

# Proposed FY 2022 Director of Board Support Goals & Performance Measures

Administration Committee  
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Director of Board Support



# Proposed FY 2022 Goals and Performance Measures

	Strategic Priority:	Goal:	Performance Measure:
1	<b>Strategic Priority #1</b> Enhance the safety and service experience through customer-focused initiatives	Continuity of Operations Plan (COOP) Updates – Pre and Post COVID Pandemic	DART is required to update and submit a COOP for every department. The Office of Board Support will prepare updates directly related to the COVID pandemic. <b><u>PANDEMIC INSTRUCTIONS</u></b> A) The updates will include training Board members of Teams meeting software, script instructions, closed sessions, and following COVID safety regulations. B) The post pandemic process of returning to open public meetings following pandemic regulations. COOP will be finalized, and submitted, by <b>September 1, 2022.</b>

# Proposed FY 2022 Goals and Performance Measures *(cont.)*

	Strategic Priority:	Goal:	Performance Measure:
2	<b>Strategic Priority #2</b> Provide stewardship of the transit system, agency assets and financial obligations	Return to Open Public Meetings.	Update Return to Open Public Meetings Plan – <b>This is a working document subject to change.</b> Following pandemic regulations, revise signage, meeting logistics and communication. Assure Board members, staff and public abide by the rules and regulations set by the TSA. This is an <b>ongoing</b> process and requires flexibility and communication within the agency.

# Proposed FY 2022 Goals and Performance Measures *(cont.)*

	Strategic Priority:	Goal:	Performance Measure:
3	<b>Strategic Priority #1</b> Enhance the safety and service experience through customer-focused initiatives	Trial Board Elections	<p>The Trial Board Panel are the arbitrators elected for the hourly employee grievance process. They are elected by the Board of Directors and serve a three-year term. The current panel's term ends September 30, 2022.</p> <p>An election process will begin summer of 2022. This includes a call for nominations and employee comment period. The submission of arbitrators for election will be distributed to all Board Members. Board Members will prioritize their top 9 selections and a ballot will be presented to the Board of Directors for election in <b>August 2022</b>.</p>

# Proposed FY 2022 Goals and Performance Measures *(cont.)*

	Strategic Priority:	Goal:	Performance Measure:
4	<b>Strategic Priority #5</b> Enhance DART's role as a recognized local, regional, and national transportation leader	Professional organization participation; APTA, WTS, SWTA.	Continue serving on APTA Committees, WTS Advisory Council and assist with program development of APTA conference. This would include webinar program development for Zoom and Teams meetings.
5	<b>Strategic Priority #2</b> Provide stewardship of the transit system, agency assets and financial obligations	Two Board Workshops Each Fiscal Year	Work with the Chairman to schedule and coordinate the logistics for two Board Workshops, including agenda preparation, selection of location, catering, and communication. Board Workshops are open to the public requiring posting agendas and distribution of materials. Logistics and communication completed <b>two-weeks</b> prior to workshop.

# Proposed FY 2022 Goals and Performance Measures *(cont.)*

	Strategic Priority:	Goal:	Performance Measure:
6	<b>Strategic Priority #1</b> Enhance the safety and service experience through customer-focused initiatives	Returned Grievances Library	<p>The Legal Files software is used by the Trial Board Administrator for electronic filing, reporting, and retaining grievances received by the Office of Board Support. Accountability and transparency are essential elements in building trust both within the Agency and with the clients we serve.</p> <p>The creation of a “Returned Grievance Library”, allows current and future OBS staff to have a database of past returned grievances.</p> <p>The database will include the following elements: <b>(1)</b> name of the grievant, <b>(2)</b> date the grievance was filed, <b>(3)</b> date the grievance was returned, <b>(4)</b> the issue(s) that was the basis of the return of the grievance, and <b>(5)</b> a copy of the return letter and the grievance submitted.</p>

# Proposed FY 2022 Goals and Performance Measures *(cont.)*

	Strategic Priority:	Goal:	Performance Measure:
6	<b>Strategic Priority #1</b> Enhance the safety and service experience through customer-focused initiatives	Returned Grievances Library	<b><i>(Continued)</i></b> Legal files will allow a user to search for returned grievances based on the five (5) criteria listed above. The returned grievance also serves as a concrete guide for others to follow and to promote consistent returned decisions, transparency, and confidence. Given that returned grievances are intermittent throughout the year, there is no need to produce a quarterly report. <b>An annual report would be provided at the end of the fiscal year.</b>

# Questions?



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