

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Executive Office of Mayor Muriel Bowser



Office of the City Administrator

January 15, 2021

Fiscal Year (FY) 2020 was an unprecedented year for all DC residents, businesses and the District Government. In March 2020—the second quarter of the fiscal year—Mayor Bowser declared a public health emergency and District government quickly pivoted to respond to the COVID-19 global health pandemic. To align with recommended social distancing and public safety guidelines, in just one day, over 60 percent of District government employees transitioned to a telework posture. In addition, many District agencies limited or temporarily ceased most in-person activities and services.

The global health emergency required the District to significantly reallocate financial and personnel resources to respond to the pandemic. With the change in operations and a substantial decrease in revenues, the District's response required all agencies to determine how to best provide services to District residents, visitors and employees, while maintaining the necessary protocols to help slow the spread of COVID-19.

As such, the global health pandemic greatly impacted some agencies' abilities to meet their FY20 key performance indicators (KPIs) and strategic initiatives established prior to its onset as agencies shifted resources to respond to COVID-19. Therefore, outcomes for KPIs and strategic initiatives reflect a shift in District priorities and efforts during this crisis. While we continue to believe strongly in performance tracking to improve District services, the data for FY20 is not fully indicative of agencies' performance and should be reviewed factoring in the unprecedented challenges encountered in FY 2020.

Sincerely,

A handwritten signature in black ink that reads 'Kevin Donahue'.

Kevin Donahue
Interim City Administrator



Office of the Secretary FY2020

Agency Office of the Secretary

Agency Code BAO

Fiscal Year 2020

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.

2020 Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
Successfully organized Mayor Bowser's diplomatic and trade mission to Addis Ababa, Ethiopia in November 2019.	This mission was an example of the great and active activities the Office of the Secretary manages under its DC Sister Cities program.	Addis Ababa is one of DC Sister Cities. This mission strengthens the relationship between these two cities, where Washington, DC is also home to the largest ethnic Ethiopian community in the US.
Develop an e-notarization platform.	E-notarization is part of the automation process in ONCA that allows the office to process applications online and move away from manual processing.	By implementing e-notarization, the notaries can be endorsed as e-notary that allow them to notarize electronic documents.
Since the public health emergency was declared by Mayor Bowser, the Office of Documents has published the District of Columbia Register every-week, uninterrupted. The Office staff drafted, processed and published the Register, remotely, while teleworking.	The office can continue to serve the residents without interruption while working from home.	DCRegs is the online web portal that is a one stop access point for the residents to be informed of District of Columbia Register, District of Columbia laws, regulations, District government operations information and meetings, and current and historical Mayor's Orders.

2020 Key Performance Indicators

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Target	FY 2020 Quarter 1	FY 2020 Quarter 2	FY 2020 Quarter 3	FY 2020 Quarter 4	FY 2020 Actual	KPI Status	Explanation for Unmet FY 2020 Target
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	1945	2223	2193	2000	Annual Measure	Annual Measure	Annual Measure	Annual Measure	1401	Unmet	ONCA is a public facing office. Due to Covid-19, the office implements telework for the staff and the office was closed to the public. The office continues to process the application to become notary through online portal the office implemented in FY 19, however, the number of applications declined.
Number of documents authenticated	Annually	58,535	68,489	62,987	60,000	Annual Measure	Annual Measure	Annual Measure	Annual Measure	40,000	Unmet	COVID-19 health emergency decreased the number of requests and also, the office was closed to the public and only processed mail-in requests.
Number of customer served	Annually	42,667	35,071	40,766	40,000	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	Waiting on Data	
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	62.9%	100%	100%	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	78.38%	Unmet	Due to pandemic, the office was not able to send the packages to ambassadors who arrived in the early month of stay at home period.
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	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Target	FY 2020 Quarter 1	FY 2020 Quarter 2	FY 2020 Quarter 3	FY 2020 Quarter 4	FY 2020 Actual	KPI Status	Explanation for Unmet FY 2020 Target
Percent of agencies with a retention schedule updated or reviewed within the fiscal year	Annually	New in 2018	40%	51.8%	80%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	6.35%	Unmet	Due to Covid-19, we experienced delays in many of the projects the office was working on.
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	New in 2018	100%	83.5%	95%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	Waiting on Data	
Number of archival finding aids available online	Annually	New in 2018	6	33	15	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	Waiting on Data	
Percent of records requests fulfilled within five business days	Annually	New in 2018	82%	82.6%	80%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	Waiting on Data	

2020 Workload Measures

Measure	FY 2018 Actual	FY 2019 Actual	FY 2020 Quarter 1	FY 2020 Quarter 2	FY 2020 Quarter 3	FY 2020 Quarter 4	FY 2020 PAR
1 - Ceremonial documents for constituents (1 Measure)							
Number of ceremonial documents prepared	New in 2019	1210	Annual Measure	Annual Measure	Annual Measure	Annual Measure	568
3 - Serve as liaison with diplomatic community in DC (1 Measure)							
Percent of National Day letters written versus number of National Days	100%	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	70.54%
4 - Manage District government records (5 Measures)							
Number of transfers ("SF-135s") made by District agencies to the Federal Records Center	206	131	Annual Measure	Annual Measure	Annual Measure	Annual Measure	43
Number of records requests received	968	3067	Annual Measure	Annual Measure	Annual Measure	Annual Measure	1098
Volume of records accessioned to the DC Archives	614	174	Annual Measure	Annual Measure	Annual Measure	Annual Measure	25.3
Number of on-site researchers served	196	467	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data
Number of publications added to the Library of Government Information	80	18	Annual Measure	Annual Measure	Annual Measure	Annual Measure	20
5 - Publish the DC Register and the DC Municipal Regulations (2 Measures)							
Number of rulemakings processed	339	333	Annual Measure	Annual Measure	Annual Measure	Annual Measure	393
Number of administrative issuances processed	165	116	Annual Measure	Annual Measure	Annual Measure	Annual Measure	149

