

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

**MONDAY, FEBRUARY 25, 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

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**REGULAR MEETING - NOON**

1. Call to Order. (Colleen Bentley)

Chair Bentley called the meeting to order at 12:13 p.m.

2. Roll Call. (Ivette Dubois)

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

**Commissioners** Sumire Gant

**Excused:**

3. 19-015TR Recommendation to approve the minutes of the regular session meeting held on January 28, 2019. (Colleen Bentley)

Director de Rivera referred to the roll call in the January 28, 2019 Board of Directors meeting minutes and asked why she was marked as absent.

Ivette Dubois, Board Secretary, stated that a second roll call was taken during the Employee of the Month recognition when Director de Rivera arrived and was marked as present.

Ms. Dubois noted that a second roll call was needed when a Director arrived to the Board of Directors meeting after an action item had already been voted on by the Board. For example, a second roll call as the Board had already voted on approving the minutes of the previous Board meeting when Director de Rivera arrived.

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

**Yes:** 6 - Maricela de Rivera, Steven Neal, Mary Zendejas, Adam Carrillo, Michael Clemson and Colleen Bentley

**Excused:** 1 - Sumire Gant

4. Employee Recognition. (LaVerne David)

Employees of the Month for February 2019:

Rida Shihata, Transit Service Delivery and Planning  
Sultan Hawthorne, 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 March 2019.

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

Ms. David acknowledged Rida Shihata, Transit Service Delivery and Planning EOM, and Sultan Hawthorne, Maintenance and Infrastructure EOM, who were not present.

5. Board Advisory Committee Reports

- Finance and Operations. (Steven Neal)
- Policy and Governance. (Mary Zendejas)

INFORMATION ITEM

Director Neal provided a brief report on the Finance and Operations Board Advisory Committee meeting held on Tuesday, February 5.

Director Zendejas provided a brief report on the Policy and Governance Board Advisory Committee meeting held on Tuesday, February 5.

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.

James Con, a member of the public, suggested LBT provide customers with real-time information.

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 his oral report.

**IMPROVE SAFETY AND SERVICE QUALITY**

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

- The following were accident-free days at LBT:
  - o Sunday, January 27;
  - o Sunday, February 3; and
  - o Monday, February 11

There were no preventable or non-preventable accidents on these days.

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

- During the month of February, LBT's Safety department conducted a safety blitz campaign concentrated around the theme of workplace ergonomics and ways to avoid bodily injuries.

On Wednesday, February 13 at LBT2 and Friday, February 15 at LBT1, LBT Safety staff posed questions to the Operators relating to ergonomics and proper driving

posture. Demonstrations were conducted with Operators on how to safely enter and exit a bus using the 'Three Points of Contact' method:

1. Set right hand on right rail;
2. Set left hand on left rail;
3. Set foot on the bus and pull your body in

Demonstrations also focused on how to properly board and secure a wheelchair to avoid back injuries.

Operators that participated in the training, as well as the quizzes, were entered into a raffle for a chance to win gift card prizes.

On February 11 and 12, the California Highway Patrol conducted its annual Bus Maintenance and Safety Inspection on LBT buses. The CHP inspected a total of 20 buses and all of them received a "Satisfactory" rating (CHP ratings given are "Satisfactory" or "Unsatisfactory").

CHP also inspected driving credentials for 76 Operators, and all were stated to be acceptable.

### **FOSTER EMPLOYEE ENGAGEMENT**

In LBT's continued effort to Foster Employee Engagement:

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- LBT recently concluded its second Employee Satisfaction Survey, which is an organizational assessment of management and employee relations.

As you recall, the satisfaction survey consisted of:

- individual employee interviews
- employee focus groups; and
- an agency-wide survey questionnaire.

The data is currently being compiled, but we can report that the questionnaire had a 71 percent response rate. This is an improvement from the 68.8 percent response rate garnered from the 2016 survey questionnaire.

- LBT's Training department provided 10 training courses to 104 employees on topics including, but not limited to:

- o State-Mandated Annual Refresher Training (SMART)
- o Operator re-training on wheelchair securement
- o Retraining for operators who have returned from long-term absences
- o Safety retrains
- o DMV driver training and licensing for new mechanics, operators and TSD supervisor
- o Training Class for TSD supervisors
- o Various maintenance job-specific re-trainings

### **ENHANCE CUSTOMER EXPERIENCE**

Under LBT's priority to Enhance Customer Experience:

- LBT participated in five Senior TAP card drives, Connected Senior Club presentations, and Ambussador trainings at five locations across the city:
  - o the Age-Friendly Consortium Steering Committee Meeting at El Dorado Park
  - o AmBUSsador Training classes hosted at LBT1
  - o the Gold Star Walking Program at Gold Star Manor
  - o the "Trading Ages" workshop at El Dorado Park; and
  - o the Lifetime Learning Center at Long Beach City College
- On Saturday, February 2, LBT partnered with the Long Beach Symphony to promote Transit and the Arts at the Long Beach Symphony Family Day.

