

**LONG BEACH TRANSIT  
BOARD OF DIRECTORS MEETING  
MINUTES**

**THURSDAY, FEBRUARY 27, 2020  
411 W. OCEAN BOULEVARD  
CIVIC CHAMBERS, 12:00 PM**

Colleen Bentley, Chair  
Michael Clemson, Vice Chair  
Adam Carrillo, Secretary/Treasurer  
Jeffrey Price, Director



Sumire Gant, Director  
David H. Sutton, Director  
Lea Eriksen, City Representative

Kenneth A. McDonald,  
President and Chief Executive Officer

---

**REGULAR MEETING - NOON**

1. Call to Order. (Colleen Bentley)

The meeting was called to order at noon.

2. Roll Call. (Ivette Dubois)

Chair Bentley welcomed Long Beach Transit's (LBT) newest Board members, Jeffrey Price and David Sutton.

**Commissioners** Jeffrey Price, Sumire Gant, David Sutton, Adam Carrillo, Michael  
**Present:** Clemson and Colleen Bentley

3. Employee Recognition. (LaVerne David)

Employees of the Month for February 2020:  
Adan Covarrubias, Transit Service Delivery and Planning  
Armando Estrada, Maintenance and Infrastructure  
Vidhya Sridhar, Staff

**INFORMATION ITEM**

LaVerne David, Executive Director/VP, Employee and Labor Relations, acknowledged the February 2020 Employees of the Month, who were not present.

4. Public Comment.

Any member of the public may approach the lectern and, upon recognition by the Chair, state his or her name and proceed to address the Board on any item within the subject matter jurisdiction of the Long Beach Transit (LBT) Board of Directors, provided that no action may be taken on off-agenda items unless authorized by law. Comments shall be limited to three minutes, unless different time limits are set by the Chair, subject to the approval of the Board.

There were no public comments.

5. President and CEO Monthly Report. (Kenneth McDonald)

- Safety and Service Quality
- Employee Engagement
- Customer Experience
- Community and Industry Focus

**INFORMATION ITEM**

Kenneth McDonald, President and CEO, presented his monthly report.

**IMPROVE SAFETY AND SERVICE QUALITY**

Under LBT's focus to Improve Safety and Service Quality:

- The following were accident-free days at LBT:
  - o Sunday, January 26;
  - o Tuesday, January 28;
  - o Friday, January 31;
  - o Friday, February 7;
  - o Friday, February 9;
  - o Tuesday, February 18; and
  - o Saturday, February 22

There were no preventable or non-preventable accidents on these days. Since the beginning of the calendar year, LBT has had a total of 11 accident-free days at LBT.

- During the month of February, LBT's Safety department conducted a safety blitz campaign concentrated around the dangers of high blood pressure.

On Tuesday, February 4 at LBT2 and Thursday, February 6 at LBT1, LBT Safety staff met with Operators to share facts about high blood pressure's related risk of heart disease and stroke. They also discussed ways to help reduce high blood pressure.

Questions relating to the safety theme were asked of the Operators for a chance to win gift cards. In addition to the gift cards, water and healthy snacks were provided.

### **FOSTER EMPLOYEE ENGAGEMENT**

In LBT's continued effort to Foster Employee Engagement:

- LBT's Training department facilitated 12 courses to 163 employees on topics including, but not limited to:
  - o State Mandated Annual Refresher Training;
  - o New Operator and Mechanic Graduation;
  - o Operator Bid Refresher
  - o Maintenance Forklift, Electric Pressure Washer and BYD Thermal King Training
  - o Maintenance Supervisor/Mechanic Driver Training
  - o Operator's Log Training
  - o New Hire and Cal/OSHA training for Utilities and Custodians
  - o Re-training for Operators who have returned from long-term absences or have had preventable accidents

### **ENHANCE CUSTOMER EXPERIENCE**

Under LBT's priority to Enhance Customer Experience:

- LBT participated in 10 events geared towards its high school and collegiate students across the City:
  - o Information Table at Millikan High School;
  - o Welcome Week at California State University, Long Beach;
  - o First Week of Spring Classes at Long Beach City College; and
  - o TAP Card Drives at McBride, Beach and Reid high schools

At each event, Community Relations staff provided information regarding LBT's services and products, including TAP Cards or U-Pass products.

