

Status of Board Administration’s Strategic Plan Goals

January 2026

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Goal 1: Ongoing Workforce Development

Goal 1.1 – Departmental Cross-training

Board Administration Services

Status: Ongoing.

Notes:

- Reorganization is complete but the department has seen staffing changes throughout various levels, and this has caused a strain on resources. Members of the team have stepped-up and helped other cost centers when and where necessary to get legally mandated tasks done by set deadlines.

Going Forward: Formalize the ad-hoc cross-training that is occurring. Facilitate Lunch-and-Learn sessions for other departments to get familiarized with the function of each of the Office of Board Administration’s sub-departments.

Goal 1.2 – Advisory Council Toolkit

Board Administration Services

Status: Completed in FY24.

Going Forward: The Board Clerk will continue to communicate with all the Advisory Body Managers via email when necessary and act as a subject matter expert when questions arise.

Goal 1.3 – Onboarding Program for Board Members

Board Administration Services & Dorothy Peyton Gray Transportation Library & Archive

Status: Completed.

Notes:

- After feedback from Board Directors, an Onboarding Manual was created specifically for Board Deputies.
- The Onboarding Manual is continuously updated as information changes and has been presented numerous times as new Board Members have joined the Metro Board.

Going Forward: The manuals continue to be updated as information changes. Formal onboarding occurs when new Board Members join the Board, and the manual is discussed in detail. When new Board Deputies join, the Board Deputies Onboarding Manual is shared and similar to the Board Member Onboarding Manual, the information is updated as it changes.

Goal 1.4 – Succession Planning

Dorothy Peyton Gray Transportation Library & Archive

Status: On track.

Notes:

- Several cross-functional projects both within the Library & Archive and with other Board Administrative work units were launched in FY2025. All staff participated in various aspects of planning for and implementation of a new open-source integrated library system (ILS) to replace the library catalog and administrative back-end modules. Staff worked with electronic records staff to assess viability of integrating taxonomy into Preservica, the Library & Archive's digital asset management (DAM) system. Library & Archives staff worked more closely with Records Management staff on review protocols for records set for destruction.
- Three Graduate student interns provided assistance with cataloging the Wally G. Shidler Collection, continuing our geotechnical mapping project, developing archival finding aids, and optimizing the Library's web presence.
- Staff professional development in FY2025 includes founding the Southern California Map Librarians Consortium, pending collaboration with California State University, Northridge for detailed mapping, and new data initiative efforts. Staff attended training and conferences, and held a presentation at the North American Cartographic Information Society (NACIS) conference.

Going Forward: The Senior Director and the Senior Manager in the Library & Archive are both planning to retire by July 2026. In anticipation of these departures, four new FTE librarians have joined Metro beginning in 2023. The Office of Board Administration is now in a stronger position to transition to new leadership for the Library & Archive. Staff members have worked together across their own job functions to create a stronger team: developing marketing and outreach best practices, participating in various aspects of integrated library system preparation, and planning for upcoming high-profile mega events in the coming years.

Goal 1.5 – Claims for Damages Process Training for Operators

Legal Services

Status: On track.

Notes:

- Additional meetings at the discretion of Operations.
- Coordination and meetings have occurred with Risk Management and Operations Leadership.

Going Forward: Additional meetings will continue as new operations employees are onboarded. Also, developing standard operating procedures (SOPs) for the department will assist in identifying blind spots within the department and its downstream effects.

Goal 1.6 – Intradepartmental and Agencywide Training

Records Management Center

Status: Behind schedule - Nearing Year 2 Milestones

Notes:

- Working to outline the basics in records management training and reviewing County Counsel's records request training for incorporation.

Going Forward: Push to move training along in order to meet Strategic Plan timeline. FY26 looks promising as a Principal Transportation Planner (Records Management) will be hired and whose duty is to focus on training, audits, etc. Also at least one Records & Information Management Analyst is interested in supporting any training.

Goal 1.7 – Agencywide Board Systems Employee Training

Systems & Electronic Records

Status: On track.

Notes:

- Systems & Electronic Records provides year-round cross-different training and support for the agency.

Going Forward: Employee feedback will inform assessment and development of future offerings, which we will continue to develop and release. FY26 will see a migration of the SharePoint page where we host training materials so trainings are easier to access.

Goal 2: Responsive, accountable, and trustworthy governance within the Metro organization.

Goal 2.1 - Comprehensive Research Support

Dorothy Peyton Gray Transportation Library & Archive with Records Management Center

Status: On track.

Notes:

- Staff have partnered with various Metro work units to achieve Library & Archive objectives. Team members have worked with Customer Experience to streamline ingestion of Metro-generated documentation and images. They have joined the Metro Women & Girls Council to raise awareness of the Library & Archive and its resources, as well as co-authoring and editing the Council's White Paper. They have presented to the Metro Leadership Academy and supported capstone project research. They have utilized Asana software for project management and completed workflow specialist training and certification.
- Library & Archive staff are systematically reviewing the work unit's entire digital file environment – a comprehensive analysis of what is stored where, and how. The team continues to look at how we use our employee access shared network drives, files on our externally accessible drive, and our SharePoint intranet site to provide streamlined and consistent user experience for Metro employees and other users.