Community Relations staff:

- o assisted with trip planning and wayfinding;
- o promoted LBT's products and services; and
- o conducted a social media contest where four lucky winners won tickets to the symphony.

### **PROMOTE COMMUNITY AND INDUSTRY FOCUS**

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

- On Friday, February 1, the Deputy CEO, members of LBT staff and the CEO attended Andy Street Community Association's 7th annual "Yesterday, Today, & Tomorrow" Black History Month luncheon and awards held at the Expo Arts Center in Bixby Knolls. This year's theme was Caribbean Heritage.

LBT's CEO was recognized with a CEO Diversity Award, recognizing leaders whose companies promote diversity and demonstrate awareness of the challenges and

opportunities around diversity.

- On Friday, February 8, the Deputy CEO, as LBT's representative on the California Transit Association's Executive Committee attended their quarterly meeting in Sacramento.

Meeting topics included Innovative Clean Transit; the Transportation Development Act; the defeat of Proposition 6 (which was the SB 1 Repeal effort); as well as updates on the association's 2019 state and federal legislative programs.

Director de Rivera congratulated CEO McDonald on receiving the CEO Diversity Award.

Chair Bentley thanked LBT for partnering with the Long Beach Symphony.

Director Neal also thanked LBT for its partnership with the Long Beach Symphony.

CEO McDonald noted that the Long Beach Symphony approached LBT three years ago to discuss a partnership. He thanked LBT staff for ensuring this partnership was established.

**8. 19-016TR Monthly Financial Report. (Lisa Patton)**

**INFORMATION ITEM**

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

**9. 19-017TR Fiscal Year 2019 Annual Customer and Potential Customer Evaluation Survey Results Overview. (Debra Johnson)**

**INFORMATION ITEM**

Debra Johnson, Deputy CEO, presented the staff report.

Chair Bentley referred to customers' perception of bus stop conditions and shared her concern regarding customers not wanting to ride LBT due to bus stop conditions.

CEO McDonald stated that LBT's Transit Customer Amenities Manager was working on LBT's bus stop improvement project, which included information at bus stops.

Chair Bentley suggested LBT provide a press release regarding the Annual Customer and Potential Customer Evaluation Survey results and include that the agency is working on improving the lowest rated topics, such as bus stops and information at bus stopos.

- 10. 19-018TR** Recommendation to authorize the President and CEO to exercise the contract options for the manufacturing and delivery of 166 solar powered light emitting diode (LED) light kits for bus stop shelters with Urban Solar Corp., for a total authorization amount not to exceed \$321,589. (Debra Johnson)

Deputy CEO Johnson presented the staff report.

Vice Chair Clemson suggested LBT install the LED light kits at bus stops that need it the most, maintaining equity.

Deputy CEO Johnson stated that LBT prioritized improving its bus stops using Long Beach Police Department crime data, ridership data and age of bus stops.

Director de Rivera asked that the Board be provided with a list of LBT's bus stops.

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

**Yes:** 6 - Maricela de Rivera, Steven Neal, Mary Zendejas, Adam Carrillo, Michael Clemson and Colleen Bentley

**Excused:** 1 - Sumire Gant

- 11. 19-019TR** Recommendation to authorize the President and CEO to enter into a contract with CelPlan Technologies, Inc., for the procurement of a Virtual Security Fence Camera System, including ancillary equipment, installation, integration and training services, at a cost of \$398,838 with a five percent contingency, for a total authorization amount not to exceed \$418,780. (Lee Burner)

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

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

**Yes:** 6 - Maricela de Rivera, Steven Neal, Mary Zendejas, Adam Carrillo, Michael Clemson and Colleen Bentley

**Excused:** 1 - Sumire Gant

12. 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.

There were no public comments.

13. Board Requests.

There were no Board requests.

- 14. 19-020TR** Adjourn. The next regular meeting will be held on March 25, 2019.  
(Colleen Bentley)

Meeting adjourned at 1:41 p.m.

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

**Yes:** 6 - Maricela de Rivera, Steven Neal, Mary Zendejas, Adam Carrillo, Michael Clemson and Colleen Bentley

**Excused:** 1 - Sumire Gant

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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