



Office of the Secretary OS (BA)

MISSION

The mission of the Office of the Secretary of the District of Columbia is to provide protocol, authentication, ceremonial and records management services, and to publish the District of Columbia Register and Municipal Regulations on behalf of the Mayor and District government agencies in a manner that is efficient, accountable and customer friendly.

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 (“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), and the Office of Public Records and Archives (manages the DC Archives, Records Center and the Library of Government Information). The Ceremonial Services Unit is responsible for processing all requests for ceremonial documents from the Mayor including proclamations. The Office of Protocol and International Affairs manages Sister City program and serves as District government’s primary liaison with the diplomatic and international community.

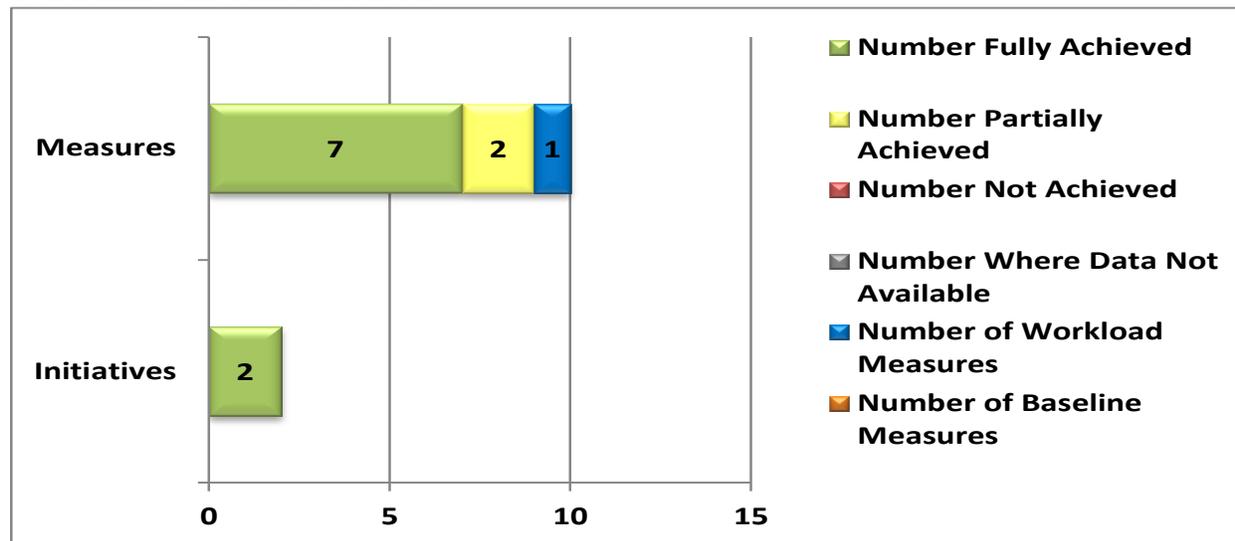
ACCOMPLISHMENTS

- ✓ The Office of Public Records was awarded a records preservation grant to conduct a survey, which resulted in a comprehensive report of recommendations of how to preserve the history of the District government in the holdings of the District of the Columbia Archives.
- ✓ ODAI continued to make available to the public historical administrative issuances via its DCRegs website and for FY 2012, Mayor’s Orders for years 1968 through 1972 were published online. In addition, ODAI preserved historical government documents by compiling and indexing original historical Mayor’s Orders and Mayor’s Orders volumes from 1995 to 2011 have been bound.
- ✓ Hosted over 350 international delegations with the help of many other city agencies; among them are DCHR, DDOE, OIG, Office of Aging, DMOPED, and Op. Had over 50 embassies signed pledges to support the Mayor’s Sustainability Program to make DC the most progressive and accomplished city in the United States.
- ✓ ONCA’s first off-site certifying notaries’ session is to train and certify more than 60 staff persons from CFSA. All the activities including the swearing –in ceremony were held at CFSA facility.

