

(BA0) Office of the Secretary FY 2017 Draft Annual Performance Plan*

Office of the Secretary has the following strategic objectives for FY 2017:

Strategic Objectives

Strategic Objectives describe what the agency will do, at a high level, to achieve its Mission. These are action- based sentences that define what an agency does for its customers, whether the customers are residents or other District agencies, and how that improves the District.

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.
6	Create and maintain a highly efficient, transparent and responsive District government.**

Activities

Activities include the work that happens on a daily basis to help achieve the Strategic Objectives. Activity names come from the Budget linen items. This is further divided into Daily Services, (ex. sanitation disposal), and long- term Key Projects that are high profile, one-time and span several years, (ex. redevelopment of Walter Reed Army Medical Center). Many agencies will mostly have Daily Services, whereas some agencies that are more capital-based will have several Key Projects.

Activity Header	Activity Title	Type of Activity
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. (3 Activities)		
DC Democracy Initiatives	DC Democratic Grant	Daily Service
Ceremonial Services	Ceremonial documents for constituents	Daily Service
Emancipation Day	Emancipation Day celebration	Daily Service

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	Commissioning the notaries	Daily Service
Notary Authentications	Authenticate documents for international and domestic use	Daily Service
3 - Provide support and outreach services to the diplomatic and international communities. (1 Activity)		
International Relations and Protocol	Serve as liaison with diplomatic community in DC	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	Daily Service
Archival Admin.	Manage the Library of Government Information	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	Daily Service

Key Performance Indicators***

Key Performance Indicators measure how well an agency is achieving its Strategic Objectives. They are outcome oriented and should be used to answer the question, “What does the agency need to measure to determine success?”

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Actual	FY 2015 Target	FY 2016 Target	FY 2017 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)		1,785	1,833	1,500	1,500	1,500
Number of documents authenticated		75,283	63,789	55,000	55,000	55,000
Number of ceremonial documents processed		1,382	1,260	1,735	1,735	1,735

3 - Provide support and outreach services to the diplomatic and international communities. (2 Measures)						
Percent of ambassador welcome letters sent within three months of start of new term		100%	100%	100%	100%	100%
Number of foreign courtesy request and delegation visits		305	305	310	310	310
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. (1 Measure)						
Number of record request processed		62,824	9,115	55,000	55,000	55,000
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. (2 Measures)						
Number of rulemakings processed		436	398	450	450	450
Number of administrative issuances processed		296	349	275	275	275
6 - Create and maintain a highly efficient, transparent and responsive District government.** (9 Measures)						
Contracts/Procurement- Expendable Budget spent on Certified Business Enterprises	X	Forthcoming October 2016				
Contracts/Procurement- Contracts lapsed into retroactive status	X	Forthcoming October 2016				
Budget- Local funds unspent	X	Forthcoming October 2016				
Budget- Federal Funds returned	X	Forthcoming October 2016				
Customer Service- Meeting Service Level Agreements	X	Forthcoming October 2016				
Human Resources- Vacancy Rate	X	Forthcoming October 2016				
Human Resources- Employee District residency	X	Forthcoming October 2016				
Human Resources- Employee Onboard Time	X	Forthcoming October 2016				

Performance Management- Employee Performance Plan Completion	X	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016
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Performance Plan End Notes:

*For more information about the new structure and components of FY 2017 draft performance plans, please see the FY 2017 Proposed Budget and Financial Plan, Volume 1, Appendix E

**"Create and maintain a highly efficient, transparent and responsive District government" is a new Strategic Objective this year required for all agencies.

***Key Performance Indicators that are new may not have historical data and may only have FY 2017 targets.