

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

**MONDAY, SEPTEMBER 26, 2016  
333 W. OCEAN BOULEVARD  
COUNCIL CHAMBER, 12:00 PM**

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  
Eric Widstrand, City Representative  
Lea Eriksen, City Representative

President and Chief Executive Officer  
Kenneth A. McDonald

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**REGULAR MEETING - NOON**

1. Call to Order. (Maricela de Rivera)

Meeting was called to order at 12:01 p.m. by Vice Chair Gant.

2. Roll Call. (Ivette Gonzalez)

12:03 p.m.

**Commissioners** Colleen Bentley, Nancy Pfeffer, Barbara Sullivan George and

**Present:** Sumire Gant

**Commissioners** April Economides and Maricela de Rivera

**Excused:**

**Commissioners** Mary Zendejas

**Absent:**

3. 16-068TR Recommendation to approve the minutes of the regular session meeting held on July 25, 2016. (Maricela de Rivera)

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

**Yes:** 4 - Colleen Bentley, Nancy Pfeffer, Barbara Sullivan George and Sumire Gant

**Excused:** 2 - April Economides and Maricela de Rivera

**Absent:** 1 - Mary Zendejas

4. Employee Recognition. (LaVerne David)

Employees of the Month for August 2016:

Chroy Theng, Transit Service Delivery and Planning  
Thang Nguyen, Maintenance and Infrastructure  
Charles Santos, Staff

Employees of the Month for September 2016:

Mayte Orozco-Valdez, Transit Service Delivery and Planning  
Elinner Miranda, Maintenance and Infrastructure  
Mack Blackshire, Staff

INFORMATION ITEM

LaVerne David, Executive Director/VP, Employee and Labor Relations, presented the Employees of the Month for August and September 2016.

Ms. David acknowledged Chroy Theng, August's Employee of the Month for Transit Service Delivery and Planning; Thang Nguyen, August's Employee of the Month for Maintenance and Infrastructure; and Mayte Orozco-Valdez, September's Employee of the Month for Transit Service Delivery and Planning, who were not present.

Elinner Miranda, September's Employee of the Month for Maintenance and Infrastructure, was presented by Andrew Choi, Maintenance Administrator.

Charles Santos, August's Employee of the Month for Staff, was presented by Jennifer Abro, Controller.

Mack Blackshire, September's Employee of the Month for Staff, was presented by Ms. David.

Second Roll Call

12:04 p.m.

At this time, Secretary/Treasurer Zendejas arrived.

**Commissioners** Mary Zendejas, Colleen Bentley, Nancy Pfeffer, Barbara Sullivan  
**Present:** George and Sumire Gant

**Commissioners** April Economides and Maricela de Rivera

**Excused:**

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

(Safety & Service Quality)

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

- On August 26, LBT's Maintenance, Safety and Training departments achieved a significant safety milestone of 100 days without a preventable accident.

LBT's Safety Officer visited the Maintenance department at both locations, all shifts, and provided employees with a healthy snack and verbal recognition for their outstanding safety achievement.

As of September 26, 2016, Maintenance, Safety and Training departments had gone 131 days without a preventable accident.

- On August 31, LBT, in conjunction with Long Beach Police Department (LBPD), joined in the Department of Homeland's Security Visible Intermodal Prevention and Response (VIPR) operation.

This operation was the second VIPR of the fiscal year and took place at 6th Street and Long Beach Boulevard.

The first VIPR of the quarter was held during Independence Day.

LBT, through its partnership with the LBPD's Transit Security Detail, has increased VIPR activities to two per quarter in an effort to enhance security awareness onboard buses and at bus stops.

The program's purpose is three-fold:

1. to serve as a kind of force multiplier for transit agency security efforts;
2. to help detect and deter suspicious or dangerous activity in various modes of transportation; and
3. to enhance the coordination of local and federal agencies during an

emergency.

LBT staff and security partners boarded buses, interfaced with customers and made their presence known.

(Employee Engagement)

In LBT's continued effort to Foster Employee Engagement:

- In early September, LBT's Regulatory Compliance and Civil Rights Officer held three training sessions for 25 managers and Purchasing staff regarding LBT's Disadvantaged Business Enterprise (DBE) Program and Small Business Enterprise (SBE) Program.

An SBE is defined by the Small Business Administration (SBA) as either in terms of the average number of employees over the past 12 months, or average annual receipts over the past three years and is race and gender neutral. As LBT is not a certifying agency, it relies on each certifying agency's definition of an SBE, which most follow the SBA size standards.

LBT plans to implement its SBE Program in January 2017 for locally and federally funded projects to increase DBE and SBE participation and heighten business community visibility.

