

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

**MONDAY, AUGUST 26, 2019
411 W. OCEAN BOULEVARD
CIVIC CHAMBERS, 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
Lea Eriksen, City Representative
Luke Klipp, City Representative

Kenneth A. McDonald,
President and Chief Executive Officer

REGULAR MEETING - NOON

1. Call to Order. (Colleen Bentley)

The meeting was called to order at noon.

2. Roll Call. (Ivette Dubois)

Members of the Board and CEO McDonald thanked Director Neal for serving on LBT's Board of Directors.

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

3. Employee Recognition. (Debra Johnson)

Employees of the Month for August 2019:

Jose Marin, Transit Service Delivery and Planning
Gabriel Aldave, Maintenance and Infrastructure
Terry Coon, Staff

INFORMATION ITEM

Debra Johnson, Deputy CEO, presented the Employees of the Month (EOM) for August 2019.

Terry Coon, Staff EOM, was presented by Ashley Liang, Treasurer.

Deputy CEO Johnson acknowledged Jose Marin, Transit Service Delivery and Planning EOM, and Gabriel Aldave, Maintenance and Infrastructure EOM, who were not present.

4. Public Comment.

Any member of the public may approach the lectern 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.

Danny De La Cruz, LBT Stops and Zones Supervisor, provided a public comment thanking Director Neal for serving on LBT's Board of Directors.

5. 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 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 Monday, July 22;
 - o Thursday, July 25;
 - o Friday, July 26; and
 - o Saturday, July 27

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

Since the beginning of the year, LBT has had a total of 26 accident-free days at LBT.

- During the month of August, LBT's Safety department conducted a safety blitz campaign concentrated around the theme of 'Pedestrian Awareness.'

On Monday, August 12 at LBT2 and Friday, August 16 at LBT1, Safety staff shared information with Operators focusing on being on the lookout for pedestrians, by exercising the basic 'Five Keys to Safety,' as well as the 'Rock and Roll' method, which involves extending the upper body forward in the Operator's seat during a turn to give the Operator a better view of what is occurring in their blind spots and avoid a possible pedestrian accident.

FOSTER EMPLOYEE ENGAGEMENT

In LBT's continued effort to Foster Employee Engagement:

- LBT's Training department facilitated 14 courses to more than 225 employees on topics including, but not limited to:
 - o State-Mandated Annual Refresher Training (SMART);
 - o Maintenance State-Mandated Annual Refresher Training (MSMART);
 - o New Operator and Mechanic Graduation;
 - o Retraining for Operators who have returned from long-term absences;
 - o Maintenance Supervisor Training;
 - o CPR Training; and
 - o California Division of Occupational Safety and Health trainings for Utilities/Custodians

ENHANCE CUSTOMER EXPERIENCE

Under LBT's priority to Enhance Customer Experience:

- LBT participated in six events geared towards its Senior community at various locations across the city:
 - o Connected Seniors Club presentations at Ramona Park Community Center and to the Long Beach Fire Ambassadors;
 - o Congresswoman's Nanette Diaz Barragan's 3rd Annual Senior Briefing & Health Fair at Carson Community Center;
 - o Congresswoman Linda Sanchez's 17th Annual Senior Fair at Cerritos College;
 - o Senior Studies Program Registration at Long Beach City College; and
 - o Senior TAP Card Drive at Providence Gardens

At each event, Community Relations staff provided information regarding the Connected Seniors Club, Senior TAP Cards and transportation opportunities in the community.

- LBT's sponsorship of Moonlight Movies on the Beach, a series of free movie screenings at Granada and Cherry beaches, continued with a total of eight screenings held during the month.
- On Saturday, August 24, LBT participated in the 4th District Concert in the Park at Whaley Park. Community Relations staff provided transit information and promoted LBT's products and services, including bus services for back to school.
- With 'Back to School' just around the corner, LBT participated in five events geared towards LBT's high school and collegiate students across the City:

- o This year, LBT partnered with Long Beach Unified School District for a pilot program at Millikan High School. Millikan has a large number of commuter students and this new pilot gives students the opportunity to purchase a 30-day student TAP card for \$30. That is a \$10 discount. The special Millikan TAP card can only be loaded on campus and provides unlimited use of LBT buses for 30 days. LBT Community Relations and Finance staff were on campus on August 16, 21 and 23 to promote the pilot program.
- o Beach Bash Dorm Move-In Day at California State University, Long Beach (CSULB);
- o International Student Orientation at CSUL at the Villages of Cabrillo

At each event, Community Relations staff provided information regarding TAP Card and U-Pass products, as well as assisting students trip planning and wayfinding.

PROMOTE COMMUNITY AND INDUSTRY FOCUS

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

- From Saturday, July 20 through Tuesday, July 23, Vice Chair Clemson, the Board Secretary and Assistant to the Deputy CEO attended APTA's Transit Board Members and Board Administrators Seminar held in Jacksonville, Florida.

Policymakers and board administrators come together for professional development sessions focusing on best practices in governance and creating policy for public transportation systems. The educational content includes national and regional legislative issues, as well as advocacy, safety and security, and mobility management.

- On Monday, July 22, the Deputy CEO attended an event in support of POW!WOW! Long Beach held at the Museum of Art.

LBT is a proud supporter of POW!WOW! Long Beach, who brings art and culture to public spaces by beautifying the city while cultivating community pride.

