



Office of the Secretary (OS) FY2016 Performance Accountability Report (PAR)

Introduction

The Performance Accountability Report (PAR) measures each agency's performance for the fiscal year against the agency's performance plan and includes major accomplishments, updates on initiatives' progress and key performance indicators (KPIs).

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.

Summary of Services

The Office of the Secretary of the District of Columbia consists of four offices and two units. The Office of Notary Commissions and Authentications (ONCA) commissions District of Columbia notaries and authenticates documents for domestic and foreign use. The Office of Documents and Administrative Issuances (ODAI) publishes the DC Register and the DC Municipal Regulations. The Office of Public Records and Archives manages the District of Columbia Archives, Records Center and the Library of Government Information. The Support Services Office provides operational supports to all offices under the Executive Office of the Mayor. The Ceremonial Services Unit is responsible for processing all requests for ceremonial documents. The Protocol and International Affairs Unit manages the Sister City programs and serves as the primary link between the Executive Office of the Mayor and foreign government representatives.

Overview – Agency Performance

The following section provides a summary of OS performance in FY 2016 by listing OS’s top accomplishments, and a summary of its progress achieving its initiatives and progress on key performance indicators.

Top Agency Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
Ninety-five percent of agencies, both subordinate and independent, have designated records management officers. We have collaborated with other local repositories, benefiting all researchers in the District, and we have provided expanded access to our holdings through removal of limitations on requests.	By having identified records management officers at (nearly) all agencies, OPR is better able to perform our functions of supporting each agency in its records management program. We are now able to ensure that communication to records management officers reaches every agency.	Residents of DC were provided improved and expanded access to the holdings of the DC Archives through our removal of limitations on the number of requests they were permitted to make.
ODAI published the 2016 Zoning Regulations, which became effective September 6, 2016.	ODAs review and publication of the 2016 Zoning Regulations was the result of several years of work and are a shining example of ODAI achieving its mission to “provide for the prompt preparation, editing, printing and publication of the District of Columbia Register and the District of Columbia Municipal Regulations” in accordance with the District of Columbia Documents Act of 1978 and the enforcement of standards and procedures to be followed by all District of Columbia government agencies to promulgate rules and regulations.	The Zoning Regulations of 2016 represent the first review and comprehensive overhaul of District of Columbia Zoning Regulations since 1958. The impact or benefit of the new Zoning Regulations on District residents are many including the important modernization of residential housing, commercial and use regulations. Moreover, the new Zoning Regulations are an excellent complement to recent (2013) District of Columbia Construction Codes.
The Office of the Secretary in collaboration with the Executive Office of the Mayor successfully organized the 2016 Emancipation Day Celebration activities, including the Full Democracy Champions Breakfast, DC Emancipation Day Parade, concert, lecture series and other activities.	These are annual programs organized by the Office of the Secretary and their success highlight many special activities promote by the Office.	These activities are excellent vehicles to showcase District government historic resources and to promote DC democracy.

In FY 2016, OS had 7 Key Performance Indicators. Of those, 0 were neutral. Of the remaining measures, 57% (4 KPIs) were met, 0% (0 KPIs) were nearly met, and 43% (3 KPIs) were unmet. In FY 2016, OS had 16 Initiatives. Of those, 56% (9) were completed and 0% (0) were nearly completed, and 44% (7) were not completed. The next sections provide greater detail on the specific metrics and initiatives for OS in FY 2016.

FY16 Objectives

Division	Objective
Agency Management	Promotes 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
Agency Management	Provides customer friendly and efficient processing of notary commissions and the authentication of documents signed by District notaries for domestic and foreign use
Agency Management	Provides support and outreach services to the diplomatic and international communities
Agency Management	Provides convenient records management services to the District government agencies, business community, and public in order to provide efficient access to public records stored in the District of Columbia Records Center
Agency Management	Provides 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

FY16 KPIs

Objective: Provides convenient records management services to the District government agencies, business community, and public in order to provide efficient access to public records stored in the District of Columbia Records Center

Measure	Target	Freq	Q1	Q2	Q3	Q4	Total	KPI Status	KPI Barriers
Percentage of record requests fulfilled digitally	40	A					47.2	Met	
Percentage of agency record retention schedules reviewed and approved	30	A					1.1	Unmet	Retention schedule percentage goal is unmet for the following reason: In previous fiscal years, the percentage of retention schedules reviewed and approved was calculated in a way that did not reflect the true intent of the KPI. In reviewing and approving one agency retention schedule still far short of our goal OPR surpassed our actual performance for every year since 2009. Furthermore, although the process of developing and approving a substantial number of retention schedules was not completed for the proposed percentage of agencies, it was begun, laying the groundwork for success in FY2017.

Number of record request processed	9,115	A						3,760	Unmet	Number of record requests processed goal is unmet for the following reason: OPR processed 100% of the records requests it received. The total number is significantly smaller than the response provided by OPR for this goal in previous years due to a correction in the way the KPI was calculated. In previous years, this KPI was interpreted as "number of requests" processed, where a request could be a record request, or it could be almost any other item requiring a response, such as to request a training or to schedule a meeting. Correcting the calculation to include only records requests brings the total number processed to a more realistic response.
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Objective: Provides customer friendly and efficient processing of notary commissions and the authentication of documents signed by District notaries for domestic and foreign use

Measure	Target	Freq	Q1	Q2	Q3	Q4	Total	KPI Status	KPI Barriers
Number of notary application processed (excludes government employees)	2,000	A					2,084	Met	
Number of customers served	18,000	A					31,013	Met	We cannot market for the service.
Number of documents authenticated	60,000	A					50,571	Unmet	We cannot market for service.

Objective: Provides support and outreach services to the diplomatic and international communities

Measure	Target	Freq	Q1	Q2	Q3	Q4	Total	KPI Status	KPI Barriers
Percentage of Ambassador welcome letters sent within three months of start of new term	100	A					100	Met	

FY16 Workload Measures

Measure	Freq	Q1	Q2	Q3	Q4	Total
Number of ceremonial documents prepared	A				1,097	
Number of rulemakings processed	A				495	
Number of administrative issuances processed	A				195	

FY16 Initiatives

Title: Process requests for ceremonial documents

Description: Continue to provide ceremonial documents such as proclamations, birthday letters, welcome/greetings, retirement letters, etc. for constituents in a timely manner.

Complete to Date: Complete

Status Update: This is ongoing activity

Title: Promote increased participation in the DC One Fund among all government agencies through agency fairs, early pledging, and direct correspondence between agency coordinators and agency employees

Description: The Office of the Secretary has been tasked with management of the DC One Fund. The program year generates funds through the United Way. The goal this year is to increase the level of participation by DC employees as well as increase the funds raised to a goal of \$1 million dollars.

Complete to Date: Complete

Status Update: This is ongoing initiative

Title: Specify activities to be targeted by the grantees of the DC Democracy Grant

Description: The Office of the Secretary administers the DC Voting Rights Grant, which is a competitive grant process to support initiatives regarding self-determination, budget and legislative autonomy. Given the limited amount of grants, we will target the recipients with more specific activities to be performed with the grants received.

Complete to Date: Complete

Status Update: Annual initiative

Title: Coordinate the activities of Dr. Martin Luther King Day, Anniversary of Home Rule, DC Compensated Emancipation Act

Description: These activities are excellent vehicles to showcase District government historic resources as well as to promote DC democracy.

Complete to Date: Complete

Status Update: Annual initiative

Title: Automate the commissioning functions of the Office of Notary Commissions and Authentications (ONCA)

Description: This initiative will allow ONCA to automate its workflow process for both notary commissions and authentications, and allow for the possibility of providing online notary applications and payment with credit cards. The notary services currently are performed manually. The authentications division would be enhanced by allowing a rapid validation of the notary and more efficient process for the authentication certificates.

Complete to Date: 0-24%

Status Update: Will continue in FY1

If Incomplete, Explanation: Lack of funding

Title: Complete amendments and updates to the DC Code (Chapter 12) and DCMR (17-2400)

Description: This initiative would allow a comprehensive update of necessary changes to the code and DCMR for ONCA. Much of the current language is outdated and we also are out of compliance with some language that in practice. This initiative will require consideration by the Council as they will be changes in the code.

Complete to Date: 0-24%

Status Update: Continue to FY 1

If Incomplete, Explanation: While we have published a number of amendments to the regulations, we have still not finalized the necessary amendments to the DC Code and therefore have not presented them to the Council. Recommendations and drafts have been provided to the MOLC; waiting on final approvals.

Title: Serve as a liaison between the embassies and residences

Description: Continue working on solutions to any problems DC residents have with embassy buildings in their neighborhoods.

Complete to Date: Complete

Status Update: Although this is a continuing problem, every complaint that has been registered by neighbors of embassy property in their neighborhoods that has posed a problem to that neighborhood has been addressed and solved through September 30, 2016.

Title: Work with Sister Cities International to help assure a successful 60th Anniversary celebration in DC in 2015

Description: In partnership with Sister Cities International, organize the 60th Anniversary conference.

Complete to Date: Complete

Status Update: We met the target and our responsibilities in helping the 60th Anniversary conference of Sister Cities, International be a success in the summer of 2016.

Title: Work with the DC Commission on Arts and Humanities to choose new recipients of Sister City Arts grants

Description: Promote the program to both DC participants and Sister Cities partners to increase participations.

Complete to Date: Complete

Status Update: All Sister City partners have been made aware of this program, several have personally helped the winners in their Sister City programs.

Title: Update and/or develop record retention schedules for all District government agencies

Description: The current published retention schedules for the District have not been updated for more than 20 years. To have updated current retention schedules that apply to current are vital for efficient records management and open government. The Office of Public Records will develop and implement plan for each agency to reach compliance.

Complete to Date: 0-24%

Status Update: We revised the timelines and anticipate completion of this initiative by September 30, 2017.

If Incomplete, Explanation: This initiative was not completed in FY 2016 as a result of over-ambitious timelines and competing priorities.

Title: Develop and implement Records Management Officer training and certification program for all District government agencies

Description: Every District government is required by law to have a Records Management Officer to manage the records of their agency. Most agencies either don't have an RMO or have assigned an untrained and unskilled individual this task as an additional duty. The result is inefficient management of the agency's

records, expensive legal actions, non-disclosure and loss of public trust. The Office of Public Records working with agencies seeking compliance will train and certify official records management officers for each agency.

Complete to Date: 50-74%

Status Update: The office will continue to develop a full certification program. We anticipate having the program developed by 9/30/17

If Incomplete, Explanation: By September 30, 2016, 95% of agencies (86/91), including independent agencies, had identified RMOs. 79% of those records management officers had an individualized, introductory training session with the Public Records Administrator. The process of developing a full certification program, however, is still in progress. We anticipate having the program developed by 9/30/17, with implementation being ongoing.

Title: Develop and implement a plan for the management and preservation of electronic records

Description: Most, if not all District government agencies are creating digitally born records, scanning paper records and converting them to digital images, have amassed a collection of digital photographs and videos, have websites, and use other social media in the course of fulfilling their goals and missions and conducting the business of the government. The government records created are in a media that must be assessed and valued, monitored and controlled with unified standards to insure that they are preserved, can be accessed and are viewable.

Complete to Date: 25-49%

Status Update: Continue to work on a process for transfer of electronic records and coordinate with OCTO to ensure that we have sufficient server space.

If Incomplete, Explanation: We have made considerable progress on establishing standards and policy for agencies to adhere to with respect to electronic records. We have a system in place for storing electronic records, but continue to need work on a process for transfer of electronic records and to coordinate with OCTO to ensure that we have sufficient server space.

Title: Develop plan and coordinate activities for the celebration of the 154th Anniversary of the District of Columbia Emancipation Act

Description: The commemoration of the 154th anniversary will continue to look at the history of the District and provide programs and venues throughout the city to educate the citizenry on the struggle to abolish slavery, and seek justice and equality for all during the post-Civil War Era.

Complete to Date: Complete

Status Update: We have successful and well attended events

Title: Coordinate plans, projects, and activities with the Architectural and Engineering team of Hartman and Cox for the building of a new, state-of-the art Archives and Record Center

Description: Members of the Architectural and Engineering firm are heavily engaged in gathering information regarding the quantity, type, condition, retention periods of records in both Archive and Record Center holdings, work flows, building condition and requirements, and more, as part of their effort to build a new facility; all of which requires massive input and cooperation on all levels from the Office of Public Records.

Complete to Date: Complete

Status Update: Continue working with DGS and Hartman and Cox in the development of Archives project

Title: Review ODAI's e-rulemaking website, DCRegs, to determine required fixes, updates and enhancements

Description: ODAI expects to complete the work to fix, update and enhance the e-rulemaking system, DCRegs.

Complete to Date: 0-24%

Status Update: Continue the project to FY 17

If Incomplete, Explanation: This Initiative was not completed during FY2016 due to two failed attempts by OCTO to introduce a team with the capability to perform the work to essentially create a new system. In June 2016, OCTO did introduce a team with the capability to design and create a new DCRegs.

Title: Provide public access to Executive Office of the Mayor's historical administrative issuances

Description: During FY 2015, ODAI will publish on DCRegs digitized historical Mayor's Orders for years 1965 through 1972.

Complete to Date: 0-24%

Status Update: Pending the DCRegs update.

If Incomplete, Explanation: To reduce the complexity of the development project, ODAI has decided not to move forward with the publication of the Orders for years 1965 to 1972 while a new DCRegs is under construction.