

# Office of the Secretary FY2023

Agency Office of the Secretary

Agency Code BAO

Fiscal Year 2023

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.

## 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.

## Key Performance Indicators (KPIs)

Measure	Directionality	FY 2020 Actual	FY 2021 Actual	FY 2022 Target	FY 2023 Target
<b>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)</b>					
Number of notary application processed (excludes government employees)	Up is Better	1401	1971	1500	1500
Number of documents authenticated	Up is Better	40,000	45,000	40,000	40,000
Number of customer served	Up is Better	Waiting on Data	25,000	10,000	10,000
<b>3 - Provide support and outreach services to the diplomatic and international communities. (1 Measure)</b>					
Percent of ambassador welcome letters sent within three months of start of new term	Up is Better	78.4%	Not Available	100%	100%
<b>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. (3 Measures)</b>					
Percent of records requests fulfilled within five business days	Up is Better	Waiting on Data	99.1%	50%	50%
Percent of agencies with a retention schedule updated or reviewed within the fiscal year	Up is Better	6.3%	21%	30%	20%
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	Waiting on Data	14.8%	60%	40%

## Operations

Operations Title	Operations Description	Type of Operations
<b>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)</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>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)</b>		

Operations Title	Operations Description	Type of Operations
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>3 - Provide support and outreach services to the diplomatic and international communities. (1 Activity)</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>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)</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>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)</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

## Workload Measures (WMs)

Measure	FY 2020 Actual	FY 2021 Actual
<b>1 - Ceremonial documents for constituents (1 Measure)</b>		
Number of ceremonial documents prepared	568	507
<b>3 - Serve as liaison with diplomatic community in DC (1 Measure)</b>		
Percent of National Day letters written versus number of National Days	70.5%	0%
<b>4 - Manage District government records (5 Measures)</b>		
Volume of records accessioned to the DC Archives	25.3	68
Number of on-site researchers served	Waiting on Data	3
Number of publications added to the Library of Government Information	20	222
Number of records requests received	1098	2194
Number of transfers ("SF-135s") made by District agencies to the Federal Records Center	43	0
<b>5 - Publish the DC Register and the DC Municipal Regulations (2 Measures)</b>		
Number of rulemakings processed	393	338
Number of administrative issuances processed	149	143