

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

**MONDAY, MARCH 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

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

Commissioners Steven Neal

Excused:

3. [19-021TR](#) Recommendation to approve the minutes of the regular session meeting held on February 25, 2019. (Colleen Bentley)

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

Yes: 6 - Maricela de Rivera, Sumire Gant, Mary Zendejas, Adam Carrillo, Michael Clemson and Colleen Bentley

Excused: 1 - Steven Neal

4. Employee Recognition. (LaVerne David)

Employees of the Month for March 2019:

Frank Nieblas, Transit Service Delivery and Planning
Richard Quintero, Maintenance and Infrastructure
Vivian Garcia, Staff

INFORMATION ITEM

LaVerne David, Executive Director/VP, Employee and Labor Relations, presented the Employees of the Month (EOM) for March 2019.

Richard Quintero, Maintenance and Infrastructure EOM, was presented by Tony Cohen, Executive Director/VP, Maintenance and Infrastructure.

Ms. David acknowledged Frank Nieblas, Transit Service Delivery and Planning EOM, and Vivian Garcia, Staff EOM, who were not present.

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.

Steven Davison, a member of the public, provided a public comment regarding LBT's bus service in the City of Seal Beach.

6. President and CEO Monthly Report. (Kenneth McDonald)

- Safety and Service Quality
- Employee Engagement
- Customer Experience
- Community and Industry Focus

INFORMATION ITEM

Prior to delving into his report, Kenneth McDonald, President and CEO, introduced Kellie Irving, who joined LBT on March 19 as the Regulatory Compliance and Civil Rights Officer (RCCRO).

CEO McDonald stated that Ms. Irving replaced the previous RCCRO, Aida Douglas, and thanked Ms. Douglas for her contributions to LBT.

CEO McDonald presented his monthly report.

IMPROVE SAFETY AND SERVICE QUALITY

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

- Sunday, March 17 was an accident-free day at LBT. There were no preventable or non-preventable accidents on this day.

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

- During the month of March, LBT's Safety department conducted a safety blitz campaign concentrated around the theme of "Make Sure They See You," which is LBT's fifth Key of Safety.

On Tuesday, March 12 and Thursday, March 14 at the First Street Transit Gallery, LBT Safety staff presented Operators with information stressing the importance of making eye contact with pedestrians, as well as alerting motorists of the Bus Operator's intention, in other words, "Make sure they see you and know what you are doing."

Operators were reminded about how to avoid accidents by using the following safety tips:

1. Establish eye contact with pedestrians, cyclists and motorists.
2. Use turn signals and four-way flashers to make sure motorists know what you

are doing.

3. When it is necessary to get another person's attention, use your horn.

FOSTER EMPLOYEE ENGAGEMENT

In LBT's continued effort to Foster Employee Engagement:

- Between February 4 and March 7, LBT's System Security Officer conducted a total of 21 30-minute Active Shooter Awareness workshops with 221 LBT employees across all departments.

These interactive, small-group sessions helped reinforce LBT's "Run, Hide, Fight" paradigm of Active Shooter response in the context of the employees' work spaces and afforded them an opportunity to offer constructive suggestions for improving LBT's overall security as related to an Active Shooter threat.

- Monday, March 18 was Transit Driver Appreciation Day.

LBT's Bus Operators are on the frontline and are truly the face of the agency. LBT wanted to thank them and show its appreciation for their hard work by honoring them on this special day.

Water and healthy snacks were provided to LBT Operators throughout the day at both LBT1 and LBT2. Personal appreciation was shared with many Operators and thank-you messages were posted on video monitors and safety boards across both facilities.

LBT also employed social media and website messaging to pay tribute to LBT Operators and the agency encouraged its customers and community to show them some love as well.

- LBT's Training department provided seven training courses to 86 employees on topics including, but not limited to:
 - o State-Mandated Annual Refresher Training (SMART)
 - o Operator re-training on BEBs and Artics (bid refreshers)
 - o Retraining for operators who have returned from long-term absences
 - o Safety retrains
 - o DMV driver training and licensing for Utilities
 - o Various maintenance job-specific re-trainings

ENHANCE CUSTOMER EXPERIENCE

Under LBT's priority to Enhance Customer Experience:

- LBT recently unveiled new digital tools to make it easier for its customers to ride LBT and purchase bus and water taxi fare.

First, LBT launched a refreshed website, ridelbt.com, based on feedback received from its employees and customers.

The new website features live bus tracking when planning a trip and the ability to view the bus schedules in real time.

Additionally, LBT unveiled a new mobile ticketing app, which allows customers to purchase bus and water taxi fare from their smartphones.

The LBT app, by Way.com, is available on Android and iOS app stores. LBT has already had a great response to the new app and customers are already using it on our buses and water taxis.

- On Friday, March 8, LBT announced the extension of the AquaLink and AquaBus schedules to now run year-round on weekends (Friday through Sunday).

Promotion of the extended water taxi service is underway utilizing several tactics, including printed material, social media, LBT's new website and media.

