

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

**MONDAY, SEPTEMBER 22, 2014  
333 W. OCEAN BOULEVARD  
COUNCIL CHAMBER, 12:00 PM**

Freda Hinsche Otto, Chair  
Barbara Sullivan George, Vice Chair  
Maricela de Rivera, Secretary/Treasurer  
Donald M. First, Director



Victor Irwin, Director  
Dr. James P. Norman, Jr., Director  
Michael Conway, City Representative  
David Roseman, City Representative

President and Chief Executive Officer  
Kenneth A. McDonald

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**FINISHED AGENDA AND DRAFT MINUTES**

All agenda items were taken in order except for the following: Item 11 was taken following Item 7, and Item 10 was then taken following Item 11.

**1. Call to Order. Freda Hinsche Otto**

Chair Hinsche Otto called the meeting to order at 12:01 pm.

**2. Roll Call. Sarah Miller**

**ABSENT:**

Michael Conway, Director of Public Works  
Dave Roseman, City Traffic Engineer

**ALSO PRESENT:**

Kenneth A. McDonald, President and Chief Executive Officer  
Debra A. Johnson, Deputy Chief Executive Officer  
Vincent C. Ewing, General Counsel  
Lisa Patton, Executive Director and Vice President of Finance and Budget  
Lee Burner, Executive Director and Vice President of Transit Services Delivery and Planning  
LaVerne David, Executive Director and Vice President of Employee and Labor Relations  
Rolando Cruz, Executive Director and Vice President of Maintenance and Infrastructure  
Patrick Pham, Executive Director and Vice President of Information Technology  
Sarah Miller, Board Secretary  
Iveth Gonzalez, Maintenance Clerk

**Commissioners** Freda Hinsche Otto, Barbara Sullivan George, Maricela de  
**Present:** Rivera, Donald First and Dr. James P. Norman Jr.

**Commissioners** Victor Irwin  
**Excuse:**

3. 14-058TR Recommendation to approve the minutes of the regular board meeting held on August 25, 2014. Freda Hinsche Otto

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

**Yes:** 5 - Freda Hinsche Otto, Barbara Sullivan George, Maricela de Rivera, Donald First and Dr. James P. Norman Jr.

**Absent:** 1 - Victor Irwin

4. Employee Recognition. LaVerne David

Employees of the Month for September 2014

Romie Watkins III, Maintenance and Infrastructure

Terri Duong, Staff

Adan Covarrubias, Transit Services Delivery and Planning

Jennifer Abro, Controller, presented the August Staff Employee of the Month, Charles Santos.

Frank Spalding, Manager of Maintenance, presented the September Maintenance and Infrastructure Employee of the Month, Romie Watkins III.

Jackie Gomez, Manager of Human Resources, presented the September Staff Employee of the Month, Terri Duong.

Enrique Medina, Superintendent of Transit Services Delivery, presented the September Transit Services Delivery and Planning Employee of the Month, Adan Covarrubias.

5. President and CEO Monthly Oral Update. Kenneth McDonald

o Safety and Service Quality

o Employee Engagement

o Customer Experience

o Internal/External Corporate Focus

#### INFORMATION ITEM

Kenneth McDonald, President and CEO, gave an oral report highlighting the following:

#### **Safety and Service Quality**

There was an update on the Broadway stop removal pilot project. The first three months of data indicate that weekly on-time performance has decreased, Saturday on-time performance has remained flat, and Sunday performance has increased. More information is needed to determine ridership count, as TAP was introduced in April 2014, making the data not strictly comparable.

From June 1, 2014 through mid-September, Customer Relations staff had received only five customer calls regarding the project. A focus group has been scheduled for Operators in October. More data is needed before any definitive conclusions can be made. Future updates are forthcoming.

As of Saturday, September 20, 2014, LBT's Downtown Transit Gallery has been temporarily relocated to Ocean Boulevard to accommodate Metro's Blue Line Improvement Project. Weekend reports have been favorable. The temporary shutdown will continue through Sunday, October 19, 2014. An oral report is expected next month on the completion of the work and LBT's return to the Transit Gallery.

