

## DEPARTMENT OF RECORDS AND INFORMATION SERVICES

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| Indicator name: | Municipal 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:         | Municipal Library                                                                                                                                                                                                                                                                                                        |
| Indicator name: | Municipal Archives resource records                                                                                                                                                                                                                                                                                      |
| Description:    | The number of resource records added to the Municipal Archives online collection guide. Resource records are collection-level descriptions that provide information about the title, creator, language, date, quantity, and administrative/biographical descriptions.                                                    |
| Source:         | Municipal Archives                                                                                                                                                                                                                                                                                                       |
| Indicator name: | Publications and reports acquired                                                                                                                                                                                                                                                                                        |
| Description:    | The number of government reports and publications acquired by the Municipal Library either in print or electronically.                                                                                                                                                                                                   |
| Source:         | Municipal Library                                                                                                                                                                                                                                                                                                        |
| Indicator name: | Required agency reports submitted to the Municipal Library publications portal (%)                                                                                                                                                                                                                                       |
| Description:    | The percentage of agency compliance with Section 1133 of the City Charter, which requires City agencies to post their qualifying publications to the Department's electronic portal for public access. The percentage is the ratio of publications posted by agencies to the number of applicable publications released. |
| Source:         | Municipal Library                                                                                                                                                                                                                                                                                                        |
| Indicator name: | Records accessioned in Municipal Archives (cubic ft.)                                                                                                                                                                                                                                                                    |
| Description:    | The volume of archival records accessioned, measured in cubic feet.                                                                                                                                                                                                                                                      |
| Source:         | Municipal Archives Division                                                                                                                                                                                                                                                                                              |
| Indicator name: | Digital archival records accessioned (terabytes)                                                                                                                                                                                                                                                                         |
| Description:    | The volume of digital archival records accessioned, measured in terabytes.                                                                                                                                                                                                                                               |
| Source:         | Municipal Archives Division                                                                                                                                                                                                                                                                                              |
| Indicator name: | Records digitized                                                                                                                                                                                                                                                                                                        |
| Description:    | The total number of digital images produced by the Municipal Archives digital laboratory or by vendor contract.                                                                                                                                                                                                          |
| Source:         | Municipal Archives Division                                                                                                                                                                                                                                                                                              |
| Indicator name: | Attendees at DORIS public programs                                                                                                                                                                                                                                                                                       |
| Description:    | The number of in-person and virtual attendees at DORIS programs.                                                                                                                                                                                                                                                         |
| Source:         | Department of Records and Information Services                                                                                                                                                                                                                                                                           |
| Indicator name: | Visits made to agency walk-in facilities                                                                                                                                                                                                                                                                                 |
| Description:    | The number of visits to Department of Records walk-in facilities.                                                                                                                                                                                                                                                        |
| Source:         | Department of Records and Information Services.                                                                                                                                                                                                                                                                          |
| Indicator name: | Unique visitors to agency website and related online platforms (000)                                                                                                                                                                                                                                                     |
| Description:    | The number of unique visitors to the agency website and its other online platforms.                                                                                                                                                                                                                                      |
| Source:         | Municipal Archives Division                                                                                                                                                                                                                                                                                              |
| Indicator name: | Vital record requests received                                                                                                                                                                                                                                                                                           |
| Description:    | The number of applications submitted for search of and/or copies of historical birth, death, and marriage records.                                                                                                                                                                                                       |
| Source:         | Municipal Archives Division                                                                                                                                                                                                                                                                                              |

