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# Office of the Secretary

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**Table BA0-1**

<b>Description</b>	<b>FY 2015 Actual</b>	<b>FY 2016 Approved</b>	<b>FY 2017 Proposed</b>	<b>% Change from FY 2016</b>
OPERATING BUDGET	\$4,440,131	\$3,462,633	\$3,749,426	8.3
FTEs	29.1	25.0	26.0	4.0

The Office of the Secretary of the District of Columbia is the official resource for protocol, legal records, history, and recognitions for 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 2017 proposed budget is presented in the following tables:

## FY 2017 Proposed Gross Funds Operating Budget and FTEs, by Revenue Type

Table BA0-2 contains the proposed FY 2017 budget by revenue type compared to the FY 2016 approved budget. It also provides FY 2015 actual data.

**Table BA0-2**

(dollars in thousands)

Appropriated Fund	Dollars in Thousands					Full-Time Equivalents				
	Actual FY 2015	Approved FY 2016	Proposed FY 2017	Change from FY 2016	Percentage Change*	Actual FY 2015	Approved FY 2016	Proposed FY 2017	Change from FY 2016	Percentage Change
<b>GENERAL FUND</b>										
LOCAL FUNDS	3,151	1,963	2,649	687	35.0	24.0	22.0	20.0	-2.0	-9.1
SPECIAL PURPOSE REVENUE FUNDS	1,088	1,500	1,100	-400	-26.7	5.2	3.0	6.0	3.0	100.0
<b>TOTAL FOR GENERAL FUND</b>	<b>4,239</b>	<b>3,463</b>	<b>3,749</b>	<b>287</b>	<b>8.3</b>	<b>29.1</b>	<b>25.0</b>	<b>26.0</b>	<b>1.0</b>	<b>4.0</b>
<b>PRIVATE FUNDS</b>										
PRIVATE DONATIONS	40	0	0	0	N/A	0.0	0.0	0.0	0.0	N/A
<b>TOTAL FOR PRIVATE FUNDS</b>	<b>40</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>N/A</b>
<b>INTRA-DISTRICT FUNDS</b>										
INTRA-DISTRICT FUNDS	161	0	0	0	N/A	0.0	0.0	0.0	0.0	N/A
<b>TOTAL FOR INTRA-DISTRICT FUNDS</b>	<b>161</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>N/A</b>
<b>GROSS FUNDS</b>	<b>4,440</b>	<b>3,463</b>	<b>3,749</b>	<b>287</b>	<b>8.3</b>	<b>29.1</b>	<b>25.0</b>	<b>26.0</b>	<b>1.0</b>	<b>4.0</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 2017 Operating Appendices** located on the Office of the Chief Financial Officer's website.

## FY 2017 Proposed Operating Budget, by Comptroller Source Group

Table BA0-3 contains the proposed FY 2017 budget at the Comptroller Source Group (object class) level compared to the FY 2016 approved budget. It also provides FY 2014 and FY 2015 actual expenditures.

**Table BA0-3**

(dollars in thousands)

Comptroller Source Group	Actual FY 2014	Actual FY 2015	Approved FY 2016	Proposed FY 2017	Change from FY 2016	Percentage Change*
11 - REGULAR PAY - CONTINUING FULL TIME	1,884	2,173	1,749	2,055	307	17.5
12 - REGULAR PAY - OTHER	125	195	162	139	-23	-14.2
13 - ADDITIONAL GROSS PAY	18	105	0	0	0	N/A
14 - FRINGE BENEFITS - CURRENT PERSONNEL	344	442	406	419	13	3.2
<b>SUBTOTAL PERSONAL SERVICES (PS)</b>	<b>2,371</b>	<b>2,914</b>	<b>2,316</b>	<b>2,613</b>	<b>297</b>	<b>12.8</b>

**Table BA0-3**

(dollars in thousands)

