

All Aboard LBT

Employee Newsletter
June 2023

CEO CORNER

Making everyday life better is a part of our mission. How do we, as LBT employees live up to that expectation?

By making our values come to life—our values are the foundations upon which the organization is built and what makes us a leading transportation agency.



Considering our customers first is how we deliver superior customer service.
Being proactive is how we provide solutions for our customers and each other.
Cultivating employee potential is how we strengthen our organization.
Being open to new ideas is how we create an environment of constant improvement and innovation.
Operating with integrity is how LBT's reputation is built.

As you work to exemplify our values, please consider this quote:

“
| **"Integrity is telling myself the truth.
| Honesty is telling the truth to other people."** -Spencer Johnson

Kenneth A. McDonald

You may have noticed our employee newsletter has a new name - All Aboard LBT.

Thank you to everyone who took the time to vote!



Meet the Transit Customer Amenities Team!

Bus stops are often the first interaction customers have with LBT. It's the role of the Transit Customer Amenities (TCA) team to keep LBT's 2,000+ bus stops clean.

The team consists of a manager, supervisor, intern, lead and 11 assistants under the Maintenance and Infrastructure Department.

The team proactively monitors all LBT bus stops to keep them clean for our customers. Most complaints about LBT's bus stops are graffiti related.

TCA also installs and maintains all shelters, lighting, signs, poles and more!

**From Jan. 1, 2023, to Mar. 31, 2023,
the TCA team:**



**Cleaned 12,387
stops in total**

**Cleaned 23 stops per
employee per shift**

The TCA team's current capital projects are the Cherry Avenue Bus Stop Improvements, which includes new bus shelters, seating and lighting; in addition to the Transit Gallery Improvement, which will include new wayfinding systems.

What are the weirdest items found at a bus stop?

"We found a mattress on top of a shelter, I don't know how they got that up there."

**- Sokin Seng,
Supervisor, TCA**



"There was a Jet Ski right in the road, nobody even claimed it."

**- Kim Le, Manager,
TCA**



"My favorite part of being on the team is taking care of the bus stops, maintenance, repairs and making sure everything's safe."

- Jesus Conejo, Lead, TCA

"My favorite part of working at LBT are my friends here, I've been here for more than 20 years, and helping out the community and doing the job itself."

**- Kenneth Gulley,
Assistant, TCA**



What's your favorite summer activity?

"I read and paint, sitting in my backyard, drinking coffee and looking at my plants."



Sandra Galindo
Bus Operator

"I like to take my wife to get Handel's Ice Cream at LBX."



William Bahr
Mechanic

"I enjoy the sun, laying out in the pool, and spending time with family and barbecuing."



Fabiola Robles
Manager,
Talent Acquisition

NEWS AND UPDATES

LBT's Summer Jamboree

All LBT employees are invited to celebrate our 60 years of connecting communities with food, music and fun games of remote bus races, mini golf and more!

The jamboree at LBT2 will be on Tuesday, July 25, 2023, at the Bus Yard from 10:00 a.m. to 3:00 p.m., and the Maintenance Bay from 9:00 p.m. to 10:00 p.m.

The event at LBT1 will be on Wednesday, July 26, 2023, behind the TSD Building from 10:00 a.m. to 3:00 p.m., and the Maintenance Bay from 9:00 p.m. to 10:00 p.m.



LBT in the Community



Touch A Truck



June Safety Blitz



As we continue to celebrate our 60th anniversary, we unveiled a new wrapped bus at Beach Streets in downtown.

THE BUSLOAD Useful LBT Tips

See Something, Say Something



1. The best way to be safe is to know your surroundings and pay attention to everything and everyone around you.
2. Walk confidently and free of distractions like cellphones.
3. Only walk in well lit areas.
4. Be cautious of displaying high value property like jewelry or bags.
5. Report any suspicious activity to your supervisor or LBPD.

Open Enrollment is Coming!



LBT employees will have the opportunity to make adjustments to their benefits from **Monday, Aug. 7, 2023, to Friday, Aug. 25, 2023**, during open enrollment. This is the time to make any changes to your health, dental or eye benefits, if there are any. This is the only time to make changes, unless you experience a qualified life event. Visit teamlbt.com/benefits for more information.

Employees of the Month

M
A
Y



La Tanya Haynes
Bus Operator
24 years with LBT



Bruce Kong
Mechanic
16 years with LBT



Branden Spalding
Manager, Fleet
Maintenance
20 years with LBT

J
U
N
E



Nanette West
Bus Operator
25 years with LBT



Artemio Ortega
Body and Paint
Mechanic
1 year with LBT



Irma Pamplona
Financial Analyst
7 years with LBT

LBT is Hiring!

Do you know of anyone who would be a great candidate to join LBT? Or are you looking for a promotional opportunity? Please visit our careers page at ridelbt.com/careers.

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Did you know LBT has its own internal website, just for our employees?

You can visit the site to stay up to date on all things going on at LBT, including your coworkers' achievements and other internal news.