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# Office of the Secretary

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**Table BA0-1**

<b>Description</b>	<b>FY 2018 Actual</b>	<b>FY 2019 Actual</b>	<b>FY 2020 Approved</b>	<b>FY 2021 Approved</b>	<b>% Change from FY 2020</b>
OPERATING BUDGET	\$4,787,756	\$4,443,163	\$4,590,007	\$4,806,056	4.7
FTEs	26.0	26.0	27.0	27.0	0.0
CAPITAL BUDGET	\$156,753	\$-43	\$3,000,000	\$0	-100.0
FTEs	0.0	0.0	0.0	0.0	N/A

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 the international community.

## Summary of Services

The Office of the Secretary of the District of Columbia consists of four offices and one unit. 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 D.C. Register and the D.C. Municipal Regulations. The Office of Public Records and Archives manages the District of Columbia Archives, Records Center, and the Library of Government Information. The Office of Protocol and International Affairs manages the Sister City programs and serves as the primary link between the Executive Office of the Mayor and foreign government representatives. The Ceremonial Services Unit is responsible for processing all requests for ceremonial documents from the Mayor.

The agency's FY 2021 approved budget is presented in the following tables:

## FY 2021 Approved Gross Funds Operating Budget and FTEs, by Revenue Type

Table BA0-2 contains the approved FY 2021 budget by revenue type compared to the FY 2020 approved budget. It also provides FY 2018 and FY 2019 actual data.

**Table BA0-2**

(dollars in thousands)

	Dollars in Thousands						Full-Time Equivalents					
	Actual FY 2018	Actual FY 2019	Approved FY 2020	Approved FY 2021	Change from FY 2020	% Change*	Actual FY 2018	Actual FY 2019	Approved FY 2020	Approved FY 2021	Change from FY 2020	% Change
<b>Appropriated Fund</b>												
<b>GENERAL FUND</b>												
Local Funds	2,913	3,231	3,490	3,706	216	6.2	20.0	20.0	21.0	21.0	0.0	0.0
Special Purpose												
Revenue Funds	1,007	1,025	1,100	1,100	0	0.0	6.0	6.0	6.0	6.0	0.0	0.0
<b>TOTAL FOR GENERAL FUND</b>	<b>3,920</b>	<b>4,256</b>	<b>4,590</b>	<b>4,806</b>	<b>216</b>	<b>4.7</b>	<b>26.0</b>	<b>26.0</b>	<b>27.0</b>	<b>27.0</b>	<b>0.0</b>	<b>0.0</b>
<b>INTRA-DISTRICT FUNDS</b>												
Intra-District Funds	868	187	0	0	0	N/A	0.0	0.0	0.0	0.0	0.0	N/A
<b>TOTAL FOR INTRA-DISTRICT FUNDS</b>	<b>868</b>	<b>187</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>N/A</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>N/A</b>
<b>GROSS FUNDS</b>	<b>4,788</b>	<b>4,443</b>	<b>4,590</b>	<b>4,806</b>	<b>216</b>	<b>4.7</b>	<b>26.0</b>	<b>26.0</b>	<b>27.0</b>	<b>27.0</b>	<b>0.0</b>	<b>0.0</b>

\*Percent change is based on whole dollars.

**Note:** If applicable, for a breakdown of each Grant (Federal and Private), Special Purpose Revenue type and Intra-District agreement, please refer to **Schedule 80 Agency Summary by Revenue Source** in the **FY 2021 Operating Appendices** located on the Office of the Chief Financial Officer's website.

## FY 2021 Approved Operating Budget, by Comptroller Source Group

Table BA0-3 contains the approved FY 2021 budget at the Comptroller Source Group (object class) level compared to the FY 2020 approved budget. It also provides FY 2018 and FY 2019 actual expenditures.

**Table BA0-3**

(dollars in thousands)

Comptroller Source Group	Actual FY 2018	Actual FY 2019	Approved FY 2020	Approved FY 2021	Change from FY 2020	Percentage Change*
11 - Regular Pay - Continuing Full Time	2,234	2,287	2,486	2,445	-41	-1.7
12 - Regular Pay - Other	92	166	110	187	77	69.9
13 - Additional Gross Pay	1	44	0	0	0	N/A
14 - Fringe Benefits - Current Personnel	490	534	506	516	9	1.9
<b>SUBTOTAL PERSONAL SERVICES (PS)</b>	<b>2,818</b>	<b>3,031</b>	<b>3,103</b>	<b>3,148</b>	<b>45</b>	<b>1.5</b>
20 - Supplies and Materials	20	18	50	19	-31	-62.0
31 - Telecommunications	2	1	0	0	0	N/A
40 - Other Services and Charges	127	125	196	38	-158	-80.9
41 - Contractual Services - Other	1,607	1,053	989	1,386	397	40.1
50 - Subsidies and Transfers	200	200	200	200	0	0.0
70 - Equipment and Equipment Rental	13	15	52	16	-36	-69.9
<b>SUBTOTAL NONPERSONAL SERVICES (NPS)</b>	<b>1,970</b>	<b>1,412</b>	<b>1,487</b>	<b>1,658</b>	<b>171</b>	<b>11.5</b>
<b>GROSS FUNDS</b>	<b>4,788</b>	<b>4,443</b>	<b>4,590</b>	<b>4,806</b>	<b>216</b>	<b>4.7</b>

