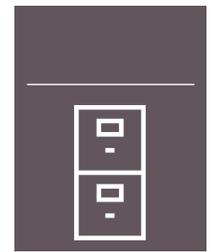


DEPARTMENT OF RECORDS & INFORMATION SERVICES

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 an expanding number of 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 and cataloging, in addition to making 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

- At the start of Fiscal 2015, the Department of Records and Information Services began development of a new portal for electronic government documents to replace the one established in 2003 and launched a concerted effort to ensure that City agencies comply with the legislative mandate to submit their publications to the Department for online access. The outcome was a 94 percent increase in the number of City agency electronic publications acquired and made available online, to 1,290 in the first four months of Fiscal 2015, compared to 665 in the same period in FY 2014. These efforts are ongoing and the portal now holds more than 10,000 agency reports.
- The Department continued to experience a notable 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. The volume of these requests rose to 18,902 in the first four months of Fiscal 2015, an increase of 97 percent from 9,608 in the same period of Fiscal 2014. Although revenue derived from this service improved correspondingly, the increased demand for vital records led to a sizable increase in the average time to process requests, to 23.1 days for the first four months of Fiscal 2015, from 9.4 days for the comparable Fiscal 2014 period, and the rate of records requests processed within 12 days declined to eight percent, from 76 percent a year earlier. The average response time for historical photo requests rose to 17 days in the first four months of Fiscal 2015, from nine days in the same period of Fiscal 2014, due to reassignment of photography unit staff to work on vital records. The Department has received funding to hire temporary staff to process pending and additional vital records requests and restore these performance indicators to previous levels by the end of this fiscal year.
- The quantity of records preserved and digitized increased to 4.6 million in the first four months of Fiscal 2015, from 45,000 in the same period of the previous year. This was attributable to an ongoing project in the Municipal Archives that will result in the digitization of its 9.5 million historical vital records collection.
- The Department continued to retrieve client agency records from the off-site storage location well within its performance target of two days from request, and achieved 100 percent compliance with the target during the first four months of Fiscal 2015, compared to 96 percent in the same period of Fiscal 2014. The average response time to agency requests for inactive records was reduced to 0.8 days, from 1.0 days in the first four months of Fiscal 2014.
- During the first four months of Fiscal 2015, the quantity of records the Department transferred to off-site storage decreased to 5,450 cubic feet, from 7,793 in the same time in Fiscal 2014. The agency directed its related resources toward disposal of eligible records in the first four months of Fiscal 2015, and disposed of 2,695 cubic feet of such material during the period, 88 percent more than the 1,432 cubic feet disposed of in the same period a year earlier. The need for additional available storage space in the Municipal Records Center motivated the concentration on disposal activities.

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	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
Records preserved and digitized	241,515	121,955	101,033	260,000	260,000	45,486	4,648,575
Number of library items available	345,151	352,000	358,825	*	*	354,615	361,100
Publications and reports acquired	7,382	7,205	7,547	*	*	2,770	2,775
Records accessioned in Municipal Archives (cubic ft.)	5,206	14,834	3,920	*	*	219	498
Walk-in and program attendees at the Visitor Center	NA	2,063	1,508	*	*	722	402

★ 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	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
★ Vital record requests responded to within 12 business days (%)	76%	69%	49%	60%	60%	76%	8%
★ Average response time to vital record requests (days)	8.8	10.4	14.0	12.0	12.0	9.4	23.1
★ Average response time to historical photo requests (days)	14.0	14.1	9.0	15.0	15.0	9.4	17.3

★ 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	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
★ Average response time to agency requests for inactive records (days)	1.3	1.2	1.0	2.0	2.0	1.0	0.8
Requests for stored records processed within 48 hours (%)	95.0%	92.0%	98.0%	*	*	96.0%	100.0%

★ 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	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
Warehouse capacity available for new accessions (%)	10%	7%	4%	*	*	4%	5%
Records transferred into Municipal Records Center (cubic ft.)	63,426	47,250	20,509	*	*	7,793	5,450

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

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
★ Average time between records disposal eligibility and application sent to Law Department (months)	1.1	0.6	0.6	2.0	2.0	NA	0.5
★ Average time for Law Department to approve records disposal application (months)	1.6	2.4	1.6	3.0	3.0	2.3	1.0
Records disposed from Municipal Records Center (cubic ft.)	2,474	18,097	11,282	*	*	1,432	2,695

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

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
Letters responded to in 14 days (%)	100%	92%	92%	*	*	77%	100%
E-mails responded to in 14 days (%)	100%	100%	100%	*	*	100%	100%
CORE facility rating	92	93	93	*	*	NA	NA

AGENCY RESOURCES

Resource Statistics	Actual			Sept. 2014 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY12	FY13	FY14	FY15	FY15 ¹	FY16 ¹	FY14	FY15
Expenditures (\$000,000) ²	\$5.2	\$5.5	\$5.6	\$5.3	\$6.4	\$5.9	\$2.5	\$2.5
Revenues (\$000,000)	\$0.8	\$0.7	\$0.9	\$0.8	\$0.9	\$0.8	\$0.3	\$0.4
Personnel	51	49	51	43	56	49	47	49
Overtime paid (\$000)	\$0	\$84	\$26	\$0	\$21	\$0	\$4	\$3

¹February 2015 Financial Plan ²Expenditures include all funds. "NA" - Not Available in this report

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

None.

ADDITIONAL RESOURCES

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