Office of the Secretary FY2017

▼ FY2017 Performance Accountability Report

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, 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 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.

▼ FY17 Top Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
The Office of Public Records completed its inventory of both Mayor Barry's records and Councilmember Graham's records.	Residents and other researchers continue to delve into the fascinating life and work of Mayor Barry, in particular, and Councilmember Graham in the wake of his death. OPR completing the inventory of each of these officials' records means that researchers are able to request and review specific records meaningful to their interests. Without the inventory, researchers could not have any access to these collections.	DC Archives has better physical and intellectual control of these two major collections, which has benefits for our use of space and diminishes risk of loss or damage, but significantly improves our ability to provide access to these records to researchers.
Launch of the new DCRegs application on October 25, 2017, a major overhaul since the introduction of DCRegs in 2010.	When launched, the new system will provide and significantly improve search capability for residents to search the District of Columbia Register, DCMR and Mayor's Orders and Mayor's Memorandum.	When launched, the new DCRegs application will provide additional security, improved workflow management and enhanced capabilities for managing larger documents and public searches. Moreover, ODAI will have control over the application and with OCTO's assistance, we will be able to improve our processes for the publication of the District of Columbia Register.
Facilitate almost 200 delegation visits from a record number of countries such as Saudi Arabia, the Philippines, Amsterdam, Bahrain, Denmark, Tajikistan, Thailand, Argentina, Algeria, El Salvador, Japan, Oman, Mexico, Bhutan, Mongolia, People's Republic of China, Colombia, Bolivia,	The more international visitors we host from other countries means more visitors who come to DC and more revenue for our residents when they purchase goods, dine and stay here. This also adds to the image of the District of Columbia as a truly	This means DC government's reputation for excellence and expertise is growing as is our outreach.

Costa Rica, Chili, Dominican Republic, Malaysia, Mozambique, South Africa, Indonesia, Kenya, Serbia, Singapore, Ecuador, Egypt, Ukraine, Germany, India, and the Republic of Korea.	international city that is known for its hospitality, expertise in subject matters, and increases tourism and reputation by word of mouth.

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	Freq	Target	Q1	Q2	Q3	Q4	FY 2017	KPI Status	Explanation
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 Measures)									
Number of notary application processed (excludes government employees)	Annually	1500	Annual Measure	Annual Measure	Annual Measure	Annual Measure	1945	Met	
Number of documents authenticated	Annually	55000	Annual Measure	Annual Measure	Annual Measure	Annual Measure	58535	Met	
Number of customers served	Annually	35000	Annual Measure	Annual Measure	Annual Measure	Annual Measure	42667	Met	
3 - Provide support and outreach services to the diplomatic and international communities. (2 Measures)									
The number of problems Embassies presented regarding or in conjunction with their properties solved	Annually	12	Annual Measure	Annual Measure	Annual Measure	Annual Measure	12	Met	
Percent of ambassador welcome letters sent within three months of start of new term	Annually	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	62.9%	Unmet	
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. (4 Measures)

Measure	Freq	Target	Q1	Q2	Q3	Q4	FY	Status	Explanation
Percentage of records requests fulfilled within five business days	Annually	80%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	90.6%	Met	
Number of archival finding aids available online	Annually	10	Annual Measure	Annual Measure	Annual Measure	Annual Measure	4	Unmet	Not met due to delays in the implementation of the archives information system, AXAEM, which will be used to publish finding aids online.
Percentage of agencies with a retention schedule updated or reviewed within the fiscal year	Annually	35%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	70%	Met	
Percentage of agencies in regular communication with OPR	Annually	95%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	91.7%	Nearly Met	OPR lacks the resources to initiate regular contact with every agency.

We've revisited a project to standardize District wide measures for the Objective "Create and maintain a highly efficient, transparent and responsive District government." New measures will be tracked in FY18 and FY19 and published starting in the FY19 Performance Plan.

