

DEPARTMENT OF RECORDS AND INFORMATION SERVICES

Indicator name:	Records preserved and digitized
Description:	The number of images produced in the Department's microfilm laboratory.
Source:	Municipal Archives Division.
Indicator name:	Number of 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:	City Hall Library.
Indicator name:	Publications and reports acquired in library
Description:	The number of government reports, studies, professional journals, published books and collections of legal statutes and codes the Department has officially accessioned either in print or electronically.
Source:	City Hall Library.
Indicator name:	Records accessioned in Municipal Archives (cubic ft.)
Description:	The volume of archival records, measured in cubic feet, that were accessioned.
Source:	Municipal Archives Division.
Indicator name:	Walk-in and program attendees at the Visitor Center.
Description:	The number of people visiting the Department's new Visitor Center and Media Room at 31 Chambers Street in Manhattan, on a planned and unplanned basis.
Source:	Municipal Records Management Division.
Indicator name:	Percent of 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. It is the ratio of publications posted by agencies to the number of applicable publications released.
Source:	Municipal Library.
Indicator name:	Vital record requests responded to within 12 business days (%)
Description:	The percent of vital record requests for which the Department 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 12 business days. Data is calculated based on the number of requests completed during four or five randomly selected days each month.
Source:	Municipal Archives Division.
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. Data is calculated based on the number of requests completed during four or five randomly selected days each month.
Source:	Municipal Archives Division.
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. Data is calculated based on the number of requests completed during two or three randomly selected days each month.
Source:	Municipal Archives Division.

DEPARTMENT OF RECORDS AND INFORMATION SERVICES

Indicator name:	Average response time to agency requests for inactive records (days)
Description:	The average time it takes the Department to retrieve inactive 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 pick-up.
Source:	Municipal Records Management Division.
Indicator name:	Requests for stored records processed within 48 hours (%)
Description:	The percentage of requests for stored records that the Department processed within 48 hours, calculated from the business hour that the request is received from the City agency, court or district attorney's office to the business hour the records are available for pick-up.
Source:	Municipal Records Management Division.
Indicator name:	Warehouse capacity available for new accessions (%)
Description:	The percent of warehouse (off-site storage facilities) capacity available to store client agency records.
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:	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:	Total records disposed by City government entities (cubic ft.)
Description:	The measurement of the overall total amount of records that are disposed directly by all City government entities from their offices or off-site storage facilities. This measurement will be the sum of the existing indicator tracking the quantity of records disposed by the Department from its off-site Municipal Records Center storage facilities, which will be moved from the "book" section of the MMR to the online MMR site, and the quantity of records disposed by all City government entities other than this Department, which now monitors such disposals.
Source:	Municipal Records Management Division.
Indicator name:	Letters responded to in 14 days (%)
Description:	The percentage of letters answered in 14 calendar days or less. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14-day response. Agencies track the additional time until a customer has a complete and full response.
Source:	DORIS.

DEPARTMENT OF RECORDS AND INFORMATION SERVICES

Indicator name:	E-mails responded to in 14 days (%)
Description:	The percentage of emails answered in 14 calendar days or less. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14-day response. Agencies track the additional time until a customer has a complete and full response.
Source:	DORIS.
Indicator name:	CORE customer experience rating (0-100)
Description:	An average 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. Fiscal 2016 data for the overall rating represents a change in methodology. For agencies with multiple service centers, inspectors focused on sites that had historically lower scores, specifically sites that received an average overall site score of 85 or lower over the last three years and sites that received a score of 85 or lower in Fiscal 2015. If all agency service centers scored above 85 last year, the service center with the lowest overall score was inspected. The percentage of emails answered in 14 calendar days or less.
Source:	Mayor's Office of Operations.

