

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

**MONDAY, FEBRUARY 26, 2018
333 W. OCEAN BOULEVARD
COUNCIL CHAMBER, 12:00 PM**

Sumire Gant, Chair
Colleen Bentley, Vice Chair
Maricela de Rivera, Secretary/Treasurer
Adam Carrillo, Director
Michael Clemson, 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. (Sumire Gant)

Vice Chair Bentley called the meeting to order at 12:05 p.m.

2. Roll Call. (Ivette Dubois)

Commissioners Adam Carrillo, Michael Clemson, Maricela de Rivera, Mary
Present: Zendejas and Colleen Bentley

Commissioners Sumire Gant
Excused:

3. 18-018TR Recommendation to approve the minutes of the regular session meeting held on January 22, 2018. (Sumire Gant)

**A motion was made by Director de Rivera, seconded by
Director Carrillo, to approve recommendation. The motion
carried by the following vote:**

Yes: 5 - Adam Carrillo, Michael Clemson, Maricela de Rivera, Mary
Zendejas and Colleen Bentley

Absent: 1 - Sumire Gant

4. Employee Recognition. (LaVerne David)

Employees of the Month for February 2018:

Marcus Smith, Transit Service Delivery and Planning
Alex Sagbigal, Maintenance and Infrastructure
Lisa Chin, Staff

INFORMATION ITEM

LaVerne David, Executive Director/VP, Employee and Labor Relations, presented the Employees of the Month (EOM) for February 2018.

Marcus Smith, Transit Service Delivery and Planning (TSDP) EOM, was presented by Enrique Medina, TSD Superintendent.

Lisa Chin, Staff EOM, was presented by Andrew Choi, Maintenance Operations Planner.

Ms. David acknowledged Alex Sagbigal, Maintenance and Infrastructure EOM, who was not present.

5. Board Advisory Committee Reports

- Finance and Operations. (Michael Clemson)
- Policy and Governance. (Mary Zendejas)

INFORMATION ITEM

Director Clemson provided a brief report of items discussed during the Finance and Operations Advisory Committee (AC) meeting held on Thursday, February 1, 2018.

Director Zendejas provided a brief report of items discussed during the Policy and Governance AC meeting held on Tuesday, January 16, 2018.

Vice Chair Bentley announced that Director Carrillo would be joining the Policy and Governance AC to fill the vacancy created by former Board member, Nancy Pfeffer, and Eric Widstrand would be joining the Finance and Operations AC.

Secretary/Treasurer de Rivera thanked her fellow Board members for participating in the Board ACs.

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 (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.

Don Darnauer, Chair of the Transportation Committee of the City of Long Beach Senior Citizen Advisory Commission, stated that the Transportation Committee conducted a two-year study of transit routes for seniors. He added that the study focused on Downtown Long Beach due to the restructure of the Passport Route on February 7, 2016.

Mr. Darnauer stated that he was also part of the STAR Initiative Policy Advisory Group (PAG) and reported that LBT staff considered recommendations from the senior community. He further stated that the STAR Initiative resulted in LBT considering the extension of the Passport Route to 10th Street, which benefited seniors.

Mr. Darnauer asked LBT's Board of Directors to urge LBT staff to begin implementing changes to the Passport Route as soon as possible prior to the completion of the STAR Initiative, as the Passport Route is an independent route from other LBT routes.

Tris Carpenter, Organizing Director for the American Federation of State, County and Municipal Employees (AFSCME), District Council 36, provided an update on labor negotiations between LBT and AFSCME.

7. 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 the CEO monthly report.

Improve Safety and Service Quality

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

- In February, the following were accident-free days:
 - o Sun., Feb. 4; Thu., Feb. 8; Sun., Feb. 11; and Mon., Feb. 12

There were no preventable or non-preventable accidents.

Since the beginning of the year, LBT has had a total of nine accident-free days.

- During the month of February, LBT's Safety department conducted a safety blitz campaign concentrated around the theme of 'Be on the Lookout for Pedestrians.'

On Tue., Feb. 6 at LBT1 and Wed., Feb. 7 at LBT2, Operators were provided with a 'Pedestrian & Intersection' pamphlet, which outlined Operators responsibility to pedestrians as well as provided numerous safety tips on avoiding pedestrians in crosswalks and while making turns.

Foster Employee Engagement

In LBT's continued effort to Foster Employee Engagement:

- On Tue., Jan. 30, LBT kicked off its 2018 State Mandated Annual Refresher Training (SMART) class schedule with a sports theme of "You're In the Zone."

