



FY 2015 Performance Accountability Report Office of the Secretary

INTRODUCTION

The Performance Accountability Report (PAR) measures each agency's performance for the fiscal year against the agency's performance plan and includes major accomplishments, updates on initiatives' progress and key performance indicators (KPIs).

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.

OVERVIEW – AGENCY PERFORMANCE

The following section provides a summary of OS performance in FY 2015 by listing OS's top three accomplishments, and a summary of its progress achieving its initiatives and progress on key performance indicators.

TOP THREE ACCOMPLISHMENTS

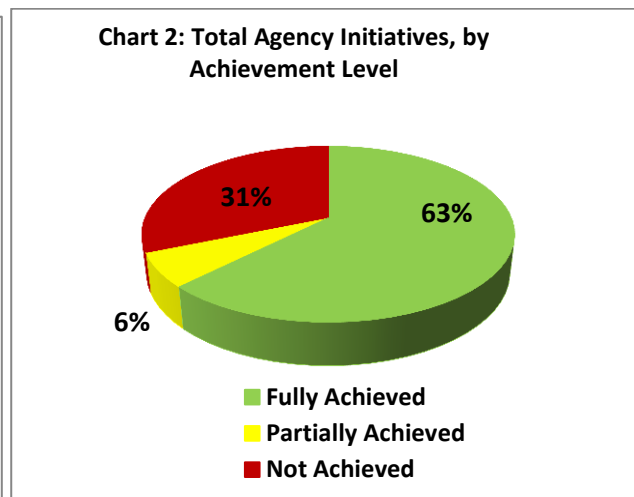
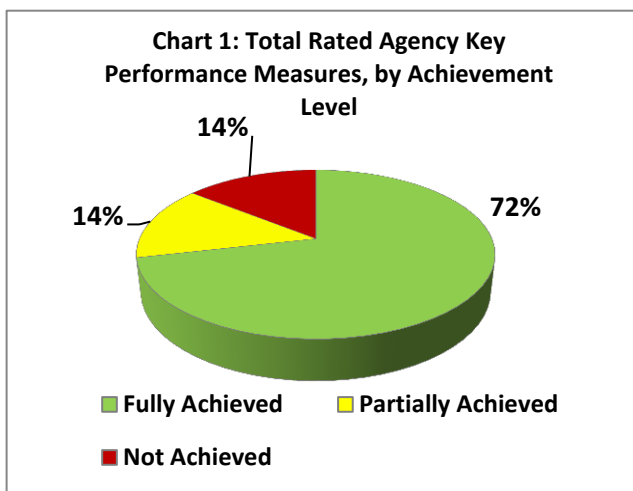
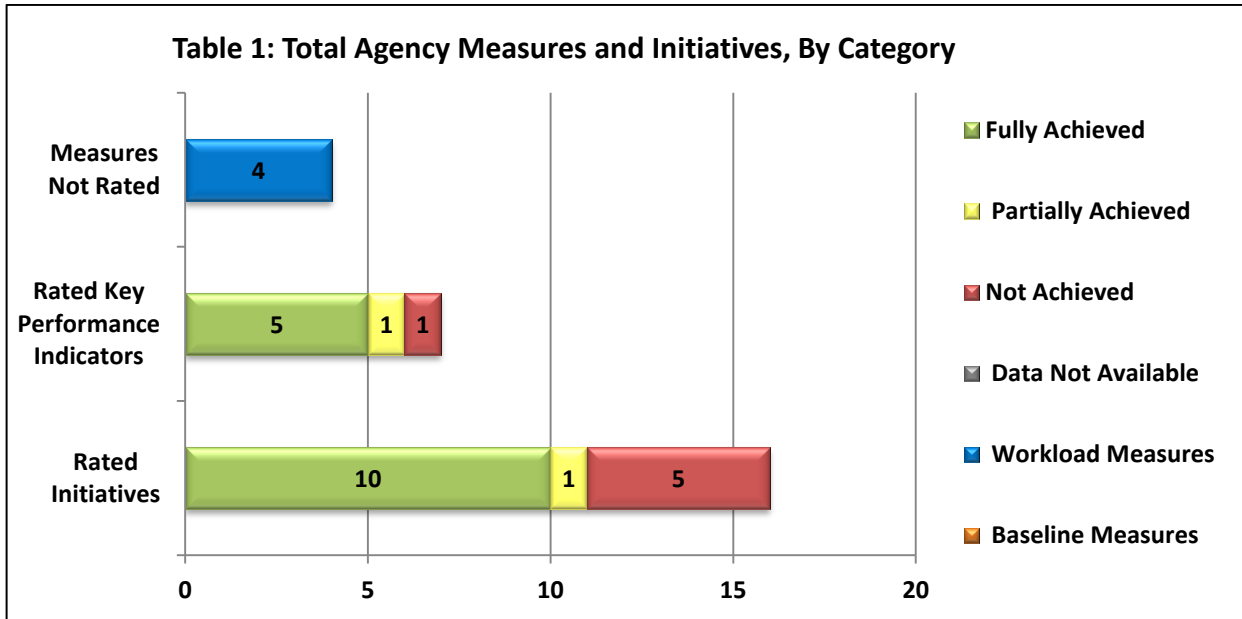
The top three accomplishments of OS in FY 2015 are as follows:

- ✓ A successful Diplomatic Reception at the Blair House to introduce the newly elected Mayor Bowser to the diplomatic community.
- ✓ Office of Public Records worked with DGS on effort to identify an Architectural/Engineering team for a new facility.
- ✓ ODAI published a Proposed Rulemaking that will completely overhaul the District of Columbia Zoning Regulations.



