

## New Board Secretary Michelle Jackson Plans High-Tech Upgrade of Office



(September 28) MTA Board Secretary Michelle Jackson knows that her position has always been a hands-on job, but giving it a high-tech capability will improve service to Board members, agency staff and the public.

Jackson, who was appointed to her new position, Aug. 26, joined the SCRTD as a senior secretary in 1988, but has worked in the Board Secretary's office since March, 1989. Ten years' experience dealing with Board matters has helped form ideas about changes needed to improve service.



"I'd like to have a seamless operation," Jackson said. "We need to upgrade and enhance our technological capability by putting Board reports on the Internet, for example. We also need the ability to more readily track and retrieve the information we have, instead of relying on paper records."

New computers will be coming into the Secretary's office soon and this will give Jackson an opportunity to put all Board actions, back to 1985, on a data base that could be accessed by employees.

**Michelle Jackson**

The eight members of the Board Secretary's staff are responsible for preparing agendas and assembling Board packages, taking and disseminating minutes and recaps of Board actions. The office also accepts legal service – subpoenas, requests for documents and depositions, etc. – for the agency and its employees.

Prior to joining the SCRTD, Jackson was an associate sub-contract administrator with the Ralph M. Parsons Co. She lives in Pasadena with

her daughter, Joni, 25, who is in the pet food marketing division of Nestle. She also has a granddaughter, Sage, 8.

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