Comptroller Source Group	Actual FY 2014	Actual FY 2015	Approved FY 2016	Proposed FY 2017	Change from FY 2016	Percentage Change*
20 - SUPPLIES AND MATERIALS	55	22	15	65	50	330.2
31 - TELEPHONE, TELEGRAPH, TELEGRAM, ETC.	1	0	0	0	0	N/A
40 - OTHER SERVICES AND CHARGES	153	318	281	108	-173	-61.7
41 - CONTRACTUAL SERVICES - OTHER	934	961	600	724	124	20.6
50 - SUBSIDIES AND TRANSFERS	200	200	200	200	0	0.0
70 - EQUIPMENT AND EQUIPMENT RENTAL	18	24	50	40	-10	-20.0
<b>SUBTOTAL NONPERSONAL SERVICES (NPS)</b>	<b>1,361</b>	<b>1,526</b>	<b>1,146</b>	<b>1,136</b>	<b>-10</b>	<b>-0.9</b>
<b>GROSS FUNDS</b>	<b>3,732</b>	<b>4,440</b>	<b>3,463</b>	<b>3,749</b>	<b>287</b>	<b>8.3</b>

\*Percent change is based on whole dollars.

**FY 2017 Proposed Operating Budget and FTEs, by Division/Program and Activity**

Table BA0-4 contains the proposed FY 2017 budget by division/program and activity compared to the FY 2016 approved budget. It also provides FY 2015 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 2015	Approved FY 2016	Proposed FY 2017	Change from FY 2016	Actual FY 2015	Approved FY 2016	Proposed FY 2017	Change from FY 2016
<b>(1000) AGENCY MANAGEMENT</b>								
(1020) CONTRACTING AND PROCUREMENT	249	54	83	29	5.4	1.0	1.0	0.0
(1030) PROPERTY MANAGEMENT	0	0	5	5	0.0	0.0	0.0	0.0
(1070) FLEET MANAGEMENT	289	0	8	8	2.0	0.0	0.0	0.0
(1080) COMMUNICATION	164	186	203	17	2.0	2.0	2.0	0.0
(1090) PERFORMANCE MANAGEMENT	464	1,515	562	-953	2.0	2.0	2.0	0.0
<b>SUBTOTAL (1000) AGENCY MANAGEMENT</b>	<b>1,166</b>	<b>1,755</b>	<b>860</b>	<b>-895</b>	<b>11.3</b>	<b>5.0</b>	<b>5.0</b>	<b>0.0</b>
<b>(1002) INTERNATIONAL RELATIONS AND PROTOCOL</b>								
(1200) INTERNATIONAL RELATIONS AND PROTOCOL	516	126	131	5	2.0	1.0	1.0	0.0
<b>SUBTOTAL (1002) INTERNATIONAL RELATIONS AND PROTOCOL</b>	<b>516</b>	<b>126</b>	<b>131</b>	<b>5</b>	<b>2.0</b>	<b>1.0</b>	<b>1.0</b>	<b>0.0</b>