\*Percent change is based on whole dollars.

## FY 2021 Approved Operating Budget and FTEs, by Division/Program and Activity

Table BA0-4 contains the approved FY 2021 budget by division/program and activity compared to the FY 2020 approved budget. It also provides FY 2018 and FY 2019 actual data. For a more comprehensive explanation of divisions/programs and activities, please see the Division/Program Description section, which follows the table.

**Table BA0-4**

(dollars in thousands)

Division/Program and Activity	Dollars in Thousands					Full-Time Equivalents				
	Actual FY 2018	Actual FY 2019	Approved FY 2020	Approved FY 2021	Change from FY 2020	Actual FY 2018	Actual FY 2019	Approved FY 2020	Approved FY 2021	Change from FY 2020
<b>(1000) AGENCY MANAGEMENT</b>										
(1020) Contracting and Procurement	10	14	5	10	5	0.0	0.0	0.0	0.0	0.0
(1030) Property Management	0	1	5	5	0	0.0	0.0	0.0	0.0	0.0
(1070) Fleet Management	7	7	8	8	0	0.0	0.0	0.0	0.0	0.0
(1080) Communication	205	214	227	232	5	3.0	3.0	2.0	2.0	0.0
(1090) Performance Management	724	812	714	666	-48	3.0	3.0	4.0	4.0	0.0
<b>SUBTOTAL (1000) AGENCY MANAGEMENT</b>	<b>945</b>	<b>1,047</b>	<b>958</b>	<b>920</b>	<b>-38</b>	<b>6.0</b>	<b>6.0</b>	<b>6.0</b>	<b>6.0</b>	<b>0.0</b>
<b>(1002) INTERNATIONAL RELATIONS AND PROTOCOL</b>										
(1200) International Relations and Protocol	132	135	143	147	4	1.0	1.0	1.0	1.0	0.0
<b>SUBTOTAL (1002) INTERNATIONAL RELATIONS AND PROTOCOL</b>	<b>132</b>	<b>135</b>	<b>143</b>	<b>147</b>	<b>4</b>	<b>1.0</b>	<b>1.0</b>	<b>1.0</b>	<b>1.0</b>	<b>0.0</b>
<b>(1003) CEREMONIAL SERVICES</b>										
(1300) Ceremonial Services	116	124	228	208	-20	1.0	1.0	2.0	2.0	0.0
<b>SUBTOTAL (1003) CEREMONIAL SERVICES</b>	<b>116</b>	<b>124</b>	<b>228</b>	<b>208</b>	<b>-20</b>	<b>1.0</b>	<b>1.0</b>	<b>2.0</b>	<b>2.0</b>	<b>0.0</b>
<b>(1004) OFFICE OF DOCUMENTS AND ADMIN. ISSUANCE</b>										
(1401) D.C. Register	119	133	272	142	-130	1.0	1.0	1.0	1.0	0.0
(1402) Administrative Issuances	548	603	582	637	55	5.0	5.0	5.0	5.0	0.0
<b>SUBTOTAL (1004) OFFICE OF DOCUMENTS AND ADMIN. ISSUANCE</b>	<b>666</b>	<b>736</b>	<b>854</b>	<b>779</b>	<b>-75</b>	<b>6.0</b>	<b>6.0</b>	<b>6.0</b>	<b>6.0</b>	<b>0.0</b>
<b>(1005) NOTARY COMMISSION AND AUTHENTICATIONS</b>										
(1501) Notary Authentications	586	605	578	648	70	6.0	6.0	6.0	6.0	0.0
<b>SUBTOTAL (1005) NOTARY COMMISSION AND AUTHENTICATIONS</b>	<b>586</b>	<b>605</b>	<b>578</b>	<b>648</b>	<b>70</b>	<b>6.0</b>	<b>6.0</b>	<b>6.0</b>	<b>6.0</b>	<b>0.0</b>
<b>(1006) OFFICE OF PUBLIC RECORDS</b>										
(1600) Records Management	1,462	759	742	989	246	3.0	2.0	2.0	2.0	0.0
(1601) Archival Administration	672	837	887	916	29	2.0	4.0	4.0	4.0	0.0
(1602) Library of Government Information	8	0	0	0	0	1.0	0.0	0.0	0.0	0.0
<b>SUBTOTAL (1006) OFFICE OF PUBLIC RECORDS</b>	<b>2,142</b>	<b>1,596</b>	<b>1,630</b>	<b>1,905</b>	<b>275</b>	<b>6.0</b>	<b>6.0</b>	<b>6.0</b>	<b>6.0</b>	<b>0.0</b>

