

# Office of the Secretary FY2018

**Agency** Office of the Secretary

**Agency Code** BA0

**Fiscal Year** 2018

**Mission** The Office of the Secretary of the District of Columbia is the official resource for protocol, legal records, history, and recognitions for the public, governments, and international community.

## 2018 Strategic Objectives

Objective Number	Strategic Objective	# of Measures	# of Operations
1	Promote the District of Columbia and its rich history to local, national and international communities through events and initiatives while supporting the quest for DC democracy.	0	3
2	Provides customer friendly and efficient processing of notary commissions and the authentication of documents signed by District notaries for domestic and foreign use.	3	2
3	Provide support and outreach services to the diplomatic and international communities.	1	1
4	Provides meaningful access to records of the District government to members of the public and District employees through prompt customer service, accurate arrangement and description of collections, and appropriate retention and preservation of historic documents.	4	2
5	Provide timely technical, professional and other legal services to the Mayor, District of Columbia agencies, and general public in order to give and/or have official notice of all proposed and adopted legal mandates.	0	1
6	Create and maintain a highly efficient, transparent and responsive District government.**	9	0
<b>TOT</b>		<b>17</b>	<b>9</b>

## 2018 Key Performance Indicators

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Target	FY 2015 Actual	FY 2016 Target	FY 2016 Actual	FY 2017 Target	FY 2017 Actual	FY 2018 Target
<b>2 - Provides customer friendly and efficient processing of notary commissions and the authentication of documents signed by District notaries for domestic and foreign use. (3 Measures)</b>									
Number of notary application processed (excludes government employees)	<input type="checkbox"/>	1785	1500	1833	1500	2084	1500	1945	2000
Number of documents authenticated	<input type="checkbox"/>	75,283	54,780	63,789	55,000	50,571	55,000	58,535	60,000
Number of customer served	<input type="checkbox"/>	Not available	30,000	30,000	35,000	31,013	35,000	42,667	40,000

3 - Provide support and outreach services to the diplomatic and international communities. (1 Measure)									
Percent of ambassador welcome letters sent within three months of start of new term	<input type="checkbox"/>	100%	100%	100%	100%	100%	100%	62.9%	100%
4 - Provides meaningful access to records of the District government to members of the public and District employees through prompt customer service, accurate arrangement and description of collections, and appropriate retention and preservation of historic documents. (4 Measures)									
Number of archival finding aids available online.	✓	Not available	Not available	Not Available	Not Available	New Measure	New Measure	New Measure	15
Percent of records requests fulfilled within five business days.	✓	Not available	Not available	Not Available	Not Available	New Measure	New Measure	New Measure	80%
Percent of agencies with a retention schedule updated or reviewed within the fiscal year	✓	Not available	Not available	Not Available	Not Available	New Measure	New Measure	New Measure	80%
Percent of agencies in regular communication with OPR, where "regular communication" is defined by attendance at OPR-hosted meetings or trainings, active use of the Naylor Court or Federal Records Center, and email or phone communication with OPR staff members	✓	Not available	Not available	Not Available	Not Available	New Measure	New Measure	New Measure	95%

\*\*We've revisited a project to standardize District wide measures for the Objective "Create and maintain a highly efficient, transparent and responsive District government." New measures will be tracked in FY18 and FY19 and published starting in the FY19 Performance Plan.

## 2018 Operations

Operations Header	Operations Title	Operations Description	Type of Operations	# of Measures	# of Strategic Initiatives
1 - Promote the District of Columbia and its rich history to local, national and international communities through events and initiatives while supporting the quest for DC democracy. (3 Activities)					
DC DEMOCRACY INITIATIVES	DC Democratic Grant	The Office of the Secretary has limited authority to issue competitive grants to non-profit organizations to promote District of Columbia self-determination, voting rights and/or Statehood.	Key Project	0	0
CEREMONIAL SERVICES	Ceremonial documents for constituents	The Ceremonial Services Unit is responsible for processing all requests for ceremonial documents from the Mayor.	Daily Service	0	0
Emancipation Day	Emancipation Day celebration	The District of Columbia Compensated Emancipation Commission develops plans, programs, projects and activities to celebrate the holiday and commemorate the District of Columbia Compensated Emancipation Act.	Key Project	0	0