<b>(1003) CEREMONIAL SERVICES</b>								
(1300) CEREMONIAL SERVICES	217	267	148	-119	2.0	3.0	2.0	-1.0
<b>SUBTOTAL (1003) CEREMONIAL SERVICES</b>	<b>217</b>	<b>267</b>	<b>148</b>	<b>-119</b>	<b>2.0</b>	<b>3.0</b>	<b>2.0</b>	<b>-1.0</b>
<b>(1004) OFFICE OF DOCUMENTS AND ADMIN. ISSUANCE</b>								
(1401) D.C. REGISTER	130	241	112	-130	2.0	3.0	1.0	-2.0
(1402) ADMINISTRATIVE ISSUANCES	213	240	500	260	2.0	3.0	5.0	2.0
<b>SUBTOTAL (1004) OFFICE OF DOCUMENTS AND ADMIN. ISSUANCE</b>	<b>343</b>	<b>481</b>	<b>612</b>	<b>130</b>	<b>3.9</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 2015	Approved FY 2016	Proposed FY 2017	Change from FY 2016	Actual FY 2015	Approved FY 2016	Proposed FY 2017	Change from FY 2016
<b>(1005) NOTARY COMMISSION AND AUTHENTICATIONS</b>								
(1501) NOTARY AUTHENTICATIONS	454	499	549	51	5.2	6.0	6.0	0.0
<b>SUBTOTAL (1005) NOTARY COMMISSION AND AUTHENTICATIONS</b>	<b>454</b>	<b>499</b>	<b>549</b>	<b>51</b>	<b>5.2</b>	<b>6.0</b>	<b>6.0</b>	<b>0.0</b>
<b>(1006) OFFICE OF PUBLIC RECORDS</b>								
(1600) RECORDS MANAGEMENT	1,143	162	723	561	2.9	2.0	3.0	1.0
(1601) ARCHIVAL ADMINISTRATION	261	95	446	351	1.0	1.0	2.0	1.0
(1602) LIBRARY OF GOVERNMENT INFORMATION	86	77	81	3	1.0	1.0	1.0	0.0
<b>SUBTOTAL (1006) OFFICE OF PUBLIC RECORDS</b>	<b>1,490</b>	<b>335</b>	<b>1,250</b>	<b>915</b>	<b>4.9</b>	<b>4.0</b>	<b>6.0</b>	<b>2.0</b>
<b>(1007) EXECUTIVE MANAGEMENT</b>								
(1701) EMANCIPATION DAY ACTIVITIES	53	0	0	0	0.0	0.0	0.0	0.0
(1702) DC DEMOCRACY INITIATIVES	200	0	200	200	0.0	0.0	0.0	0.0
<b>SUBTOTAL (1007) EXECUTIVE MANAGEMENT</b>	<b>253</b>	<b>0</b>	<b>200</b>	<b>200</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
<b>TOTAL PROPOSED OPERATING BUDGET</b>	<b>4,440</b>	<b>3,463</b>	<b>3,749</b>	<b>287</b>	<b>29.1</b>	<b>25.0</b>	<b>26.0</b>	<b>1.0</b>

