

Status of Board Administration’s Strategic Plan Goals January 2025

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Goal 1: Ongoing Workforce Development

Goal 1.1 – Departmental Cross-training

Board Administration Services

Status: On track.

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 will 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 will be shared and similar to the Board Member Onboarding Manual, the information will be updated as it changes.

Goal 1.4 – Succession Planning

Dorothy Peyton Gray Transportation Library & Archive

Status: Hiring and team building is complete; revision of three-year plan is underway; and revisiting positions, roles, and responsibilities is underway.

Notes:

- Onboarding of 4 new professional FTE for Library & Archive is complete.
- Hired a Digital Resources Librarian in August 2022.
- Hired a Cataloging Librarian in January 2023.
- Hired a Data Librarian in June 2023.
- Hired an Archivist in August 2023.
- FY2024 Annual Report is completed.

Going Forward: The approach of the FY2025 Annual Report is collaboration and establishing priorities, determining key statistics and metrics, while getting a handle on succession planning. Library & Archives staff continue to position themselves as leaders within the transportation knowledge management community. They have assumed executive positions among the LA as Subject network of regional libraries, archives and museums. This year, the team has worked with cartographic librarians to determine feasibility of re-establishing Southern California Digital Libraries Group and assumed leadership roles within the National Transportation Knowledge Network data group.

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. FY25 looks promising as a Principal Transportation Planner (Records Management) will be hired and whose duty is to focus on training, audits, etc.

Goal 1.7 – Agencywide Board Systems Employee Training

Systems & Electronic Records

Status: On track.

Notes:

- Systems & Electronic Records provides year-round cross department 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 as described in Milestones 3-4.

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:

- Informal discussions with Library group to better understand tools at our disposal, including the newly available federated search tool.
- Several new research tools and resources identified, purchased, launched and promoted during FY2024: EBSCO digital periodical database expanded, trial access for additional database resources launched with eye toward strategic learning objectives for Metro staff.
- Library & Archives staff networked with collaborators across Metro to gain greater understanding existing systems (ArcGIS Platform, GIS Data Portal, Metro Web Development, PowerBI, RIITS, Semaphore Taxonomy Database, Ridership Survey) and overarching data landscape within the agency.
- Library & Archive staff worked with ITS staff to identify potential data governance software adoption.

Going Forward: The Library team will continue to hold structured meetings to effectively accomplish this continuous goal. Implementing the federated search tool across all resource platforms is still underway. The Preservica digital asset management platform is in development with launch expected in FY2025.

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: In Progress, Delayed.

Notes:

- While the year 1 milestone of setting up a records coordinator list is complete, a plan and/or schedule for records audits has not yet been created. However, it is feasible that this can be created in preparation for Year 3 milestone.

Going Forward: Development of a schedule of records audits consistent with the Year 2 milestone will commence once the Principal Transportation Planner has been onboarded.

Goal 2.5 – Records Retention Schedule

Systems & Electronic Records

Status: Revised in FY24.

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 5 years, rather than annually.
- 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: The next full-scale legislative review will take place in 2026, coinciding with Milestone 5.

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:

- The Office of Board Administration has trained the Customer Experience Department (CX) to use the tablets, which has improved the turnover in public speakers during the meetings. This has also increased accuracy with order of names and members of the public that approach the podium to speak during their allotted time.
- Based on feedback received from staff, the interface views have been updated to include the names that have been called and who have spoken. This allows both CX and the Board Administration team to keep track of the queue more efficiently.

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 FY28 goal, no action necessary at this point.

Going Forward: Action will begin in CY26 with delivery in CY27.

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://mtasearch01.metro.net:23352/apps/boardarchives/>.
- Staff has begun working on 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.
- Utilizing previous year's evaluations, staff will delve further into this topic to prepare recommendations on web streaming options.

Going Forward: Staff is prepared to pursue this topic as there is an interest to expand the 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 has been trained on the search tool.
- Metro's ontology and taxonomy platform has been integrated into the 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.

Going Forward: We will continue to evaluate other repositories which can be integrated in the search, and other technologies which can be integrated to support it. Additionally, an enhanced management contract has been acquired to take advantage of the search platforms sophisticated capabilities and keep searches efficient and relevant.

Goal 4.2 – Knowledge Sharing Platform

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

Status: On Track.

Notes:

- A digital asset management knowledge sharing platform has been acquired and Systems & Electronic Records/Strategic Knowledge Management has begun documenting internal support processes. The team is actively adding information used to support Metro records systems and emergency response.
- The extensive setup process began during FY2024. The archivist and data librarian established protocols, best practices, and standard operating procedures (SOPs) for ingesting assets, standardizing metadata, creating workflow between ArchiveSpace and the Preservica platform, as well as other technical considerations for cataloging archival resources and options for public display on the Library website as well as online digital exhibits.
- Knowledge base pages are being developed for the Library, which include ongoing synthesis of disparate information found in the archive of previously answered reference questions, in-house research, and various repositories of text, image, video and electronic assets. The site augments

the plan in place to capitalize on knowledge base capabilities of new digital asset management platforms.

