

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

**MONDAY, JANUARY 28, 2019
333 W. OCEAN BOULEVARD
COUNCIL CHAMBER, 12:00 PM**

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



Steven Neal, 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. (Colleen Bentley)

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

2. Roll Call. (Ivette Dubois)

Commissioners Sumire Gant, Steven Neal, Mary Zendejas, Adam Carrillo,

Present: Michael Clemson and Colleen Bentley

Commissioners Maricela de Rivera

Absent:

3. 19-001TR Recommendation to approve the minutes of the regular session meeting held on December 10, 2018. (Colleen Bentley)

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

Yes: 6 - Sumire Gant, Steven Neal, Mary Zendejas, Adam Carrillo, Michael Clemson and Colleen Bentley

Absent: 1 - Maricela de Rivera

4. Employee Recognition. (LaVerne David)

Employees of the Year for 2018:

Adelaida Rodriguez, Transit Service Delivery and Planning
Daniel Fischer, Maintenance and Infrastructure
Fredie Vasquez, Staff

Employees of the Month for January 2019:

Clarice Funches, Transit Service Delivery and Planning
Manuel Fernandez-Alonso, Maintenance and Infrastructure
Athena Fleming, Staff

INFORMATION ITEM

LaVerne David, Executive Director/VP, Employee and Labor Relations, presented the 2018 Employees of the Year (EOY) and January 2019 Employees of the Month (EOM).

Adeleida Rodriguez, 2018 EOY for Transit Service Delivery and Planning (TSDP), was presented by Enrique Medina, TSD Superintendent.

Daniel Fischer, 2018 EOY for Maintenance and Infrastructure, was presented by Tony Cohen, Executive Director/VP, Maintenance and Infrastructure.

Fredie Vasquez, 2018 EOY for Staff, was presented by Terry Coon, Manager, Accounting.

Athena Fleming, January 2019 Staff EOM, was presented by Mike Gold, Manager, Marketing, Customer Service and Public Affairs.

Ms. David acknowledged January EOMs Clarice Funches for TSDP EOM and Manuel Fernandez-Alonso for Maintenance and Infrastructure EOM, who were not present.

Second Roll Call 12:07 p.m.

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

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.

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 oral report.

IMPROVE SAFETY AND SERVICE QUALITY

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

- During the month of December, LBT's Safety department conducted a safety blitz campaign concentrated around the themes of the past 11 months of safety topics.

On Tuesday, December 4, at LBT2 and Friday, December 7 at LBT1, LBT Safety staff recapped 2018 safety themes and reviewed accident figures for the year with the Operators.

Questions relating to the 2018 safety themes were asked of the Operators for a chance to win Target gift cards. In addition to the gift cards, water and healthy snacks were provided.

Since the beginning of the year, LBT has had a total of 32 accident-free days.

- On Thursday, November 15; Saturday, November 17 and Saturday, December 8, LBT, in partnership with the City of Paramount, participated in community events at the Paramount Park Community Center to gather feedback on LBT's expanded service within the City of Paramount.

Community Relations and Service Planning staff presented highlights of LBT's expanded Routes 21 and 71, Student TAP and Dial-A-Lift programs, and answered questions about LBT's expanded services.

FOSTER EMPLOYEE ENGAGEMENT

In LBT's continued effort to Foster Employee Engagement:

- LBT's Training department provided 13 courses to more than 110 employees on topics including, but not limited to:
 - o State-Mandated Annual Refresher Training (SMART)
 - o Operator Training on Special Buses
 - o New Operators Graduation
 - o Retraining for Operators returning from long-term absences
 - o DMV Drive Training and Licensing for Utilities
 - o Safety Retrains
 - o Seat Adjustments
 - o Class for TSD Supervisor
 - o Various Safety and Job-specific retraining

ENHANCE CUSTOMER EXPERIENCE

Under LBT's priority to Enhance Customer Experience:

