Agency Office of the Secretary Agency Code BA0 Fiscal Year 2017

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.

2017 Strategic Objectives

Objective Number	Strategic 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.
2	Provides customer friendly and efficient processing of notary commissions and the authentication of documents signed by District notaries for domestic and foreign use.
3	Provide support and outreach services to the diplomatic and international communities.
4	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.
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.
6	Create and maintain a highly efficient, transparent and responsive District government.**

2017 Key Performance Indicators

Measure	New Measure/ Benchmark Year	Frequency of Reporting	Add Data Fields (if applicable)	FY 2014 Actual	FY 2015 Target	FY 2015 Actual	FY 2016 Target	FY 2016 Actual	FY 2017 Target
2 - Provides custome District notaries for d					mmissions an	d the authen	tication of doc	cuments signe	ed by
Number of notary application processed (excludes government employees)		Annually		Not available	1500	1833	1500	2084	1500
Number of documents authenticated		Annually		Not available	54780	63789	55000	50571	55000
Number of customers served		Annually		12963	30000	30000	35000	31013	35000
3 - Provide support a	nd outreach	services t	o the diplor	natic and inte	rnational con	nmunities. (2	Measures)		
The number of problems Embassies presented regarding or in conjunction with their properties solved	₹	Annually		Not available	Not available	Not available	Not available	New Measure	12
Percent of ambassador welcome letters sent within three months of start of new term		Annually		Not available	100%	100%	100%	100%	100%
4 - Provides meaning prompt customer ser documents. (4 Meas	vice, accura								
Percentage of records requests fulfilled within five business days	~	Annually		Not available	Not available	Not available	Not available	New Measure	80%
Number of archival finding aids available online	~	Annually		Not available	Not available	Not available	Not available	New Measure	10
Percentage of agencies with a retention schedule updated or reviewed within the fiscal year	•	Annually		Not available	Not available	Not available	Not available	New Measure	35%
Percentage of agencies in regular communication with OPR	~	Annually		Not available	Not available	Not available	Not available	New Measure	95%
6 - Create and maint	ain a highly	efficient, t	ransparent	and responsi	ve District go	vernment.**	(9 Measures)	
Contracts/Procurement- Expendable Budget spent on Certified Business Enterprises	~			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017

Contracts/Procurement- Contracts lapsed into retroactive status	•		Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Budget- Local funds unspent	~		Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Budget- Federal Funds returned	~		Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Customer Service- Meeting Service Level Agreements	~		Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Human Resources- Vacancy Rate	~		Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Human Resources- Employee District residency	~		Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Human Resources- Employee Onboard Time	~		Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Performance Management- Employee Performance Plan Completion	•		Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017

2017 Operations

Operations Header	Operations Title	Operations Description	Type of Operations
1 - Promote the District of Columbia a initiatives while supporting the quest	nd its rich history to local, national and international co for DC democracy. (3 Activities)	mmunities through e	vents and
DC DEMOCRACY INITIATIVES	DC Democratic Grant		Daily Service
CEREMONIAL SERVICES	Ceremonial documents for constituents		Daily Service
Emancipation Day	Emancipation Day celebration		Daily Service
2 - Provides customer friendly and eff District notaries for domestic and fore	icient processing of notary commissions and the auther ign use. (2 Activities)	ntication of document	s signed by
NOTARY AUTHENTICATIONS	Commission the notaries		Daily Service
NOTARY AUTHENTICATIONS	Authenticate documents for international and domestic use		Daily Service
3 - Provide support and outreach serv	ices to the diplomatic and international communities. (1 Activity)	
INTERNATIONAL RELATIONS & PROTOCOL	Serve as liaison with diplomatic community in DC		Daily Service
	ords of the District government to members of the publication rangement and description of collections, and appropriate		-
ARCHIVAL ADMIN.	Manage District government records		Daily Service
ARCHIVAL ADMIN.	Manage the Library of Government Information		Daily Service
LIBARARY OF GOVT. INFO. ACTIVITY	Library of Government Information		Daily Service
	nal and other legal services to the Mayor, District of Col ce of all proposed and adopted legal mandates. (1 Activ		general public in
ADMIN. ISSUANCES	Publish the DC Register and the DC Municipal Regulations		Daily Service

2017 Workload Measures

Measure	New Measure/ Benchmark Year	Add Historical and Target Data (FY17)	Numerator Title	Units	Frequency of Reporting	FY 2014	FY 2015	FY 2016 Actual
3 - Serve as liaison with dip	lomatic con	nmunity in D	C (1 Measure)					
Percentage of National Day letters written versus number of National Days	~		National Day Letters Written	Percent of National Day Letters	Annually	Not available	Not available	New Measure
4 - Manage District government records (5 Measures)								
Number of on-site researchers served	~		Number of on-site researchers served	Number of researchers	Annually	Not available	Not available	New Measure