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

**Note:** For more detailed information regarding the proposed funding for the activities within this agency's programs, please see **Schedule 30-PBB Program Summary by Activity** in the **FY 2017 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 3 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;
- **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; and
- **Library of Government Information** – provides publication management services to District government agencies and the public so that they can have access to publications created by District government agencies.

**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.

**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 2017 proposed budget.

## FY 2016 Approved Budget to FY 2017 Proposed Budget, by Revenue Type

Table BA0-5 itemizes the changes by revenue type between the FY 2016 approved budget and the FY 2017 proposed budget. For a more comprehensive explanation of changes, please see the FY 2017 Proposed Budget Changes section, which follows the table.

**Table BA0-5**

(dollars in thousands)

DESCRIPTION	DIVISION/PROGRAM	BUDGET	FTE
<b>LOCAL FUNDS: FY 2016 Approved Budget and FTE</b>		<b>1,963</b>	<b>22.0</b>
Other CSFL Adjustments	Multiple Programs	72	0.0
<b>LOCAL FUNDS: FY 2017 Current Services Funding Level (CSFL) Budget</b>		<b>2,034</b>	<b>22.0</b>
Increase: To align resources with operational spending goals	Multiple Programs	578	0.0
Increase: To align personal services and Fringe Benefits with projected costs	Multiple Programs	128	0.0
Decrease: To reallocate funding within agency (across funds types)	Notary Commission and Authentications	-210	-3.0
<b>LOCAL FUNDS: FY 2017 Agency Budget Submission</b>		<b>2,531</b>	<b>19.0</b>
No Change		0	0.0
<b>LOCAL FUNDS: FY 2017 Mayor's Proposed Budget</b>		<b>2,531</b>	<b>19.0</b>
Enhance: To support additional FTEs	Office of Public Records	235	2.0
Enhance: To adjust the Contractual Services budget	Office of Public Records	60	0.0
Reduce: To align resources with operational spending goals	Agency Management	-60	0.0
Reduce: To recognize savings from a reduction in FTEs	Office of Documents and Admin. Issuance	-116	-1.0
<b>LOCAL FUNDS: FY 2017 District's Proposed Budget</b>		<b>2,649</b>	<b>20.0</b>
<b>SPECIAL PURPOSE REVENUE FUNDS: FY 2016 Approved Budget and FTE</b>		<b>1,500</b>	<b>3.0</b>
Increase: To reallocate funding within agency (across funds types)	Notary Commission and Authentications	254	3.0
Decrease: To align budget with projected revenues	Multiple Programs	-754	0.0
<b>SPECIAL PURPOSE REVENUE FUNDS: FY 2017 Agency Budget Submission</b>		<b>1,000</b>	<b>6.0</b>
No Change		0	0.0
<b>SPECIAL PURPOSE REVENUE FUNDS: FY 2017 Mayor's Proposed Budget</b>		<b>1,000</b>	<b>6.0</b>
Enhance: To realign National Archives and Records Administration (NARA) Contract	Office of Public Records	100	0.0
<b>SPECIAL PURPOSE REVENUE FUNDS: FY 2017 District's Proposed Budget</b>		<b>1,100</b>	<b>6.0</b>
<b>GROSS FOR BA0 - OFFICE OF THE SECRETARY</b>		<b>3,749</b>	<b>26.0</b>

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

## FY 2017 Proposed Budget Changes

The Office of the Secretary's proposed FY 2017 gross budget is \$3,749,426, which represents an 8.3 percent increase over its FY 2016 approved gross budget of \$3,462,633. The budget is comprised of \$2,649,426 in Local funds and \$1,100,000 in Special Purpose Revenue funds.

## Current Services Funding Level

The Current Services Funding Level (CSFL) is a Local funds ONLY representation of the true cost of operating District agencies, before consideration of policy decisions. The CSFL reflects changes from the FY 2016 approved budget across multiple programs, and it estimates how much it would cost an agency

## **Current Services Funding Level**

The Current Services Funding Level (CSFL) is a Local funds ONLY representation of the true cost of operating District agencies, before consideration of policy decisions. The CSFL reflects changes from the FY 2016 approved budget across multiple programs, and it estimates how much it would cost an agency to continue its current programs and operations into the following fiscal year. The FY 2017 CSFL adjustments to the FY 2016 Local funds budget are described in table 5 of this agency's budget chapter. Please see the CSFL Development section within Volume 1: Executive Summary for more information regarding the methodology used and components that comprise the CSFL.

OS's FY 2017 CSFL budget is \$2,034,276, which represents a \$71,643, or 3.7 percent, increase over the FY 2016 approved Local funds budget of \$1,962,633.

## **CSFL Assumptions**

The FY 2017 CSFL calculated for OS included adjustment entries that are not described in detail on table 5. These adjustments were made for a net increases of \$64,126 in personal services to account for Fringe Benefit costs based on trend and comparative analyses, the impact of cost-of-living adjustments, and approved compensation agreements.

CSFL funding for OS also includes an increase of \$7,517 for the Fixed Costs Inflation Factor, to account for estimates for Fleet services.

## **Agency Budget Submission**

**Increase:** In Local funds, OS' proposed budget increased by \$578,125 in nonpersonal services across multiple programs. This adjustment covers professional services, contract fees, and office supplies. Additionally the agency's proposed personal services costs increased by \$128,335, which supports agency-wide salary and Fringe Benefits adjustments.

