

# Status of Board Administration’s Strategic Plan Goals January 2023

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## Summary of Progress

### **Complete:**

Goal 2.3 – Improve Access to Forms and Information for Public

### **Ahead of Schedule:**

Goal 1.3 – Onboarding Program for Board Members

Goal 1.6 – Intradepartmental and Agencywide Training

Goal 4.1 – Federated Search System (Project)

Goal 4.6 - Promote RMC as a Resource of the Agency

### **On Track:**

Goal 1.1 – Departmental Cross-training

Goal 1.2 – Advisory Council Toolkit

Goal 1.4 – Succession Planning

Goal 1.5 – Claims for Damages Process Training for Operators

Goal 1.7 – Agencywide Board Systems Employee Training

Goal 2.1 - Comprehensive Research Support

Goal 2.4 - Records Audits

Goal 2.5 – Records Retention Schedule

Goal 3.1 – Public Comment Systems

Goal 3.2 – Strategic Planning

Goal 3.3 – Public Access to Archived Board Meeting Documents

Goal 3.4 – Board Systems (Internal)

Goal 4.2 – Knowledge Sharing Platform

Goal 4.3 – Cultural Curation

Goal 4.4 – Archival Management

Goal 4.5 - Records Storage, Physical and Electronic System

### **Delayed or Paused:**

Goal 2.2 – E-Filing System for Claims for Damages

## Goal 1: Ongoing Workforce Development

### Goal 1.1 – Departmental Cross-training

*Board Administration Services*

**Status:** On Track

**Notes:**

- The Board Clerk's Office is fully staffed, and the Chief Administrative Analyst's training is complete. Additional reclassifications are needed for effective cross-training.

**Going Forward:** Will continue to work with HR to reorganize, restructure, and right-size the department and subgroups. This will ensure that the cross-training is effective.

### Goal 1.2 – Advisory Council Toolkit

*Board Administration Services*

**Status:** On Track

**Notes:** Year 2 Milestone is in progress:

- Met with Dolores Ramos to determine her best practices regarding onboarding for Service Sector Council Members
- Met with Danielle Valentino to determine her best practices regarding onboarding for CAC Members

**Going Forward:** The new training program and tool kit will be completed this year.

### Goal 1.3 – Onboarding Program for Board Members

*Board Administration Services & Dorothy Peyton Gray Transportation Library & Archive*

**Status:** Ahead of Schedule

**Notes:** Year 1 Milestone is complete, and Year 2 and 3 Milestones are in progress:

- Met with 3 Board Offices and compiled comments for what is expected
- Drafted and circulated a draft onboarding document
- Incorporated feedback from Board Offices, Chief Ethics Officer, and Chief Executive Officer into the draft onboarding document

**Going Forward:** Onboarding document has been finalized and is expected to be presented to new Board Directors (onboarding occurring mid-to-late December). Document will be updated when necessary.

### Goal 1.4 – Succession Planning

*Dorothy Peyton Gray Transportation Library & Archive*

**Status:** On Track

**Notes:**

- Hired a Digital Resources Librarian, start date 8/15/2022
- In the process of hiring 3 additional librarians with specific specialties (cataloging, archivist, data)

**Going Forward:** Will continue to work with HR to complete hiring. Will continue to develop the knowledge library for staff.

## Goal 1.5 – Claims for Damages Process Training for Operators

### *Legal Services*

**Status:** On Track

**Notes:**

- This is an FY24 Milestone.
- Began coordinating with Risk Management and Vehicle Operations.
- Multi-departmental staff shortages have prevented pre-work from progressing as far as anticipated.

**Going Forward:** Additional coordination is required and is on-going.

## Goal 1.6 – Intradepartmental and Agencywide Training

### *Records Management Center*

**Status:** Ahead of schedule

**Notes:** Year 1 Milestone is accomplished, Year 2 Milestones are nearing completion.

- Held various intradepartmental cross-trainings so team members in RMC understand the various roles within the department. Many of these trainings are done in conjunction with County Counsel.
- Presented approximately 6 times to Metro departments with respect to organizing and/or storing files in preparation for teleworking.

**Going Forward:** These departmental trainings will continue and be supplemented with more structured education through professional organizations such as NAGARA and ARMA. Agencywide training is in the works and on schedule to meet Year 3 Milestone of implementing these trainings.

## Goal 1.7 – Agencywide Board Systems Employee Training

### *Systems & Electronic Records*

**Status:** On Track

**Notes:**

- On track to finish update to employee user self-service training.

**Going Forward:** Employee feedback on initial offerings will inform assessment and development of future offerings, which are addressed in Year 2 through 5 Milestones.

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:**

- RMC has held informal discussions with the Library group to better understand tools at its disposal for conducting transportation research, including the newly available federated search tool.

**Going Forward:** To hold more structured meetings in order to discover new opportunities for Research and Records collaborations.

Goal 2.2 – E-Filing System for Claims for Damages

*Legal Services*

**Status:** Paused

**Notes:**

- Currently, 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. This is an FY24 goal.

Goal 2.3 – Improve Access to Forms and Information for Public

*Legal Services*

**Status:** Complete

**Notes:**

- Fillable versions of the claim forms in Spanish and English are now available online.

**Going Forward:** It needs to be determined if additional languages should be added online or if using a translating service is more financially responsible due to lack of demand.

## Goal 2.4 - Records Audits

*Records Management Center*

**Status:** On Track

**Notes:**

- Year 1 Milestone of setting up Departmental Records Coordinators list is complete.
- Year 3 Milestone was initiated by completing a records audit of Legal Services.

