



# **OFFICE OF THE SECRETARY**

## **FY 2022 PERFORMANCE AND ACCOUNTABILITY REPORT**

**JANUARY 15, 2023**

# CONTENTS

---

|  |          |
|--|----------|
| <b>Contents</b>  | <b>2</b> |
| <b>1 Office of the Secretary</b>                               | <b>3</b> |
| <b>2 2022 Accomplishments</b>                                  | <b>4</b> |
| <b>3 2022 Objectives</b>                                       | <b>5</b> |
| <b>4 2022 Operations</b>                                       | <b>6</b> |
| <b>5 2022 Key Performance Indicators and Workload Measures</b> | <b>7</b> |

# 1 OFFICE OF THE SECRETARY

---

*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.

*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.

## 2 2022 ACCOMPLISHMENTS

| Accomplishment   | Impact on Agency   | Impact on Residents  |
|--|--|--|
| <p>The Office of Public Records (OPR) has begun using an archival content management system.</p>   | <p>This has changed how we document the records transferred to the office. We now have an archival standard system for cataloging our records.</p>   | <p>Through this system, OPR will be able to provide online reference access to materials found in the DC archives. This will increase the accessibility of the collection for DC residents.</p>  |
| <p>Acquired a digital archive/institutional repository.</p>  | <p>This acquisition moves our office closer to becoming a state-of-the-art archive. Having documents available online will increase the effectiveness of the agency in serving District residents.</p> | <p>Through this system, OPR will be able to provide online access to digitized records from the DC archives. This will increase the accessibility of the collection for DC residents.</p>  |
| <p>During FY22, the Office of Documents became current on all final rulemaking codifications through September 30, 2022. Keeping codifications current has been a very challenging area of our mission over the years. In the past, the Office of Documents had a Legislative Affairs position, and that person was responsible for codifying final rulemakings. The position was eradicated, and the work is now the responsibility of the Staff Attorney, but that position also has the major responsibility to publish all district government rulemakings. So current codification has been an extreme challenge. During FY22 we employed an all-hands-on deck approach where 4 staff members, including the Administrator, drafted, confirmed, and published a backlog of 381 DCMR Chapters and 2,282 DCMR Sections.</p> | <p>Current codifications indicate that the Office of Documents are meeting an important aspect of our mission and we now spend little time explaining the status agency final rulemakings.</p>         | <p>Many District of Columbia residents are active users the Office of Documents web platform DCRegs.dc.gov, and readers of the weekly District of Columbia Register. The Register is the vehicle that the Office of Documents uses to publish District government rulemakings, amongst other DC government materials. The failure to codify final rulemakings creates uncertainty for all users of DCRegs. Uncertainty, because that platform presents all codified rules as the “Adopted Rule,” i.e., the rules that have been codified and that are permanent amendments to the District of Columbia Municipal Regulations, or the DCMR. If the “Adopted Rule” is not listed on DCRegs our users are unclear about what rules are in effect. The Office of Documents has often fielded calls from the public and District government agencies to understand whether a specific final rulemaking has been codified. The “Adopted Rule” is the clear source for the regulations that govern the lives of DC residents. So, it is extremely important that final rulemaking codifications are kept current.</p> |

### 3 2022 OBJECTIVES

| Strategic Objective  | Number of Measures | Number of Operations |
|--|--------------------|----------------------|
| 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.   | 0                  | 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                  | 2                    |
| Provide support and outreach services to the diplomatic and international communities.   | 1                  | 1                    |
| 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                  | 2                    |
| 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.   | 0                  | 1                    |

## 4 2022 OPERATIONS

| Operation Title   | Operation Description  | Type of Operation |
|---|--|-------------------|
| <b>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.</b>   |  |                   |
| Ceremonial documents for constituents   | The Ceremonial Services Unit is responsible for processing all requests for ceremonial documents from the Mayor.   | Daily Service     |
| 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       |
| <b>Provides customer friendly and efficient processing of notary commissions and the authentication of documents signed by District notaries for domestic and foreign use.</b>  |  |                   |
| 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     |
| Commission the notaries   | The Office of Notary Commissions and Authentications (ONCA) approves and commissions individuals as DC notaries public.  | Daily Service     |
| <b>Provide support and outreach services to the diplomatic and international communities.</b>   |  |                   |
| 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     |
| <b>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.</b> |  |                   |
| 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 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     |
| <b>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.</b>   |  |                   |
| 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     |

