



## **Office of the Secretary OS (BA)**

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### **MISSION**

The Office of the Secretary of State for 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 provides services to the Government and Citizens through the Office of Notary Commissions and Authentications (Commissions notaries and authenticates documents), the Office of Documents and Administrative Issuances (“ODAI” publishes the DC Register and the DC Municipal Regulations), and the Office of Public Records (manages the DC Records Center, the District of Columbia Archives, and the Library of Government Information). Furthermore, the Office of Ceremonial Services is responsible for all Mayoral proclamations and ceremonial documents, and the Office of Protocol and International Affairs manages Sister City relationships and communications between the Executive Office of the Mayor and foreign government representatives.

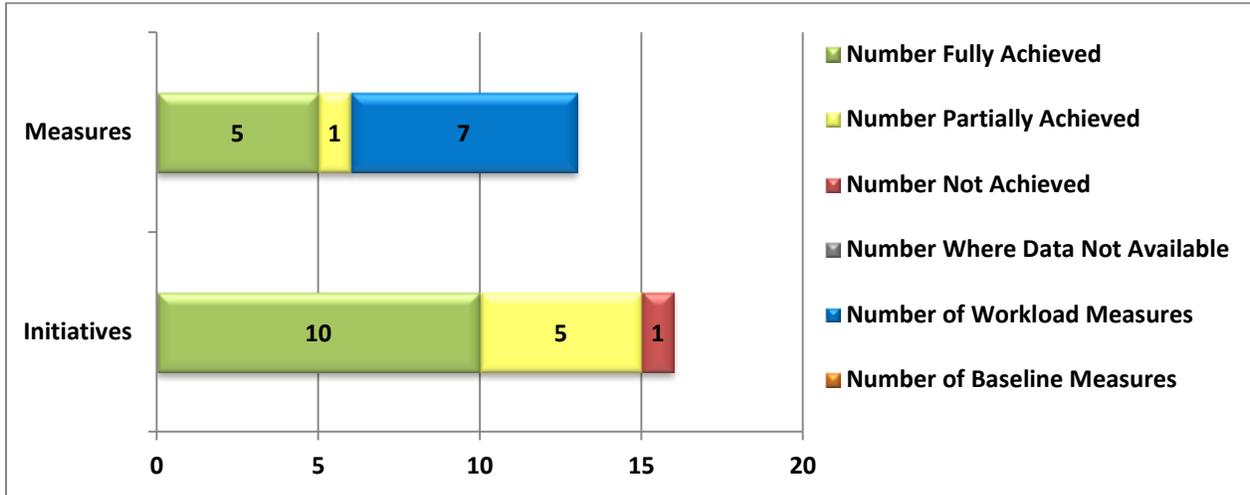
### **ACCOMPLISHMENTS**

- ✓ Updated website with Facebook and Twitter account
- ✓ Had study done for Archives' records preservation
- ✓ Successful celebration of 50th Anniversary of March on Washington, President Inauguration, Electoral College and DC Emancipation Act

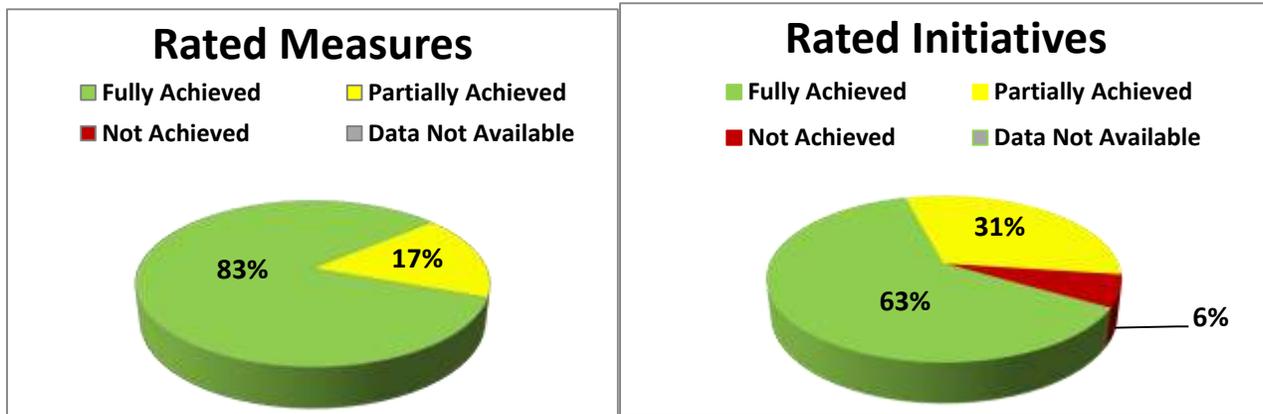


## OVERALL AGENCY PERFORMANCE

### TOTAL MEASURES AND INITIATIVES



### RATED MEASURES AND INITIATIVES



**Note:** Workload and Baseline Measurements are not included

Default KPI Rating:	
$\geq 100\%$	Fully Achieved
75 - 99.99%	Partially Achieved
$< 75\%$	Not Achieved



