

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

**MONDAY, AUGUST 28, 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

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**REGULAR MEETING - NOON**

1. Call to Order. (Maricela de Rivera)

Chair de Rivera called the meeting to order at 12:01 p.m.

2. Roll Call. (Ivette Dubois)

12:01 p.m.

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

**Commissioners** Nancy Pfeffer  
**Absent:**

3. 17-043TR Recommendation to approve the minutes of the regular session meeting held on July 24, 2017. (Maricela de Rivera)

Secretary/Treasurer Bentley abstained as she was not present at the July 24, 2017 Board of Directors meeting.

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

**Yes:** 4 - Michael Clemson, Mary Zendejas, Sumire Gant and Maricela de Rivera

**Abstain:** 1 - Colleen Bentley

**Absent:** 1 - Nancy Pfeffer

4. Employee Recognition. (LaVerne David)

Employees of the Month for August 2017:

John Meade, Transit Service Delivery and Planning  
Robert Vargas, Maintenance and Infrastructure  
Teresa Lopez, Staff

INFORMATION ITEM

LaVerne David, Executive Director/VP, Employee and Labor Relations, presented the Employees of the Month (EOM) for August 2017.

Robert Vargas, Maintenance and Infrastructure EOM, was presented by Frank Spalding, Maintenance Manager.

Teresa Lopez, Staff EOM, was presented by Andrew Choi, Maintenance Operations Planner.

Ms. David acknowledged John Meade, Transit Service Delivery and Planning EOM, was not present.

Second Roll Call.

**Commissioners** Colleen Bentley, Michael Clemson, Nancy Pfeffer, Mary  
**Present:** Zendejas, Sumire Gant and Maricela de Rivera

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 (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.

Bonnie Davison, a member of the public, stated her concerns regarding safety, accessibility and courtesy. She added that there is overcrowding on buses due to students from Wilson High School, which creates a safety risk. She asked if more buses could be added to accommodate the amount of students onboard LBT. Ms. Davison encouraged Operators to stretch during their breaks instead of using their cellphone. She added that she would like a list of LBT's bus stops so she may check when the next bus will be arriving.

Art Aguilar, President, Amalgamated Transit Union (ATU) Local 1277, stated that LBT and

ATU Local 1277 had been bargaining since March 2017. He stated that the Union wanted to resolve disputes with the agency so that a deal may be reached for a contract between ATU and LBT. He asked LBT's Board of Directors to direct its management team to decide on a fair contract.

Tris Carpenter, Business Agent, American Federation of State, County and Municipal Employees (AFSCME), District Council 36, stated that a Supervisor's union was organized two years ago, and LBT and AFSCME have yet to reach a contract. He supported the comments made by ATU.

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 LBT's focus to Improve Safety and Service Quality:

- Last week, LBT implemented its last service change of calendar year 2017. LBT has three service changes per year.

This service change is effective August 20, 2017 through February 10, 2018.

Seventeen routes had seasonal service changes to service Long Beach educational institutions and three routes now have more frequent service.

- On Sunday, August 13, LBT launched its LA Chargers Express Shuttle Service from both the Harbor Gateway Transit Center and the Metro Blue Line Del Amo Station direct to the StubHub Center in the City of Carson. The Chargers Express is a public-private partnership between LBT and AEG-the owner and management entity of the StubHub Center.

LBT transported an average of 2,400 customers for each of the two preseason games held at StubHub.

- Saturday, July 29; Saturday, August 5; Thursday, August 17; and Tuesday, August 22 were accident-free days at LBT. There were no preventable or non-preventable accidents on these days. CEO McDonald thanked everyone who practices safety and works safely.
- On Monday, August 7, LBT commenced 24/7 security operations at the LBT2 facility by including a shift from 6 p.m. until 2 a.m. This is an element that was included in LBT's FY 2018 budget.
- During the month of August, LBT's safety department conducted its monthly safety blitz campaign concentrated around pedestrian awareness. As summer heat increases, so does pedestrian traffic around parks and beaches.

