

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

**MONDAY, JUNE 26, 2017
333 W. OCEAN BOULEVARD
COUNCIL CHAMBER, 12:00 PM**

Maricela de Rivera, Chair
Sumire Gant, Vice Chair
Colleen Bentley, Secretary/Treasurer
Michael Clemson, Director
Nancy Pfeffer, Director



Mary Zendejas, Director
Eric Widstrand, City Representative
Lea Eriksen, City Representative

Kenneth A. McDonald,
President and Chief Executive Officer

REGULAR MEETING - NOON

1. Call to Order. (Maricela de Rivera)

Chair de Rivera called the meeting to order at 12:02 p.m.

2. Roll Call. (Ivette Dubois)

Commissioners Colleen Bentley, Mary Zendejas and Maricela de Rivera

Present:

Commissioners Michael Clemson, Nancy Pfeffer and Sumire Gant

Excused:

3. 17-027TR Recommendation to approve the minutes of the regular session meeting held on May 22, 2017. (Maricela de Rivera)

Chair de Rivera moved approval of the minutes to after Agenda Item 4 due to lack of a quorum.

4. Employee Recognition. (LaVerne David)

Employees of the Month for June 2017:

Doneka Jimerson, Transit Service Delivery and Planning
Israel Caro, Maintenance and Infrastructure
Jennifer Saatjian, Staff

INFORMATION ITEM

La Verne David, Executive Director/VP, Employee and Labor Relations, presented the

June 2017 Employees of the Month.

Jennifer Saatjian, Employee of the Month for Staff, was presented by Rhea Morillos, Manager, Finance.

Israel Caro, Employee of the Month for Maintenance and Infrastructure, was presented by Frank Spalding, Manager, Maintenance.

Doneka Jimerson, Employee of the Month for Transit Service Delivery and Planning, was not present.

Second Roll Call

Commissioners Colleen Bentley, Mary Zendejas, Sumire Gant and Maricela de
Present: Rivera

Commissioners Michael Clemson and Nancy Pfeffer
Excused:

3. 17-027TR Recommendation to approve the minutes of the regular session meeting held on May 22, 2017. (Maricela de Rivera)

Vice Chair Gant abstained as she was not present at the May 22, 2017 Board meeting.

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

Yes: 3 - Colleen Bentley, Mary Zendejas and Maricela de Rivera

Abstain: 1 - Sumire Gant

Excused: 2 - Michael Clemson and Nancy Pfeffer

5. 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.

6. 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.

(Safety and Service Quality)

Under Long Beach Transit's (LBT) focus to Improve Safety and Service Quality:

- LBT observed and actively participated in the National Safety Council's Safety Month program which occurs every year during the month of June.

The National Safety Council identified specific safety awareness themes for each week during the month. This year's themes were:

- o Week 1: Drive Safely (Distracted Driving Awareness)
- o Week 2: Recharge to be In Charge (Fatigue)
- o Week 3: Don't Just Sit There (Ergonomics)
- o Week 4: Stand Up to Falls (Slips, Trips and Falls)

In support of safety month and to encourage safe behaviors, LBT's Safety department assembled materials provided by the National Safety Council and shared that information with its Operators, Maintenance and Staff employees.

Safety volunteers worked throughout LBT's facilities and distributed take-ones, safety quizzes and other factual information to engage all employees in the national program.

(Employee Engagement)

In LBT's continued effort to Foster Employee Engagement:

- On May 24 and 25, LBT's Customer Service Clerks participated in an interactive skills training session conducted by a third-party vendor, SkillPath.

The training titled "Customer Service That Wows" focused on topics such as:

- o Building Customer Rapport and Trust
- o Communication Skills That Make the Difference
- o Professional Phone Etiquette
- o Dealing with That Difficult Person
- o Developing a Personal Action Plan

This training was a core element in strengthening the skills of LBT's Customer Service staff and would be incorporated into a comprehensive program that will include onboarding for new employees and annual refresher training for existing Customer Service employees.

