

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

**FRIDAY, MARCH 11, 2016
THE GRAND LONG BEACH EVENT CENTER
4101 E. WILLOW STREET, 8:30 AM**

Maricela de Rivera, Chair
Sumire Gant, Vice Chair
Mary Zendejas, Secretary/Treasurer
Colleen Bentley, Director
April Economides, Director



Nancy Pfeffer, Director
Barbara Sullivan George, Director
Amy Bodek, City Representative
Eric Widstrand, City Representative

President and Chief Executive Officer
Kenneth A. McDonald

SPECIAL MEETING: BOARD OF DIRECTORS RETREAT - 8:30 A.M.

1. Call to Order. (Maricela de Rivera)
2. Roll Call. (Dave Hernandez)

Commissioners Present: Maricela de Rivera, Sumire Gant, Mary Zendejas, Colleen Bentley, April Economides, Nancy Pfeffer and Barbara Sullivan George

Commissioners Excused: April Economides

3. LBT Departmental Overviews. (Kenneth McDonald)

Debra Johnson, Deputy CEO, welcomed the LBT Board and Executive Staff.

Each member of LBT's Executive Leadership Team (ELT) presented an overview of their respective departments.

Lee Burner, Executive Director/VP, Transit Service Delivery & Planning (TSD&P), presented three major projects in his department:

- Service Quality
- Comprehensive Operational Analysis (COA)
- Contract Services

He talked about TSD&P's Key Performance Indicators (KPI). Director Pfeffer stated that it was interesting to see how Mr. Burner's KPIs relied on Maintenance's KPIs. She requested that each member of the ELT discuss their KPIs and interdependency with other LBT departments.

Chair de Rivera asked if LBT is required to have Dial-A-Lift (DAL). Ms. Johnson stated that LBT is not required to have DAL and added that Access Services, Inc. serves as the ADA paratransit provider for Los Angeles County which includes Long Beach.

Rolando Cruz, Executive Director/VP, Maintenance and Infrastructure, presented three major projects in his department:

- Battery Electric Bus (BEB) Program
- Bus Facilities
- Transit Asset Management

Patrick Pham, Executive Director/VP, Information Technology, introduced three major projects in his department:

- Security Cameras
- TranSmart Signage
- Enterprise Resource Planning (ERP) System

Chair de Rivera thanked Mr. Pham for the TranSmart upgrade. She stated that LBT needs a mobile application and added that it would help improve things for customers. Debra Johnson stated that Kevin Lee is working with marketers and members of the community. She added that he is putting a request in FY17 capital call for an mobile application. She further added that LBT is looking at upgrading its website.

LaVerne David, Executive Director/VP, Employee and Labor Relations, introduced three

major projects in her department:

- Performance Management (PM) Program
- Training
- Human Resources

Secretary/Treasurer Zendejas stated that she is excited to hear that LBT is providing training and that LBT expanded their internship program. Ms. David thanked her. Ms. Johnson added that LBT's former External Affairs intern is doing a fellowship in Melbourne, Australia and the current Government Relations intern was just accepted into a doctoral program at Cornell University.

Director Sullivan George also thanked Ms. David for the training programs that are available. She stated that it is important to bring younger people into transportation. She added that she is happy LBT has a performance evaluation program.

Lisa Patton, Executive Director/VP, Finance and Budget, introduced three major projects in her department:

- E-Procurement System
- Financial Overview
- Pension

At this moment, Director Economides arrived and Director Sullivan George left the meeting.

4. Crafting a Vision and Supporting Tactics. (Dr. Barbara Gannon) (GannonConsult)

Dr. Barbara Gannon from Gannon Consult, reviewed the vision statement that the Board drafted:

"The region's leading provider of transportation options delivering innovative and high-performing services within a multi-modal network that transforms the social, environmental and economic well-being of the diverse communities we serve."

Mr. Burner stated that the vision is motivating and inspiring. Ms. David stated that she likes that the vision is not specific in regards to only bus transportation.

After discussion regarding LBT being one of many transit providers in the region, the Board modified the vision statement to:

"A leading provider of transportation options delivering innovative and high-performing services within a multi-modal network that transforms the social, environmental and economic well-being of the diverse communities we serve."

CEO McDonald presented the vision, mission, strategic priorities, values and leadership competencies. Dr. Gannon reviewed Thursday's special meeting with the Board and Executive Staff. She presented the Separation of Powers.

Chair de Rivera stated that there has been a big cultural change. She added that the Board trusts CEO McDonald and the leadership team that CEO McDonald has put in place. She further added that it is not about the CEO but it is about creating a culture where the Board of Directors govern and guide.

Chair de Rivera stated that LBT needs Board committees since LBT currently does not have any. She stated that there will always be standards such as on-time performance but the LBT Board needs to be more engaged in committees so they have more input in the front end.

5. Next Steps. (Dr. Barbara Gannon) (GannonConsult)

Dr. Gannon reviewed the calendar of events and asked the Board what stood out from the Board Retreat and what they learned.

Director Bentley answered that she learned a lot. She didn't realize how far Long Beach Transit reaches and now she knows. She appreciates this retreat coming so soon after she joined the Board. She thanked Dr. Gannon for being the facilitator.

Director Pfeffer stated that she has a better appreciation for the history of the organization after Chair de Rivera shared her past experience on the Board. She is confident and proud of CEO McDonald's leadership.

Director Economides stated that she feels great about the CEO and Executive Team's leadership. She added that what was so great about yesterday, which was a great day, was the personal connection. She feels more empowered as a Board member after yesterday. She thanked staff for creating this retreat.

Secretary/Treasurer Zendejas stated that this is such a big impact not just for the Board or Executive Team but for the organization.

Vice Chair Gant stated she felt it was really important to have the Board Retreat now. She further stated that she is happy the Board Retreat happened when there is a full Board.

CEO McDonald stated that it was important to have the Board work together before bringing LBT Executive Staff in the Board Retreat. He stated he was impressed during the exercise of what is expected of other Board members. He further stated he did not expect the Board to create a vision in one day and he is impressed that it was created in the day and a half. He added that he thinks LBT now has a Board that better understands how LBT Board members and staff can work together to make this organization better.

Chair de Rivera added that her first four-year term and her second four-year term look incredibly different. She stated she joined the Board as a proud bus rider as someone who grew up on Los Angeles buses.

6. Public Comment.

Any member of the public may approach the podium 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 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.

7. Board Requests.

There were no Board requests.

8. 16-027TR Adjourn. The next regular meeting will be held on March 28, 2016.
(Maricela de Rivera)

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

Yes: 6 - Maricela de Rivera, Mary Zendejas, Colleen Bentley, April Economides, Nancy Pfeffer, and Sumire Gant

Absent: 1 - Barbara Sullivan George

Note:

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(*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.)

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