## Performance Initiatives – Assessment Details

### Performance Assessment Key:

-  Fully achieved     Partially achieved     Not achieved     Data not reported

### Agency Management

**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.**

**INITIATIVE 1.1: Expand the reach of the DC Democracy Grant**

- **Fully Achieved** - The grant was given out in February 2013 and there were three recipients for FY13 grant.

**INITIATIVE 1.2: Expand updated Web Site to include increased access to historical documents and data**

- **Partially Achieved** - We added Facebook and Twitter account. We have updated the website with reports and studies collected from the agencies. This initiative will be carried over to FY14.

**INITIATIVE 1.3: Promote increased participation in the DC One Fund among all government agencies through agency fairs, early pledging, and direct correspondence between agency coordinators and like agency employees.**

- **Fully Achieved** - We have increased the number of pledges to 3400 from 2750 in 2012 and total contribution from \$670 thousand to \$850 thousand. We had 44 fairs throughout the District agencies and introduced the first District's Talent Show to kick off the campaign.

**INITIATIVE 1.4: Office of the Secretary will be responsible for coordinating the activities of the 2012 Electoral College and the 2013 Presidential Inauguration**

- **Fully Achieved** - We have successful events, well organized without having any incidents and well attended events.

**OBJECTIVE 2: Provide customer friendly and efficient processing of notary commissions and the authentication of documents signed by District notaries public for domestic and foreign use**

**INITIATIVE 2.1: Automate the functions of the Office of Notary Commissions and Authentications (ONCA)**

- **Partially Achieved** - The business processes have been completed and transmitted to OCTO to compose an MOU which might address automation for the Commission and Authentications operations of ONCA. OCTO was unable to inaugurate the project prior to the end of FY13. We are awaiting notification as to whether OCTO has the resources to commit to the projects inception and completion at this juncture. This initiative will be carried forward to FY14.

**INITIATIVE 2.2: Review the current Notary system and develop a plan to enhance the system to include record management and processing features**

- **Not achieved** - It will be carried over to FY14 and waiting for a more comprehensive OCTO's proposal



**OBJECTIVE 3: Provide support and outreach services to the diplomatic and international communities**

**INITIATIVE 3.1: Identify opportunities to expand the District's Sister City Programs to the Central and South America**

- **Fully Achieved** - The District and Brasilia, Brazil signed the Sister City agreement on March 15, 2013

**INITIATIVE 3.2: Collaborate to develop 2-3 substantive projects for the Sister City relationship with Tshwane, South Africa; Brussels, Belgium and Sunderland, England**

- **Fully Achieved** - Tshwane, South Africa: We developed new arts grant program that was very successful in Tshwane, our Small Business and Export DC office worked with Tshwane in Tshwane, and Destination DC, our tourism agency, attended a conference and met with people in Tshwane.
- Brussels, Belgium: We had a mutually planned and carried out sustainability conference with many workshops by both sides and a good audience as well as developed a tourism plan between Brussels and DC by our tourism agency. Sunderland, England: We had student exchange program from Sunderland, had a history session by Office of Public Records and Archives and IT business exchanges.

**OBJECTIVE 4: Provide convenient records mgnt services to government agencies, business community and public in order to provide efficient access to public records stored in the District of Columbia Records Center**

**INITIATIVE 4.1: Develop an automation plan to manage the functions and services of the Office of Public Records**

- **Fully Achieved** - The automation plan to manage the functions and services of the Office of Public Records was completed. Revisions and adjustments to this plan will continue in FY14 with the planning and design phase of the Archives and Records Center.

**INITIATIVE 4.2: Develop a document imaging plan to digitize selected historical and permanently valuable records in the holdings of the District of Columbia Archives**

- **Fully Achieved** - The document imaging plan was completed, it was incorporated in the automation plan to digitize selected historical and permanently valuable records. Revisions and adjustments to this plan will continue in FY14 with the planning and design phase of the Archives and Records Center. The indexes of records stored at the Washington National Record Center have been automated into ARCIS system.

**INITIATIVE 4.3: Prepare an Office of Public Records Operation Manual on the functions and services of the Archives, Records Center, and Library of Government Information**

- **Fully Achieved** - The Operations Manual that outlines the guidelines, instructions, and procedures for the functions and services of the Office of Public Records was completed.