- On Friday, July 26, the Deputy CEO, as LBT's representative on the California Transit Association's (CTA) Executive Committee attended their quarterly meeting in Oakland. Meeting topics included:

- o Action to Support the California Integrated Travel Project; and
- o Implementation of the Innovative Clean Transit (or ICT) regulation

The Deputy CEO also participated in the CTA Leadership Program Task Force Meeting, as well as a listening session with the newly appointed California State Transportation Agency Secretary.

- On Saturday, August 3, the Deputy CEO and LBT staff joined me in attending the Conference of Minority Transportation Officials (COMTO) SoCal Regional Chapter's Scholarship Awards Luncheon held at the Grand in Long Beach.

This year, COMTO So Cal raised money and offered more than \$50,000 in scholarships to deserving college and graduate students pursuing careers in transportation-related fields.

Directors de Rivera and Zendejas stated that they were grateful for LBT conducting outreach to the senior community.

Several Board members stated they were in support of the Millikan High School Pilot Program.

NOTICE TO THE PUBLIC

All matters included on the Consent Calendar are considered routine by the LBT Board of Directors and will be enacted by one motion. There will be no separate discussion of these items unless a member of the Board of Directors or the public so requests, in which event the matter shall be removed from the Consent Calendar and considered as a separate item.

CONSENT CALENDAR (6)

Passed the Consent Calendar

A motion was made by Director de Rivera, seconded by Director Zendejas, to approve Consent Calendar Item 6. 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

6. 19-056TR Recommendation to approve the minutes of the regular session meeting held on July 22, 2019. (Colleen Bentley)

A motion was made to approve recommendation on the Consent Calendar.

REGULAR CALENDAR

7. 19-057TR Monthly Financial Report. (Lisa Patton)

INFORMATION ITEM

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

This TR-Agenda Item was received and filed.

8. 19-058TR Transportation Development Act Triennial Performance Review. (Lisa Patton)

INFORMATION ITEM

Ms. Patton presented the staff report.

Discussion ensued regarding increasing student ridership. CEO McDonald stated that LBT was working diligently to increase ridership among students and seniors.

Chair Bentley asked if other entities filed the Transportation Development Act (TDA) Triennial Performance Review report. Ms. Patton stated that the TDA reports were filed with LA Metro. She added that LBT's ridership was normal in comparison to other agencies. She further stated that LBT was doing outstanding in regards to compliance.

Director de Rivera stated that she believed it was important to highlight that declining ridership was a national trend, and not specific to LBT. She noted that CEO McDonald was working with other agencies and that LBT was part of the Regional Ridership Improvement Task Force.

This TR-Agenda Item was received and filed.

9. 19-059TR Government Finance Officers Association (GFOA) Award. (Kenneth McDonald)

INFORMATION ITEM

CEO McDonald presented the staff report.

Several Board members congratulated LBT's Finance and Budget department for receiving the GFOA Award for the Comprehensive Annual Financial Report.

This TR-Agenda Item was received and filed.

10. 19-060TR Transit Customer Amenities Program. (Debra Johnson)

INFORMATION ITEM

Deputy CEO Johnson presented the staff report.

Director Neal asked what was the timeline for the Santa Fe Corridor Bus Stop Improvement Project. Deputy CEO Johnson stated that LBT would solicit proposals within the next month to complete the project in one year and a half.

Director de Rivera thanked LBT for the Transit Customer Amenities Program update. She encouraged other Board members to visit the Digital Engagement Pilot Program kiosk in front of LBT1 headquarters.

Director de Rivera referred to the Santa Fe Corridor Bus Stop Improvement Project and asked what was the length of the corridor. Deputy CEO Johnson stated that the corridor was from Wardlow Road to Anaheim Street.

Director de Rivera asked if LBT would be conducting outreach to residents before installing lighting at bus stops, as some residents in front of bus stop may think the lighting would be too bright in their home. Deputy CEO Johnson stated that community outreach was paramount and LBT was working on outreach tactics.

Director Zendejas asked how much time it took for the install, removal or relocation of a bus stop after an initial request. Deputy CEO stated that the length of time depended on the number of transit customer amenities present at a bus stop, as coordination with respective cities may be needed.

City Representative Klipp asked if there was lighting at every bus stop. CEO McDonald stated that there is not lighting at every single bus stop.

Director Gant asked if LBT staff would bring back maps, dollar amounts and project plans to the Board regarding the Bus Stop Improvement Project. Deputy CEO Johnson stated that LBT first

needed to solicit a Request-for-Proposal to create a bus stop inventory as it was labor-intensive. She added that LBT needed the same group of people assessing the agency's bus stops as there were 1,900 bus stops.

Meeting went into recess at 1:32 p.m.

Meeting reconvened at 1:54 p.m.

Director Zendejas reinforced the importance of installing lighting at bus stops.

Director Gant asked how LBT conducted outreach to its customers regarding bus stop relocation. Deputy CEO Johnson stated that LBT placed notifications on the bus stops two weeks prior to a service change informing customers of upcoming bus stop relocations. She added that when a bus stop was unavailable due to a disruption, such as an emergency detour, LBT placed notifications at the respective bus stop. She further stated that LBT also used other conduits for outreach, such as social media and the agency's website.

This TR-Agenda Item was received and filed.

11. 19-062TR

Recommendation to approve the Board of Directors' meeting dates for the remainder of Calendar Year 2019. (Ivette Dubois)

Ivette Dubois, Board Secretary, presented the staff report.

A motion was made by Director de Rivera, 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

12. Public Comment.

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There were no public comments.

13. Board Requests.

There were no Board requests.

14. 19-061TR Adjourn. The next regular meeting will be held in September. (Colleen Bentley)

Meeting adjourned at 2:11 p.m.

This TR-Agenda Item was approve recommendation.

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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