response time to vital record requests (days)
Description: The average time it took the Department to conduct a record search and send the search results (either a certified copy of the record or a "not found" statement) to the customer. Data is calculated based on the number of requests completed during four or five randomly selected days each month.
Source: Municipal Archives Division.

Indicator name: Average response time to historical photo requests (days)
Description: The average time it took the Department to produce and send the requested historical image. Data is calculated based on the number of requests completed during two or three randomly selected days each month.
Source: Municipal Archives Division.

Indicator name: Information requests received
Description: The total number of in-person, telephone, mail and e-mail requests for research service and information, including vital records, received by the City Hall Library and the Municipal Archives Division.
Source: City Hall Library and Municipal Archives Division.

Indicator name: Average response time to agency requests for inactive records (days)
Description: The average time it takes the Department to retrieve inactive records from the warehouses, calculated from the day the request is made by the City agency, court or district attorney's office to the day the records are available for pick-up.
Source: Municipal Records Management Division.

Indicator name: Requests for stored records processed within 48 hours (%)
Description: The percentage of requests for stored records that the Department processed within 48 hours, calculated from the business hour that the request is received from the City agency, court or district attorney's office to the business hour the records are available for pick-up.
Source: Municipal Records Management Division.

Indicator name: Warehouse capacity available for new accessions (%)
Description: The percent of warehouse (off-site storage facilities) capacity available to store client agency records.
Source: Municipal Records Management Division.

Indicator name: Records transferred into Municipal Records Center (cubic ft.)
Description: The quantity of records transferred into the Municipal Records Center during the reporting period.
Source: Municipal Records Management Division.

Indicator name: Average time between records disposal eligibility and application sent to Law Department (months)
Description: The average time it takes the Department of Records and Information Services (DOR) to send a records disposal application to the Law Department for review and approval, calculated from the time a client agency has been notified by DOR that a record series is eligible for disposal; agencies must return an authorized disposal application to DOR after notification. Note: Data reported as Four-month Actual for this indicator reflects first-quarter information for this quarterly-reported measure.
Source: Municipal Records Management Division.

Indicator name: Average time for Law Department to approve records disposal application (months)
Description: The average time it takes the Law Department to approve a records disposal application, calculated from the time the Department of Records and Information Services sends the application to the Law Department. Note: Data reported as Four-month Actual for this indicator reflects first-quarter information for this quarterly-reported measure.
Source: Municipal Records Management Division.