The campaign encouraged Operators to aim high in steering and see the bigger picture to help avoid a potential pedestrian accident.

During 4 a.m. pullout at LBT1 on August 17 and LBT2 on August 18, Operators were provided healthy snacks and reminded to be aware of pedestrians while driving on their routes.

Video display monitors in the Operator break rooms were updated to promote the safety topic of the month.

(Employee Engagement)

In LBT's continued effort to Foster Employee Engagement:

- During the weeks of July 24 and July 31, Maintenance State Mandated Annual Refresher Training (M-SMART) sessions were held with LBT's frontline Maintenance employees.

The CEO and Deputy CEO presented LBT's Organizational Focus, gave an overview of the FY 2018 Budget and reviewed the organization's Key Performance Indicators (KPIs).

The sessions allow for interactive discussions with employees and executive management by providing a venue whereby they gave suggestions and had discussions on organizational matters.

(Customer Experience)

Under LBT's priority of Enhance Customer Experience:

- On August 9, LBT unveiled its first-ever promotional video showcasing the products and services which LBT offers. The purpose of the video is to promote the agency and is currently shared via social media and external marketing.
- LBT continued to partner with the City of Long Beach Parks, Recreation and Marine department in seven more of their outdoor movie screenings at local parks and beaches.

These movie screenings and their locations were promoted via LBT's social media sites to encourage customers to ride our buses to the events.

At each event, Community Relations staff had a booth where they promoted:

- o Bus-ridership tips;
  - o LBT's Water Taxi and Museum Express services; and
  - o TAP card sign-ups
- On Friday, August 11, LBT participated in Congresswoman Linda Sanchez' Senior Fair held at Cerritos College. Community Relations staff provided travel information as well as senior TAP card information to numerous of senior citizens in attendance.
  - Beginning mid-August, Community Relations staff began participating in the following back-to-school events at California State University, Long Beach (CSULB) in preparation of the 2017-2018 school year:
    - o CSULB Dorm Move-In Day on Saturday, Aug. 19;
    - o CSULB First Week of Fall Classes on Monday, Aug. 21 through Thursday, Aug. 24; and
    - o International Student Orientation Fair on Thursday, Aug. 24

At each event, Community Relations staff had a booth where they:

- o Promoted the U-Pass program;
  - o Helped students with CSULB TAP card sign-ups; and
  - o Assisted students with trip planning
- On Sunday, August 27, LBT sponsored an LA Galaxy game-day booth activation at the StubHub Center.

Community Relations staff promoted the free LA Galaxy Express Shuttle Service, provided surveys, Galaxy game schedules, LBT riders guide and gave away promotional items.

(Community and Industry Focus)

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

- On Friday, August 11, CEO McDonald served as master of ceremonies for a press conference announcing the Cambodia Town Mural Project.

The project was led by the Arts Council of Long Beach in collaboration with the Midtown Business Improvement District along the Anaheim corridor from Orange to Dawson streets.

Some extraordinary local artists have done some outstanding work on the sides of commercial buildings that are now vibrant with color and artistic expression. One of these beautiful murals is on the side of LBT1. It is a bright spot along Cherry Avenue just off Anaheim Street.

The event received extensive press coverage by television outlets such as KCBS2, KCAL9; KNBC4, Khmer Television; and the Long Beach Post.

Remarks were provided by Griselda Suarez, Executive Director of the Arts Council of Long Beach. Also in attendance were the various mural artists and some local performers.

- On Sunday, August 13, LBT participated in the Cambodia Town Mural Project Festival held at MacArthur Park. The festival celebrated the installation of eight public art murals along the Anaheim corridor.

The beautiful murals created by the artists will inspire many with a spirit of community for years to come.

LBT provided a bus that traveled from the festival along the Anaheim corridor where guests were able to view the newly created murals.

Community Relations staff distributed postcards of the new murals, distributed wristbands to board the LBT bus, as well as provided the public with information on LBT's products and services.

CEO McDonald provided comment on an article titled "Harassment on Long Beach Transit" that was published by VoiceWaves, a Long Beach youth-led journalism and media-training project.