**Table BA0-4**

(dollars in thousands)

Division/Program and Activity	Dollars in Thousands					Full-Time Equivalents				
	Actual FY 2018	Actual FY 2019	Approved FY 2020	Approved FY 2021	Change from FY 2020	Actual FY 2018	Actual FY 2019	Approved FY 2020	Approved FY 2021	Change from FY 2020
<b>(1007) EXECUTIVE MGMT.</b>										
(1702) DC Democracy Initiatives	200	200	200	200	0	0.0	0.0	0.0	0.0	0.0
<b>SUBTOTAL (1007) EXECUTIVE MGMT.</b>	<b>200</b>	<b>200</b>	<b>200</b>	<b>200</b>	<b>0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
<b>TOTAL APPROVED OPERATING BUDGET</b>	<b>4,788</b>	<b>4,443</b>	<b>4,590</b>	<b>4,806</b>	<b>216</b>	<b>26.0</b>	<b>26.0</b>	<b>27.0</b>	<b>27.0</b>	<b>0.0</b>

(Change is calculated by whole numbers and numbers may not add up due to rounding)

**Note:** For more detailed information regarding the approved funding for the activities within this agency's programs, please see **Schedule 30-PBB Program Summary by Activity** in the **FY 2021 Operating Appendices** located on the Office of the Chief Financial Officer's website. "No Activity Assigned" indicates budget or actuals that are recorded at the division/program level.

## Program Description

The Office of the Secretary operates through the following 7 programs:

**International Relations and Protocol** – provides liaison and outreach services to the diplomatic and international communities on behalf of the Mayor and local residents. This program is responsible for all international visitors to the District government, Sister City relationships, and relations between embassies.

**Ceremonial Services** – provides ceremonial document services to individuals, businesses, organizations, and government agencies so that they can have their activities and events recognized by the Mayor. Proclamations, greeting letters, and condolence letters are among the most requested documents.

**Office of Documents and Administrative Issuances** – provides technical, professional, and other legal services to the Mayor, District agencies, and the general public so that they can give and/or have official notice of all proposed and adopted legal mandates.

This program contains the following 2 activities:

- **D.C. Register** – provides review and technical assistance services to District executive and independent agencies so that they can comply with editorial standards and legal requirements of the District of Columbia's Administrative Procedures Act, implementing regulations, and District of Columbia Documents Act of 1978; and
- **Administrative Issuances** – provides professional and technical assistance services to the Mayor and executive agencies so that they can implement major policies and programs and make appointments in a timely manner to foster the activities of government.

**Notary Commission and Authentications** – provides commissions for all notaries public in the District of Columbia and authenticates documents signed by District notaries public for domestic and foreign use.

**Office of Public Records** – provides archives and records management services to District government agencies and the public so that they can gain access to official government documents.

This program contains the following 2 activities:

- **Records Management** – provides temporary records management services to District government agencies and the public so that they can have access to public records stored in the District of Columbia Records Center; and
- **Archival Administration** – provides historical records management services to District government agencies and the public so that they can have access to historical public records stored in the District of Columbia Archives.

**Executive Management** – manages the work of several commissions, provides official signatory services for the Mayor of the District of Columbia, takes on special projects at the request of the Mayor, and provides support for D.C. Democracy and related activities including support of District of Columbia self-determination, voting rights, and statehood.

This program contains the following 2 activities:

- **Emancipation Day Activities**– provides support for the Emancipation Day Celebration and related activities to commemorate the District of Columbia's Emancipation Day; and
- **DC Democracy Initiatives**– provides support for D.C. Democracy and related activities including support of District of Columbia self-determination, voting rights, and statehood.

**Agency Management** – provides for administrative support and the required tools to achieve operational and programmatic results. This program is standard for all agencies using performance-based budgeting.

### Program Structure Change

The Office of the Secretary has no program structure changes in the FY 2021 approved budget.