- Our Knowledge Base (now known as “Knowledge Hub”) infrastructure has been developed and launched along with the rest of our website revisions in late summer, 2024. Key subject areas targeted for initial launch included key facts about predecessor transit agencies, famous people in local transit history, a comprehensive list of Metro CEOs along with dates of tenure, and histories of Metro bus and rail divisions. These knowledge hub entries will allow the Library & Archive to develop consistent frameworks for similar types of information, allowing for a more predictable and pleasant user experience online.
- The entire Primary Resources website for Metro Research Library & Archive has been evaluated and overhauled, with re-launch set for summer, 2024. Key new features include how end-users can execute transit and transportation research of all kinds, how to locate key data related to transit and transportation, how to search our digital and digitized collections, access to our *Los Angeles Transportation Headlines* directly on our website, and re-tooling previous blog posts as “evergreened” news and update entries, knowledge hub entries for core information of lasting research and historical significance, or FAQ responses.

Going Forward: The new Library website will continue to be updated and re-evaluated, with additional content added later. We will be assessing options for screencast tutorials (e.g. how to search our online Library catalog, how to access our Libby/Overdrive e-book collection, how to search the Transportation Research Information Database (TRID)), and space for interactive timelines as well as our forthcoming oral history program.

Goal 4.3 – Cultural Curation

Dorothy Peyton Gray Transportation Library & Archive

Status: On Track.

Notes:

- Metro’s first-ever professional archivist recruited, selected, hired and onboarded in FY24.
- We have collaborated with Metro Communications/CX Department on several public outreach projects, including “This is 30” celebration of Metro’s 30th anniversary, Los Angeles’ 100th anniversary of bus service, research for other significant milestones for posts on Metro’s The Source.
- Providing the CEO’s office and Board staff with time-sensitive historical context (e.g. staff communications, All-Hands Meeting sites, milestones in past Board member’s tenure, Metro-related contributions of former U.S. House member).
- Los Angeles Railway exhibit launched early 2023, a collaborative effort of Metro Library & Archive with the Metro Art program.
- Library & Archive staff worked with Getty Research Institute to execute a conservation assessment of the fragile, framed 1927 Laura Whitlock Map outside the Library. The map has been photographed and the Library &

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Archive is in possession of high-resolution imaging that will allow us to reduce wear and tear on the original resource. The digital surrogate may be used in creating new knowledge resources in the future, such as data layering with other information (e.g. census, ridership numbers), mash-ups with other maps to surface additional information, or to pin digital photos or films to specific locations on the map.

- Library & Archive staff are actively engaging the Customer Experience team to promote and celebrate departmental assets. Resources have been featured in numerous Friday Facts, Daily Brief and Metro's *The Source* posts throughout FY2024.
- Library & Archive staff conceived, assembled, launched and promoted a Black History Month / Juneteenth exhibit for the Plaza Level display cases at Gateway Headquarters.
- Library & Archives staff strengthened relationships with the Office of Civil Rights, Equity, and Race employee resource groups, and Metro Art to further facilitate collaboration for future exhibits.
- Library & Archive staff have met with peers at: Los Angeles Public Library; California State University, Northridge; University of California, Los Angeles; University of Southern California; Getty Research Institute, Automobile Club of Southern California Archives; the LA as Subject network.

Going Forward: Library & Archive staff will be reaching out to peers at several institutions in FY2025, including City of Los Angeles Archives; LA84 Foundation, the Academy of Motion Picture Arts & Sciences Margaret Herrick Library; and Lucas Museum of Narrative Art. We are in initial stages for planning how to celebrate the 100th birthday of our Whitlock Map (2027) and potential for exhibit in conjunction with the archival collections of Union Station.

Goal 4.4 – Archival Management

Dorothy Peyton Gray Transportation Library & Archive

Status: In Development

Notes:

- Metro's first-ever professional archivist recruited, selected, hired and onboarded in FY24.
- The Library & Archive has selected a digital asset management system to provide long-term collection, organization, storage, and retrieval for digital and digitized assets of lasting historical significance for the agency.

Going Forward: The archivist will identify archives priorities and develop strategic direction for a work plan regarding collection development, preservation/conservation, and access. This includes developing protocols for accessing and/or ingesting enterprise digital assets held by the Communications Department in their Portfolio Extensis platform. The archivist will also develop protocols in coordination with Records Management for reviewing material set for destruction and assessing its value as resources of lasting research significance. The archivist will work with the data librarian for preliminary work launching use of new digital asset management system, and develop a framework for Metro

Oral History project. They will also work collaboratively with the digital resources librarian and other stakeholders across these and other projects.

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.

Going Forward: While this goal is behind schedule per the Strategic Plan, RMC has extended the current 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 end date of August 1, 2025.

Goal 4.6 - Promote RMC as a Resource of the Agency

Records Management Center

Status: On track.

Notes:

- Agencywide email blasts on:
 - “Help Guard Metro Records”, January 2024

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.