



# DEPARTMENT OF RECORDS & INFORMATION SERVICES

## 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 876,000 historical photographs and over 7,000 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 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. The Archives and Library currently respond to over 53,000 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 354,000 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 accordance with its goal of increasing the volume of records available to the public, during the first four months of Fiscal 2014 the Department accessioned into the Municipal Archives a collection of 219 cubic feet of historical records pertaining to the classification, assessment, and ownership of property in Staten Island. This quantity was a significant increase over the 12 cubic feet of historical records added to the Archives during the same period in Fiscal 2013.
- The Department reduced the average response time to requests for historical photograph copies to 9.4 days for the first four months of Fiscal 2014, well within the 15-day target, and a nearly 50 percent reduction from 18.5 days in the same period of Fiscal 2013. The average response time to requests for vital record copies also improved to 9.4 days for the first four months of Fiscal 2014, a 14 percent reduction from 10.9 days during the same period in Fiscal 2013. These improvements in service were due largely to the assignment of additional staff to the process of providing the copies, as well as reduced volumes of requests. Photo requests decreased nine percent, from 1,649 in the first four months of Fiscal 2013 to 1,500 in Fiscal 2014. Four-month vital record requests decreased 18 percent, from 11,741 in Fiscal 2013 to 9,608 in Fiscal 2014. The volume of requests for search and copy services from the public is not under direct control of the Department.
- The Department continued to retrieve records from its off-site storage facilities upon owner-agency request well within the target of two days. During the first four months of Fiscal 2014, the retrieval rate decreased to one day, a 17 percent improvement from the 1.2-day retrieval rate in the same period of Fiscal 2013.
- The Department also continued to transfer records into the off-site facilities in virtually the same quantity, 7,793 cubic feet, during the first four months of Fiscal 2014, as during the same period of Fiscal 2013, when 7,468 cubic feet were transferred.

- During the first four months of Fiscal 2014, the Department disposed of 1,432 cubic feet of obsolete records, 65 percent less than in the same period in Fiscal 2013, when it disposed of 4,135 cubic feet of such records. The agency plans to increase the volume of disposals during the remainder of the fiscal year so that it will meet or exceed its Fiscal 2013 annual total of 18,097 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 Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Records preserved and digitized	277,675	241,515	121,955	260,000	260,000	43,780	45,486
Number of library items available	338,296	345,151	352,000	*	*	347,636	354,615
Publications and reports acquired	7,306	7,382	7,205	*	*	2,581	2,770
Records accessioned in Municipal Archives (cubic ft.)	7,422	5,206	14,834	*	*	12	219
Walk-in and program attendees at the Visitor Center	NA	NA	2,063	*	*	722	722

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

**Goal 1b: Promptly respond to requests for information.**

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
★ Vital record requests responded to within 12 business days (%)	83%	76%	69%	80%	80%	62%	76%
★ Average response time to vital record requests (days)	7.9	8.8	10.4	10.0	10.0	10.9	9.4
★ Average response time to historical photo requests (days)	8.1	14.0	14.1	15.0	15.0	18.5	9.4
Information requests received	60,208	61,735	53,095	*	*	20,109	18,141

★ 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.**

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
★ Average response time to agency requests for inactive records (days)	1.5	1.3	1.2	2.0	2.0	1.2	1.0
Requests for stored records processed within 48 hours (%)	87.0%	95.0%	92.0%	*	*	93.0%	96.0%

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

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Warehouse capacity available for new accessions (%)	6%	10%	7%	*	*	8%	4%
Records transferred into Municipal Records Center (cubic ft. )	18,721	63,426	47,250	*	*	7,468	7,793

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
★ Average time between records disposal eligibility and application sent to Law Department (months)	3.5	1.1	0.6	2.0	2.0	NA	NA
★ Average time for Law Department to approve records disposal application (months)	4.6	1.6	2.4	3.0	3.0	2.4	2.3
Records disposed from Municipal Records Center (cubic ft. )	56,724	2,474	18,097	*	*	4,135	1,432

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

## Agency Customer Service

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Letters responded to in 14 days (%)	100%	100%	92%	*	*	78%	77%
E-mails responded to in 14 days (%)	100%	100%	100%	*	*	100%	100%

## Agency Resources

Resource Statistics	Actual			Sept. 2013 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY11	FY12	FY13	FY14	FY14 <sup>1</sup>	FY15 <sup>1</sup>	FY13	FY14
Expenditures (\$000,000) <sup>2</sup>	\$5.2	\$5.2	\$5.5	\$5.2	\$5.6	\$5.1	\$2.4	\$2.5
Revenues (\$000,000)	\$0.8	\$0.8	\$0.7	\$1.0	\$0.8	\$0.8	\$0.3	\$0.3
Personnel	45	51	49	42	51	42	48	47
Overtime paid (\$000)	\$0	\$0	\$84	\$0	\$9	\$0	\$0	\$4

<sup>1</sup>February 2014 Financial Plan      <sup>2</sup>Expenditures include all funds.      "NA" - Not Available in this report

## Noteworthy Changes, Additions or Deletions

- Due to a change in agency procedure, there was no activity in the indicator of average months between records disposal eligibility and application sent to the Law Department for the first four months of fiscal years 2013 and 2014. The agency now submits its disposal applications to the Law Department beginning in the second half of each fiscal year.

For more information on the agency, please visit: [www.nyc.gov/records](http://www.nyc.gov/records).

