



# **OFFICE OF THE SECRETARY**

## **FY 2024 PERFORMANCE PLAN**

**MARCH 22, 2023**

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# 1 OFFICE OF THE SECRETARY

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*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 PROPOSED 2024 OBJECTIVES

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### 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.

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### 3 PROPOSED 2024 OPERATIONS

Operation Title	Operation Description	Type of Operation
<b>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.</b>		
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
<b>Provides customer friendly and efficient processing of notary commissions and the authentication of documents signed by District notaries for domestic and foreign use.</b>		
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
<b>Provide support and outreach services to the diplomatic and international communities.</b>		
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
<b>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.</b>		
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
<b>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.</b>		
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 PROPOSED 2024 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

### Key Performance Indicators

Measure	Directionality	FY 2021	FY 2022	FY 2023 Target	FY 2024 Target
<b>Provides customer friendly and efficient processing of notary commissions and the authentication of documents signed by District notaries for domestic and foreign use.</b>					
Number of notary application processed (excludes government employees)	Up is Better	1971	2,220	1,500	1500
Number of documents authenticated	Up is Better	45,000	46,000	40,000	40,000
Number of customer served	Up is Better	25,000	30,000	10,000	10,000
<b>Provide support and outreach services to the diplomatic and international communities.</b>					
Percent of ambassador welcome letters sent within three months of start of new term	Up is Better	Not Available	Not Available	100%	100%
<b>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.</b>					
Percent of records requests fulfilled within five business days	Up is Better	99.1%	60%	50%	50%
Percent of agencies with a retention schedule updated or reviewed within the fiscal year	Up is Better	21%	33.3%	20%	20%
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%	40%	40%
Number of records entered into the collections management system	Neutral	New in 2023	New in 2023	New in 2023	No Target Set

## Workload Measures

Measure	FY 2021	FY 2022
<b>Ceremonial documents for constituents</b>		
Number of ceremonial documents prepared	507	721
<b>Serve as liaison with diplomatic community in DC</b>		
Percent of National Day letters written versus number of National Days	0%	100%
Number of diplomatic and delegation meetings	Not Available	Not Available
<b>Manage District government records</b>		
Number of records requests received	2194	2,934
Volume of records accessioned to the DC Archives	68	11
Number of on-site researchers served	3	27
Number of publications added to the Library of Government Information	222	259
<b>Publish the DC Register and the DC Municipal Regulations</b>		
Number of rulemakings processed	338	326
Number of administrative issuances processed	143	184