TOT				0	0
<b>2 - Provides customer friendly and efficient processing of notary commissions and the authentication of documents signed by District notaries for domestic and foreign use. (2 Activities)</b>					
NOTARY AUTHENTICATIONS	Authenticate documents for international and domestic use	The Office of Notary Commissions and Authentications (ONCA) in the Office of the Secretary authenticates documents for domestic and foreign use.	Daily Service	0	1
NOTARY AUTHENTICATIONS	Commission the notaries	The Office of Notary Commissions and Authentications (ONCA) approves and commissions individuals as DC notaries public.	Daily Service	0	2
TOT				0	3
<b>3 - Provide support and outreach services to the diplomatic and international communities. (1 Activity)</b>					
INTERNATIONAL RELATIONS & PROTOCOL	Serve as liaison with diplomatic community in DC	The Protocol and International Affairs Unit is the District government's primary liaison with the diplomatic and international community for both substantive and ceremonial matters.	Daily Service	1	3
TOT				1	3
<b>4 - Provides meaningful access to records of the District government to members of the public and District employees through prompt customer service, accurate arrangement and description of collections, and appropriate retention and preservation of historic documents. (2 Activities)</b>					
ARCHIVAL ADMIN.	Manage District government records	The District of Columbia Records Center collects and stores both permanent and temporary records of the District government.	Daily Service	5	3
LIBRARY OF GOVT. INFO. ACTIVITY	Library of Government Information	The Library of Government Information collects, stores and maintains studies, reports, monographs, periodicals, circulars printed materials, books and other publications printed on or about the District government.	Daily Service	0	0
TOT				5	3
<b>5 - Provide timely technical, professional and other legal services to the Mayor, District of Columbia agencies, and general public in order to give and/or have official notice of all proposed and adopted legal mandates. (1 Activity)</b>					
ADMIN. ISSUANCES	Publish the DC Register and the DC Municipal Regulations	The Office of Documents and Administrative Issuances provides prompt preparation, editing, printing and publication of the District of Columbia Register and the District of Columbia Municipal Regulations.	Daily Service	2	2
TOT				2	2
<b>TOT</b>				<b>8</b>	<b>11</b>

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Actual	FY2016 Actual	FY 2017 Actual
<b>3 - Serve as liaison with diplomatic community in DC (1 Measure)</b>					
Percentage of National Day letters written versus number of National Days	<input type="checkbox"/>	Not available	Not Available	Not Available	Data Forthcoming
<b>4 - Manage District government records (5 Measures)</b>					
Number of transfers ("SF-135s") made by District agencies to the Federal Records Center	<input type="checkbox"/>	Not available	Not Available	Not Available	Data Forthcoming
Number of records requests received	<input type="checkbox"/>	Not available	Not Available	Not Available	Data Forthcoming
Volume of records accessioned to the DC Archives	<input type="checkbox"/>	Not available	Not Available	Not Available	Data Forthcoming
Number of on-site researchers served	<input type="checkbox"/>	Not available	Not Available	Not Available	Data Forthcoming
Number of publications added to the Library of Government Information	<input type="checkbox"/>	Not available	Not Available	Not Available	Data Forthcoming
<b>5 - Publish the DC Register and the DC Municipal Regulations (2 Measures)</b>					
Number of rulemakings processed	<input type="checkbox"/>	Not available	Not Available	495	353
Number of administrative issuances processed	<input type="checkbox"/>	Not available	Not Available	195	281

## Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Increase number of DC notaries and provide refresher courses for existing notaries	These initiatives can be implemented only after ONCA has been fully automated. With automation, ONCA can determine the number and location of notaries. ONCA will use the resultant database to increase the number of notaries in under-served areas. This can be done through sorting by zip code and Council Ward. ONCA will work with existing businesses such as banks to promote notaries in these businesses. ONCA will also work with members of the DC Council to provide more notarial services in their Wards. ONCA will also offer refresher courses for existing notaries through the OS/ONCA website.	09-30-2018

Expand DC Sister City program	The Office will organize a resident-volunteers program to serve on steering committees for each Sister City. The group will join a nuclear committee of representatives from departments that are most involved in collaborative efforts with DC's Sister City projects, for example Office of the Deputy Mayor for Planning and Economic Development, Commission on the Arts and Humanities, Department of Energy & Environment, Office of Cable Television, Film, Music and Entertainment, and Department of Small and Local Business Development. The nuclear committee representatives would be involved in all meetings and deliberations; the residents would be involved in only those pertaining to their particular Sister City. This initiative should bring cultural enrichment to our diverse community while paving the way for significant economic development.	09-30-2018
Organize an "Embassy Appreciation" reception hosted by the Mayor	The Office will partner with the Federal City Council to host an Embassy appreciation event in FY 2018. The purpose of this event is for the Mayor to show her appreciation to the Ambassadors for their embassy involvement in the cultural, economic, and educational life of the residents of the District of Columbia.	09-30-2018
Plan for a new archives and records center facility	OPR will undertake needed activities to prepare the archives and records center collections for a move to a new archives facility by FY2022. During FY2018 the Office will develop a comprehensive project plan for the operational components of the move, including identification of tasks, timelines for completion, and needed resources, for three separate phases of the move: 1) positioning the Office for a successful move; 2) the move itself; and 3) ensuring smooth operations from day one in the new facility.	09-30-2018