- LBT also conducted three meetings and presentations geared towards its

Senior customers and customers with Disabilities at:

- o Speaker Anthony Rendon's Senior Legislative Breakfast;
- o Transit Tutorial for Seniors living at the Senior Arts Colony; and
- o Bus Safety Presentation to LBUSD's Adult Community Transition Program at Tucker Elementary

At each event, Community Relations staff promoted Senior and Disability TAP cards and provided LBT route and schedule information.

### **PROMOTE COMMUNITY AND INDUSTRY FOCUS**

In an effort to strengthen LBT's focus on the communities it serves and the transportation industry:

- On Wednesday, January 29, LBT hosted a UCLA Commuter Express Service Public Participation Meeting at the Skylinks Long Beach Golf Course meeting room.

The purpose of the meeting was to discuss the pilot project LBT launched last April 2019 with support from UCLA and Westwood Village Business Improvement District.

This meeting is one of several outreach tactics utilized to garner input about service and fare equity. It also helped LBT to determine if there is a disparate impact or disproportionate burden on disadvantaged communities.

LBT's Executive Director/VP, Customer Relations and Communications, as well as the Regulatory Compliance and Civil Rights Officers gave a presentation outlining the service and next steps pertaining to the pilot.

The meeting was attended by over 40 individuals who provided feedback on the service.

- On Saturday, February 1, Chair Bentley joined LBT's Executive Leadership Team and staff as LBT hosted the dedication event for the DETERMINATION Long Beach mural along Cherry Avenue.

The event, in partnership with The Arts Council for Long Beach and Centro CHA, featured a meet-and-greet with the artist "Big Sleeps," music and dance performers, food and community information booths.

- On Friday, February 7, the Deputy CEO, as LBT's representative on the California Transit Association's Executive Committee, attended its bi-monthly business meeting.

Meeting topics included:

- o Governance matters;
  - o Identifying the Association's long-range priorities, which included advocacy, funding and ridership; and
  - o Discussion of the state's legislative priorities such as the Transportation Development Act reform and transit electrification
- On Wednesday, February 13, LBT participated in the Southern California Chapter of the Conference of Minority Transportation Officials annual Black History Month Recognition Awards and Reception at the California African American Museum in Los Angeles.

With LBT's Deputy CEO serving as emcee, she shared numerous contributions African Americans have made not only to this country's history, but also to the transportation industry.

In celebration of those achievements, and those yet still to come, the event recognized four Southern California Transportation Trailblazers who are making a significant contribution to the transportation industry in the region.

- On Wednesday, February 19 and Thursday, February 20, CEO McDonald as a member on the Zero Emission Bus Resource Alliance Executive Council, attended the Charger Manufacturer and Hydrogen Supplier Roundtable in Seattle, Washington.

Hosted by King Country Metro, the two-day roundtable consisted of meetings with manufacturers and vendors, who:

- o provided overviews of their products and services; as well as
- o answered pre-established questions submitted by ZEBRA member agencies regarding infrastructure needs for hydrogen and BEB fleets.

The purpose of the roundtable was to receive feedback and information on requirements to assist agencies on their zero-emission fleet expansions.

Chair Bentley commended LBT for the mural dedication event and stated it was a successful event.

## NOTICE TO THE PUBLIC

All matters included on the Consent Calendar are considered routine by the LBT Board of Directors and will be enacted by one motion. There will be no separate discussion of these items unless a member of the Board of Directors or the public so requests, in which event the matter shall be removed from the Consent Calendar and considered as a separate item.

## CONSENT CALENDAR (6)

Passed the Consent Calendar

**A motion was made by Vice Chair Clemson, seconded by Secretary/Treasurer Carrillo, to approve Consent Calendar Item 6. The motion carried by the following vote:**

**Yes:** 4 - Sumire Gant, Adam Carrillo, Michael Clemson and Colleen Bentley

**Abstain:** 2 - Jeffrey Price and David Sutton

6. [20-019TR](#) Recommendation to approve the minutes of the regular session meeting held on January 23, 2020.

## REGULAR CALENDAR

7. [20-018TR](#) Monthly Financial Report. (Lisa Patton)

### INFORMATION ITEM

Lisa Patton, Executive Director/VP, Finance and Budget, presented the monthly financial report.

Secretary/Treasurer Carrillo referred to page 2 of the monthly financial report and asked what expenditures were under Security. Ms. Patton stated

that security services and Transit Ambassadors expenditures were included under Security.