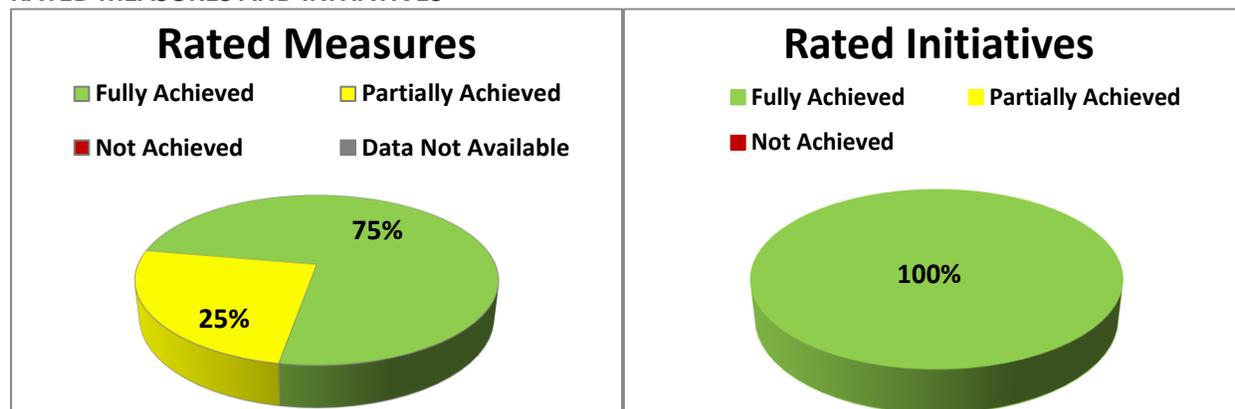


OVERALL OF AGENCY PERFORMANCE

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: 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 1.1: Business Process Analysis of Notary and Authentication Process

- Fully achieved: The project was completed in December 2012 to capture these figures, the numbers of individuals have been commissioned and the numbers of documents have been authenticated. The ultimate goal of the decision to move towards automated processes is the customer satisfaction in interfacing with the office and conformability with the application process.

OBJECTIVE 2: Provide outreach services to the residents of the District of Columbia and visitors.

[There are no initiatives for this objective.]

OBJECTIVE 3: Provide convenient records management services to District government agencies and the public with efficient access to public records stored in the District of Columbia Records Center

[There are no initiatives for this objective]

OBJECTIVE 4: Ensure timely and open access to the District of Columbia laws, regulations and administrative issuances.

INITIATIVE 4.1: Make all ODAI publications available electronically.

- Fully achieved: During FY 2012, ODAI digitized, indexed and published historical Mayor's Orders for the years 1967 through 1972. These Mayor's Orders, and those from years 1973 through present, are available on ODAI's DCRegs website (dcregs.dc.gov).



Key Performance Indicators – Details

Performance Assessment Key:

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

	KPI	Measure Name	FY2011 YE Actual	FY2012 YE Target	FY2012 YE Revised Target	FY2012 YE Actual	FY2012 YE Rating	Budget Program	
	●	1.1	Number of processed notary application	1,777	1,500		1,932	128.80%	NOTARY COMMISSION & AUTHENTICATIONS
	●	1.2	Number of documents authenticated	27,937	30,000		36,885	122.95%	NOTARY COMMISSION & AUTHENTICATIONS
	●	1.3	Number of Customers Served	10,500	12,000		24,800	206.67%	CEREMONIAL SERVICES
	●	2.1	Number of ceremonial documents processed	1,117	1,406		1,304		CEREMONIAL SERVICES
	●	2.2	Percentage of Ambassador welcome letters sent within three months of start of new term	100%	100%		100%	100%	INTERNATIONAL AFFAIRS AND PROTOCOL
	●	2.3	Number of foreign courtesy request and delegation visits	302	300		350	116.67%	INTERNATIONAL AFFAIRS AND PROTOCOL
	●	3.1	Percentage of record requests fulfilled digitally	10%	15%		13.60%	90.67%	OFFICE OF PUBLIC RECORDS
	●	3.2	Number of record request processed	52,863	53,000		53,128	100.24%	OFFICE OF PUBLIC RECORDS
	●	4.1	Current and historical documents and issuances digitized, indexed, and available via website.	8,077	8,000	6,000	5,788	96.47%	DOCUMENTS AND ADMINISTRATIVE ISSUANCES
	●	4.2	Number of administrative issuances processed	202	200	200	238	119%	DOCUMENTS AND ADMINISTRATIVE ISSUANCES