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| 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.                                                                      |
| Source:         | Municipal Archives Division                                                                                                                                                                                                                             |
| Indicator name: | Vital record requests responded to within 12 business days (%)                                                                                                                                                                                          |
| Description:    | The percent of vital record requests for which DORIS 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 the specified timeframe.                           |
| Source:         | Municipal Archives Division                                                                                                                                                                                                                             |
| Indicator name: | Photographic reproduction requests received                                                                                                                                                                                                             |
| Description:    | The number of applications for reproductions of historical photographs received.                                                                                                                                                                        |
| Source:         | Archives                                                                                                                                                                                                                                                |
| 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.                                                                                                                                                             |
| Source:         | Municipal Archives Division                                                                                                                                                                                                                             |
| Indicator name: | Information requests received by Municipal Archives and Municipal Library                                                                                                                                                                               |
| Description:    | The total number of in-person, telephone, mail and e-mail requests for research service and information, including vital records, received by the Municipal Archives and Municipal Library.                                                             |
| Source:         | Municipal Archives and City Hall Library                                                                                                                                                                                                                |
| Indicator name: | Municipal Archives and Municipal Library patron services (hours)                                                                                                                                                                                        |
| Description:    | Quantity (hours) of reference services provided to patrons of Municipal Library and Municipal Archives including in-person and virtual consultation, research, telephone and emailed correspondence.                                                    |
| Source:         | Municipal Archives and Municipal Library                                                                                                                                                                                                                |
| Indicator name: | Preservation actions performed                                                                                                                                                                                                                          |
| Description:    | The number of records or holdings that require preservation work that have had any preservation action completed by the Conservation Unit including the necessary rehousing, conservation treatments and other specialized measures.                    |
| Source:         | Municipal Archives Division                                                                                                                                                                                                                             |
| Indicator name: | Average response time to agency requests for stored records (days)                                                                                                                                                                                      |
| Description:    | The average number of days it takes the Department to retrieve stored 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 pickup. |
| Source:         | Municipal Records Management Division                                                                                                                                                                                                                   |
| Indicator name: | Requests for stored records processed within 48 hours (%)                                                                                                                                                                                               |
| Description:    | The percentage of requests for stored records processed within 48 hours, calculated from the business hour that the requests area received from client agencies to the business hour the records are available for pick-up.                             |
| Source:         | Municipal Records Management Division                                                                                                                                                                                                                   |
| Indicator name: | Agencies managing records in electronic format using the Electronic Records Management System (cumulative)                                                                                                                                              |
| Description:    | The ERMS is a significant DORIS initiative aimed at guiding agencies to adopt record management practices for their records in digital format. The goal is to dispose of obsolete digital records and ultimately to reduce storage costs.               |
| Source:         | Municipal Records Management Division                                                                                                                                                                                                                   |

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| Indicator name: | Records disposed by City government entities (cubic ft.)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Description:    | The overall total amount of records disposed directly by all City government entities from their offices or off-site storage facilities. This measurement is the sum of the indicator tracking the quantity of records disposed by DORIS from its off-site facilities, plus the quantity disposed by agencies directly from their offices or off-site facilities.                                                                                                                                                                                                                                                                                                                            |
| 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: | Storage capacity available for new accessions in Municipal Records Center (%)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Description:    | Space available in Municipal Records Center and other DORIS storage facilities for client agency records, reported as percentage of total space available.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 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                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Indicator name: | Records disposed by DORIS from Municipal Records Center and its other storage sites (cubic ft.)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Description:    | The volume of obsolete City government records, measured in cubic feet, disposed by DORIS directly from the Municipal Records Center and its other off-site storage facilities.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Source:         | Records Management                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Indicator name: | Letters responded to within 14 days (%)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Description:    | The percentage of letters answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement that includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day-response. Agencies must track internally the additional time until a customer has a complete and full response. |
| Source:         | Department of Records and Information Services                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |

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| Indicator name: | E-mails responded to within 14 days (%)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Description:    | The percentage of emails answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement that includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14-day response. Agencies must track internally the additional time until a customer has a complete and full response. |
| Source:         | Department of Records and Information Services                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Indicator name: | CORE facility rating                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Description:    | CORE facility rating: An average Customers Observing and Reporting Experiences (CORE) score based on the rating of 15 conditions, including physical conditions (e.g., cleanliness, litter, seating) and customer service conditions (e.g., wait time, professionalism), for all agency walk-in facilities inspected, divided by the number of walk-in facilities inspected. Each of the 15 conditions can be rated excellent, good, fair or poor. Ratings of excellent are worth 100 points each, good ratings are worth 67 points, fair ratings are worth 33 points and poor ratings receive no points. Facilities are rated by trained City inspectors.                                  |
| Source:         | Mayor's Office of Operations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |