



**OFFICE OF THE SECRETARY
FY 2024 PERFORMANCE PLAN**

DECEMBER 1, 2023

CONTENTS

Contents	2
1 Office of the Secretary	3
2 2024 Objectives	4
3 2024 Operations	5
4 2024 Strategic Initiatives	6
5 2024 Key Performance Indicators and Workload Measures	7

1 OFFICE OF THE SECRETARY

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.

Services: The Office of the Secretary of the District of Columbia consists of three 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 Ceremonial Services Unit is responsible for processing all requests for ceremonial documents. The Protocol and International Affairs Unit manages the Sister City program and serves as the liaison between the Executive Office of the Mayor and the diplomatic community in Washington.

2 2024 OBJECTIVES

Strategic Objective

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.

Provides customer friendly and efficient processing of notary commissions and the authentication of documents signed by District notaries for domestic and foreign use.

Provide support and outreach services to the diplomatic and international communities.

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.

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.

Create and maintain a highly efficient, transparent, and responsive District government.

3 2024 OPERATIONS

Operation Title	Operation Description	Type of Operation
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.		
Ceremonial documents for constituents	The Ceremonial Services Unit is responsible for processing all requests for ceremonial documents from the Mayor.	Daily Service
DC Democracy 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
Provides customer friendly and efficient processing of notary commissions and the authentication of documents signed by District notaries for domestic and foreign use.		
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
Commission the notaries	The Office of Notary Commissions and Authentications (ONCA) approves and commissions individuals as DC notaries public.	Daily Service
Provide support and outreach services to the diplomatic and international communities.		
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
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.		
Manage District government records	The District of Columbia Records Center collects and stores both permanent and temporary records of the District government.	Daily Service
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
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.		
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

4 2024 STRATEGIC INITIATIVES

Title	Description	Proposed Completion Date
ONCA Implement Remote Notarizations.	The Council passed the legislation to implement remote notarizations – to allow notaries to notarize documents via electronic and audio-visual technology. In FY24, ONCA will finalize the Rules and implement this law. We will upgrade the current platform to meet the needs.	9/30/2024
Add finding aids to institutional repository to increase public access to collections.	During FY24, the Office of Public Records will add 5 finding aids to its institutional repository that provides online public access to DC archives digital collections, and finding aids.	9/30/2024
Establish Digital Program	Acquire hardware and begin systematic digitization of historic records in the DC Archives.	9/30/2024
Automated Receipt Response for Document Requests	Working with OCTO to create automated receipt confirmation for Ceremonial Document Requests. (Replacing current manual receipt confirmation)	9/30/2024
Ceremonial Document Refresh	Enhancing the visual appearance of ceremonial documents by identifying and implementing new design elements.	9/30/2024
DCMR Review and Update	Begin to review the online DCMR to determine obsolete chapters and sections. ODAI staff will develop a plan to effectively pursue this project in stages.	9/30/2024
Mayor's Orders Binding	Pursuant to 1 DCMR 101, bind original Mayor's Orders for 2019, 2020, 2021, 2022, and 2023.	9/30/2024
Complete design phase and move into construction of new Archives Facility for Office of Public Records	Work with architectural firm Hartman-Cox to finalize the design of the new facility for OPR and begin building construction.	9/30/2024

5 2024 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

Key Performance Indicators

Measure	Directionality	FY 2021	FY 2022	FY 2023	FY 2024 Target
Provides customer friendly and efficient processing of notary commissions and the authentication of documents signed by District notaries for domestic and foreign use.					
Number of notary application processed (excludes government employees)	Up is Better	1,971	2,220	1,700	1700
Number of documents authenticated	Up is Better	45,000	46,000	50,000	56,800
Number of customer served	Up is Better	25,000	30,000	30,000	12,200
Provide support and outreach services to the diplomatic and international communities.					
Percent of ambassador welcome letters sent within three months of start of new term	Up is Better	Not Available	Not Available	Not Available	100%
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.					
Percent of records requests fulfilled within five business days	Up is Better	99.1%	60%	70%	60%
Percent of agencies with a retention schedule updated or reviewed within the fiscal year	Up is Better	21%	33.3%	20%	40%
Number of records entered into the collections management system	Neutral	New in 2023	New in 2023	2,182	5
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	Up is Better	14.8%	44.4%	60%	50%

Workload Measures

Measure	FY 2021	FY 2022	FY 2023
Ceremonial documents for constituents			
Number of ceremonial documents prepared	507	721	729
Serve as liaison with diplomatic community in DC			
Percent of National Day letters written versus number of National Days	0%	100%	100%
Number of diplomatic and delegation meetings	New in 2023	New in 2023	73
Manage District government records			
Number of records requests received	2,194	2,934	3,760
Volume of records accessioned to the DC Archives	68	11	18
Number of on-site researchers served	3	27	209
Number of publications added to the Library of Government Information	222	259	5
Publish the DC Register and the DC Municipal Regulations			
Number of rulemakings processed	338	326	203
Number of administrative issuances processed	143	184	155