SMART classes consist of training provided to LBT's Operators and maintenance employees with material covering such topics as:

- o Defensive Driving;
 - o Security Updates;
 - o Civil Rights;
 - o Marketing and Community Outreach; and
 - o Future Visions/New Laws to name a few
- In addition to the 90 Operators trained during SMART classes, LBT's Training department also provided 30 other training courses to approximately 76 individuals over the month of February. Training topics included:
 - o New Operator Sessions;
 - o New Mechanic Sessions;
 - o Mechanic Training Classes;
 - o Various Re-Trains; and
 - o Battery-Electric Bus Training

Enhance Customer Experience

Under LBT's priority of Enhance Customer Experience:

- Mon., Jan. 22 through Thu., Jan. 25, LBT participated in the California State University, Long Beach (CSULB) First Week of Spring Classes. Community Relations staff:
 - o promoted LBT's U-Pass program;
 - o assisted students with TAP card sign-ups and transit planning for new students; as well as
 - o conducted a social media promotion (free prize wheel spin for everyone who followed LBT on Twitter, Facebook or Instagram)
- On Tue., Jan. 23, LBT participated in a Senior TAP Outreach event held on the Pacific Coast Campus of Long Beach City College. Community Relations staff promoted LBT's Senior TAP card program and assisted senior studies students with route planning.
- Mon., Feb. 5 through Thu., Feb. 8, LBT participated in Long Beach City College's (LBCC) First Week of Spring Classes at both of its campuses. Community Relations staff:
 - o promoted College/Vocational TAP cards;
 - o 30-Day student passes;
 - o transit planning for new students; as well as
 - o conducted the same social media promotion mentioned previously

Promote Community and Industry Focus

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

- On Tue., Feb. 6, LBT's Regulatory Compliance and Civil Rights Officer (RCCRO) participated in a roundtable discussion with members of the Small Business Association (SBA) and the Port of Long Beach.

The roundtable included comments from more than 10 Long Beach business community representatives on their efforts to increase small business participation in contract awards.

The RCCRO reported on LBT's Disadvantaged Business Enterprise (DBE) and Small Business Enterprise (SBE) programs and business outreach partnerships.

- On Sat., Feb. 10, LBT sponsored a table at The LGBTQ Center's 5th Annual Black

& White Ball held at the Pacific Ballroom of the Long Beach Convention Center.

Staff members represented LBT in this gala event honoring three Center Icons.

Secretary/Treasurer de Rivera stated that she appreciated LBT's support of the LGBTQ Center of Long Beach.

8. 18-019TR Monthly Financial Report. (Lisa Patton)

INFORMATION ITEM

Second Roll Call, 12:36 p.m.

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

Vice Chair Bentley asked for an update on LBT's recruitment efforts.

Ms. David stated that LBT held a job fair on Wednesday, January 24, 2018, where 89 individuals submitted job applications, which LBT's Human Resources department is reviewing.

This TR-Agenda Item was received and filed.

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

9. 18-014TR Government Finance Officers Association Distinguished Budget Presentation Award. (Kenneth McDonald)

INFORMATION ITEM

CEO McDonald presented the staff report.

City Representative Eriksen congratulated LBT on receiving the prestigious Government Finance Officers Association (GFOA) Distinguished Budget Presentation Award.

This TR-Agenda Item was received and filed.

10. 18-015TR Fiscal Year 2018 Annual Customer and Community Evaluation Survey

Results Overview. (Debra Johnson)

INFORMATION ITEM

Deputy CEO Johnson presented the staff report.

Director Carrillo referred to page 2 of the FY 2018 Customer and Community Evaluation Survey report and noted that it stated 'Nearly 50 percent of respondents reported they might consider riding the bus.' He asked if there was additional information on the demographics of the individuals who reported that comment. Deputy CEO Johnson stated that the actual survey results were in the appendix of the report, which provided the percentage of respondents.

Director Carrillo asked if the findings from the Customer and Community Evaluation Survey report were integrated with the STAR Initiative findings. Deputy CEO Johnson confirmed his query.

Secretary/Treasurer de Rivera stated she was disappointed that survey intercepts were not conducted in west or north Long Beach.

Deputy CEO Johnson mentioned that although surveys were not conducted in north or west Long Beach, LBT has its Mystery Rider Program which includes assessing all routes throughout LBT's entire system and enhances outreach, which includes those Long Beach areas.

Secretary/Treasurer de Rivera suggested that north and west Long Beach bus stops be included in next year's Customer and Community Evaluation Survey.