(Customer Experience)

Under LBT's priority of Enhancing the Customer Experience:

- On July 1, LBT will launch its 2017 Museum Express service. The Museum Express is an annual service specifically developed to promote regional arts and culture while using LBT's public transit system.

Each \$10 roundtrip fare on the Museum Express takes customers to one of Southern California's 16 most popular museums and gardens. Museum Express operates Fridays-Sundays through September 10. The bus departs from and returns to Pine Avenue at First Street, adjacent to the Transit Visitor and Information Center in downtown Long Beach.

Tickets must be pre-purchased through a mail-in registration form or in-person at the Transit Visitor and Information Center, LBT1 reception desk, or online at Eventbrite.com.

Museum Express customers are responsible for their own admission into each of the venues.

(Community and Industry Focus)

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

- On Wednesday, May 31, LBT took part in the Long Beach Unified School District (LBUSD) Middle School Career Day held on the campus of CSULB.

Large numbers of LBUSD students were introduced to LBT's products and

services, and Student TAP applications were distributed.

- On Sunday, June 4, LBT took part in the third annual “Long Beach Touch-A-Truck” a free, interactive event where the agency provided one of its 60-foot articulated CNG bus.

The event, held at the Granada Beach parking lot, was co-sponsored by Councilwoman Suzie Price and Justin Rudd’s non-profit Community Action Team.

The event provided kids of all ages the opportunity to climb aboard and explore an LBT bus in addition to fire trucks, ambulances, police vehicles, military vehicles, moving vans, semi-trucks, tractors, garbage trucks, RVs and many others.

- On June 6 and 7, LBT hosted representatives from Foothill Transit and Santa Monica’s Big Blue Bus-who, along with five LBT staff-took part in the second annual West Coast Multi-Agency Exchange (MAX) program.

The multi-agency exchange is a cooperative partnership program among the three agencies and is focused on expanding employees’ skills, knowledge and transit training within the region.

The West Coast MAX program objectives are to:

- o Enhance employee industry knowledge
- o Share respective experience of each agency
- o Expose participants to Los Angeles (LA) County peer transit agencies
- o Gain a better understanding of regional transit issues and best practices
- o Develop peer relationships to work towards a more integrated transportation network within LA County

LBT shared information about its:

- o Organizational Focus
 - o Battery-Electric Bus (BEB) Program
 - o Water Taxis
 - o Community Partnerships
 - o Systemwide Transit Analysis and Reassessment (STAR) Initiative
- On Saturday, June 10, LBT participated in the City of Long Beach Health Department Power Up Summer Event.

The event promoted health and fitness for kids. LBT's booth featured a Frisbee toss game and staff provided participants with information on LBT products and services.

- On Thursday, June 15, Chair de Rivera, Director Zendejas and LBT staff attended Long Beach's Disabled Resources Center's (DRC) 41st Annual Awards Dinner.

The program honored six individuals for their contributions to the DRC's mission.

DRC is dedicated to empowering people with disabilities to live independently in the community, to make their own decisions about their lives and to advocate on their own behalf.

- On Thursday, June 22, Secretary/Treasurer Bentley and LBT staff attended the Long Beach Area Chamber of Commerce's 126th Annual Gala.

This year's gala honored the achievements and contributions of the Long Beach Area Engineering Industry.

- On Saturday, June 24, LBT participated in the Uptown Jazz Festival, held at Houghton Park and hosted by Vice Mayor Rex Richardson from District 9 and Councilmember Roberto Uranga from District 7.

LBT Community Relations staff provided information to eventgoers on LBT's fixed-route, Museum Express and water taxi services.

- Lastly, on Tuesday, June 20, two Board Advisory Committees that were requested and established on behalf of LBT's current Board Chair held their inaugural meetings.

The Finance and Operations and Policy and Governance Board Advisory Committees convened and conducted discussions on the focus, expectations and future agendas for the committees.

Discussions also ensued about the Advisory Committees' desired outcomes and objectives and each team established a quarterly meeting schedule for Fiscal Year 2018.

