



**FY 2011 PERFORMANCE PLAN  
Office of the Secretary**

**MISSION**

The mission of the Office of the Secretary of the District of Columbia is to provide document management and ceremonial services for the Mayor and DC government agencies in a manner that is efficient, accountable and customer friendly.

**SUMMARY OF SERVICES**

The Office of the Secretary of the District of Columbia provides document management through the Office of Notary Commissions and Authentications, 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 and the District of Columbia Archives). The Ceremonial Services Unit is responsible for all Mayoral proclamations and ceremonial documents and the Office of Protocol and International Affairs manages Sister City relationships and communication between the Executive Branch and foreign government representatives.

**AGENCY WORKLOAD MEASURES**

| <b>Measure</b>  | <b>FY2008<br/>Actual</b> | <b>FY2009<br/>Actual</b> | <b>FY2010<br/>YTD</b> |
|---|--------------------------|--------------------------|-----------------------|
| Number of rulemakings processed                                     | 452                      | 317                      | Not Available         |
| Number of administrative issuances processed                        | 191                      | 150                      | Not Available         |
| Number of record requests processed                                 | N/A                      | N/A                      | Not Available         |
| Number of notaries commissioned                                     | 2,003                    | 2,002                    | Not Available         |
| Number of documents authenticated                                   | 51,155                   | 40,618                   | Not Available         |
| Number of foreign courtesy requests and delegation visits fulfilled | 225                      | 277                      | Not Available         |

**OBJECTIVE 1: Ensure timely and open access to all District of Columbia laws, regulations and administrative issuances.**

**INITIATIVE 1.1:**

Make older administrative issuances available via the website. ODAI has Mayors' and Commissioners' orders dating back to the mid 1950s that have historical and legal value. We plan to scan, digitize, index, and post these documents online in a format that is available to all. We did not have the funds to digitize all 46,000 administrative issuances in FY10, but we have scanned all issuances back to 1998. In FY11 we will ensure that these scanned documents are available on our new website.



**OBJECTIVE 2: Support DC agencies’ attempts to bring the basic functions of D.C. Government to the forefront of e-government services nationwide.**

**INITIATIVE 2.1: Serve as the foundation for proper records and information management across the District.**

The Office of Public Records has developed a plan to update retention schedules and work with all DC agencies to begin managing more of their records electronically.

**OBJECTIVE 3: Educate District residents and visitors on local history through the special events, projects and websites managed by the Office.**

**INITIATIVE 3.1: Award grants for DC Voting Rights that highlight our historical struggle for self-determination.**

The Office of the Secretary is now responsible for grant awards for voting rights / statehood. In FY11 we will continue to educate District residents and all Americans on the importance of this human rights issue.

**PROPOSED KEY PERFORMANCE INDICATORS**

| Measure  | FY2009 Actual | FY2010 Target | FY2010 YTD    | FY2011 Projection | FY2012 Projection | FY2013 Projection |
|--|---------------|---------------|---------------|-------------------|-------------------|-------------------|
| Current and historical documents and issuances digitized, indexed, and available via website                       | 755           | 900           | 684           | 1,200             | 1,500             | Not Available     |
| Number of days it takes to process 90% of notary applications  | 35            | 30            | 127           | 23                | 14                | Not Available     |
| Number of ceremonial documents processed   | 1152          | 2,000         | 977           | 2,000             | 2,000             | Not Available     |
| Percentage of ambassador welcome letters sent within three months of start of new ambassador's term.               | 100%          | 100%          | 100%          | 100%              | 100%              | Not Available     |
| Percentage of record requests fulfilled digitally.   | Baseline      | 5%            | 12%           | 15%               | 25%               | Not Available     |
| % of subgrantee’s budget spent on programmatic costs <sup>1</sup>  | Not Available | Not Available | Not Available | 65%               | 65%               | 65%               |
| % of scheduled monitoring reports as defined in agency monitoring plan completed for each grant award <sup>2</sup> | Not Available | Not Available | Not Available | 100%              | 100%              | 100%              |

<sup>1</sup> The Wise Giving Alliance of the Better Business Bureau identifies 65% to be an industry standard for this measure <http://www.bbb.org/us/Charity-Standards/>. This metric measures all subgrantees’ programmatic costs as a percentage of their overall costs.

<sup>2</sup> Pursuant to 11.4 of the Grants Manual and Source Book all District agencies must complete monitoring reports. All District agencies should be in compliance with this standard. The standard is 100%.