Going Forward: Staff continue the process of standardization of file naming and refinement of standard operating procedures for our myriad digital repositories. Staff continue to develop its Knowledge Hub of foundational Metro-oriented documentation, providing key information about the organization and its historical predecessor agencies.

Goal 2.2 – E-Filing System for Claims for Damages

Legal Services

Status: Under reconsideration.

Notes:

- See Govt Code, Article 2. Manner of Presentation and of Giving Notice {915-915.4}

Going Forward: At this time, this goal is not feasible due to legal limitations of accepting claims electronically.

Goal 2.3 – Improve Access to Forms and Information for Public

Legal Services

Status: Completed in FY23.

Goal 2.4 - Records Audits

Records Management Center

Status: Delayed.

Notes:

- Working toward a goal of resuming audits by end-of-calendar-year-2025.

Going Forward: Developing a schedule of records audits consistent with the Year 2 milestone commencing with Principal Transportation Planner as well as a Records & Information Management Analyst looking to develop further skills.

Goal 2.5 – Records Retention Schedule

Systems & Electronic Records

Status: Revised in FY24. On track.

Notes:

- Due to changes in the Records Retention Schedule (RRS) management system vendor's professional services, the full-scale legislative review will take place every 3-4 years, rather than annually.
- A full RRS review with vendor professional services was initiated in August of 2025.
- Systems & Electronic Records staff continue to monitor legislative changes through the citation mapping function available through the RRS management system and have access to professional services for review of individual items as needed.

Going Forward: Findings from the RRS review will be reviewed in FY26 Q2 and implemented in FY26 Q3.

Goal 3: Enhanced public engagement with Metro's Board of Directors.

Goal 3.1 – Public Comment Systems

Board Administration Services and Systems & Electronic Records

Status: On track.

Notes:

- Systems & Electronic Records continues to deliver enhancements to the Public Comment Registration System (PCR) based on requests from The Office of Board Administration.
- Should the Board wish to utilize online public comment, a system is available to be deployed.
- The devices (tablets) used for PCR were recently upgraded after 7 years to ensure seamless accessibility.

Going Forward: Additional enhancements to the PCR system will be informed by feedback from the public and from Board Administration staff and deployed on an ongoing basis.

Goal 3.2 – Strategic Planning

Board Administration Services

Status: On track.

Notes:

- This is an FY27 goal, no action necessary at this point.

Going Forward: Action will begin in CY25 with delivery in CY26.

Goal 3.3 – Public Access to Archived Board Meeting Documents

Systems & Electronic Records

Status: On track.

Notes:

- Staff continues evaluating systems and processes for migrating all Board documents into a single repository accessible to the public. In the meantime, a federated search tool is available for the public to search multiple Board archives (pre-2015 documents) in one place <https://mtasearch02.metro.net:23352/apps/boardarchives/>.
- Staff has begun uploading Board Box memos (2015-present) into Legistar, making them available when searching <https://boardagendas.metro.net/>.

Going Forward: Based on previous years' evaluation, develop scope of work, and acquire resources and support for migrating all Board meeting documents from the past, present, and future to a single repository.

Goal 3.4 – Board Systems (Internal)

Systems & Electronic Records/Strategic Knowledge Management

Status: On track.

Notes:

- As part of evaluating options for technology updates for web streaming of Committee and Board meetings, staff has observed other streaming public meetings and the technology they use, and consulted with staff at other agencies about their approach.
- Systems & Electronic Records staff are procuring a new encoder which will be tested to evaluate its suitability for upgrading meeting broadcasts and making streaming available on platforms outside of our current web broadcast.

Going Forward: Staff are prepared to increase focus on broadcast upgrades including availability of additional broadcast languages in preparation for the 2028 Summer Olympics.

Goal 4: Improve agencywide Strategic Knowledge Management, utilizing innovations in preservations, access, and curation of Metro's information.

Goal 4.1 – Federated Search System (Project)

Dorothy Peyton Gray Transportation Library & Archive with Systems & Electronic Records/Strategic Knowledge Management

Status: Ahead of schedule.

Notes:

- Year 1, 2 and 4 milestones are complete - a federated search tool has been procured, configured, and deployed both internally and externally to the public. Staff have been trained on the search tool.
- Metro's ontology and taxonomy platform has been integrated into the federated search tool to provide relevant keywords and search parameters.
- Year 3 milestone is ongoing as staff continues to evaluate additional metadata integrations into the search tool.
- In FY25, an enhanced management contract was acquired to take advantage of the search platform's sophisticated capabilities, and keep searches efficient and relevant.
- In FY26, we are integrating the taxonomy into the Library's new ILS (Integrated Library System).

Going Forward: We will continue to evaluate other repositories which can be integrated into the search, and other technologies which can be integrated to support it.