## FY 2020 Approved Budget to FY 2021 Approved Budget, by Revenue Type

Table BA0-5 itemizes the changes by revenue type between the FY 2020 approved budget and the FY 2021 approved budget. For a more comprehensive explanation of changes, please see the FY 2021 Approved Budget Changes section, which follows the table.

**Table BA0-5**

(dollars in thousands)

DESCRIPTION	DIVISION/PROGRAM	BUDGET	FTE
<b>LOCAL FUNDS: FY 2020 Approved Budget and FTE</b>		<b>3,490</b>	<b>21.0</b>
Removal of One-Time Costs	Office of Public Records	-110	0.0
<b>LOCAL FUNDS: FY 2021 Recurring Budget</b>		<b>3,380</b>	<b>21.0</b>
Increase: To adjust the Contractual Services budget	Multiple Programs	168	0.0
Increase: To align personal services and Fringe Benefits with projected costs	Multiple Programs	56	1.0
Decrease: To align resources with operational spending goals	Multiple Programs	-168	0.0
Enhance: To support record retention schedule costs and to replace recurring funds with one-time funds (one-time)	Office of Public Records	536	0.0
Reduce: To realize savings in personal and nonpersonal services and to replace recurring funds with one-time funds	Multiple Programs	-266	0.0
<b>LOCAL FUNDS: FY 2021 Mayor's Proposed Budget</b>		<b>3,706</b>	<b>22.0</b>
Reduce: To align resources with operational spending goals	Multiple Programs	0	-1.0
<b>LOCAL FUNDS: FY 2021 District's Approved Budget</b>		<b>3,706</b>	<b>21.0</b>

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**Table BA0-5**

(dollars in thousands)

DESCRIPTION	DIVISION/PROGRAM	BUDGET	FTE
<b>SPECIAL PURPOSE REVENUE FUNDS: FY 2020 Approved Budget and FTE</b>		<b>1,100</b>	<b>6.0</b>
Increase: To align resources with operational spending goals	Multiple Programs	471	0.0
Increase: To align personal services and Fringe Benefits with projected costs	Multiple Programs	15	0.0
Decrease: To realize programmatic cost savings in nonpersonal services	Multiple Programs	-486	0.0
<b>SPECIAL PURPOSE REVENUE FUNDS: FY 2021 Mayor's Proposed Budget</b>		<b>1,100</b>	<b>6.0</b>
No Change		0	0.0
<b>SPECIAL PURPOSE REVENUE FUNDS: FY 2021 District's Approved Budget</b>		<b>1,100</b>	<b>6.0</b>
<b>GROSS FOR BA0 - OFFICE OF THE SECRETARY</b>		<b>4,806</b>	<b>27.0</b>

(Change is calculated by whole numbers and numbers may not add up due to rounding)

**FY 2021 Approved Budget Changes**

The Office of the Secretary's (OS) approved FY 2021 gross budget is \$4,806,056, which represents a 4.7 percent increase over its FY 2020 approved gross budget of \$4,590,007. The budget is comprised of \$3,706,056 in Local funds and \$1,100,000 in Special Purpose Revenue funds.

**Recurring Budget**

The FY 2021 approved budget for OS includes a reduction of \$110,000 to account for the removal of one-time funding appropriated in FY 2020 to support the implementation of e-notarizations, as required by the Revised Uniform Law on Notarial Acts, and the conservation of historical records in the Office of Public Records.

**Mayor's Proposed Budget**

**Increase:** OS' proposed FY 2021 Local funds budget reflects a nonpersonal services increase of \$168,371 across multiple programs to align the budget with projected costs for professional and contractual services. The agency proposes a net personal services increase of \$55,965 across multiple programs to reflect projected salary steps and Fringe Benefits. Additionally, the Special Purpose Revenue funds proposed budget is increased by \$471,276 across multiple programs to support anticipated operational costs and by \$15,171 in multiple programs to support personal services adjustments.

**Decrease:** OS' Local funds budget proposal includes a decrease of \$168,500 across multiple programs. In Special Purpose Revenue funds, OS proposes a reduction of \$486,447 in nonpersonal services to realize cost savings across multiple programs.

**Enhance:** OS' Local funds budget proposal includes a one-time increase of \$536,024 in the Office of Public Records, of which \$367,020 supports record retention schedule costs for independent agencies and \$169,004 in one-time funds to replace an offsetting reduction of recurring funds.

**Reduce:** OS' proposed Local funds budget includes a reduction of \$96,807 to reflect savings in personal and nonpersonal services across multiple programs. As noted above, the budget also reflects a reduction of \$169,004 in recurring funds in order to substitute one-time funds.