▼ 2017 Workload Measures

Measure	Freq	Q1	Q2	Q3	Q4	FY 2017
3 - Serve as liaison with diplomatic community in DC (1 Measure)						
Percentage of National Day letters written versus number of National Days	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%
4 - Manage District government records (5 Measures)						
Number of on-site researchers served	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	151
Number of publications added to the Library of Government Information	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	15
Volume of records accessioned to the DC Archives	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	93
Number of transfers ("SF-135s") made by District agencies to the Federal Records Center	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	243
Number of records requests received	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	874
5 - Publish the DC Register and the DC Municipal Regulations (2 Measures)						
Number of rulemakings processed	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	353

Number of administrative issuances processed	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	281

2017 Strategic Initiatives

Title	Description	Complete to Date	Status Update	Explanation
ADMIN. ISSUANCES (2 Strategic initiatives)				
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	Complete	The new DCRegs will launch on October 25, 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.	0-24%	This initiative will move forward when the new DCRegs application is launched.	It was assumed that the new DCRegs application would be completed during FY17 and therefore, historical Orders from 1965 through 1972 would be uploaded to the new application. Now that the new application will be launched on October 25, 2017, ODAI will move forward with this initiative.
ARCHIVAL ADMIN. (2 Strategic initiatives)				
New Archives Facility	Undertake needed activities to prepare the archives and records center collections for a move to a new archives facility by FY2022	0-24%	Barriers outside the control of the Office of the Secretary limited the ability to identify a location for the new building. The Program Analyst was hired in May, and six months of data contribute to a	Consistent progress was made towards the five-year goal of moving to a new archives facility. Critical items to achieve in FY17 included hiring of

			comprehensive picture of the staff that will be needed both in the new building and in the current building as we progress towards moving. OPR staff and volunteers have completed approximately ten percent of the inventory confirmation, with regular progress made weekly.	a Program Analyst to support planning for the move, identifying a location for the new building, collecting data on staff-hour needs to meet the requirements of a full program in the new facility, and doing a complete confirmation of our holdings.
Archives Technology	Implement a full-featured, comprehensive archives and records center information management system to support and facilitate OPR's operations.	0-24%	During FY17, the patron management module was fully implemented on an updated server, giving OPR the ability to track and manage patron requests made to the DC Archives. Work continues under the contract to customize the "entity" (agency) and contacts (records management officers) modules, as we work in-house on preparing data about our holdings for import into the system.	OPR, with OCTO, entered into a contract with APPX Systems, Inc. (ASI), for the customization and implementation of the AXAEM archives and records center information management system. This is a multi-year effort and appropriate progress was made during FY17.
INTERNATIONAL RELATIONS & PROTOCOL (1 Strategic Initiative)				
Create a taskforce of major players	Create a taskforce of major players involved in peripheral embassy matters that would meet regularly	25-49%	The furthering of this initiative was placed on hold, however, due to some concern about the resident participation. (Since this idea was germinated, the DCPS, initiated by members who attended our meeting, instituted a taskforce of major players involved in the international focus of their educational programming.)	The initiative was completed and one meeting was held in March of 2017 regarding the topic of sister city projects. The meeting generated enthusiasm, the opportunity to communicate with each other about the topic and what had transpired, and generated new

				and creative ideas for projects. Major players included residents as well who were interested in the particular subject.
NOTARY AUTHENTICATIONS (2 Strategic initiatives)				
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.	75-99%	ONCA has completed a Statement of Work (SOW) with OCTO that will fully computerize and automate the office. As of this date, OCTO and OCP are still working on some technical issues regarding the RFP before it goes on the street. When completed and the vendor is chosen, the new software and training will allow for scanning previous and current notary documents, tracking, notifications, searching for notaries by name and address, integration with the authentication process and much more.	OCTO and OCP have not finished their technical work. The Office of the Secretary is waiting to have the Statement of Work and requirements from OCTO to be completed before OCP can start its process.
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.	50-74%	Legislation was transmitted to the Council by Mayor Bowser on June 5, 2017. A hearing on the bill B22-0234 is scheduled before the Government Operations Committee on October 24, 2017. If there are no substantial changes or controversy the amendments could pass the Council by mid-December.	We have been working on these amendments with OPLA and within our office and the Office of the Secretary. Once the bill was transmitted by the Mayor it was then up to the Council to schedule it for a hearing.