Chair de Rivera thanked LBT staff for the many activities they were a part of and for

supporting the Long Beach community.

7. 17-028TR Monthly Financial Report. (Lisa Patton)

INFORMATION ITEM

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

Secretary/Treasurer Bentley referred to Dial-A-Lift (DAL) expenses and noted that she had seen DAL vans at her mother's assisted living facility. She asked if LBT presented information regarding DAL to assisted living facilities.

Deputy CEO Johnson stated that LBT outreaches to senior centers and assisted living centers regarding senior TAP cards and DAL services. She added that a senior program was underway from a community outreach standpoint that would improve communication to the senior community.

Vice Chair Gant asked whether the passes that Long Beach City College (LBCC) purchased were for students or faculty. Ms. Patton stated that LBCC purchased passes for their students. She added that she hoped LBT would obtain a contract with LBCC similar to California State University, Long Beach (CSULB).

Vice Chair Gant asked why Workers' Compensation (WC) was at 400 percent Year-to-Date (YTD) and allocated under Administration.

Ms. Patton stated that an actuarial was performed once a year where open cases were identified and it was determined how much money should be allocated. She added there was an increase on the reserve for WC due to all of the open WC cases.

Vice Chair Gant asked if WC was only in Administration. Ms. Patton clarified that WC did not only include employees in Administration, but also included employees in Maintenance and Infrastructure and Transit Service Delivery and Planning.

Chair de Rivera referred to the purchase of passes by LBCC and asked if they were summer passes. Ms. Patton stated that LBCC purchased four-month passes and noted that this was a great step towards

obtaining an annual contract.

Chair de Rivera asked for clarification on what indirect costs for security meant. Ms. Patton stated that the contract with Long Beach Police Department (LBPd) included overhead costs for services rendered to LBT.

This TR-Agenda Item was received and filed.

8. 17-030TR Recommendation to adopt a resolution authorizing the President and CEO to file an application and execute all documents with the California Governor's Office of Emergency Services for \$296,889 under the FY 2017 State Proposition 1B Transit Security Grant Program. (Lisa Patton)

Ms. Patton presented the staff report.

Secretary/Treasurer Bentley asked if "Focused on improving safety and security at the agency's transit facilities" included bus stops. Ms. Patton confirmed that it included improving security lighting at bus stops and replacing or adding cameras at LBT's facilities and Transit Gallery.

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

Yes: 4 - Colleen Bentley, Mary Zendejas, Sumire Gant and Maricela de Rivera

Excused: 2 - Michael Clemson and Nancy Pfeffer

9. 17-029TR Recommendation to adopt two resolutions to enable Long Beach Transit (LBT) to receive funding under the Low-Carbon Transit Operations Program (LCTOP):
- 1) A resolution authorizing the President and CEO to execute the Certifications and Assurances and Authorized Agent Forms, along with all subsequent documents for the FY 2016-2017 State LCTOP
 - 2) A resolution authorizing the execution of the Route 22 Extension Project with \$240,348 provided under LCTOP

(Debra Johnson)

Debra Johnson, Deputy CEO, presented the staff report.

Secretary/Treasurer Bentley stated that she thought \$680,578 seemed expensive for the Route 22 Extension Project.

Deputy CEO Johnson stated that the \$680,578 included operating costs, such as labor costs, as well as maintenance costs for the additional buses needed and costs for ensuring all new bus stops on the Route 22 Extension were compliant with the Americans with Disabilities Act (ADA) of 1990.

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

Yes: 4 - Colleen Bentley, Mary Zendejas, Sumire Gant and Maricela de Rivera

Excused: 2 - Michael Clemson and Nancy Pfeffer

- 10. 17-031TR** Recommendation 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. (Debra Johnson)

Deputy CEO Johnson presented the staff report.

Vice Chair Gant asked when Phase 2 would begin. Deputy CEO Johnson stated that Phase 2 would begin in the fall. She added that Nelson\Nygaard, the consultant retained to conduct LBT's Comprehensive Operational Analysis (COA), was currently compiling the data associated with the comments received from the public. During Phase 2, they will put forward their input and recommendations to the public.