(Customer Experience)

Under LBT's priority of Enhancing the Customer Experience:

- During the month of August, Community Relations staff was busily participating in school events at some major customer destinations in preparation of the 2016-2017 school year to ensure customers were equipped with the most current route and schedule guide; system map; 30-Day Student Passes; U-Pass TAP information and sign-ups and transit planning.

The school events included:

- CSULB International Student Orientation and Resource Fair on August 16
- CSULB First Week of Fall Classes from August 22 through August 25
- Wilson High School TAP Sign-up at Freshman Orientation on August 24
- Cabrillo High School TAP Sign-up at Freshman Orientation on August 25
- Long Beach City College First Week of Fall Classes at various campuses from August 29 through September 1

- Community Relations staff also participated in a variety of community events across the City of Long Beach to highlight the most current route and schedule guide, as well as LBT's products and services.

The community events included:

- Citizens Advisory Commission on Disabilities (CACod) "Get out and Live" event at the Main Library in Downtown Long Beach on July 26
- Congresswoman Linda Sanchez' Senior Fair at Cerritos College Student Center on August 12
- Fourth Council District "Rock 'N Roll in the Park" community event at Whaley Park in Eastside Long Beach on August 27

(Community and Industry Focus)

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

- On Thursday, September 22, LBT continued its annual sponsorship of the Arts Council for Long Beach's State of the Arts event.

The State of the Arts recognizes the extraordinary work and commitment of individuals and organizations making Long Beach a great place to live, work and create through five arts awards.

At the event, the Arts Council, as well as Mayor Garcia, made several announcements about the state of the arts in Long Beach.

- On Wednesday, October 12, LBT will be partnering with Long Beach City College and the Long Beach Small Business Development Center to host a Prime Time Business Networking Event.

The purpose of the event is to grow LBT's Small Business Enterprise Program and increase vendor participation, as well as establishing a business partnership in the communities which we serve.

This information was shared with the Board on September 19.

7. 16-069TR Monthly Financial Report. (Lisa Patton)

INFORMATION ITEM

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

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

8. 16-070TR Government Finance Officers Association (GFOA) Award. (Kenneth McDonald)

INFORMATION ITEM

Kenneth McDonald, President and CEO, presented the staff report.

Lisa Patton, Executive Director/VP, Finance and Budget, thanked her staff members for their hard work.

Director Sullivan George congratulated Ms. Patton. She stated that LBT has had the honor of receiving the GFOA award every year since has been on the LBT Board of Directors. She thanked staff for their work and noted that the GFOA award is recognized throughout the transit industry.

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

9. 16-071TR Final Report - Transportation Development Act (TDA) Triennial Performance Review. (Lisa Patton)

INFORMATION ITEM

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

Director Pfeffer congratulated LBT for not having any findings.

Director Pfeffer referred to Exhibit 5.1 of the TDA Triennial Performance Review and asked what is auxiliary revenue.

Ms. Patton stated that the best example of auxiliary revenue is bus advertising revenue. She added that auxiliary revenue will sometimes also include interest and miscellaneous revenue on LBT's corporate accounts.

Director Pfeffer referred to page 42 of the TDA Triennial Performance Review and asked for an explanation regarding LBT recently doubling its community outreach efforts.

Debra Johnson, Deputy CEO, stated that LBT has been more involved in the community. LBT did a vast amount of effort engaging students during the beginning of the school year going out not just during orientation week, but also during move-in day as well.

Ms. Johnson stated that LBT staff has ventured out and educated participants in the community about the services and products LBT offers. She added that LBT has worked with representatives in various council districts, attending their meetings when there is an opportunity. She further added that LBT has also been partnering with the surrounding cities it serves, educating them about LBT's products and services.

Director Sullivan George stated that, as a Director who has served on the Board for many years, she has seen LBT have an impact in regards to its visibility and service. She stated that LBT's brand has a positive impact with its customers and those who do not use the bus but know of LBT. She thanked Kevin Lee, Marketing and Community Relations Manager, for informing the public of LBT's events. She stated that LBT has had a positive impact on the community.



Secretary/Treasurer Zendejas stated that it is very important for LBT to be out in the community. She thanked CEO McDonald and Ms. Johnson for going out in the community. She further stated that she has heard positive comments from Operators and customers regarding CEO McDonald.

Director Bentley referred to page 45 of the TDA Triennial Performance Review and read the conclusion regarding LBT functioning in an efficient, effective and economical manner. She congratulated LBT regarding the conclusion of the performance review.