Chair Bentley noted that ridership was increasing. Ms. Patton confirmed her statement.

**This TR-Agenda Item was received and filed.**

8. [20-010TR](#) Government Finance Officers Association Distinguished Budget Presentation Award. (Kenneth McDonald)

INFORMATION ITEM

CEO McDonald presented the staff report.

Chair Bentley and Director Sutton congratulated LBT on receiving the Government Finance Officers Association Budget Presentation Award.

**This TR-Agenda Item was received and filed.**

9. [20-011TR](#) Fiscal Year 2020 Annual Customer and Potential Customer Evaluation Survey Results Overview. (Mike Gold)

INFORMATION ITEM

Mike Gold, Executive Director/VP, Customer Relations and Communications presented the staff report.

Jose Melendez, a member of the public, stated that LBT's FY 2020 Customer and Potential Customer Survey provided great results.

John Kindred, a member of the public, stated that the survey did not include information regarding seniors and customers and potential customers with disabilities. He stated that most of LBT's bus stops did not provide shade and noted that southern California had high temperatures throughout the year.

Director Gant stated that she was grateful Mr. Gold mentioned areas of opportunity. She stated that she hopes LBT will take global warming into consideration as it impacts LBT's customers.

Vice Chair Clemson referred to the satisfaction by routes and noted that

Route 131 had one of the lowest satisfaction rating. He stated that it was critical to find headways to improve the customer satisfaction. He suggested LBT find a solution to keep its buses out of traffic during service delays due to construction.

Director Sutton stated that the survey provided important information LBT could utilize. He added that he was glad to see that 70 percent of LBT's customers had smart phones.

Director Sutton referred to bus shelters and stated that if customers knew when the bus was going to arrive they could stop inside of a store if there was no bus shelter available for shade on a hot day.

Secretary/Treasurer Carrillo asked what was the intention to conduct the survey on the bus as opposed to the Transit Visitor & Information Center. Mr. Gold stated that by conducting the survey on the bus, LBT was able to capture a cross-segment of the population that utilizes LBT across the agency's service area.

Secretary/Treasurer Carrillo asked if there was a satisfaction benchmark. Mr. Gold stated he would look into that information. It was noted that the survey results included Operator satisfaction by bus routes.

Secretary/Treasurer Carrillo asked if there were survey reports that had been conducted for students. Mr. Gold stated that there was a requirement for survey respondents to be older than 18; however LBT worked through other channels by working with schools to gain an understanding of students needs and concerns.

CEO McDonald stated that LBT had a mystery shopper program. He added that one of the results from last year's Customer and Potential Customer Survey was LBT hiring its Transit Customer Amenities Manager. He added that results would be evident the next Fiscal Year due to the Bus Stop Improvement Project.

CEO McDonald noted that LBT was providing its frontline employees with de-escalation training. He added that LBT was also undergoing a Customer CARE program.

**This TR-Agenda Item was received and filed.**

**10. [20-012TR](#)**

LBTineraries Launch Event on March 12, 2020. (Mike Gold)

INFORMATION ITEM

Mr. Gold presented the staff report.

Director Gant asked if the public could access the LBTineraries online. Mr. Gold confirmed her statement.

Director Price stated that the LBTineraries were a great way for visitors to know where to go.

Director Sutton stated that it would be important for youth groups, such as Boy Scouts and Girl Scouts, to get LBTineraries.

Secretary/Treasurer Carrillo stated that this provided great opportunities for visitors to ride LBT. He added that this would benefit local businesses.

Mr. Gold stated that LBT was in the process of creating videos for the launch event. Chair Bentley asked if LBT could use those videos for advertisement. Mr. Gold stated that LBT was working on a campaign to publish the videos.

**This TR-Agenda Item was received and filed.**

**11. [20-013TR](#)**

Recommendation to authorize the President and CEO to provide fixed-route transportation and Dial-A-Lift paratransit services free of fare on Statewide Primary and General Election days in Calendar Year 2020. (Debra Johnson)

Debra Johnson, Deputy CEO, presented the staff report.

Chair Bentley was excused at 1:10 p.m. and returned at 1:16 p.m. after the vote was taken.

