

WELCOME ABOARD!



It is my pleasure to announce the selection of Roland Oosthuizen, as Supervisor, Transit Service Delivery, reporting directly to Kobii Howard and Latrece Brisker, Superintendents, Transit Service Delivery. Roland assumed his new position on Monday, September 25, 2023.

Roland will be responsible for planning, monitoring and directing the operations required to ensure the bus service provided to all Long Beach Transit (LBT) customers is efficient, safe and dependable. He will also be responsible for the supervision of Bus Operators.

Roland comes to LBT with over 4 years of customer service and transit experience. Most recently, he served as a Special Services Supervisor for ABM at Los Angeles International Airport in Los Angeles, California. There, he managed a team of 50 agents, monitored the accuracy of dispatch by coordinating agents and reviewed documented information. He also analyzed staffing requirements and ensured efficient compliance with production schedules and budgets for all production processes. Roland also prioritized and organized calls according to the level of urgency.

Roland can be reached by email at roosthuizen@lbtransit.com. He will be temporarily located in the Dial-A-Lift office.

Please join the President and CEO, as well as the Executive Leadership Team, in welcoming Roland to LBT!

Elizabeth Brown

Executive Director/VP, Organizational Development and Administration



**ROLAND
OOSTHUIZEN**

Supervisor, Transit Service Delivery
Transit Service Delivery and Planning

WELCOME ABOARD!



It is my pleasure to announce the selection of Jaime Salgado as Quality Assurance Specialist, reporting directly to Sergio Ortiz, Manager, Fleet Maintenance. Jaime assumed his new position on Monday, September 11, 2023.

Jaime will be responsible for ensuring the Maintenance and Infrastructure department meets the standards of quality, reliability and functionality of fleet performance. He will focus on monitoring trends and tracking bus failures in battery-electric, compressed natural gas and gasoline-hybrid buses. Jaime will also be required to diagnose vehicle failures, document and communicate findings to his department.

Jaime comes to Long Beach Transit (LBT) with 16 years of fleet service experience. He recently served as a Service Consultant for MSX International, where he managed the day-to-day operations of mobile crew technicians. Jaime trained service technicians on maintenance services and performed quality assurance audits of service training through Key Performance Indicators. Jaime also worked at Sopp Chevrolet as a Medium Duty Truck Service Manager, where he managed, developed and scheduled service advisors, mechanics and porters. He also developed, implemented and monitored programs to maximize customer satisfaction.



**JAIME
SALGADO**

Quality Assurance Specialist
Maintenance and Infrastructure

Jaime can be reached at extension 8904 or by email at jsalgado@lbtransit.com. His office is located at LBT1 in room 134.

Please join the President and CEO, as well as the Executive Leadership Team, in welcoming Jaime to LBT!

Elizabeth Brown

Executive Director/VP, Organizational Development and Administration