- LBT participated in eight LBT Connected Seniors Club presentations and Senior TAP card drives at:
 - o El Dorado Park Senior Center;
 - o Christian Outreach in Action Senior Citizen's Day at the Little Brown Church;
 - o California Recreation Center at McBride Park;
 - o Health & Wellness Expo at the Long Beach Senior Center;
 - o Long Beach Kiwanis Club Meeting at The Grand;
 - o Age-Friendly Consortium Steering Committee Meeting at the Long Beach Energy Resources Auditorium; and
 - o Two Gold Star Walking Program meetings at Gold Star Manor
- LBT also participated in three events geared towards its customers with disabilities at:
 - o the Disabled Resources Center (DRC) Mobility Training;
 - o the Citizens Advisory Commission Disability Employment Awareness Month Celebration at the Michelle Obama Library; and
 - o the Downtown Residential Council Mobility Seminar at Studio 111
- In support of LBT's Long Beach Unified School District (LBUSD) partnership, LBT participated in two LBUSD events:
 - o LBUSD School of Choice Summit at Long Beach City College; and
 - o LBUSD Career/College Exploration Night at the CSULB Pyramid

- On November 10, an LBT contingent of employees, volunteers, friends, and family saluted those who have served in the armed forces during the 22nd Annual Long Beach Veterans Day Parade and Festival held in North Long Beach.

LBT rolled a patriotic-themed bus featuring photos and names of LBT's veterans, music and a red, white and blue balloon arch. Community Relations staff promoted LBT's products and services.

- On December 1, LBT once again partnered with the Long Beach Police Department and LBUSD in sponsoring the annual Shop with a Cop program at a local Target store. This year's event benefited students from McKinley Elementary.
- On December 1, LBT participated in the 36th Belmont Shore Christmas Parade and showcased its holiday-themed bus. LBT employees, friends and families joined Vice Chair Bentley and City Representative Eriksen at this festive event.
- On December 8, LBT participated in Breakfast with Santa at Paramount Park Community Center. LBT staff gave an overview of upcoming LBT service expansion changes taking effect in Paramount with the February 2019 service change. Over 1,000 folks attended this holiday event.
- And also on December 8, LBT participated in 65th Annual Daisy Avenue Christmas Tree Lane Parade, where LBT employees, friends and family greeted eventgoers from our holiday-themed bus.

PROMOTE COMMUNITY AND INDUSTRY FOCUS

In an effort to strengthen our focus on the community we serve and the transportation industry:

- On October 24 through October 26, LBT served as the host of the 53rd Annual California Transit Association (CTA) Fall Conference and EXPO at the Long Beach Convention Center.

As host agency, LBT staff was well-represented at California's premier transit industry event:

- o Many of LBT's Executive Leadership Team presented or led discussions over the course of the conference.
- o Over 50 LBT staff attended the numerous workshops and the expo.
- o 15 LBT staff served as volunteer guides to help attendees navigate

through the conference, as well as answer questions regarding LBT's services.

- o Vice Chair Bentley and Directors Carrillo and Zendejas also represented LBT at the conference

- On November 8, LBT staff attended the Women's Transportation Seminar-Los Angeles Scholarship & Awards Dinner in Downtown LA.

LBT was recognized with an Innovative Transportation Solutions Award, along with other agencies, for our Universal College Transit Pass (U-Pass) Program.

- On November 27 through November 29, LBT participated in the American Public Transportation Association's (APTA) Industry Leadership Summit in Washington, D.C.

Concurrent with the Summit, was the Transit Board Members Governance Workshop, which was attended by the LBT Board Secretary, as well as LBT's Board of Directors Executive Committee (Chair Gant, Vice Chair Bentley and Secretary/Treasurer de Rivera).

The event brought together public transportation leadership, transit agency CEOs, general managers and transit board members, for a dynamic event that focused on the issues and trends transforming our industry: disruptive market forces, the rapidly evolving mobility landscape, and the mid-term elections, just to name a few.

- On Thursday, December 6, LBT staff, joined by Secretary/Treasurer de Rivera, participated in the 21st Annual Long Beach Community Hispanic Association's (Centro C.H.A.) Awards Gala recognizing community leaders at The Grand Long Beach.

The event celebrated the extraordinary work of community leaders who exemplify excellence, impact the lives of children and youth, and contribute to revitalizing neighborhoods and businesses in our great city.