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

10. 16-072TR Recommendation to adopt a resolution authorizing the President and CEO to file an application and execute a grant agreement with the Federal Transit Administration for \$17,506,605 under the Fixing America's Surface Transportation (FAST) Act. (Lisa Patton)

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

Director Pfeffer asked what is the priority in terms of vehicle procurement. Ms. Patton stated that the first priority in capital funding will always be replacement of buses.

Director Pfeffer asked what is LBT phasing in and out. CEO McDonald stated that LBT looks at its revenue fleet. He added that LBT is committed to having low- or no-emission buses over the next five years. He stated that the buses LBT buys will have to be low or zero-emission buses, such as CNGs, Hybrids or Battery Electric Buses (BEBs). LBT's priorities will be looking at how to get to 100 percent zero-emission.

CEO McDonald stated that LBT will be phasing out the Diesel buses. He added that after the Diesel vehicles are phased out, LBT will then eliminate its Hybrid buses, as they are nearing 500,000 miles, which is the guideline LBT uses to determine which buses will be replaced.

Vice Chair Gant asked for clarification regarding the \$25,000 for customer amenities. Ms. Patton stated that it is targeted towards signage. She added that the majority of customer amenities is funded with local funds. She further added that LBT is not only spending \$25,000 on customer amenities as the overall budget for customer amenities is \$633,700, which includes shelters, lighting, benches and signage.

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

**Yes:** 5 - Mary Zendejas, Colleen Bentley, Nancy Pfeffer, Barbara Sullivan George and Sumire Gant

**Excused:** 2 - April Economides and Maricela de Rivera

11. 16-073TR Recommendation to authorize the President and CEO to enter into a contract with Eco Energy Solutions, Inc., for the construction of an Electric Bus Charging Station and Parking Lot Improvements at LBT1 to support the 10 Battery Electric Buses (BEBs) in production, for a total authorization amount not to exceed \$939,333. (Rolando Cruz)

Rolando Cruz, Executive Director/VP, Maintenance and Infrastructure, presented the staff report.

Director Pfeffer asked what is the timeline of the project once the contract is executed. Mr. Cruz stated that there is 120 days of construction with a conclusion date in February 2017.

Director Bentley asked how the buses will be charged before the project concludes. Mr. Cruz stated that LBT has temporary charging facilities at LBT1 and LBT2. He added that there will be two charging stations at LBT1 and one charging station at LBT2.

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

**Yes:** 5 - Mary Zendejas, Colleen Bentley, Nancy Pfeffer, Barbara Sullivan George and Sumire Gant

**Excused:** 2 - April Economides and Maricela de Rivera

12. 16-074TR Recommendation to authorize the President and CEO to enter into a three-year contract with Universal Protection Service for the provision of security officer services at Long Beach Transit properties, at a cost of \$1,195,595 with two, one-year options at \$422,661 for Option Year One and \$439,324 for Option Year Two, for a total authorization amount not to exceed \$2,057,580. (Lee Burner)

Lee Burner, Executive Director/VP, Transit Service Delivery and Planning, presented the staff report.

Director Sullivan George asked if Universal Protection Service is the company that currently provides Security Officer services at LBT. Mr. Burner stated that Universal Protection Service currently provides Security Officer services.

Director Sullivan George suggested staff include the bid range in the Board report.

Director Bentley asked if the Security Officers will carry firearms. Mr. Burner stated that Security Officers contracted by LBT do not carry firearms.

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

**Yes:** 5 - Mary Zendejas, Colleen Bentley, Nancy Pfeffer, Barbara Sullivan George and Sumire Gant

**Excused:** 2 - April Economides and Maricela de Rivera

- 13. 16-075TR** Recommendation to authorize the President and CEO to enter into an agreement with Trapeze Software Group for the ongoing maintenance and support of its TransitMaster brand software, which supports Long Beach Transit's daily bus operations, for a total authorization amount not to exceed \$1,150,163. (Patrick Pham)

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

Director Sullivan George asked if Trapeze Software Group is the same company that is doing LBT's upgrades on the software which LBT has had issues. Mr. Pham stated that Trapeze Software Group is a different company for a different software.

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

**Yes:** 5 - Mary Zendejas, Colleen Bentley, Nancy Pfeffer, Barbara Sullivan George and Sumire Gant

**Excused:** 2 - April Economides and Maricela de Rivera

14. 16-076TR Recommendation to authorize the President and CEO to enter into a three-year contract with Insight Public Sector, Inc., for Microsoft Enterprise Software Licensing, which supports Long Beach Transit's daily computer operations, for a total authorization amount not to exceed \$109,322 for year one of the contract. (Patrick Pham)

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

Director Sullivan George asked for clarification regarding the collaboration with the County of Riverside.

