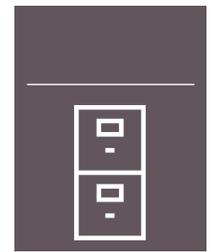


DEPARTMENT OF RECORDS & INFORMATION SERVICES

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 nearly one million 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 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 documents available online that provide 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 2015

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.

Throughout Fiscal 2015, the Department continued to ensure that agencies complied with the legislative mandate to submit their publications to the Department for online access. Through successful outreach efforts, the Department increased the volume of electronic submissions by 73 percent, receiving 3,364 reports in Fiscal 2015, compared to 1,941 the previous year. The portal now holds more than 8,000 agency reports.

The quantity of records preserved and digitized increased to 10.7 million during Fiscal 2015, compared to 101,033 in Fiscal 2014. The exceptionally higher volume was attributable to an ongoing project in the Municipal Archives to digitize a historical vital record collection. This project is slated for completion in Fiscal 2016.

Historical records accessioned into the Municipal Archives decreased approximately 30 percent, from 3,920 cubic feet in Fiscal 2014, to 2,738 in Fiscal 2015. The quantity transferred in Fiscal 2015 was a significant decrease from Fiscal 2013, when 14,834 records were transferred. During 2016, the Department will be proactively identifying agencies that have material that can be transferred to the Municipal Archives.

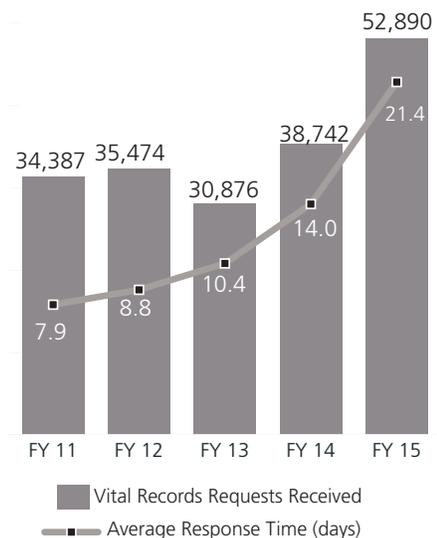
Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
Records preserved and digitized	277,675	241,515	121,955	101,033	10,651,475	260,000	260,000	Up	Up
Number of library items available	338,296	345,151	352,000	358,825	363,997	*	*	Up	Neutral
Publications and reports acquired	7,306	7,382	7,205	7,547	7,113	*	*	Up	Neutral
Records accessioned in Municipal Archives (cubic ft.)	7,422	5,206	14,834	3,920	2,738	*	*	Up	Down
Walk-in and program attendees at the Visitor Center	NA	NA	2,063	1,508	1,318	*	*	Up	NA

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

Goal 1b Promptly respond to requests for information.

The increased demand for copies of historical vital records continued unabated during Fiscal Year 2015. The greater volume was the result of an agreement with the world's largest online resource for family history research, finalized in January 2014. In Fiscal 2015, the agency processed 52,890 requests for copies, compared to 38,742 in Fiscal 2014, an increase of 36 percent. The greater volume of requests resulted in an increase in the average time to process the copy orders, rising to 21.4 days for Fiscal 2015, from 14 days in Fiscal 2014. Additional staff assigned to the task did not make a significant impact on the processing time until the end of Fiscal 2015, when the time was reduced to 16.3 and 13.6 days, during May and June respectively. Agency staff diverted to meet the increased demand for vital record copies impacted the processing time for photograph reproduction requests, which jumped from 9 days in Fiscal 2014 to 17 days in Fiscal 2015.

Vital Records Requests and Time to Respond



Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
★Vital record requests responded to within 12 business days (%)	83%	76%	69%	49%	17%	60%	60%	Up	Down
★Average response time to vital record requests (days)	7.9	8.8	10.4	14.0	21.4	12.0	12.0	Down	Up
★Average response time to historical photo requests (days)	8.1	14.0	14.1	9.0	17.2	15.0	15.0	Down	Up

★ 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 continued to retrieve records from the off-site facilities upon owner-agency request well within the two-day target. The performance in Fiscal 2015 (0.9 day) was consistent with the performance during Fiscal 2014 (1.0 day).

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
★Average response time to agency requests for inactive records (days)	1.5	1.3	1.2	1.0	0.9	2.0	2.0	Down	Down
Requests for stored records processed within 48 hours (%)	87.0%	95.0%	92.0%	98.0%	100.0%	*	*	Up	Up

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

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

The quantity of records transferred into the Municipal Records Center increased 36 percent to 27,837 cubic feet in Fiscal 2015, up from 20,509 cubic feet in 2014. The Department was able to accept a greater volume of records into the off-site storage facility as a result of the increased volume of records disposed of from the facility, which increased 35 percent to 15,262 cubic feet in Fiscal 2015, from 11,282 in 2014.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
Warehouse capacity available for new accessions (%)	6%	10%	7%	4%	5%	*	*	Neutral	Down
Records transferred into Municipal Records Center (cubic ft.)	18,721	63,426	47,250	20,509	27,837	*	*	Up	Down

★ 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 Department has focused resources on disposal of eligible records (increasing the volume disposed of in Fiscal 2015, as noted above), both as a matter of policy and in a renewed effort to reduce the quantity and expense of paper records in storage. During Fiscal 2016, the Department will be revising record retention schedules to identify additional records that can be disposed.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
★Average time between records disposal eligibility and application sent to Law Department (months)	3.5	1.1	0.6	0.6	0.5	2.0	2.0	Down	Down
★Average time for Law Department to approve records disposal application (months)	4.6	1.6	2.4	1.6	0.8	3.0	3.0	Down	Down
Records disposed from Municipal Records Center (cubic ft.)	56,724	2,474	18,097	11,282	15,262	*	*	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
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
Customer Experience									
Letters responded to in 14 days (%)	100%	100%	92%	92%	100%	*	*	Up	Neutral
E-mails responded to in 14 days (%)	100%	100%	100%	100%	100%	*	*	Up	Neutral
CORE facility rating	98	92	93	93	91	*	*	Up	Neutral

AGENCY RESOURCES

Resource Indicators	Actual					Plan ¹		5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16	
Expenditures (\$000,000) ²	\$5.2	\$5.2	\$5.5	\$5.6	\$6.8	\$6.4	\$6.5	Up
Revenues (\$000,000)	\$0.8	\$0.8	\$0.7	\$0.9	\$1.2	\$0.9	\$1.0	Up
Personnel	45	51	49	51	53	56	49	Up
Overtime paid (\$000)	\$0	\$0	\$84	\$26	\$21	\$21	\$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.