- LBT participated in four Connected Senior Club (CSC) presentations, Senior TAP card drives, and Ambassador trainings at various locations across the City:
 - o CSC Presentation at the Lifetime Learning Center at LBCC's Pacific Coast Campus;
 - o the Gold Star Walking Program at the LBCC Lifelong Learning Center;
 - o a CSC Meeting with the Gray Panthers at the Long Beach Senior Center; and the
 - o Elder Abuse Prevention Team Symposium at the Alpert Jewish Community Center
- On Saturday, March 23, LBT participated in the 5th Annual 'Long Beach Touch-A-Truck' event held at the Granada Beach parking lot in southeast Long Beach.

This free, interactive event was co-sponsored by Councilwoman Suzie Price and Justin Rudd's nonprofit Community Action Team.

Guests of all ages had the opportunity to climb aboard and sit in the Operator's seat of an LBT 60-foot articulated CNG bus, in addition to about 100 other vehicles including fire trucks, ambulances, police vehicles, military vehicles, semi-trucks, tractors, garbage trucks, RVs, moving vans and others.

Community Relations staff:

- o facilitated tours of the bus;
- o educated the public on features of the bus; as well as
- o provided LBT-themed cardboard bus piggybanks to attendees

PROMOTE COMMUNITY AND INDUSTRY FOCUS

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

- On Wednesday, March 6 and Thursday, March 7, the Deputy CEO attended the West Coast Center of Excellence in Zero-Emission Technology Workshop hosted by SunLine Transit in Thousand Palms, California.

The workshop, which included courses on zero-emission bus operations and maintenance; financial management; as well as acquisition strategies and regulations, afforded a final preview and feedback session for the courses prior to the full program launch this fall.

The Deputy CEO was invited to participate on a panel to share insights on LBT's battery-electric bus fleet and fleet replacement plan.

- On Wednesday, March 13, Government Relations staff participated in the Belmont Heights Community Association community forum on transportation providers held at Belmont Heights United Methodist Church.

Transit operations representatives presented the current status of the City's first/last mile strategic plan, which includes various forms of public transport.

Staff gave a presentation providing an overview of LBT, as well as shared information on LBT plans for the near future.

- During the week of March 18, the Deputy CEO, Government Relations Manager and the CEO participated in APTA's Legislative Conference in Washington, DC to advance LBT's 2019 Legislative Program.

The conference's purpose is to:

- o educate APTA members on important federal legislation and policy initiatives;
- o afford members the opportunity to shape future industry positions and federal transportation policy;

- o provide direction on the industry's legislative strategy and advocacy efforts with the U.S. Congress and executive branch; and
- o offer sessions with key members of Congress, administration officials, staffers and Washington opinion makers.

LBT met with the agency's Congressional representatives and their staff to apprise them of legislative priorities and seek transit support for federal and LBT programs.

- On Wednesday, March 20, in Washington, D.C., the Conference Of Minority Transportation Officials (COMTO) held its "Celebrating Women Who Move the Nation" awards ceremony, where LBT's Deputy CEO Debra Johnson was recognized as one of ten top transportation innovators. The ten honorees exemplify COMTO's mission of inclusiveness and advocacy across all modes of the transportation industry. CEO McDonald congratulated Deputy CEO Johnson.

7. [19-022TR](#) Monthly Financial Report. (Lisa Patton)

INFORMATION ITEM

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

Director Gant asked what the reason was for the increase in Maintenance and Infrastructure salary expenditures.

CEO McDonald stated LBT had an increase in overtime due to the number of open positions in the department.

8. [19-023TR](#) Recommendation to authorize the President and CEO to enter into a contract with IBE Digital, to replace nine copiers and provide five years of maintenance services, for a total authorization amount not to exceed \$188,000. (Patrick Pham)

Patrick Pham, Executive Director/VP, Information Technology, 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: 6 - Maricela de Rivera, Sumire Gant, Mary Zendejas, Adam Carrillo, Michael Clemson and Colleen Bentley

Excused: 1 - Steven Neal

9. [19-024TR](#)

Recommendation to adopt two resolutions to enable Long Beach Transit to receive funding under the Low-Carbon Transit Operations Program (LCTOP):

1) A resolution authorizing the President and CEO to execute the Certifications and Assurances and Authorized Agent Forms, along with all subsequent documents for the FY 2018-19 State LCTOP

2) A resolution authorizing the execution of the Route 22 Extension Continuation Project with \$732,217 provided under LCTOP.

(Debra Johnson)

Deputy CEO Johnson presented the staff report.

Director Gant asked if there was a limit to the length of time LBT could apply for LCTOP funds. Deputy CEO Johnson stated there was a three-year limit.

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

Yes: 6 - Maricela de Rivera, Sumire Gant, Mary Zendejas, Adam Carrillo, Michael Clemson and Colleen Bentley

Excused: 1 - Steven Neal

10. Public Comment.

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There were no public comments.

11. Board Requests.

Director de Rivera requested LBT provide the Board with an update regarding her request for beach shuttle from north Long Beach, as well as Museum Express pick-up locations in areas other than the Transit Gallery.

12. 19-025TR Adjourn. The next regular meeting will be held on April 22, 2019.
(Colleen Bentley)

Meeting adjourned at 12:47 p.m.

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

Yes: 6 - Maricela de Rivera, Sumire Gant, Mary Zendejas, Adam Carrillo, Michael Clemson and Colleen Bentley

Excused: 1 - Steven Neal

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.)

Long Beach Transit is an entity which is separate and distinct from the City of Long Beach.