### **Employee Engagement**

Two Key Performance Indicator focus group sessions were held. On September 2, 2014, four Mechanics, from both LBT's Anaheim and 68th Street locations, met with an external facilitator, the Maintenance Administrator and executive staff to discuss how to best track performance indicators. They addressed how to display mean distance between failure and reviewed how to capture the adherence rate of the preventative maintenance schedule. On September 3, 2014, seven Operators, from both facilities, met with an external facilitator, a Service Planning Analyst, a Safety Officer, and executive staff to discuss how best to share on-time performance and in-service accidents and incidents.

On September 4, 2014 and September 5, 2014, at the Anaheim location, and on September 11, 2014 and September 12, 2014, at the 68th Street location, meet and greets were held introducing Lee Burner, the new Executive Director and Vice President of Transit Services Delivery and Planning, to front-line staff. Operators shared ideas on how to improve on-time performance, reduce in-service accidents and provided input on what's working well and what can be enhanced at LBT.

### **Customer Experience**

There has been extensive advance and ongoing communication to the public regarding the Metro Blue Line Improvement Project and the Transit Gallery shutdown. Communication tactics include a tab on the LBT website containing specific detour information, press releases distributed prior to the detour being implemented, company representatives strategically positioned at the Transit Gallery with brochures notifying the public of the temporary location, take-ones on board LBT buses, Customer Service staff being prepared with information, and briefings held with City officials, the Downtown Long Beach Business Associates, and other stakeholders in advance of the Gallery shutdown.

### **Internal/External Corporate**

Kenneth McDonald, President and CEO, met with the new Executive Director of the Port of Long Beach, Jon Slagerup, on September 4, 2014 to discuss how to work collaboratively with the Port in the future.

On September 19, 2014, a press conference and media tour were held to showcase Metro's Blue Line Improvement Project and to explain LBT's detour plan. In attendance were Lakewood Councilmember, and member of Metro's Board of Directors, Diane DuBois; Mayor Garcia; Vice Mayor Lowenthal; Long Beach Councilmembers Lena Gonzalez and Roberto Uranga; Long Beach Police Chief Jim McDonnell, and LBT President and CEO, Kenneth McDonald. The event had a good media turnout and there was significant press coverage over the weekend.

Following this report, Secretary Treasurer de Rivera asked if the on-time performance measurement used by LBT is an industry-wide standard. President McDonald responded, indicating that the one minute early arrival at a time point is common practice in the industry, and an arrival at a time point after the scheduled time between four to six minutes is the practice. LBT falls within the standard at five minutes.

In addition, Secretary Treasurer de Rivera also commended LBT on the emergency assistance provided to the Long Beach Airport and Jet Blue Airlines during the evacuation of passengers after a Jet Blue aircraft performed an emergency landing due to the loss of an engine. Deputy CEO Johnson provided a brief update on this incident, highlighting LBT's deployment of three buses to assist with the transferring of passengers off the tarmac.

Director Sullivan George inquired as to when normal operations will resume following the completion of the Metro Blue Line improvement project. President McDonald, responded that operations are expected to resume on October 20, 2014.

**6. 14-059TR**      August 2014 Financial Report. Lisa Patton

**INFORMATION ITEM**

Lisa Patton, Executive Director and Vice President of Finance and Budget, provided a report and responded to questions. Per the report, there have been no significant trends for Fiscal Year 2015, and ridership is up for Aqualink services.

**7. 14-061TR**      Recommendation to authorize the President and CEO to re-solicit Best Value RFPs as competitive negotiations for the purchase of Battery Electric buses partially funded by a Federal Transit Administration's (FTA) Transit Investment in Greenhouses Gas and Energy Reduction (TIGGER) grant because the Board finds that a low bid requirement is an inadequate procurement method for Long Beach Transit's (LBT) needs for battery electric buses. Kenneth A. McDonald

Kenneth McDonald, President and CEO, provided an overview of the recommendation and responded to questions.

Secretary Treasurer de Rivera asked for clarification regarding whether or not the last Battery Electric Bus Request for Proposal (RFP) was contingent on a

low bid from proposers. President McDonald responded that it was the same.