Number of publications added to the Library of Government Information	•	Number of publications added to the Library of Government Information	Number of publications	Annually	Not available	Not available	New Measure
Volume of records accessioned to the DC Archives	~	Volume of records accessioned to the DC Archives	Number of records	Annually	Not available	Not available	New Measure
Number of transfers ("SF- 135s") made by District agencies to the Federal Records Center	~	Number of transfers ("SF- 135s") made by District agencies to the Federal Records Center	Number of tranfers	Annually	Not available	Not available	New Measure
Number of records requests received	~	Number of records requests received	Number of requests	Annually	Not available	Not available	New Measure
5 - Publish the DC Register a	and the DC	Municipal Regulations (2 Measures)					
Number of rulemakings processed		Number of rulemakings	#	Annually	Not available	Not available	495
Number of administrative issuances processed		Number of administrative issuances	#	Annually	Not available	Not available	195

2017 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
ADMIN. ISSUANCES	6 (2 Strategic initiative-operation links)	
ODAI will launch the new version of its e- rulemaking website, DCRegs	In conjunction with OCTO, ODAI will launch the new version of its e-rulemaking website, DCRegs. This launch may require technical adjustments, depending upon agency experience with the new website.	09-30-2018
ODAI will develop a method to electronically authenticate the District of Columbia Municipal Regulations	ODAI will develop a method to electronically authenticate the District of Columbia Municipal Regulations in FY18, to follow suit the Council of the District of Columbia action in passing the Uniform Electronic Legal Material Act that is planned during FY 2017.	09-30-2018
ARCHIVAL ADMIN.	(4 Strategic initiative-operation links)	
In conjunction with OCTO, continue to review ODAI's e-rulemaking website, DCRegs, to determine required fixes, updates and enhancements	ODAI expects to continue to work with OCTO to determine the requirements to enhance DCRegs	09-30-2017
Provide public access to Executive Office of the Mayor's historical administrative issuances	During FY 2017, ODAI will publish on DCRegs digitized historical Mayor's Orders for years 1965 through 1972.	09-30-2017
New Archives Facility	Undertake needed activities to prepare the archives and records center collections for a move to a new archives facility by FY2022	09-30-2017
Archives Technology	Implement a full-featured, comprehensive archives and records center information management system to support and facilitate OPR's operations.	09-30-2017
INTERNATIONAL RE	ELATIONS & PROTOCOL (1 Strategic Initiative-Operation Link)	
Create a taskforce of major players	Create a taskforce of major players involved in peripheral embassy matters that would meet regularly.	09-30-2017
LIBARARY OF GOVT	. INFO. ACTIVITY (2 Strategic initiative-operation links)	
New Archives Facility	Undertake needed activities to prepare the archives and records center collections for a move to a new archives facility by FY2022	09-30-2017
Archives Technology	Implement a full-featured, comprehensive archives and records center information management system to support and facilitate OPR's operations.	09-30-2017
NOTARY AUTHENTIC	CATIONS (4 Strategic initiative-operation links)	

Automate the commissioning functions of the Office of Notary Commissions and Authentications (ONCA).	This initiative will allow ONCA to automate its workflow process for both notary and authentications. The notary services currently rely only on hard copies of notary files to search for applicants and must use Excel sheets to track information and provide OCTO with information for the "Search for a Notary Public" link. This initiative would also allow the possibility of providing for online notary applications and the use of credit cards online. The authentications division would be enhanced by allowing a rapid validation of the notary and more efficient process for the authentication certificates. This initiative has been requested in at least 2009 and in 2015 and was not achieved.	09-30-2017
Complete amendments and updates to the DC Code (Chapter 12) and DCMR (17-2400)	This initiative would a comprehensive update of necessary changes to the code and DCMR for ONCA. Much of the current language is outdated and we also are out of compliance with some language that in practice and reality does not work. While we worked on some major issues, there are still many outstanding topics to be resolved. Some of these may require consideration by the Council as they will be changes in the code. The changes in the DCMR should be finalized by mid-January and then will need to be published in the DC Register. Among the measurements will be establishing a hearings and review procedure for denials and revocations of notary commissions, compliance with the regulations and increase in the notarial fees; this will make the notaries extremely happy. The amendments to the code may include changing the language of "sole" place of business eliminating the requirement for notaries who resign their commissions turn their records over to the office and possibly including additional requirements to become a notary.	09-30-2017
Automate the commissioning functions of the Office of Notary Commissions and Authentications	• This initiative will allow ONCA to automate its workflow process for both notary and authentications. The notary services currently rely only on hard copies of notary files to search for applicants and must use Excel sheets to track information and provide OCTO with information for the "Search for a Notary Public" link. This initiative would also allow for online notary applications and the use of credit cards online. The authentications division would be enhanced by allowing a rapid validation of the notary and more efficient process for the authentication certificates.	09-30-2018
Complete amendments and updates to the DC Code (Chapter 12) and DCMR (17-2400).	 This initiative is a comprehensive update of necessary changes to the code and DCMR for ONCA. Much of the current language is outdated and we also are out of compliance with some language that in practice and reality does not work. Some of these may require consideration by the Council as they will be changes in the code. 	09-30-2018

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