Vice Chair Gant referred to the VoiceWaves article and stated that she believed the Transit Ambassador Program would improve harassment issues on LBT's system. She added that she was excited for the Transit Ambassador Program and believed a regular report on the program would be insightful. She further stated that she is hopeful the program would be successful, so LBT may look at possibly expanding the program.

Chair de Rivera thanked CEO McDonald for his report and stated that she is proud of the work LBT performs. She stated that she is fond of LBT's partnership with the Long Beach Arts Council.

Chair de Rivera provided comment on the VoiceWaves article. She stated that she is proud of LBT and its service.

7. 17-044TR Monthly Financial Report. (Lisa Patton)

INFORMATION ITEM

Ashley Liang, Treasurer, presented the monthly financial report on behalf of Lisa Patton, Executive Director/VP, Finance and Budget.

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

8. 17-041TR Recommendation to authorize the President and CEO to enter into a contract with Creative Bus Sales for the purchase of three MV-1 Compressed Natural Gas (CNG) vehicles, to be used for Long Beach Transit Dial-A-Lift services, for a total authorization amount not to exceed \$189,000. (Tony Cohen)

Tony Cohen, Executive Director/VP, Maintenance and Infrastructure, presented the staff report.

Director Pfeffer asked for confirmation that all Dial-A-Lift (DAL) vehicles were CNG. Mr. Cohen confirmed her question. She stated that it was a moment for celebration that LBT's DAL fleet was alternative-fueled. She suggested LBT provide a public announcement on its milestone of having an alternatively fueled DAL fleet.

Director Zendejas stated that she was glad the entire DAL fleet were MV-1 vehicles. She added that MV-1 vehicles were ADA compliant without the need for retrofitting.

Secretary/Treasurer Bentley asked if LBT sold the DAL vehicles it replaces. CEO McDonald stated that the vehicles were auctioned and the agency received the proceeds.

Chair de Rivera agreed with Director Pfeffer and stated that a public announcement should be made regarding LBT's alternatively fueled DAL fleet.

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

**Yes:** 6 - Colleen Bentley, Michael Clemson, Nancy Pfeffer, Mary Zendejas, Sumire Gant and Maricela de Rivera

9. 17-042TR Recommendation to authorize the President and CEO to enter into a contract with Courtesy Chevrolet Center for the purchase of three Chevrolet Silverado 2500HD crew-cab pick-up trucks, to be used by Long Beach Transit's Stops and Zones department, for a total authorization amount not to exceed \$109,110. (Tony Cohen)

Mr. Cohen presented the staff report.

Director Clemson asked for the definition of "useful life." Mr. Cohen stated that the useful life of a vehicle was the timeline in which the vehicle deteriorates.

Director Pfeffer asked if there were electric non-revenue vehicles available for Stops and Zones to use. Mr. Cohen stated that electric non-revenue vehicles had the same issue as CNG non-revenue vehicles, in which the battery would decrease storage capacity, as well as prohibit adequate space for pressure-washing equipment.

Mr. Cohen stated that electric non-revenue vehicles would be researched at length the next time non-revenue vehicles were replaced.

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

**Yes:** 6 - Colleen Bentley, Michael Clemson, Nancy Pfeffer, Mary Zendejas, Sumire Gant and Maricela de Rivera



10. Public Comment.

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There were no public comments.

11. Board Requests.

Secretary/Treasurer Bentley thanked the Board for allowing her to attend the American Public Transportation Association (APTA) Transit Board Member Seminar in Chicago, Illinois in July 2017. She stated the seminar was valuable as a transit Board member. She encouraged other Board members to attend future transit Board member seminars.

12. 17-045TR      Adjourn. The next regular meeting will be held on September 25, 2017.  
(Maricela de Rivera)

Meeting adjourned at 12:59 p.m.

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

**Yes:** 6 - Colleen Bentley, Michael Clemson, Nancy Pfeffer, Mary Zendejas, Sumire Gant and Maricela de Rivera

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.)

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