Chair Hinsche Otto asked if there was assurance from the Federal Transit Administration (FTA) that the grant funds will still be available. President McDonald indicated that there has been no change from the FTA in regards to the status of the grant.

Chair Hinsche Otto asked when the RFP would be circulated. President McDonald responded that RFP would be released at noon on September 23, 2014.

Chair Hinsche Otto asked when the proposals would be due to LBT. President McDonald responded there was a 90-day submission deadline and they would be due in early January of 2015, following an extension for the holidays. Following Item 9 (which was taken out of order), President McDonald offered a correction for this timeline, indicating that the submission deadline for the responses to the RFP is 60 days thereby making the submission deadline November 26, 2014.

Chair Hinsche Otto asked to whom proposers may ask questions. President McDonald responded that the questions are to be directed to the purchasing agent as outlined in the RFP.

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

**Yes:** 5 - Freda Hinsche Otto, Barbara Sullivan George, Maricela de Rivera, Donald First and Dr. James P. Norman Jr.

**Absent:** 1 - Victor Irwin

8. Establishment of Board Committees. Freda Hinsche Otto

Chair Hinsche Otto recommended to the Board that standing committees be implemented for the LBT Board of Directors. It was further requested that Secretary de Rivera oversee researching the policies and practices of Boards of Directors within similar agencies and return to the Board with a recommendation in 60 days. Director Irwin, who was not in attendance, was selected to support these efforts.

9. Establishment of President/CEO Performance Evaluation Ad-hoc Committee. Freda Hinsche Otto

Chair Hinsche Otto recommended to the Board that an ad-hoc committee be formed to develop standing policy and long term guidelines for evaluating the President and CEO of Long Beach Transit. Director Sullivan George was asked to oversee this committee. Director First will also serve on this committee. The committee will report back in 30-60 days with recommendations for the Board.

President McDonald requested that, as an interim measure, his first year review be conducted in advance of the development of guidelines pursuant to his employment contract. Chair Hinsche Otto acknowledged President McDonald's request and stated that the Board Executive Committee would serve as the Performance Evaluation Ad-hoc Committee.

**10. Closed Session.**

Conference with Legal Counsel--Anticipated Litigation:

Significant exposure to litigation pursuant to subdivision (b) of Government Code 54956.9:

One (1) matter

Meeting went into Recess at 12:47 pm.

Meeting Reconvened at 1:20 pm.

Chair Hinsche Otto announced that there was no action taken during Closed Session.

**11. Public Comments.**

Any member of the public may approach the lectern and, upon recognition by the Chairperson, state his or her name and address for the record and proceed to address the Board on any item within the subject matter jurisdiction of the Board, provided that no action may be taken on off-agenda items unless authorized by law. Comments shall be limited to three (3) minutes, unless different time limits are set by the Chairperson, subject to the approval of the Board.

Jeff Miller, a member of the public, addressed the Board regarding comments he made in June and July regarding the removal of a bus stop adjacent to the Bayshore Library in Belmont Shore. He indicated that LBT Customer Service Representative Bill Smith had responded to his previous comments via letter. Mr. Miller took exception to the safety issues cited in the letter and would still like to have the stop reinstated. He also would like to see more transparency from Long Beach Transit. Specifically, he requested that members of the public weigh-in on service characteristics.

**12. Board Requests.**

There were no requests from the Board.

**13. 14-060TR** Adjourn. The next regular meeting will be held on October 27, 2014.

The meeting adjourned at 1:38 pm.

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

**Yes:** 5 - Freda Hinsche Otto, Barbara Sullivan George, Maricela de Rivera, Donald First and Dr. James P. Norman Jr.

**Absent:** 1 - Victor Irwin

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 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.)

(Telecommunication Device for the Deaf - Please call 570-6626. Inquire at the City Council Chamber Audio Visual Room for Assistive Listening Device.)

Long Beach Public Transportation Company, a.k.a. Long Beach Transit, is an entity which is separate and distinct from the City of Long Beach.