



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 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. 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: July–October

- In a milestone achievement towards fulfilling the agency mission of increasing access to public records, in May 2012 the Department made available on-line over 870,000 historical photographs. As a result, the agency had 46 percent more requests for copies of historical photographs in the first four months of Fiscal 2013 than in same period of Fiscal 2012. This increased demand for reproductions increased the response time for providing them. Although the response time to historical photo requests in the first four months of Fiscal 2013 (18.5 days) is not strictly comparable to the first four months of Fiscal 2012 (12.8 days), given the greater volume of images made available to the public in late Fiscal 2012, the agency has addressed the increase by hiring an additional photographer. This new hire began in September 2012, and performance has already begun to improve, decreasing from 20.8 days at the end of September to 18.5 at the end of October 2012.
- The average time for response to vital record requests also increased during the first four months of Fiscal 2013, to 10.9 days, from 7.0 days during the same period of Fiscal 2012. The availability of additional part-time staff assigned to reproduce vital records had significantly reduced this response time in the first four months of Fiscal 2012. Reassignment of personnel during the remainder of Fiscal 2013 will reduce the response time.
- The Department continued to retrieve records from the off-site facilities upon owner-agency request well within the two-day target. The performance during the first four months of Fiscal 2013 (1.2 days) was consistent with the performance during the same period of Fiscal 2012 (1.2 days).
- In accordance with the agency objective to dispose of records according to their approved retention schedules, the quantity of records disposed during the first four months of Fiscal 2013 (4,135 cubic feet) increased 245 percent from the same period of Fiscal 2012 (1,200 cubic feet).

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.

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
Records preserved and digitized	286,665	277,675	241,515	260,000	260,000	57,621	43,780
Number of library items available	331,560	338,296	345,151	*	*	340,941	347,636
Publications and reports acquired	8,708	7,306	7,382	*	*	2,854	2,581
Records accessioned in Municipal Archives (cubic ft.)	7,161	7,422	5,206	*	*	82	0
Walk-in and program attendees at the Visitor Center	NA	NA	NA	*	*	NA	387

Goal 1b: Promptly respond to requests for information.

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
★ Vital record requests responded to within 12 business days (%)	85%	83%	76%	80%	80%	88%	62%
★ Average response time to vital record requests (days)	7.9	7.9	8.8	*	10.0	7.0	10.9
★ Average response time to historical photo requests (days)	11.5	8.1	14.0	*	15.0	12.8	18.5
Information requests received	55,545	60,208	61,735	*	*	19,999	20,109

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.

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
★ Average response time to agency requests for inactive records (days)	1.2	1.5	1.3	*	2.0	1.2	1.2
Requests for stored records processed within 48 hours (%)	93.0%	87.0%	95.0%	*	*	98.0%	93.0%

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

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
Warehouse capacity available for new accessions (%)	6%	6%	10%	*	*	12%	8%
Records transferred into Municipal Records Center (cubic ft.)	22,585	18,721	63,426	*	*	6,932	7,468

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

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
★ Average time between records disposal eligibility and application sent to Law Department (months)	0.8	3.5	1.1	*	2.0	NA	NA
★ Average time for Law Department to approve records disposal application (months)	3.7	4.6	1.6	*	3.0	NA	NA
Records disposed from Municipal Records Center (cubic ft.)	10,057	56,724	2,474	*	*	1,200	4,135

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

Agency Customer Service

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
Customer Experience							
E-mails responded to in 14 days (%)	100%	100%	100%	100%	100%	100%	100%
Letters responded to in 14 days (%)	100%	100%	100%	100%	100%	100%	78%

Agency Resources

Resource Statistics	Actual			September 2012 MMR	Updated		4-Month Actual	
	FY10	FY11	FY12	FY13	FY13 ¹	FY14 ¹	FY12	FY13
Expenditures (\$000,000) ²	\$5.2	\$5.2	\$5.2	\$5.4	\$5.7	\$5.1	\$2.2	\$2.4
Revenues (\$000,000)	\$0.8	\$0.8	\$0.8	\$0.9	\$0.9	\$1.0	\$0.3	\$0.3
Personnel	47	45	51	46	51	42	43	48
Overtime paid (\$000)	\$17	\$0	\$0	\$0	\$0	\$0	\$3	\$0

¹January 2013 Financial Plan
²Expenditures include all funds.

NA - Not Available in this report
January Plan figures reflect modifications in Federal, State, and other non-City funding since the adoption of the 2013 budget.

Noteworthy Changes, Additions or Deletions

- The indicator 'Walk-in and program attendees at the Visitor Center' has been added to track the number of patrons who visit the agency's newly opened Visitor Center and Media Room at 31 Chambers Street in Manhattan.

For additional performance statistics, please visit the website at: www.nyc.gov/mmr.

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

