



FY 2013 PERFORMANCE PLAN
Office of the Secretary

MISSION

The Office of the Secretary of State for 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 provides services to the Government and Citizens through the Office of Notary Commissions and Authentications (Commissions Notaries and Authenticates Document), the Office of Documents and Administrative Issuances (“ODAI,” publishers of the DC Register and the DC Municipal Regulations), and the Office of Public Records (managers of the DC Records Center, the District of Columbia Archives, and the Library of Government Information). Furthermore, the Office of Ceremonial Services is responsible for all Mayoral proclamations and ceremonial documents and the Office of Protocol and International Affairs manages Sister City relationships and communications between the Executive Office of the Mayor and foreign government representatives.

AGENCY WORKLOAD MEASURES

Measure	FY 2010 Actual	FY 2011 Actual	FY 2012 YTD
Number of rulemakings processed	361	390	173
Number of administrative issuances processed	214	202	137
Number of record requests processed	52,896	53,128	50,248
Number of processed notary application (excludes government employees)	1673	2364	1283
Number of documents authenticated	55258	53672	33243
Number of foreign courtesy requests and delegation visits fulfilled	264	302	285
Number of ceremonial documents processed	1433	1117	1406

(NA) Data listed for the periods under different management and this level of detail was not tracked.



OBJECTIVE 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.

INITIATIVE 1.1: Expand the reach of the DC Democracy Grant.

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, voting rights or statehood for the District of Columbia. The number of fund recipients has been low in the past. This year we hope to expand the reach of this grant through new programs and increasing the number of grants awarded.

INITIATIVE 1.2: Expand updated Web Site to include increased access to historical documents and data.

In 2012 the Office of the Secretary launched a new Website. The first phase included building a new site with potential links. This year we plan through our electronic records process to increase the number of documents available online via our website.

INITIATIVE 1.3: Promote increased participation in the DC One Fund among all government agencies through agency fairs, early pledging, and direct correspondence between agency coordinators and like agency employees.

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.

INITIATIVE : Office of the Secretary will be responsible for coordinating the activities of the 2012 Electoral College and the 2013 Presidential Inauguration.

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

OBJECTIVE 2: Provide customer friendly and efficient processing of notary commissions and the authentication of documents signed by District notaries public for domestic and foreign use.

INITIATIVE 2.1: Automate the functions of the Office of Notary Commissions and Authentications (ONCA).

This initiative will allow ONCA to automate its workflow process as well to provide electronic notarizations and online applications for commissions.

INITIATIVE 2.2: Review the current Notary system and develop a plan to enhance the system to include record management and processing features.

Planned system enhancements include better tracking of the Notary system and improvements to how this information is made easily available to the public (such as locating notaries).



OBJECTIVE 3: Provide support and outreach services to the diplomatic and international communities.

INITIATIVE 3.1: Identify opportunities to expand the District's Sister City Programs to the Central and South America.

This initiative will allow the District to expand its Sister City Program to a neighboring area of the world where we currently have no relationships.

INITIATIVE 3.2: Collaborate to develop 2-3 substantive projects for the Sister City relationship with Tshwane, South Africa; Brussels, Belgium and Sunderland, England.

Through this initiative, the Office of the Secretary will review existing Sister City relationships and determine ways to make those partnerships more substantive and measurable.

OBJECTIVE 4: Provide convenient records management services to District government agencies, business community and the public in order to provide efficient access to public records stored in the District of Columbia Records Center.

INITIATIVE 4.1: Develop an automation plan to manage the functions and services of the Office of Public Records.

The Office of Public Records needs an electronic system to track records retention schedules as well as digitized documents. A plan for the system is needed for a automated workflow.

INITIATIVE 4.2: Develop a document imaging plan to digitize selected historical and permanently valuable records in the holdings of the District of Columbia Archives.

Digitizing certain historical records will make them more accessible to the public and serve to ensure preservation of these significant documents.

INITIATIVE 4.3: Prepare an Office of Public Records Operation Manual on the functions and services of the Archives, Records Center, and Library of Government Information.

The operations manual will ensure that DC government agencies, the public and other users of the Office of Public Records and Archives will understand how best to utilize the services that are provided.

INITIATIVE 4.4: Develop a plan and coordinate activities for the celebration of the 150th Anniversary of the District of Columbia Emancipation Act.

As has been done for the past several years, plans will be made to organize a lecture series and special events to highlight the historical significance of the DC Compensated Emancipation Act.



OBJECTIVE 5: Provide timely technical, professional and other legal services to the Mayor, District of Columbia agencies, and the general public in order to give and/or have official notice of all proposed and adopted legal mandates.

INITIATIVE 5.1: Compile and bind historical Mayor’s Orders -- 1994 to 2011.

The currently unbound Mayor’s Orders are the originals and need to be bound for historical and preservation purposes.

INITIATIVE 5.2: Research, review and compile District of Columbia government agency documentary histories (e.g., Office of the Secretary, DCHR, DGS, OAG, DCRA, OCP, DPR, DDOT, HSEMA, etc.).

The Office will compile agencies’ historical documents (i.e., enacting laws, Mayor’s Orders and Mayor’s Memoranda) into a single reference source. For the Office of the Secretary, in addition to compiling its documentary history, ODAI will draft a Mayor’s Order that will define the Office’s current functions and operations.

INITIATIVE 5.3: Review ODAI’s e-rulemaking website, DCRegs, to determine required fixes, updates and enhancements.

This effort will ultimately require funding to fix, update and enhance the e-rulemaking system.

INITIATIVE 5.4: Develop a plan to update and republish all 31 titles of the DCMR.

Many DCMRs have not been updated since the 1980s and 1990s. This effort will include physically compiling each DCMR into a new book/binder and publishing the updated DCMR for sale.

KEY PERFORMANCE INDICATORS - Agency Management

Measure	FY 2011 Actual	FY 2012 Target	FY 2012 YTD	FY 2013 Projection	FY 2014 Projection	FY 2015 Projection
Current and historical documents and issuances digitized, indexed, and available via website	8077	8000	4871	8000	8000	8000
Number of <i>D.C. Registers</i> Published	52	53	30	52	52	52
Number of customer served by the Notary and Authentications	14400	15000	12088	15000	15000	15000
Percentage of ambassador welcome letters sent within three months of start of new ambassador's term.	100%	100%	100%	100%	100%	100%
Percentage of record requests fulfilled digitally.	15%	20%	20%	30%	35%	40%
Percent of agency record retention schedules reviewed and approved	5%	8%	7%	10%	15%	18%