## 5 2022 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

### Key Performance Indicators

| Measure   | Directionality | FY 2020       | FY 2021       | FY 2022 Target | FY 2022 Q1     | FY 2022 Q2     | FY 2022 Q3     | FY 2022 Q4     | FY 2022         | Was 2022 KPI Met? | Explanation of Unmet KPI  |
|---|----------------|---------------|---------------|----------------|----------------|----------------|----------------|----------------|-----------------|-------------------|---|
| <b>Provides customer friendly and efficient processing of notary commissions and the authentication of documents signed by District notaries for domestic and foreign use.</b>  |                |               |               |                |                |                |                |                |                 |                   |   |
| Number of notary application processed (excludes government employees)  | Up is Better   | 1401          | 1971          | 1500           | Annual Measure | Annual Measure | Annual Measure | Annual Measure | 2220            | Met               |   |
| Number of documents authenticated   | Up is Better   | 40,000        | 45,000        | 20,000         | Annual Measure | Annual Measure | Annual Measure | Annual Measure | 46,000          | Met               |   |
| Number of customer served   | Up is Better   | Not Available | 25,000        | 10,000         | Annual Measure | Annual Measure | Annual Measure | Annual Measure | 30,000          | Met               |   |
| <b>Provide support and outreach services to the diplomatic and international communities.</b>   |                |               |               |                |                |                |                |                |                 |                   |   |
| Percent of ambassador welcome letters sent within three months of start of new term   | Up is Better   | 78.4%         | Not Available | 100%           | Annual Measure | Annual Measure | Annual Measure | Annual Measure | Waiting on Data |                   |   |
| <b>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.</b> |                |               |               |                |                |                |                |                |                 |                   |   |
| Number of archival finding aids available online  | Up is Better   | Not Available | 0             | 10             | Annual Measure | Annual Measure | Annual Measure | Annual Measure | 10              | Met               |   |
| Percent of records requests fulfilled within five business days   | Up is Better   | Not Available | 99.1%         | 50%            | Annual Measure | Annual Measure | Annual Measure | Annual Measure | 59.95%          | Met               |   |
| Percent of agencies with a retention schedule updated or reviewed within the fiscal year  | Up is Better   | 6.3%          | 21%           | 20%            | Annual Measure | Annual Measure | Annual Measure | Annual Measure | 33.33%          | 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            | Up is Better   | Not Available | 14.8%         | 60%            | Annual Measure | Annual Measure | Annual Measure | Annual Measure | 44.44%          | Unmet             | Some agencies started to get back to the records backlog after dealing with the pandemic. |

Workload Measures

| Measure   | FY 2020       | FY 2021 | FY 2022 Q1     | FY 2022 Q2     | FY 2022 Q3     | FY 2022 Q4     | FY 2022 |
|---|---------------|---------|----------------|----------------|----------------|----------------|---------|
| <b>Ceremonial documents for constituents</b>  |               |         |                |                |                |                |         |
| Number of ceremonial documents prepared   | 568           | 507     | Annual Measure | Annual Measure | Annual Measure | Annual Measure | 721     |
| <b>Serve as liaison with diplomatic community in DC</b>                                 |               |         |                |                |                |                |         |
| Percent of National Day letters written versus number of National Days                  | 70.5%         | 0%      | Annual Measure | Annual Measure | Annual Measure | Annual Measure | 100%    |
| <b>Manage District government records</b>   |               |         |                |                |                |                |         |
| Number of transfers ("SF-135s") made by District agencies to the Federal Records Center | 43            | 0       | Annual Measure | Annual Measure | Annual Measure | Annual Measure | 0       |
| Number of records requests received   | 1098          | 2194    | Annual Measure | Annual Measure | Annual Measure | Annual Measure | 2934    |
| Volume of records accessioned to the DC Archives  | 25.3          | 68      | Annual Measure | Annual Measure | Annual Measure | Annual Measure | 11      |
| Number of on-site researchers served  | Not Available | 3       | Annual Measure | Annual Measure | Annual Measure | Annual Measure | 27      |
| Number of publications added to the Library of Government Information                   | 20            | 222     | Annual Measure | Annual Measure | Annual Measure | Annual Measure | 259     |
| <b>Publish the DC Register and the DC Municipal Regulations</b>                         |               |         |                |                |                |                |         |
| Number of rulemakings processed   | 393           | 338     | Annual Measure | Annual Measure | Annual Measure | Annual Measure | 326     |
| Number of administrative issuances processed  | 149           | 143     | Annual Measure | Annual Measure | Annual Measure | Annual Measure | 184     |