SUMMARY OF PROGRESS TOWARD COMPLETING FY 2015 INITIATIVES AND PROGRESS ON KEY PERFORMANCE INDICATORS

Table 1 (see below) shows the overall progress the OS made on completing its initiatives, and how overall progress is being made on achieving the agency’s objectives, as measured by their key performance indicators.



Default KPI Rating:

$\geq 100\%$	Fully Achieved
75 - 99.99%	Partially Achieved
$< 75\%$	Not Achieved



In FY 2015, OS has fully achieved 63% and partially achieved 6% of its initiatives and has fully achieved 72%, partially achieved 14%, and not achieved 14% of its rated key performance measures. **Table 1** provides a breakdown of the total number of performance metrics OS uses, including key performance indicators and workload measures, initiatives, and whether or not some of those items were achieved, partially achieved or not achieved. **Chart 1** displays the overall progress is being made on achieving OS objectives, as measured by their rated key performance indicators. Please note that chart 2 contains only rated performance measures. Rated performance measures do not include measures where data is not available, workload measures or baseline measures. **Chart 2** displays the overall progress OS made on completing its initiatives, by level of achievement.

The next sections provide greater detail on the specific metrics and initiatives for OS in FY 2015.

PERFORMANCE INITIATIVES – ASSESSMENT DETAILS

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**



Performance Assessment Key: Fully Achieved. Grants were awarded in July and August 2015 and there were six recipients for FY2015 grant.

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**



Performance Assessment Key: Fully Achieved. Ceremonial Services Unit continues to provide ceremonial documents requested by constituents through online submissions.

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



Performance Assessment Key: Fully Achieved. The 2014 campaign raised \$1,051,000 in pledges from over 3,300 government employees. We increased the numbers of fair-share givers, employees that pledge between 1%-3% of their annual salary, to 654 from 512 in 2013.



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**



Performance Assessment Key: Fully Achieved. We have successful, well organized and well attended events.

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**



Performance Assessment Key: Not achieved. We did not have the resources to begin this initiative.

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**



Performance Assessment Key: Not achieved. We did not have the resources to begin this initiative.

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**



Performance Assessment Key: Not achieved. Instead, Mayor Bowser was introduced to the Diplomatic Corps at the Reception held at the Blair House. It was a very successful event, with the support from U.S. Department of State.

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**



- **Performance Assessment Key: Fully Achieved.** We worked with the community, food services, and DCPS to produce a cultural event, including the introduction of Ethiopian food to every DCPS student.

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**

- **Performance Assessment Key: Fully Achieved.** We worked closely with the Department of State, Office of Foreign Missions, the ANCs and others in the neighborhoods to solve issues that arose among the embassies and the surrounding neighbors to the satisfactions of all parties.

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**

- **Performance Assessment Key: Fully Achieved.** OPR acquired Axaem archives management software. Axaem is used to automate archival and records management processes.

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**

- **Performance Assessment Key: Fully Achieved.** Hartman-Cox with EYP was hired through an RFP that was issued by DGS in January 2015. The team from Hartman-Cox included a consulting archivist, to develop program and building requirements for a new facility. Planning was well underway by the end of FY15.

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**



- **Performance Assessment Key: Fully Achieved.** OPR has worked closely with DGS to coordinate plans, projects, and activities in preparation for the new archives and records center.

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**

- **Performance Assessment Key: Fully Achieved.** OPR successfully coordinated a lecture series to commemorate the DC Compensated Emancipation Act.

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**

- **Performance Assessment Key: Not Achieved.** ODAI did not have the staff to complete this initiative. The position responsible for this initiative was vacant during the fiscal year.

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**

- **Performance Assessment Key: Partially achieved.** ODAI determined what fixes, updates and enhancements are required for DCRegs. OCTO began and completed the fixes, updates and enhancements, but ODAI is about to begin to test the revised website. The updated website will be available for use during FY 2016.

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**

- **Performance Assessment Key: Not achieved.** ODAI did not have the staff to complete this initiative. The position responsible for this initiative was vacant during the fiscal year.

KEY PERFORMANCE INDICATORS



	KPI	Measure	FY 2014 YE Actual	FY 2015 YE Target	FY 2015 YE Revised Target	FY 2015 YE Actual	FY 2015 YE Rating	Budget Program
	2.1	Number of notary application processed (excludes government employees)	1,785	1,200	1,500	1,833	152.75%	NOTARY
	2.2	Number of documents authenticated	75,283	55,000	60,000	63,789	115.98%	NOTARY
		Number of customers served	12,963	12,000	30,000	30,000	100.00%	NOTARY
	3.1	Percentage of Ambassador welcome letters sent within three months of start of new term	100%	100%	100%	100%	100%	INTERNATIONAL
	4.1	Number of record request processed	62,824	55,000	50,000	9,115	18.23%	PUBLIC RECORDS
		Percentage of record requests fulfilled	80%	80%	80%	69.9%	87.38%	PUBLIC RECORDS



		digitally						
		Percentage of agency record retention schedules reviewed and approved	30%	30%	30%	34.4%	114.67%	PUBLIC RECORDS

WORKLOAD MEASURES – APPENDIX

WORKLOAD MEASURES

Measure Name	FY 2013 YE Actual	FY 2014 YE Actual	FY 2015 YE Actual	Budget Program
Number of rulemakings processed	433	436	398	DOCUMENTS
Number of administrative issuances processed	254	296	349	DOCUMENTS
Number of foreign courtesy requests and delegation visits fulfilled	305	301	305	INTERNATIONAL
Number of ceremonial documents processed	1,510	1,382	1,260	CEREMONIAL