2020 Operations

Operations Header	Operations Title	Operations Description	Type of Operations
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 Activities)			
CEREMONIAL SERVICES	Ceremonial documents for constituents	The Ceremonial Services Unit is responsible for processing all requests for ceremonial documents from	Daily Service

Operations Header	Operations Title	Operations Description	Type of Operations
DC DEMOCRACY INITIATIVES	DC Democracy Grant	The Office of the Secretary has limited authority to issue competitive grants to non-profit organizations to promote District of Columbia self-determination, voting rights and/or Statehood.	Key Project
2 - Provides customer friendly and efficient processing of notary commissions and the authentication of documents signed by District notaries for domestic and foreign use. (2 Activities)			
NOTARY AUTHENTICATIONS	Authenticate documents for international and domestic use	The Office of Notary Commissions and Authentications (ONCA) in the Office of the Secretary authenticates documents for domestic and foreign use.	Daily Service
NOTARY AUTHENTICATIONS	Commission the notaries	The Office of Notary Commissions and Authentications (ONCA) approves and commissions individuals as DC notaries public.	Daily Service
3 - Provide support and outreach services to the diplomatic and international communities. (1 Activity)			
INTERNATIONAL RELATIONS & PROTOCOL	Serve as liaison with diplomatic community in DC	The Protocol and International Affairs Unit is the District government's primary liaison with the diplomatic and international community for both substantive and ceremonial matters.	Daily Service
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. (2 Activities)			
ARCHIVAL ADMIN.	Manage District government records	The District of Columbia Records Center collects and stores both permanent and temporary records of the District government.	Daily Service
LIBRARY OF GOVT. INFO. ACTIVITY	Library of Government Information	The Library of Government Information collects, stores and maintains studies, reports, monographs, periodicals, circulars printed materials, books and other publications printed on or about the District government.	Daily Service
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. (1 Activity)			
ADMIN. ISSUANCES	Publish the DC Register and the DC Municipal Regulations	The Office of Documents and Administrative Issuances provides prompt preparation, editing, printing and publication of the District of Columbia Register and the District of Columbia Municipal Regulations.	Daily Service

2020 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
Commission the notaries (2 Strategic initiatives)				
Increasing Notaries Public in Underserved Areas.	ONCA is working to increase the number of notaries in underserved areas. While "people don't need a lot of documents notarized, a lot of people need documents notarized." We continue to work with DSLBD, MOVA, DAEL and other agencies to reach out to small business and seniors. Having notaries in small business can help increase revenues and for seniors they can add some income.	0-24%	Given the current health and safety concerns, it is not feasible for the office to do outreach.	
Automating/Computerizing the ONCA Office	The ONCA Office began automating and computerizing in FY18. We are now in the final stages of Phase I. We are accepting all notary applications online and they may be paid for by credit card. About 98% of our applications are coming in per this method. While we are experiencing some concerns the overall system is a major improvement for our customers and staff. Phase II will be to implement a system for electronic notaries. The funding for this is available in FY20. This will allow existing notaries to also become electronic notaries or "e-notaries" and notarize documents electronically. The amendments to the code for notaries public effective December 4, 2018 provides for this.	Complete	The office is now fully automated and since June 2019, ONCA has started receiving notary applications online.	
Publish the DC Register and the DC Municipal Regulations (2 Strategic initiatives)				
DCRegs Website Review and Technical Adjustments.	During FY 2018, ODAI launched a new version of its website, DCRegs. During the remainder of FY 2019 and FY 2020, ODAI will review the functionality of the website and where necessary suggest revisions or adjustments to OCTO. ODAI will also review the website to determine how its functionalities can be revised to allow a more efficient publication and codification process. This initiative benefits all residents of the District of Columbia, including residents of Wards 7 and 8, because DCRegs is the online web portal that is a one stop access point for District of Columbia Register, District of Columbia laws, regulations, District government operations information and meetings, and current and historical Mayor's Orders.	Complete	The Office of Documents continued to evaluate the DCRegs online platform.	
Legal Materials Authentication.	During FY 2020, ODAI will develop a method to electronically authenticate the District of Columbia Register and the District of Columbia Municipal Regulations. The completion of this Initiative will depend upon the availability of funds. This initiative benefits all users of the District of Columbia Register and the District of Columbia Municipal Regulations, including residents of Wards 7 and 8, because it will allow District residents and all users of the District of Columbia Register and the District of Columbia Municipal Regulations to obtain physical and online evidence that each item or sections of those items are the current and legally in effect.	0-24%	Due to budget constraint, the office cannot start the initiative.	
Serve as liaison with diplomatic community in DC (2 Strategic initiatives)				
Addis Ababa-DC Sister City	To collaborate with DMPED International Business Specialist in helping to plan the mission to Addis Ababa including the re-signing of the Addis Ababa-DC Sister City Agreement and the formation thereafter an Addis-DC steering committee.	Complete	We complete this initiative in Q1 during the Mayor's diplomatic and trade mission to Addis Ababa.	

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
Correspondences to Embassies	Continue to send National Day letters to all embassies on time at the appropriate time and update the Welcome Letter to Ambassador packets and send those out in timely manner (within three months of the acceptance of their credentials).	Complete	During Covid-19, in addition to sending out the National Day letter, the office sent Covid outreach letter to all embassies. The office organized several donations of masks from the embassies to the District.	