The agency's proposed Special Purpose Revenue funds budget increased by \$253,721 and 3.0 Full-Time Equivalents (FTEs) in the Notary Commission and Authentications program. This adjustment supports increases in personal services cost due to projected salary step and Fringe Benefits costs.

**Decrease:** In Local funds, the proposed budget reflects a decrease of \$209,706 and 3.0 FTEs in the Notary Commission and Authentications program. This adjustment is partially offset by absorbing the 3.0 FTEs and cost in the proposed Special Purpose Revenue funds budget. The proposed budget in Special Purpose Revenue funds decreased by \$753,721 to align the budget with anticipated revenue generated from the Distribution Fees fund.

## **Mayor's Proposed Budget**

**No Change:** The Office of the Secretary's budget proposal reflects no change from the agency budget submission to the Mayor's proposed budget.

## **District's Proposed Budget**

**Enhance:** In Local funds, the OS proposed budget in the Office of Public Records program includes an increase of \$234,739 and 2.0 FTEs. One of the FTEs will support the transition of archived data to the Office of the Chief Technology Officer (OCTO), while the other one is reallocated from the Office of Documents and Administrative Issuance program to align resources with operational goals. The proposed budget in Local funds also reflects an increase of \$60,000 to the Office of Public Records program due to a reallocation of funds from the Agency Management program to support the realignment of the National Archives and Records Administration (NARA) contract.

The proposed budget for the Office of Public Records program in Special Purpose Revenue funds increased by \$100,000. This adjustment supports the realignment of the NARA contract based on revenue projections.

**Reduce:** The proposed budget in Local funds reflects reductions of \$60,000 from Agency Management program, which is redirected to the Office of Public Records as previously noted; and \$116,344 from the Office of Documents and Administrative Issuance program based on the reallocation of 1.0 FTE to the Office of Public Records program.

## Agency Performance Plan\*

Office of the Secretary (OS) 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.

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

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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 are more capital-based 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. (3 Activities)**

Activity Title	Activity Description	Type of Activity
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)**

Activity Title	Activity Description	Type of Activity
Notary Authentications	Commission the notaries.	Daily Service
Notary Authentications	Authenticate documents for international and domestic use.	Daily Service

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

<b>Activity Title</b>	<b>Activity Description</b>	<b>Type of Activity</b>
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)**

<b>Activity Title</b>	<b>Activity Description</b>	<b>Type of Activity</b>
Archival Administration	Manage District government records.	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)**

<b>Activity Title</b>	<b>Activity Description</b>	<b>Type of Activity</b>
Administrative 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?”

### 1. 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 2014 Actual	FY 2015 Actual	FY 2015 Target	FY 2016 Target	FY 2017 Target
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	54,780	55,000	55,000
Number of ceremonial documents processed		1,382	1,260	1,735	1,735	1,735

### 2. Provide support and outreach services to the diplomatic and international communities. (2 Measures)

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Actual	FY 2015 Target	FY 2016 Target	FY 2017 Target
Percent of ambassador welcome letters sent within three months of start of new term		100%	100%	100%	100%	100%
Number of foreign courtesy requests and delegation visits		305	305	310	310	310

### 3. 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)

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Actual	FY 2015 Target	FY 2016 Target	FY 2017 Target
Number of record request processed		62824	9115	55000	55000	55000

### 4. 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)

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Actual	FY 2015 Target	FY 2016 Target	FY 2017 Target
Number of rulemakings processed		436	398	450	450	450
Number of administrative issuances processed		296	349	275	275	275

**5. Create and maintain a highly efficient, transparent and responsive District government.\*\* (9 Measures)**

<b>Measure</b>	<b>New Measure/ Benchmark Year</b>	<b>FY 2014 Actual</b>	<b>FY 2015 Actual</b>	<b>FY 2015 Target</b>	<b>FY 2016 Target</b>	<b>FY 2017 Target</b>
Contracts/Procurement Expendable Budget spent on Certified Business Enterprises	X	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	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				

**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.