

**SUBJECT**

***Comprehensive Operational Analysis Change Order Authorization for Additional Public Involvement Activities***

**RECOMMENDED ACTION**

***To authorize a change order with Nelson\Nygaard Consulting Associates, for additional public involvement activities for Long Beach Transit's (LBT) Comprehensive Operational Analysis, for a total authorization not to exceed \$90,000.***

**BACKGROUND**

On June 27, 2016, LBT's Board of Directors (Board) authorized the President and CEO to enter into a contract with Nelson\Nygaard Consulting Associates, for consulting services to perform a Comprehensive Operational Analysis (COA), for a total authorization not to exceed \$451,715.

In October 2016, LBT initiated its COA, branded the Systemwide Transit Analysis and Reassessment (STAR) Initiative. As part of the STAR Initiative, LBT is taking an in-depth look into current transit operations, including on-time performance, ridership, route efficiency, staffing, facilities and service amenities. This analysis will be paired with a robust public involvement process.

The public involvement process is a key component of the STAR Initiative, and engages a diverse cross-section of the greater Long Beach community, including existing transit customers, potential transit customers, as well as LBT employees and key stakeholders.

The STAR Initiative has three phases of public involvement activities. The first phase was conducted between January and April 2017 and consisted of different public engagement strategies in order to ensure the community's needs and priorities were reflected in the plan. Public outreach activities included a Project Advisory Group (PAG) meeting, stakeholder interviews, community meetings that were held throughout LBT's service area, community organization presentations, pop-up events, an online survey, a project website and branding.

Additional funds are needed for public involvement activities in the second phase of outreach of the STAR Initiative, as LBT expanded stakeholder meetings and conducted additional public meetings than originally planned in Phase 1.

Phase 2 of the public involvement activities of the STAR Initiative will present service scenarios and solicit feedback from the public. Phase 3 will present the preferred alternative and collect final comments. A report will be developed that will include final recommendations and will serve as a roadmap for LBT to best improve the customer experience for the next five to 10 years.

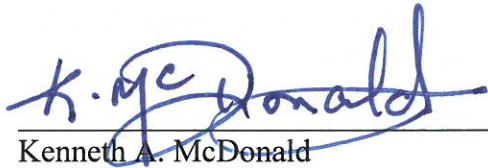
**PROCUREMENT – N/A****ALTERNATIVES CONSIDERED**

The Board could opt to not approve the recommendation. However, additional public involvement activities are critical to the success of LBT's STAR Initiative, as the public should be made aware of findings and recommendations on how to enhance LBT's services.

**BUDGETARY/FISCAL IMPACT**

Staff is requesting LBT's Board of Directors to authorize a change order with Nelson\Nygaard Consulting Associates, for additional public involvement activities for LBT's COA, for a total authorization not to exceed \$90,000.

Funds for this project have been identified in the previously approved FY 2017 Operating Budget.



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Kenneth A. McDonald  
President and Chief Executive Officer