

Office of the Secretary FY2018

FY2018 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.

FY18 Top Accomplishments

What is the accomplishment that your agency wants to highlight?	How did this accomplishment impact residents of DC?	How did this accomplishment impact your agency?
Successfully signed Sister City Agreement with San Salvador, capital of El Salvador, on August 13, 2018.	These partnerships create opportunities for the sister cities to learn from each other in the areas of economic development, education, social, youth and cultural projects or exchanges and government administration.	
In partnership with OCTO, on October 30, 2017, the Office of Documents and Administrative Issuances (ODAI) launched a new DCRegs Web Portal. DCRegs is the web application that the public and District Government agencies use to search and display the District of Columbia Register and the District of Columbia Municipal Regulations. District agencies and public charter schools also use DCRegs to submit notices for publication in the District of Columbia Register. The new DCRegs application offers enhanced search capabilities and will allow ODAI to make available more historical documents to the public and District government agencies.	This new upgraded portal makes it more accessible for the residents to search and access the laws, acts, notices, rulemakings and historical documents.	Since this portal offers enhanced search capabilities, it reduces the time the staff need to research and provide services to the constituents.
On September 18, 2018 the Council of the District of the Columbia adopted B22-324, amending the code for notaries public. The legislation is awaiting the 30 day Congressional review.	Much of the notary code has not been amended since 1901. These amendments bring our code in line with many other jurisdictions throughout the country, provide for an electronic database and make the language more understandable.	
Wrote 24 retention schedules and reviewed 32 retention schedules.		

2018 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. **

2018 Key Performance Indicators

Measure	Freq	Target	Q1	Q2	Q3	Q4	FY2018	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 customer served	Annually	40,000	Annual Measure	Annual Measure	Annual Measure	Annual Measure	35,071	Unmet	Even though the office didn't serve the number of customers we targeted for FY18, the revenue generated this FY was higher than previous year. In this case, the number of service brought per customer was higher.
Number of notary application processed (excludes government employees)	Annually	2000	Annual Measure	Annual Measure	Annual Measure	Annual Measure	2223	Met	
Number of documents authenticated	Annually	60,000	Annual Measure	Annual Measure	Annual Measure	Annual Measure	68,489	Met	
3 - Provide support and outreach services to the diplomatic and international communities. (1 Measure)									
Percent of ambassador welcome letters sent within three months of start of new term	Annually	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	Met	

Measure	Freq	Target	Q1	Q2	Q3	Q4	FY2018	KPI Status	Explanation
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)									
Percent of agencies with a retention schedule updated or reviewed within the fiscal year	Annually	80%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	40%	Unmet	We were limited in our accomplishment of this KPI by the funding available to procure the services of a vendor.
Number of archival finding aids available online.	Annually	15	Annual Measure	Annual Measure	Annual Measure	Annual Measure	6	Unmet	We scanned all of our existing finding aids, but have not posted them online because we need to redesign our webpage first.
Percent of records requests fulfilled within five business days.	Annually	80%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	82%	Met	
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	Annually	95%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	Met	

**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.

2018 Workload Measures

Measure	Freq	Q1	Q2	Q3	Q4	FY 2018
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 transfers ("SF-135s") made by District agencies to the Federal Records Center	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	206
Number of records requests received	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	968

Measure	Freq	Q1	Q2	Q3	Q4	FY 2018
Volume of records accessioned to the DC Archives	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	614
Number of on-site researchers served	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	196
Number of publications added to the Library of Government Information	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%
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	339
Number of administrative issuances processed	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	165

2018 Strategic Initiatives

Title	Description	Complete to Date	Status Update	Explanation
ADMIN. ISSUANCES (2 Strategic initiatives)				
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.			
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.			
ARCHIVAL ADMIN. (3 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			
Archives Technology	Implement a full-featured, comprehensive archives and records center information management system to support and facilitate OPR's operations.			
	OPR will undertake needed activities to prepare the archives and records center collections for a move to a new archives	50-74%	Ongoing as a component of the	A project plan is always a living document which is not complete

Title	Description	Complete to Date	Status Update	Explanation
Plan for a new archives and records center facility	facility by FY2022. During FY2018 the Office will develop a comprehensive project plan for the operational components of the move, including identification of tasks, timelines for completion, and needed resources, for three separate phases of the move: 1) positioning the Office for a successful move; 2) the move itself; and 3) ensuring smooth operations from day one in the new facility.		larger new facility project.	until the project is done. OPR had a personnel change in the position responsible for developing the project plan, so less than a full year's of work was completed. Nevertheless, the new program analyst is taking a thoughtful approach to developing the plan and has set internal timelines that he will be certain to adhere to.
INTERNATIONAL RELATIONS & PROTOCOL (3 Strategic initiatives)				
Create a taskforce of major players	Create a taskforce of major players involved in peripheral embassy matters that would meet regularly.			
Expand DC Sister City program	The Office will organize a resident-volunteers program to serve on steering committees for each Sister City. The group will join a nuclear committee of representatives from departments that are most involved in collaborative efforts with DC's Sister City projects, for example Office of the Deputy Mayor for Planning and Economic Development, Commission on the Arts and Humanities, Department of Energy & Environment, Office of Cable Television, Film, Music and Entertainment, and Department of Small and Local Business Development. The nuclear committee representatives would be involved in all meetings and deliberations; the residents would be involved in only those pertaining to their particular Sister City. This initiative should bring cultural enrichment to our diverse community while paving the way for significant economic development.	75-99%	A prototype of the task force that helped formed the partnership with San Salvador will be replicated for all the others starting first with Addis Ababa and then continuing with the others, as prioritized.	Although the original intent was to organize a task force to deal with all the Sister city programs, this task became concentrated on the formation of a new one. A steering committee worked together to plan the new sister city relationship with San Salvador, which was signed in August 2018.
Organize an "Embassy Appreciation" reception hosted by the Mayor	The Office will partner with the Federal City Council to host an Embassy appreciation event in FY 2018. The purpose of this event is for the Mayor to show her appreciation to the Ambassadors for their embassy involvement in the cultural, economic, and educational life of the residents of the District of Columbia.	50-74%	The new date for the event is November 13, 2018.	The event that was originally scheduled in FY 18 has been postponed to FY 19.
NOTARY AUTHENTICATIONS (3 Strategic initiatives)				
Automate the commissioning functions of the Office of Notary Commissions and Authentications	<ul style="list-style-type: none"> 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. 			

Title	Description	Complete to Date	Status Update	Explanation
Complete amendments and updates to the DC Code (Chapter 12) and DCMR (17-2400).	<ul style="list-style-type: none"> 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. 			
Increase number of DC notaries and provide refresher courses for existing notaries	<p>These initiatives can be implemented only after ONCA has been fully automated. With automation, ONCA can determine the number and location of notaries. ONCA will use the resultant database to increase the number of notaries in under-served areas. This can be done through sorting by zip code and Council Ward. ONCA will work with existing businesses such as banks to promote notaries in these businesses. ONCA will also work with members of the DC Council to provide more notarial services in their Wards. ONCA will also offer refresher courses for existing notaries through the OS/ONCA website.</p>	0-24%	Continue to reach out to MOVA, DSLBD, and DMGEO.	Efforts have been made to reach out to MOVA, DSLBD, and DMGEO. The ONCA Director has met with ASPIRE and MOVA Stakeholders but there has been no follow-up from DMGEO. The ONCA Director has reached out to MOLA and MOAPIA, MOWPI as well to the MOCA Director with no response.