Secretary/Treasurer de Rivera noted that she was surprised that 98 percent of the survey population was satisfied with LBT's service, while nearly 13 percent of respondents rated 'Buses running on schedule' as poor and very poor. It was discussed that although 13 percent of respondents were unsatisfied with LBT's buses running on schedule, LBT's On-Time Performance (OTP) had improved over the last three years.

Secretary/Treasurer de Rivera stated that 31.6 percent of survey respondents felt security onboard was poor or very poor and asked what customers were experiencing in regards to security. Deputy

CEO Johnson stated that customers may have been referring to a uniformed presence onboard LBT's buses. She added that LBT had leveraged its Transit Ambassador Program which began in October 2017 and consisted of two uniformed individuals riding LBT's system.

CEO McDonald stated that in the past LBT had only surveyed its customers and community in regards to safety and not security. He added that security was a new Key Performance Indicator (KPI) that LBT began tracking and data obtained was relatively new. He further stated that LBT had taken steps to address its security onboard LBT buses and would continue to track security as a KPI.

Secretary/Treasurer de Rivera asked how the demographics of LBT's survey respondents compared to the community demographics for the cities which LBT served. Deputy CEO Johnson stated that the demographics of LBT's survey respondents were similar to the demographics of the cities which LBT served. She added that LBT's Fare Equity Analysis was discussed in the Policy and Governance Board Advisory Committee meeting, which Director Zendejas referenced in her Committee Report on agenda item 5.

Deputy CEO Johnson stated that Aida Douglas, LBT's RCCRO, worked with LBT's Service Planning department to identify the demographics of LBT's service area to ensure the agency was providing equitable service.

Secretary/Treasurer de Rivera referred to survey respondents' demographics and suggested there only be an option for 'Transgender' as opposed to having 'male-to-female transgender' and 'female-to-male transgender' and having 'non-binary' as opposed to 'other.'

Secretary/Treasurer de Rivera asked for the reason behind ridership increasing in higher household income categories. Deputy CEO Johnson stated it could be from the increase in housing in Long Beach's downtown core that was more transit rich than other outlying areas due to limited parking.

Director Clemson congratulated LBT on the increase in ridership from CSULB students.

Director Clemson suggested there be a 'neutral' response option

added in LBT's survey rating scale.

Vice Chair Bentley asked what was the overlap between the Customer and Community Evaluation Survey and the STAR Initiative findings. Deputy CEO Johnson stated that LBT provided Nelson\Nygaard, the consultant conducting the STAR Initiative, with the survey report. She added that the survey was a supplemental aspect to the more detailed work LBT had done through its STAR Initiative.

Director Carrillo asked if there was a policy related to identifying valid responses that could be integrated to the analysis conducted. He addressed his concern of having underrepresented groups due to the 41 "Decline to answer" responses for "which of the following ethnicities do you most closely identify."

Deputy CEO Johnson stated that LBT focused on the ridership aspect, such as if survey respondents were satisfied with LBT's OTP, rather than demographic information. Due to federal requirements, LBT looks at demographics in its service area through its service equity analysis.

Chair Gant stated that she looked forward to this survey every year in order to identify areas of opportunity for LBT.

This TR-Agenda Item was received and filed.

11. 18-016TR Recommendation to adopt two resolutions to update the authorized personnel able to perform banking and investment transactions for Long Beach Transit. (Lisa Patton)

Ms. Patton presented the staff report.

Secretary/Treasurer de Rivera thanked Jennifer Abro for her service as LBT's Controller.

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

Yes: 6 - Adam Carrillo, Michael Clemson, Maricela de Rivera, Mary Zendejas, Colleen Bentley and Sumire Gant

12. 18-017TR Recommendation to authorize the President and CEO to enter into a contract with Genfare, a division of SPX Corporation, to refurbish 50 fare boxes and rehabilitate and upgrade 10 vaults for a total authorization amount not to exceed \$681,230. (Tony Cohen)

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

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

Yes: 6 - Adam Carrillo, Michael Clemson, Maricela de Rivera, Mary Zendejas, Colleen Bentley and Sumire Gant

13. Public Comment.

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There were no public comments.

14. Board Requests.

There were no Board requests.

15. 18-020TR Adjourn. The next regular meeting will be held on March 26, 2018. (Sumire Gant)

Meeting adjourned at 1:23 p.m.

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

Yes: 6 - Adam Carrillo, Michael Clemson, Maricela de Rivera, Mary Zendejas, Colleen Bentley and Sumire Gant

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.)

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