Goal 4.2 – Knowledge Sharing Platform

Dorothy Peyton Gray Transportation Library & Archive with Systems & Electronic Records/Strategic Knowledge Management

Status: On track.

Notes:

- Staff continue to evaluate and overhaul content on the Primary Resources website, with Knowledge Hub webpages being developed from previous web pages, posts, calendar entries and other documentation. Completed Hub pages include the histories of transit policing, alternative fuels, monorail proposals, and predecessor agencies. Site structure considerations are underway to determine how best to present this information on the site. During FY2026, additional Hub pages will be developed, which include a comprehensive list of Metro Board of Directors members, histories of Metro Divisions, and other foundational knowledge which will help answer recurring reference and research questions posed to the Library & Archive.

Going Forward: Library staff will integrate newly created knowledge into the Library's Primary Resources website as appropriate. Multi-media galleries from

the Preservica digital asset management platform, content from the new Metro Oral History program, expanded Knowledge Hub pages, a repository for news and information, and future map layering and other data assets are all under consideration for an expanding knowledge sharing platform.

Goal 4.3 – Cultural Curation

Dorothy Peyton Gray Transportation Library & Archive

Status: On track.

Notes:

- Library & Archive staff continue to ingest and synthesize documentation, images, information and data from disparate sources to create, surface and share new knowledge about the history, planning, construction, and operation of transit and transportation services across Southern California.
- Library staff coordinated accessioning the Wally G. Shidler Collection of extraordinary books, maps and ephemera from his estate into the Metro Archive. Staff negotiated with USC Libraries and the estate to acquire the entirety of his collection and successfully coordinated the transfer from USC to Metro, as well as trained a graduate student archival intern on processing procedures for this unique, irreplaceable collection.
- Library & Archive staff are developing priorities for identifying, researching, writing, and sharing topical histories and other foundational information for Primary Resources website's Knowledge Hub pages. These resources are hyperlinked to digital/digitized primary resources, allowing staff to substantiate key names, dates, events, chronologies, and to provide context within the overall mobility information landscape.

Going Forward: Library & Archive staff are planning to explore collaboration with the LA84 Foundation Library and the Automobile Club of Southern California Archives regarding digital or physical exhibits in the lead up to the 2028 Olympic and Paralympic Games. The Library & Archive has initiated preliminary discussions with Morlin Asset Management, which oversees Los Angeles Union Station, to determine how we can best showcase historical assets in advance of the 2028 Games.

Goal 4.4 – Archival Management

Dorothy Peyton Gray Transportation Library & Archive

Status: On track.

Notes:

- Archive staff have begun loading digital assets into Preservica, our digital asset management (DAM) platform. This powerful tool finally provides a comprehensive storage and retrieval solution for the Library & Archive's extensive digital holdings. Preservica facilitates file format migration by transitioning obsolete or proprietary formats into stable open formats for long-term preservation and access, ensuring their continued readability and usability over time.
- Staff have developed several working relationships with the Customer Experience department team members to facilitate the ingestion of physical and digital marketing material, Metro Art assets, and contemporaneous photographs, which allows us to archive resources "in real time."
- Staff continue to identify stakeholders across the agency who hold mutual or complimentary interests and responsibilities to strengthen and raise consciousness about our work and why it is important to the organization.

Going Forward: Library & Archive staff will continue to plan for future oral history projects to develop a diverse collection of first-hand accounts of regional transit and transportation planning, construction, and operation. Staff endeavors to surface underrepresented voices from across Metro, as well as beyond executives and decision-makers. Staff will continue to build out the Preservica digital asset management repository, identifying new access options, exploring how to market and promote its availability. Staff will explore the best way to replace hyperlinks found throughout the Primary Resources website which point to online Flickr photos and galleries and instead point to more robust Preservica galleries that feature not just images, but digital/digitized documents and other audiovisual assets.

Goal 4.5 - Records Storage, Physical and Electronic System

Records Management Center with Systems & Electronic Records/Strategic Knowledge Management

Status: On track.

Notes:

- The existing contract was extended for 1 year to allow more time to prepare for procurement. RMC has submitted a requisition to begin the new procurement, and a proposal evaluation team (PET) has been established.
- Systems & Electronic Records is working in conjunction with Research Library and Electronic Records to evaluate a new Electronic Records System.

Going Forward: While this goal is behind schedule per the Strategic Plan, RMC has extended the current physical records storage contract so that we are still on track from an operational standpoint. We will need to keep a close eye on this to secure a new contract before the new contract ends on August 1, 2026.

Goal 4.6 - Promote RMC as a Resource of the Agency

Records Management Center

Status: On track.

Notes:

- Agencywide email blasts on:
 - "Time to Tidy Up!", April 2025 (also part of larger multi-topic email)

Going Forward: Continue to be a resource to the agency and to promote our services.

Other

- Currently reviewing GEN 12 (Public Document Disclosure Request) and GEN 8 (Records Management Policy) in short term and revising, as necessary.