



**FY 2015 PERFORMANCE PLAN
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.

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.

AGENCY WORKLOAD MEASURES

Measure	FY 2012 Actual	FY 2013 Actual	FY 2014 Actual
Number of rulemakings processed	424	433	436
Number of administrative issuances processed	195	254	296
Number of foreign courtesy requests and delegation visits fulfilled	285	305	301
Number of ceremonial documents processed	1,358	1,510	1,382

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: Specify activities to be targeted by the grantees 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, and voting rights. Given the limited amount of grants, we will target the recipients with more specific activities to be performed with the grants awarded. **Completion Date: September 30, 2015**

INITIATIVE 1.2: Process requests for ceremonial documents

Continue to provide ceremonial documents such as proclamations, birthday letters, welcome/greetings, retirement letters, etc. for constituents in a timely manner. **Completion Date: September 30, 2015**

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 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. **Completion Date: September 30, 2015**

INITIATIVE 1.4: Coordinate the activities of Mayor Inauguration, Dr. Martin Luther King Day, Anniversary of Home Rule, DC Compensated Emancipation Act

These activities are excellent vehicles to showcase District government historic resources as well as to promote DC democracy. **Completion Date: September 30, 2015**

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

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

This initiative will allow ONCA to automate its workflow process and online applications for commissions. **Completion Date: September 30, 2015**

INITIATIVE 2.2: Automate the authentications functions of the Office of Notary Commissions and Authentications

By automating the authentications functions, ONCA can process all services online, as well as to be in compliance with the Apostille section of the US Department of State. **Completion Date: September 30, 2015**

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

INITIATIVE 3.1: Sending a letter of introduction from the newly elected Mayor to all the Ambassadors in the diplomatic corps

Prepare and mail out the letters from newly elected Mayor to the diplomatic corps in Washington, DC introducing our Mayor to the diplomatic community. **Completion Date: March 31, 2015**

INITIATIVE 3.2: Organize Ethiopian Food Day

Coordinate Ethiopian Food Day under the auspices of the Sister City agreement with Food Services. **Completion Date: September 30, 2015**

INITIATIVE 3.3: Serve as a liaison between the embassies and residences

Continue working on solutions to any problems DC residents have with embassy buildings in their neighborhoods. **Completion Date: September 30, 2015**

OBJECTIVE 4: Provide 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

INITIATIVE 4.1: Procure equipment and software to automate the functions and services of the Office of Public Records

All of the functions and services of the Office of Public Records are performed manually. To improve the operational efficiency of the Archives and Records Center workflow, the Office of the Secretary will procure equipment and software to automate the functions and services of the Office of Public Records. **Completion Date: September 30, 2015**



INITIATIVE 4.2: Hire a professional archivist and an architect to develop an architectural design for the archives and records center

Funds are appropriated to build an archives and records center and these funds will be used to plan this process which involves drafting an architectural plan for the building. **Completion Date: September 30, 2015**

INITIATIVE 4.3: Coordinate plans, projects, and activities with DGS in preparation for the new Archives and Records Center

The Council has approved funding to build a new state-of-the-art Archives and Records Center building to replace the current deteriorated repository. Since DGS will manage this construction project, the Office of Public Records will work closely with DGS to ensure the new building will accommodate the requirements of the Office of Public Records. **Completion Date: September 30, 2015**

INITIATIVE 4.4: Develop a plan and coordinate activities for the celebration of the 153rd Anniversary of the District of Columbia Emancipation Act and 40th Anniversary of Home Rule

The commemoration of the 40th Anniversary of Home Rule was completed. Plans are underway to organize a lecture series and special events to highlight the historical significance of Emancipation Day. **Completion Date: September 30, 2015**

OBJECTIVE 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

INITIATIVE 5.1: 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.)

ODAI will continue to compile agency historical documents (i.e., enacting laws, Mayor's Orders and Mayor's Memoranda) into a single reference source. To date, ODAI has completed documentary histories for the Office of the Secretary and DGS. During FY 2015, ODAI expects to complete documentary histories for DCRA, OCP and OAG. **Completion Date: September 30, 2015**

INITIATIVE 5.2: Review ODAI's e-rulemaking website, DCRegs, to determine required fixes, updates and enhancements

ODAI expects to complete the work to fix, update and enhance the e-rulemaking system, DCRegs. **Completion Date: September 30, 2015**

INITIATIVE 5.3: Provide public access to Executive Office of the Mayor's historical administrative issuances

During FY 2015, ODAI will publish on DCRegs digitized historical Mayor's Orders for years 1965 through 1972. **Completion Date: September 30, 2015**



KEY PERFORMANCE INDICATORS - Office of the Secretary

Measure	FY 2013 Actual	FY 2014 Target	FY 2014 Actual	FY2015 Projection	FY 2016 Projection	FY 2017 Projection
Number of notary application processed (excludes government employees)	1,605	1,200	1,785	1,200	1,200	1,200
Number of documents authenticated	53,672	55,000	75,283	55,000	55,000	55,000
Number of customers served	14,395	12,000	12,963	12,000	12,000	12,000
Percentage of Ambassador welcome letters sent within three months of start of new term	100%	100%	100%	100%	100%	100%
Number of record request processed	56,462	55,000	62,824	55,000	55,000	55,000
Percentage of record requests fulfilled digitally	100%	80%	80%	80%	80%	80%
Percentage of agency record retention schedules reviewed and approved	80%	30%	30%	30%	30%	30%