Vice Chair Gant stated that she received feedback that the timing and locations of the public meetings, such as the early meetings, were not the best. She suggested LBT make the time and location of the public meetings as convenient as possible for LBT's customers to be present.

Deputy CEO Johnson conferred that LBT would make future public meetings convenient for the public and stated that LBT had received that

feedback and added additional meetings at non-traditional hours to accomodate its customers.

Chair de Rivera asked whether the original contract with Nelson\Nygaard included returning to the public with comments from Phase 1 during Phase 2.

Deputy CEO Johnson clarified that going back to the public with recommendations during Phase 2 was part of the original contract. However, LBT added 15 additional meetings to Phase 1 and utilized more funds than expected. Additional funding was needed in order to mirror the same, robust public outreach activity from Phase 1 in Phase 2.

Chair de Rivera noted that certain public outreach events were more successful than others and asked if LBT would go back to the successful events. Deputy CEO Johnson confirmed that LBT would mirror the successful meetings it previously had and added that it was advantageous to go to meetings where there was already an established entity holding meetings as opposed to conducting stand-alone meetings.

Chair de Rivera asked if there would be another online component during Phase 2. Deputy CEO Johnson stated that information would be available electronically on the microsite, www.LBTSTAR.com.

A motion was made by Director Bentley, seconded by Vice Chair Gant, to approve recommendation. The motion carried by the following vote:

Yes: 4 - Colleen Bentley, Mary Zendejas, Sumire Gant and Maricela de Rivera

Excused: 2 - Michael Clemson and Nancy Pfeffer

11. 17-024TR

Recommendation to authorize the President and CEO to enter into a contract with ABB, Inc., to renew the licensing fee of Ellipse, Long Beach Transit's (LBT) enterprise business software, for a total authorization amount not to exceed \$102,798.45. (Patrick Pham)

Patrick Pham, Executive Director/Vice President, Information Technology, presented the staff report.

Vice Chair Gant noted that LBT had many sole-source contracts. She asked how long LBT would continue with a sole-source contract before

going out to bid again.

CEO McDonald stated that unless LBT changed its enterprise software, it would continue to have a licensing fee. He added that there was a licensing fee for each software utilized by the agency. He further stated that LBT had been utilizing Ellipse since 2001, and it would not be easy to replace an entire business enterprise system.

Vice Chair Gant asked if there was an annual evaluation performed before a sole-source contract continued on for many years.

CEO McDonald stated that if LBT found that the current business enterprise software did not meet its needs, then the software would be evaluated.

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

Yes: 4 - Colleen Bentley, Mary Zendejas, Sumire Gant and Maricela de Rivera

Excused: 2 - Michael Clemson and Nancy Pfeffer

12. Closed Session.

- 1) Conference with Labor Negotiator
Pursuant to Cal. Gov. Code § 54957.6

Negotiators:

Kenneth A. McDonald, President and CEO

Debra A. Johnson, Deputy CEO

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

Irma Rodriguez Moisa, Labor Counsel, Atkinson, Andelson, Loya, Ruud & Romo

Employee Organization:

Amalgamated Transit Union (ATU), Local 1277

Chair de Rivera recommended to move into Closed Session.

Meeting went into Closed Session at 1:01 p.m.

Meeting reconvened at 1:33 p.m.

Vince Ewing, General Counsel, stated that the Board met in Closed Session on Agenda Item 12 and there was no reportable action taken.

13. 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.

14. Board Requests.

There were no Board requests.

15. 17-032TR Adjourn. The next regular meeting will be held on July 24, 2017.
(Maricela de Rivera)

Meeting adjourned at 1:35 p.m.

A motion was made by Vice Chair Gant, seconded by Director Bentley, to approve recommendation. The motion carried by the following vote:

Yes: 4 - Colleen Bentley, Mary Zendejas, Sumire Gant and Maricela de Rivera

Excused: 2 - Michael Clemson and Nancy Pfeffer

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.)

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