**Going Forward:** A schedule of departmental records audits will be developed, consistent with Year 2 Milestone.

## Goal 2.5 – Records Retention Schedule

*Systems & Electronic Records*

**Status:** On Track

**Notes:**

- Year 1 Milestone is complete - All Records Retention Schedule changes have been made in the Retention Schedule management system.
- Systems & Electronic Records staff have trained RMC staff on using the system for reference and for managing future updates

**Going Forward:** We're prepared to engage with the RRS management system vendor for annual legislative reviews in order to fulfill Year 2 through Year 5 Milestones.

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

### Goal 3.1 – Public Comment Systems

*Board Administration Services & Systems & Electronic Records*

**Status:** On Track

**Notes:**

- The electronic Public Comment Registration (PCR) system and kiosks are ready to be redeployed when Board meetings are in person.
- Online public comment functionality is available for Board meetings if desired.

**Going Forward:** Enhancements to the PCR system will be informed by the conditions in which in-person meetings are held when they are resumed. Considerations for integrating a system for online/telephone comment registration in a single PCR system will be evaluated.

### 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:**

- The migration of 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:**

- Staff has been observing other streaming public meetings and the technology they use, and consulting with staff at other agencies about their approach.

**Going Forward:** Staff will use their observations to fulfill the Year 2 Milestone, “Evaluate options for technology updates for web streaming Committee and Board meetings.”



## Goal 4: Improve agencywide Strategic Knowledge Management, utilizing innovations in preservation, 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 Milestones are complete - a federated search tool has been procured, configured, and deployed both internally and to the public. Staff have been trained on the search tool.

**Going Forward:** To fulfill Year 3 Milestone, 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 knowledge sharing platform has been developed for the library.
- Systems & Electronic Records/Strategic Knowledge Management has completed Year 3 Milestone ahead of schedule, by documenting internal support processes and information used to support Metro records systems and emergency response in the knowledge sharing platform.
- Planning for development of knowledge base pages on Metro Primary Resources site has commenced. This entails ongoing synthesis of disparate information found in an archive of previously answered reference questions, in-house research, and various repositories of text, image, video and electronic assets.
- We are working with HR to hire a Data Librarian. Candidate interviews began November 2022.

**Going Forward:** We will continue to evaluate content and access permissions for external users on the knowledge sharing platform, in pursuit of Milestone 2. Plans during FY2023 to hire a WordPress consultant to modernize the Primary Resources 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. New Data Librarian hired in FY2023 could play a key role in enhancing content for knowledge sharing platform.

### Goal 4.3 – Cultural Curation

*Dorothy Peyton Gray Transportation Library & Archive*

**Status:** On Track

**Notes:**

- As part of Year 1 Milestone, the Library and Archive supported development of the Union Station Los Angeles Railway and Los Angeles Motorcoach History Exhibit beginning in FY23 Q2
- Recruitment of professional Archivist began in FY2023 Q1

**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 – crucial components of Year 2 through 5 Milestones. The Archivist 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. Staff are currently working with Communications on the 30th anniversary of Metrolink and Metro, the 100th anniversary of bus service and other significant milestones in FY23 and beyond.

### Goal 4.4 – Archival Management

*Dorothy Peyton Gray Transportation Library & Archive*

**Status:** On Track

**Notes:**

- Staff is evaluating Archival Management Systems – Year 1 Milestone
- Recruitment of professional Archivist began in FY2023 Q1.

**Going Forward:** The Archivist will identify archives priorities and develop strategic directions for a work plan regarding collection development, preservation/conservation, and access. They will be a crucial decision maker in the acquisition of an Archival Management System – Year 2 Milestone. They will develop protocols for accessing and/or ingesting enterprise digital assets held by Communications Department in their Extensis Portfolio platform. The Archivist will also develop protocols in coordination with Records Management for reviewing records scheduled for destruction and assessing their value as resources of lasting research significance. Archivist will work collaboratively with Digital Resources Librarian and other stakeholders across these and other projects identified in Year 3 through 5 Milestones.

## Goal 4.5 - Records Storage, Physical and Electronic System

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

**Status:** On Track

**Notes:**

- Scope of Work and requisitions have been submitted for off-site storage contract – Year 1 Milestone
- Research has commenced on Electronic Records systems, in conjunction with the Research Library and Electronic Records team – Year 3 through 5 Milestones

**Going Forward:** A new off-site storage contract will be secured before August 1, 2023 – Year 2 Milestone. We will continue to collaborate with the Research Library and the Electronic Records team to develop the business case and requirements for a new Electronic Records Management system.

## Goal 4.6 - Promote RMC as a Resource of the Agency

**Status:** Ahead of Schedule

**Notes:**

- RMC has made significant headway on Year 1 and 2 Milestones – communicating record keeping best practices across the agency. Agency-wide communications have included topics such as:
  - Adoption of new Records Retention Schedule, sent August 2021.
  - Introduction of Board Administration group, sent February 2022.
  - Records Management Month, five emails sent in April 2022.
- Worked with Countywide Planning & Development to discuss how to dispose of, store, and/or scan records in preparation for teleworking. Five presentations in May 2022.
- RMC participates in the hoteling working group – a group to help the agency work through the necessary steps of the hoteling pilot program.
- Developed plan to send quarterly emails agencywide regarding general records management.

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

### **Other**

- RMC developed a departmental mission and values statement, April 2022. This mission and its values will further guide the department in achieving goals.
- Received approval of GEN 8, the agency's records management policy.
- We plan to update GEN 12 (Public Document Disclosure Request) and GEN 56 (Legal Holds) in very short term.