Janet Lahr, Purchasing Manager, stated that LBT generally issues a Request for Proposal (RFP) or Request for Quote (RFQ), depending upon the specific item. She further stated that a RFQ was issued for this project as LBT did not anticipate the value to be above \$100,000. She added that the value ended up being more than \$100,000.

Ms. Lahr stated that LBT asked various agencies for quotes and at the same time, researched what other contracts LBT may be able to join. She further stated that the County of Riverside had the best deal in the nation in regards to the costing of Microsoft Software. She stated that LBT will use the original terms and conditions of the County of Riverside's agreement.

Director Sullivan George asked for confirmation that LBT issued a RFQ to several companies and when LBT found out it was eligible to join the County of Riverside's agreement, the companies who spent time to send a quote were not selected.

Ms. Lahr stated that LBT wanted to make sure it chose the most fair and best costing option.

CEO McDonald stated that the County of Riverside had the negotiating power. He added that the companies who sent a quote are under a negotiated contract with the County of Riverside. He clarified that LBT is not contracting with the County of Riverside. He stated that the County of Riverside was able to negotiate the best price for LBT with the selected company.

CEO McDonald stated that an RFQ is still required. He further stated that

the three companies who bid were part of the County of Riverside's agreement.

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

**Yes:** 5 - Mary Zendejas, Colleen Bentley, Nancy Pfeffer, Barbara Sullivan George and Sumire Gant

**Excused:** 2 - April Economides and Maricela de Rivera

15. 16-077TR Recommendation to adopt staff's recommendation to form two new advisory Board Committees: Finance and Operations; and Policy and Governance, commencing first quarter of calendar year 2017. (Debra Johnson)

Debra Johnson, Deputy CEO, presented the staff report.

Director Bentley asked if staff will attend the committee meetings. Ms. Johnson stated that staff would support the committee.

Director Bentley asked if she would be able to attend a committee meeting of which she is not a member. Ms. Johnson stated that Board members who would like to attend a committee meeting of which they are not members would need to coordinate with the Board Secretary so that LBT would not violate the Brown Act in regards to having a quorum.

Vice Chair Gant stated that she spoke to Chair de Rivera who stated that she is sorry she could not attend the Board meeting but is very happy that committees are being implemented. Vice Chair Gant added that Chair de Rivera stated that committee members would not include the Executive Committee, but would include other members of the Board interested in the committee topics. She added that interested Board members can nominate themselves.

Director Pfeffer thanked staff for bringing this agenda item forward. She referred to emerging technology and environmental issues and asked in which of the committees would those topics be discussed. Ms. Johnson stated that it would fall under Policy and Governance.

CEO McDonald clarified that the Finance and Operations committee would discuss existing operations within the agency and the Policy and Governance committee would discuss potential new policies that would be reported and discussed at Board meetings.

Director Pfeffer asked if changes would be able to be implemented in terms of how a committee operates. Ms. Johnson stated that if is any change to the committees, staff would bring the changes back to the Board so modifications can be made accordingly.

Director Sullivan George stated that the discussion of committees originated as a result of the Board feeling that Board members should



understand certain policies and financial decisions that are being made. She stated that the Board receives the Board packet and is then asked to vote. She added that having committees would make Board members feel comfortable that a fellow Board member was part of the discussion.

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

**Yes:** 5 - Mary Zendejas, Colleen Bentley, Nancy Pfeffer, Barbara Sullivan George and Sumire Gant

**Excused:** 2 - April Economides and Maricela de Rivera

16. 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.

17. Board Requests.

Secretary/Treasurer Zendejas would like to learn more about LBT's "Text for Next Bus" texting feature. She stated that there should be greater visibility and easy access to the texting number. She noted that she was at a bus stop and could not remember what phone number to text to receive information on the upcoming bus.

Secretary/Treasurer Zendejas stated that if she is having trouble with the texting feature, other customers might also be having trouble. She asked how LBT is promoting the phone number to "Text for Next Bus."

Director Pfeffer commended staff for putting on a great event at the BEB Unveiling Media Event. She congratulated staff for the extra effort.

Vice Chair Gant congratulated Mr. Lee on the media coverage the event received.

18. 16-078TR      Adjourn. The next regular meeting will be held on October 24, 2016.  
(Maricela de Rivera)

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

**Yes:** 5 - Mary Zendejas, Colleen Bentley, Nancy Pfeffer, Barbara Sullivan George and Sumire Gant

**Excused:** 2 - April Economides 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.)

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