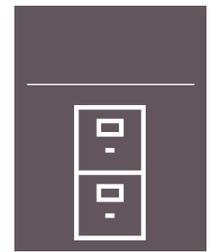


DEPARTMENT OF RECORDS & INFORMATION SERVICES

Pauline Toole, Commissioner



WHAT WE DO

The mission of the Department of Records and Information Services is to foster civic life by preserving and providing access to the historical and contemporary records of New York City government, to ensure that City records are properly maintained following professional archival and record management practices and to make materials available to diverse communities both online and in person at the Municipal Library, Archives and Visitor Center.

Through its website, the Department provides electronic access to more than 900,000 historical photographs and more than 7,500 reports and publications issued by City government agencies. The Archives and Library staff currently respond to more than 61,000 requests annually, and provide the public and City agencies access to approximately 221,000 cubic feet of historically valuable City records and photographs, and a unique collection of more than 358,000 books, official government reports, studies and other publications.

The Municipal Records Management Division develops and enforces the City's record management policies, operates records storage facilities in two locations with a combined capacity of 738,000 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.

FOCUS ON EQUITY

The Department of Records and Information Services' focus on equity is expanding access to City government history and including groups and stories largely underrepresented in that history. The Department is moving beyond traditional approaches to accession, catalog and make available online documentation that provides a more comprehensive history of City government. Using social media, community-based exhibits and multi-lingual communications, the Department is bringing primary source material to new audiences throughout the world, with a special focus on attracting and informing a more diverse demographic.

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 2014

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 Department added 30,000 images to the online gallery in Fiscal 2014, bringing the total number of photos available to more than 900,000, and significantly increasing public access to its collections of historical photographs. During the fiscal year the Department made publicly accessible approximately 700,000 property card records containing historical assessment information for every building in the City.

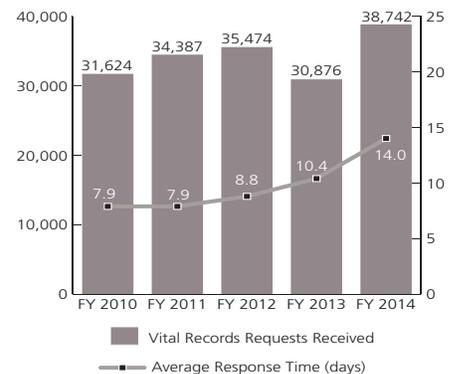
Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY10	FY11	FY12	FY13	FY14	FY14	FY15		
Records preserved and digitized	286,665	277,675	241,515	121,955	101,033	260,000	260,000	Up	Down
Number of library items available	331,560	338,296	345,151	352,000	358,825	*	*	Up	Neutral
Publications and reports acquired	8,708	7,306	7,382	7,205	7,547	*	*	Up	Down
Records accessioned in Municipal Archives (cubic ft.)	7,161	7,422	5,206	14,834	3,920	*	*	Up	Neutral
Walk-in and program attendees at the Visitor Center	NA	NA	NA	2,063	1,508	*	*	Up	NA

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

Goal 1b Promptly respond to requests for information.

Beginning in January 2014, the Department experienced a noteworthy increase in the demand for copies of historical vital records as the result of an agreement with the world's largest online resource for family history research. In the second half of Fiscal 2014, requests for vital record copies increased 64 percent over the same period in Fiscal 2013. This surge in demand contributed to the increase in average response time for vital record copies, which was 14 days for Fiscal 2014, compared to 10.4 days for Fiscal 2013. The Department has contracted with a vendor to digitize its entire collection of 9.5 million vital record certificates. Completion of this project, estimated for December 2015, will result in new processes and improved performance in this area.

Vital Records Requests and Time to Respond



Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY10	FY11	FY12	FY13	FY14	FY14	FY15		
★Vital record requests responded to within 12 business days (%)	85%	83%	76%	69%	49%	80%	60%	Up	Down
★Average response time to vital record requests (days)	7.9	7.9	8.8	10.4	14.0	10.0	12.0	Down	Up
★Average response time to historical photo requests (days)	11.5	8.1	14.0	14.1	9.0	15.0	15.0	Down	Neutral

★ 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 retrieved records from its off-site facilities upon owner-agency request at an average time of 1 day, well within the 2-day target, and achieved its best performance for this service in eight years.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY10	FY11	FY12	FY13	FY14	FY14	FY15		
★Average response time to agency requests for inactive records (days)	1.2	1.5	1.3	1.2	1.0	2.0	2.0	Down	Down
Requests for stored records processed within 48 hours (%)	93.0%	87.0%	95.0%	92.0%	98.0%	*	*	Up	Neutral

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

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

A lower quantity of agency records was transferred to off-site facilities in Fiscal 2014, decreasing to 20,509 cubic feet from 47,250 in Fiscal 2013. The Department slowed this activity in expectation of an increase in transfer volume in Fiscal 2015 as a result of the mayoral administration transition.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY10	FY11	FY12	FY13	FY14	FY14	FY15		
Warehouse capacity available for new accessions (%)	6%	6%	10%	7%	4%	*	*	Neutral	Down
Records transferred into Municipal Records Center (cubic ft.)	22,585	18,721	63,426	47,250	20,509	*	*	Up	Up

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

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

The quantity of agency records disposed decreased in Fiscal 2014, falling to 11,282 cubic feet from 18,097 in Fiscal 2013. Staff deployment to clear a backlog of re-files accounted for the diminished activity. It is expected to recover in Fiscal 2015.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY10	FY11	FY12	FY13	FY14	FY14	FY15		
★Average time between records disposal eligibility and application sent to Law Department (months)	0.8	3.5	1.1	0.6	0.6	2.0	2.0	Down	Down
★Average time for Law Department to approve records disposal application (months)	3.7	4.6	1.6	2.4	1.6	3.0	3.0	Down	Down
Records disposed from Municipal Records Center (cubic ft.)	10,057	56,724	2,474	18,097	11,282	*	*	Up	Down

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

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY10	FY11	FY12	FY13	FY14	FY14	FY15		
Customer Experience									
Letters responded to in 14 days (%)	100%	100%	100%	92%	92%	*	*	Up	Neutral
E-mails responded to in 14 days (%)	100%	100%	100%	100%	100%	*	*	Up	Neutral
CORE facility rating	96	98	92	93	93	*	*	Up	Neutral

AGENCY RESOURCES

Resource Indicators	Actual					Plan ¹		5-year Trend
	FY10	FY11	FY12	FY13	FY14	FY14	FY15	
Expenditures (\$000,000) ²	\$5.2	\$5.2	\$5.2	\$5.5	\$5.7	\$5.6	\$5.3	Up
Revenues (\$000,000)	\$0.8	\$0.8	\$0.8	\$0.7	\$0.9	\$0.8	\$0.8	Neutral
Personnel	47	45	51	49	51	51	43	Up
Overtime paid (\$000)	\$17	\$0	\$0	\$84	\$39	\$9	\$0	Up

¹Authorized Budget Level "NA" - Not Available in this report ²Expenditures include all funds.

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

None.

ADDITIONAL RESOURCES

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