**INITIATIVE 4.4: Develop a plan and coordinate activities for the celebration of the 150th Anniversary of the District of Columbia Emancipation Act**

- **Fully Achieved** - Approximately 1,475 people participated in the twenty-two events that were held by District government agencies and its Emancipation Day program partners.



**OBJECTIVE 5: Provide timely technical, professional and other legal services to the Mayor, agencies, and general public in order to give and/or have official notice of all proposed and adopted legal mandates**

**INITIATIVE 5.1: Compile and bind historical Mayor's Orders -- 1994 to 2011**

**Fully Achieved** - ODAI completed the 1994 - 2011 series



**INITIATIVE 5.2: Research, review and compile District of Columbia government agency documentary histories (e.g., Office of the Secretary, DCHR, DGS, OAG, DCRA, OCP, DPR, DDOT, HSEMA, etc.)**



**Partially Achieved** - The document histories for DCRA will be completed in November 2013.

**INITIATIVE 5.3: Review ODAI's e-rulemaking website, DCRegs, to determine required fixes, updates and enhancements**



This effort will ultimately require funding to fix, update and enhance the e-rulemaking system.

**Partially achieved** - ODAI has determined what needs to be done to fix, update and enhance DCRegs. ODAI is reviewing two proposals to resolve the e-rulemaking systems' issues.

**INITIATIVE 5.4: Develop a plan to update and republish all 31 titles of the DCMR**



Many DCMRs have not been updated since the 1980s and 1990s. This effort will include physically compiling each DCMR into a new book/binder and publishing the updated DCMR for sale.

**Partially achieved** - The plan has been developed to update and republish all 31 titles of the DCMR. During FY 2014, ODAI will publish two to three titles of the DCMR.



## Key Performance Indicators – Details

### Performance Assessment Key:

● Fully achieved  
 ● Partially achieved  
 ● Not achieved  
 ● Data not reported  
 ● Workload Measure

	KPI	Measure Name	FY 2012 YE Actual	FY 2013 YE Target	FY 2013 YE Revised Target	FY 2013 YE Actual	FY 2013 YE Rating	Budget Program
	<span style="color: blue;">●</span> 1.1	Number of ceremonial documents processed	1,358	Target Not Required		1,510	Workload Measure Note Rated	CEREMONIAL SERVICES
	<span style="color: blue;">●</span> 2.1	Number of notary application processed (excludes government employees)	1,283	Target Not Required		1,500	Workload Measure Note Rated	NOTARY COMMISSION & AUTHENTICATIONS
	<span style="color: blue;">●</span> 2.2	Number of documents authenticated	33,243	Target Not Required		62,738	Workload Measure Note Rated	NOTARY COMMISSION & AUTHENTICATIONS
	<span style="color: yellow;">●</span> 2.3	Number of customer served by the Notary and Authentications	12,088	15,000		14,395	95.97%	NOTARY COMMISSION & AUTHENTICATIONS
	<span style="color: green;">●</span> 3.1	Percentage of Ambassador welcome letters sent within three months of start of new term	100%	100%		100%	100%	INTERNATION RELATIONS & PROTOCOL
	<span style="color: blue;">●</span> 3.2	Number of foreign courtesy requests and delegation visits	285	Target Not Required		305	Workload Measure Note Rated	INTERNATION RELATIONS & PROTOCOL
	<span style="color: blue;">●</span> 4.1	Number of record request processed	50,248	Target Not Required		56,462	Workload Measure Note Rated	OFFICE OF PUBLIC RECORDS
	<span style="color: green;">●</span> 4.2	Percentage of record requests fulfilled digitally.	20%	35%		113.86%	325.31%	OFFICE OF PUBLIC RECORDS
	<span style="color: green;">●</span> 4.3	Percent of agency record retention schedules reviewed and approved	7%	10%		80%	800%	OFFICE OF PUBLIC RECORDS
	<span style="color: green;">●</span> 4.4	Current and historical documents and issuances digitized, indexed, and available via website	8,000	8,000		8,000	100%	OFFICE OF PUBLIC RECORDS



	KPI	Measure Name	FY 2012 YE Actual	FY 2013 YE Target	FY 2013 YE Revised Target	FY 2013 YE Actual	FY 2013 YE Rating	Budget Program
●	5.1	Number of administrative issuances processed	137	Target Not Required		254	Workload Measure Note Rated	OFFICE OF DOCUMENTS & ADMIN. ISSUANCE
●	5.2	Number of rulemakings processed	173	Target Not Required		433	Workload Measure Note Rated	OFFICE OF DOCUMENTS & ADMIN. ISSUANCE
●	5.3	Number of D.C. Registers Published	52	52		52	100%	OFFICE OF DOCUMENTS & ADMIN. ISSUANCE