Vice Chair Bentley provided a brief overview on the APTA Industry Leadership Summit on behalf of the Board Executive Committee.

Director Zendejas congratulated LBT on successfully hosting the CTA conference.

7. 19-002TR Monthly Financial Report. (Lisa Patton)

INFORMATION ITEM

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

Chair Bentley asked why there was an increase in Dial-A-Lift (DAL) costs. Ms. Patton stated that it was due to an increase in ridership. Ms. Patton noted that current DAL costs were similar to last fiscal year's DAL costs.

This TR-Agenda Item was received and filed.

8. 19-003TR Fiscal Year 2019 Second Quarter Investment Report. (Lisa Patton)

INFORMATION ITEM

Ms. Patton presented the staff report.

This TR-Agenda Item was received and filed.

9. 19-004TR Fiscal Year 2018 Retirement Plan Financial Statements for Contract and Salaried Employees. (Lisa Patton)

INFORMATION ITEM

Ms. Patton presented the staff report.

Brian Spinelli, Senior Wealth Manager, from Halbert Hargrove, LBT's provider of Fiduciary Investment Management and Wealth Advisory Services, provided a presentation on LBT's FY 2018 Retirement Plan Financial Statements for Contract and Salaried Employees.

Director de Rivera asked if the Board could receive a list of companies that fall within LBT's investments. Mr. Spinelli stated that when LBT invests in stock, it invested in indexes and not in individual funds.

CEO McDonald noted that index funds cost less than individual funds.

Ms. Patton stated that LBT's lists of investments were on page 19 of the Retirement Plan Financial Statements. She clarified that the aforementioned investments were strictly the pension investments, and not the quarterly investments.

Director de Rivera referred to LBT's investments that were reported during the Quarterly Investment Reports and asked if LBT invested in companies. Mr. Spinelli clarified that LBT did not invest in single companies, and bought bonds instead of stocks.

This TR-Agenda Item was received and filed.

10. 19-005TR Actuarial Valuation of Retirement Plans for Contract and Salaried Employees as of July 1, 2018. (Lisa Patton)

INFORMATION ITEM

Ms. Patton presented the staff report.

David Venuti, President of Venuti & Associates, provided a presentation on LBT's Actuarial Valuation of Retirement Plans for Contract Employees as of July 1, 2018.

Discussion ensued regarding the contract employee contribution of six percent.

Chair Bentley asked if it was common for employees to take a lump sum when they retire. Mr. Venuti confirmed Chair Bentley's statement. Chair Bentley asked if it was common for companies to offer a lump sum payment when employees retire. Mr. Venuti stated that it was not common.

Ms. Patton stated that the lump sum option was no longer available to employees hired after 2012. Additionally, staff employees could receive a 25 percent lump sum when they retired followed by monthly annuities.

Director de Rivera asked if LBT employees received financial education in regards to retirement. CEO McDonald stated that each month, a financial advisor from Voya Financial, LBT's retirement company, visited LBT and employees had an opportunity to meet with a representative to discuss their retirement contribution.

This TR-Agenda Item was received and filed.

11. 19-006TR Fiscal Year 2018 Comprehensive Annual Financial Report. (Lisa Patton)

INFORMATION ITEM

Ms. Patton presented the staff report.

Director de Rivera referred to LBT's fare history on page 51 of the Comprehensive Annual Financial Report (CAFR) and noted that other regional transit agencies had a K-12 student fare. She suggested that LBT explore offering a student fare and working with partners for subsidizing opportunities. She mentioned that LBT should speak to Tiffany Brown, LBUSD Assistant Superintendent, to discuss subsidizing opportunities for low student fares.

Director Neal conferred with Director de Rivera's statement.

Director Gant asked how many students purchased monthly TAP cards in comparison to the total number of students.

CEO McDonald noted that 50 percent of LBT customers paid their fare in cash. He added that LBT was working on installing ticket vending machines throughout its service area in order for customers to be able to easily purchase TAP cards.

Director de Rivera stated that LBT should also consider offering a low fare for adults accompanying elementary school students.

