Status of Board Administration's Strategic Plan Goals
January 2024

Contents

Goal 1: Ongoing Workforce Development

Goal 1.1 – Departmental Cross-training

Board Administration Services

Status: Accelerated

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.

Goal 1.2 – Advisory Council Toolkit

Board Administration Services

Status: Under Reconsideration

Notes:

- After meeting with various Advisory Council Managers, it has been determined that the Board Clerk can be the touchpoint for general procedural questions for properly running a meeting and posting meeting notices but should not handle all things that involve advisory bodies.

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.

Goal 1.3 – Onboarding Program for Board Members

Board Administration Services & Dorothy Peyton Gray Transportation Library & Archive

Status: Complete

Notes:

- The Onboarding Manual is continuously updated as information changes and has been presented numerous times as new Board Members and Board Staff have joined the Metro Board.

Going Forward: Will continue to update the manual as information changes.

Goal 1.4 – Succession Planning

Dorothy Peyton Gray Transportation Library & Archive

Status: On Track (Hiring completed; Team building underway)

Notes:

- Onboarding of 4 new professional FTE for Library & Archive complete
- Hired a Digital Resources Librarian, start date August 2022
- Hired a Cataloging Librarian, start date January 2023
- Hired a Data Librarian, start date June 2023
- Hired an Archivist, start date August 2023

Going Forward: Revising three-year team plan, revisiting individual and collaborative roles

Goal 1.5 – Claims for Damages Process Training for Operators

Legal Services
> **Status:** In progress
> **Notes:**
> - Coordination and meetings have occurred with Risk Management and Operations Leadership.
>
> **Going Forward:** Additional meetings will continue as new operations employees are onboarded.

Goal 1.6 – Intradepartmental and Agencywide Training

Records Management Center
> **Status:** Behind schedule - Nearing Year 2 Milestones
> **Notes:**
> - Held various intradepartmental meetings so that RMC staff understand the various roles within the department. Many of these trainings are done in conjunction with County Counsel. This includes meeting with Procurement to understand their procedures, notably the "blackout period."
> - Met with Major Capital Project Engineering regarding making environmental records more accessible to the agency, and with Design Studio to discuss how to build a database of station artwork.
>
> **Going Forward:** Push to move training along in order to meet Strategic Plan timeline.
>
> Note: This and other Records Management Center goals have unexpectedly suffered due to changes in staff. In the second half of FY23, RMC lost one full-time employee to an interim assignment, and RMC's County Counsel contact left the agency. This has led to RMC focusing its resources on public records requests, since these leave the agency most susceptible to litigation if not addressed per the law.

Goal 1.7 – Agencywide Board Systems Employee Training

Systems & Electronic Records
> **Status:** Slightly ahead of schedule – Year 3 and 4 Milestones were engaged as additional training resources were identified and released
> **Notes:**
> - Systems & Electronic Records provides year-round cross department training and support for the agency.
> - Created a set of training videos for ad-hoc/as-needed response to troubleshooting common user errors in Spring 2023.
> - Redesigned on-demand video trainings and user guides were deployed Fall 2023.
>
> **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.
>
> **Going Forward:** Continue to hold structured meetings to effectively accomplish this continuous goal.

Goal 2.2 – E-Filing System for Claims for Damages

Legal Services

> **Status:** Under Reconsideration
> **Notes:**
> - At this time, this goal is not feasible due to legal limitations of accepting claims electronically.
>
> **Going Forward:** Discussions will need to occur with County Counsel for next steps.

Goal 2.3 – Improve Access to Forms and Information for Public

Legal Services

> **Status:** FY23 Goal – Completed.

Goal 2.4 - Records Audits

Records Management Center

> **Status:** In Progress
> **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:** To develop a schedule of records audits consistent with Year 2 milestone.

Goal 2.5 – Records Retention Schedule

Systems & Electronic Records

Status: Revised

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 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 electronic Public Comment Registration (PCR) system was redeployed beginning March 2023, when the public was welcomed back into the Gateway HQ building for Board Meetings. This redeployment included enhancements to the PCR system which improve user-experience for the public, and for Board Administration staff.
- Online public comment functionality is being used for Metro's Service Councils (5), and Taxpayer Oversight Committees (3).

    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. Considerations for integrating a system for online/telephone comment registration in a single PCR system will be evaluated.

    Other: A sub-goal will be added to Goal 3.1 to address issues that arise from inconsistencies and inaccuracies with simultaneous language translation. These issues are addressed with the current vendor by requesting specific translators that appear to grasp the subject and tone of the topic better than others, but it is a work in progress that the department must monitor on a continuous 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:

- Evaluate systems and processes for migrating all Board documents into a single repository accessible to the public is a Year-3 milestone. In the meantime, we've launched a federated search tool for the public to search multiple Board archives (pre-2015 documents) in one place.

    Going Forward: Acquire resources and support for migrating to a single repository for all board meeting documents from the past, present, and future.

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.

Going Forward: Staff will use their evaluations from this year to determine the viability of options for upgrades to web streaming.

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 and 2 milestones are complete - a federated search tool has been procured, configured, and deployed both internally and to the public. Staff has been trained on the search tool.

Going Forward: We will continue to evaluate other repositories which can be integrated in the search, and other technologies, such as the taxonomy tool, 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:

- A digital asset management knowledge sharing platform has been acquired for the library. Systems & Electronic Records/Strategic Knowledge Management has begun documenting internal support processes and is actively adding information used to support Metro records systems and emergency response.
- Knowledge base pages are being developed for the Library which include ongoing synthesis of disparate information found in archive of previously answered reference questions, in-house research, and various repositories of text, image, video and electronic assets. The site augments plans in place to capitalize on knowledge base capabilities of new digital asset management platforms.

Going Forward: Developing content for external users and permissions to control access. The new data librarian hired in FY2023 possesses WordPress skills and experience which supersedes need for consultant to enhance content for knowledge sharing platform. This allows staff to modernize the site as the de facto Library & Archive web page, optimize content organization, and advise on options for how to best surface critical knowledge base content in the federated search project.

Goal 4.3 – Cultural Curation

Dorothy Peyton Gray Transportation Library & Archive

Status: In Progress and In Development

Notes:

- Metro's first-ever professional archivist recruited, selected, hired and onboarded in FY24
- Collaboration 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 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 Metro Art program

Going Forward: The Archivist will serve as point person for conceiving, planning, executing, and promoting high-interest traditional and digital exhibits, with an eye toward Metro's current mobility agenda and agency strategic plan. They will explore opportunities for external collaboration with regional libraries, archives and museums as well as internal Metro departments to incorporate our rich history as appropriate.

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
- 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 directions 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 Communications Department in their Portfolio Extensis platform. 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. Archivist will work with 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 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 will resubmit a requisition soon, per Procurement's advice.

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 in order to secure a new contract before the new contract end date of August 1, 2024.

Goal 4.6 - Promote RMC as a Resource of the Agency

Records Management Center

Status: On track

Notes:

- Agencywide email blasts on:
  - "How Do Public Records Requests Work," sent January 2023
  - Records Management Month, sent April 2023, including:
    - Recordkeeping basics
    - The Records Coordinator program
    - Off-Site Storage

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

Other

- Working to update incident video retention alongside Transit Management Systems; in progress.
- Working in close concert with outside counsel on multiple lawsuits.
- To update GEN 12 (Public Document Disclosure Request) and GEN 56 (Legal Holds) in short term.