**District's Approved Budget**

**Reduce:** The Office of the Secretary aligned resources with operational goals within the Agency Management and Office of Documents and Administrative Issuance programs. These actions had a net zero impact to the Local funds budget and resulted in the elimination of 1.0 full-time equivalent position.

## Agency Performance Plan\*

The Office of the Secretary (OS) has the following strategic objectives for FY 2021:

### 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.

### Objectives

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.

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## ACTIVITIES

Activities include the work that happens on a daily basis to help achieve the Strategic Objectives. Activity names come from the budget line 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 have more of their budget come from capital funding will have several key projects.

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### 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)

Activity Title	Activity Description	Type of Activity
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

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### 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)

Activity Title	Activity Description	Type of Activity
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

### 3. Provide support and outreach services to the diplomatic and international communities. (1 Activity)

Activity Title	Activity Description	Type of Activity
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

### 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)

Activity Title	Activity Description	Type of Activity
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

### 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)

Activity Title	Activity Description	Type of Activity
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

## 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?"

### 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)

Measure	New Measure/ Benchmark Year	FY 2018 Actual	FY 2019 Target	FY 2019 Actual	FY 2020 Target	FY 2021 Target
Number of customer served	No	35,071	40,000	40,766	40,000	40,000
Number of documents authenticated	No	68,489	60,000	62,987	60,000	60,000
Number of notary application processed (excludes government employees)	No	2223	2000	2193	2000	2000

### 3. Provide support and outreach services to the diplomatic and international communities. (1 Measure)

Measure	New Measure/ Benchmark Year	FY 2018 Actual	FY 2019 Target	FY 2019 Actual	FY 2020 Target	FY 2021 Target
Percent of ambassador welcome letters sent within three months of start of new term	No	100%	100%	100%	100%	100%



**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. (4 Measures)**

<b>Measure</b>	<b>New Measure/ Benchmark Year</b>	<b>FY 2018 Actual</b>	<b>FY 2019 Target</b>	<b>FY 2019 Actual</b>	<b>FY 2020 Target</b>	<b>FY 2021 Target</b>
Number of archival finding aids available online	No	6	15	33	15	50
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 me	No	100%	95%	83.5%	95%	95%
Percent of agencies with a retention schedule updated or reviewed within the fiscal year	No	40%	80%	51.8%	80%	80%
Percent of records requests fulfilled within five business days	No	82%	80%	82.6%	80%	80%

**WORKLOAD MEASURES**

Workload Measures, also called inputs or outputs, quantify an activity, effort or process that is necessary to make progress towards the Strategic Objectives. They help answer the question, “How much are we doing?”

**1. Ceremonial documents for constituents**

<b>Measure</b>	<b>New Measure/ Benchmark Year</b>	<b>FY 2017 Actual</b>	<b>FY 2018 Actual</b>	<b>FY 2019 Actual</b>
Number of ceremonial documents prepared	No	Not Available	New in 2019	1210

**2. Serve as liaison with diplomatic community in DC**

<b>Measure</b>	<b>New Measure/ Benchmark Year</b>	<b>FY 2017 Actual</b>	<b>FY 2018 Actual</b>	<b>FY 2019 Actual</b>
Percent of National Day letters written versus number of National Days	No	100%	100%	100%

**3. Manage District government records**

<b>Measure</b>	<b>New Measure/ Benchmark Year</b>	<b>FY 2017 Actual</b>	<b>FY 2018 Actual</b>	<b>FY 2019 Actual</b>
Number of on-site researchers served	No	151	196	467
Number of publications added to the Library of Government Information	No	15	80	18
Number of records requests received	No	874	968	3067
Number of transfers (“SF-135s”) made by District agencies to the Federal Records Center	No	243	206	131
Volume of records accessioned to the DC Archives	No	93	614	174

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**4. Publish the DC Register and the DC Municipal Regulations**

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<b>Measure</b>	<b>New Measure/ Benchmark Year</b>	<b>FY 2017 Actual</b>	<b>FY 2018 Actual</b>	<b>FY 2019 Actual</b>
Number of administrative issuances processed	No	281	165	116
Number of rulemakings processed	No	353	339	333

**Performance Plan End Notes:**

\*For more information about the structure and components of FY 2021 draft performance plans, please see the FY 2021 Approved Budget and Financial Plan, Volume 1, Appendix E.

\*\*Key performance indicators that are new may not have historical data and may only have FY 2021 targets.

\*\*\*For the final versions of agency FY 2021 performance plans when they become available in December 2020, see the OCA website at <https://oca.dc.gov/>.