**A motion was made by Director Gant, seconded by Secretary/Treasurer Carrillo, to approve recommendation. The motion carried by the following vote:**

**Yes:** 5 - Jeffrey Price, Sumire Gant, David Sutton, Adam Carrillo and Michael Clemson

**Excused:** 1 - Colleen Bentley

12. [20-014TR](#)

Recommendation to approve Long Beach Transit's Fiscal Year 2019-2021 Short Range Transit Plan and authorize the President and CEO to submit the Short Range Transit Plan to the Los Angeles County Metropolitan Transportation Authority in its capacity as the Regional Transportation Planning Agency. (Debra Johnson)

Deputy CEO Johnson presented the staff report.

Deputy CEO Johnson thanked Tracy Beidleman, Manager, Government Relations, Capital Planning and Grants, and Sara Bauman, Government Relations Officer, for their hard work on LBT's Short Range Transit Plan.

**A motion was made by Vice Chair Clemson, seconded by Secretary/Treasurer Carrillo, to approve recommendation. The motion carried by the following vote:**

**Yes:** 5 - Jeffrey Price, Sumire Gant, Adam Carrillo, Michael Clemson and Colleen Bentley

**Abstain:** 1 - David Sutton

13. [20-015TR](#)

Recommendation to authorize the President and CEO to exercise contract options with HigginsWorks, LLC, for construction management services for the LBT2 Lot Expansion Project, for an amount of \$42,650, for a total authorization amount not to exceed \$139,490. (Debra Johnson)

Deputy CEO Johnson presented the staff report.

**A motion was made by Director Gant, seconded by Director Price, to approve recommendation. The motion carried by the following vote:**

**Yes:** 6 - Jeffrey Price, Sumire Gant, David Sutton, Adam Carrillo, Michael Clemson and Colleen Bentley

14. Closed Session.

- 1) Conference with Real Property Negotiations (§54956.8)  
Property: 4801 Airport Plaza Drive, Long Beach, CA 90815;  
AIN: 7149-013-923 / 7149-013-924  
Long Beach Transit Negotiators: Kenneth McDonald, Debra Johnson, Lisa Patton  
Negotiating Parties: City and Port of Long Beach  
Under Negotiation: Purchase

The meeting went into closed session at 1:38 p.m.

The meeting reconvened at 2:26 p.m.

Vincent Ewing, LBT's General Counsel, reported that no action was taken and direction was given.

15. [20-016TR](#) Recommendation to authorize the President and CEO to execute the:

- 1) Purchase and Sale Agreement for the acquisition of a building located at 4801 Airport Plaza Drive, Long Beach, CA 90815, for a total purchase price of \$21,000,000

- 2) Right of Entry and Due Diligence Agreement

(Debra Johnson)

Deputy CEO Johnson presented the staff report.

**A motion was made by Director Price, seconded by Secretary/Treasurer Carrillo, to approve recommendation. The motion carried by the following vote:**

**Yes:** 6 - Jeffrey Price, Sumire Gant, David Sutton, Adam Carrillo, Michael Clemson and Colleen Bentley

16. Public Comment.

Any member of the public may approach the lectern and, upon recognition by the Chair, state his or her name and proceed to address the Board on any item within the subject matter jurisdiction of the LBT Board of Directors, provided that no action may be taken on off-agenda items unless authorized by law. Comments shall be limited to three minutes, unless different time limits are set by the Chair, subject to the approval of the Board.

There were no public comments.

17. Board Requests.

There were no Board requests.

18. 20-017TR           Adjourn. The next regular meeting will be held on March 26, 2020.  
(Colleen Bentley)

The meeting was adjourned at 2:32 p.m.

**A motion was made by Vice Chair Clemson, seconded by Secretary/Treasurer Carrillo, to approve recommendation. The motion carried by the following vote:**

**Yes:** 6 - Jeffrey Price, Sumire Gant, David Sutton, Adam Carrillo, Michael Clemson and Colleen Bentley

Note:

The City of Long Beach intends to provide reasonable accommodations in accordance with the Americans with Disabilities Act of 1990. If special accomodation is desired, please call the City Clerk Department 48 hours prior to the meeting at 562.570.6101.

(\*The City Clerk's office is closed on weekends. To assure proper accommodations, please call by 4:30 p.m. on the Friday prior to the meeting.)

(For Telecommunication Device for the Deaf, please call 562.570.6626. Inquire at the City Council Chamber Audio Visual Room for Assistive Listening Device.)

Long Beach Transit is an entity which is separate and distinct from the City of Long Beach.