This TR-Agenda Item was received and filed.

12. 19-007TR Fiscal Year 2018 Single Audit Report. (Lisa Patton)

INFORMATION ITEM

Ms. Patton presented the staff report.

This TR-Agenda Item was received and filed.

13. 19-008TR 2019 Legislative Program. (Debra Johnson)

INFORMATION ITEM

Debra Johnson, Deputy CEO, presented the staff report.

Discussion ensued regarding the STAR Initiative recommendations.

Director Gant asked that the Board receive the STAR Initiative final report.

Director Gant asked if the expanded water taxi service mentioned in the 2019 Legislative Program would include purchasing clean-fueled catamarans. Deputy CEO Johnson stated that LBT was still pursuing options as to what type of catamarans were available for purchase.

Director de Rivera noted that the City of Long Beach announced that there would be a year-round homeless shelter placed in north Long Beach that was set to open in 2020. She suggested that LBT partner with regional officials, such as the Supervisor's Office, the City of Long Beach Office of the Mayor and City Council, to partner on projects, providing a shuttle to the aforementioned homeless shelter, as well as to the public pool being built in Belmont Shore.

Discussion ensued regarding the State of the City and Mayor Robert Garcia's comment regarding LBT's bus stop improvements. Director de Rivera suggested that LBT allocate monies towards bus stop improvements for the upcoming Fiscal Year 2020 budget.

CEO McDonald stated that LBT had made an offer to the City of Long Beach to work together to provide a shuttle to the community pool. He added that LBT would again meet with the City of Long Beach to further discuss transportation options for the Belmont Shore community pool. He further added that LBT had recently hired a Transit Customer Amenities Manager who was making an extensive effort in improving LBT's bus stops to enhance the customer experience.

Deputy CEO Johnson stated that funds from state-provided Low-Carbon Transit Operations Program (LCTOP) were being utilized for bus stop enhancements.

Chair Bentley suggested that LBT consider having its Board members attend meetings with local, state and federal officials to advocate for transportation funding.

This TR-Agenda Item was received and filed.

14. 19-009TR Recommendation to authorize the President and CEO to enter into a contract with Lotus USA, Inc., to replace 60 computers, for a total authorization amount not to exceed \$157,418. (Patrick Pham)

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

A motion was made by Director Gant, seconded by Secretary/Treasurer Carrillo, to approve recommendation. The motion carried by the following vote:

Yes: 7 - Maricela de Rivera, Sumire Gant, Steven Neal, Mary Zendejas, Adam Carrillo, Michael Clemson and Colleen Bentley

15. 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 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.

Wayne Wright, a member of the public, addressed his concerns with LBT Bus Operators not announcing bus stops at major transfer points. He asked that LBT upgrade its public address (PA) systems so that all bus stops and route announcements may be heard by customers.

16. Board Requests.

Director Gant asked for LBT to provide the Board with an inventory list of LBT bus stops and a report of the agency's Bus Stop Improvement Program.

CEO McDonald stated that with LBT's recent hire of the Transit Customer Amenities Manager the agency would be able to classify the ranking of bus stops and create a plan for the bus stop enhancement process. He added that he would bring the Bus Stop Improvements Plan to the Board once it was ready.

Vice Chair Clemson asked for the STAR Initiative final report.

Director de Rivera asked that LBT provide a shuttle from north Long Beach to Long Beach beaches.

Director de Rivera asked that a study session be held prior to the development of the Fiscal Year 2020 budget. She asked that LBT formalize a process for assisting low-income students.

Director de Rivera stated that she hoped that one third of the 2019 Museum Express departure locations will be located in north Long Beach.

17. 19-010TR Adjourn. The next regular meeting will be held on February 25, 2019.
(Colleen Bentley)

The meeting adjourned at 3:20 p.m.

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

Yes: 7 - Maricela de Rivera, Sumire Gant, Steven Neal, Mary Zendejas, Adam Carrillo, Michael Clemson and Colleen Bentley

Note:

The City of Long Beach intends to provide reasonable accommodations in accordance with the Americans with Disabilities Act of 1990. If special accommodation 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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