

All Aboard LBT

Bimonthly Employee Newsletter

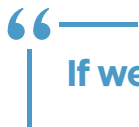
February 2024

CEO CORNER

The start of 2024 means new things at Long Beach Transit. We have grown from three to four facilities. With the addition of the Long Beach Corporate Office (LBTCO). In January and early February, administrative staff moved to the new building and are settling into the new space. Towards the end of last year, LBT started holding regular Board of Director's meetings at the LBTCO in the newly dedicated Rosa Parks Board Chamber. With February being Black History Month, it is a good reminder that LBT named our Board Chambers in honor of Rosa Parks because we share her commitment to transit equity.



As we enter the first few months of 2024, this is an excellent time to reflect on the growth and opportunities for ourselves and LBT.



If we're growing, we're always going to be out of our comfort zone.
- John Maxwell

We have a lot to accomplish in 2024 from engaging employees, enhancing the customer experience and making everyday better for the communities we serve. Some things to look forward to are five new Battery-electric coach-style buses joining the LBT fleet for the UCLA/Westwood Commuter Express and relaunch of Museum Express this summer. Our plans and projects to expand LBT's BEB charging capacity and modernize facilities to expand the fleet of zero-emission buses. I appreciate all that each of you do for LBT and our customers. I look forward to the coming year together.

Kenneth A. McDonald

February is Heart Month, a time for employees to focus on cardiovascular health. Cardiovascular disease is the leading cause of death for all Americans and studies have shown that there is also an increased risk for Bus Operators. Keep reading to learn some tips on how to keep your heart safe and improve your health.



Meet the Training and Development Team!

LBT's Bus Operators are usually the first and often the only interaction customers have with LBT. After eight weeks of training, it's up to the Training and Development team to make sure that on day one Bus Operators will have positive interactions with customers, knowledge of driving LBT's routes and make safety a top priority.

The Training and Development team consists of a Manager, Administrative Assistant and eight Training Supervisors. There are also five Bus Operators that rotate from Transit Service Delivery to assist as behind-the-wheel instructors when training new Operators. The team drives every route to train prospective Bus Operators and in support of promoting safety, they focus on challenges that may arise, such as difficult turns or stops.



**Mack Blackshire Jr.,
Training Supervisor**

Mack Blackshire Jr., Training Supervisor, joined LBT in 1990 as a Bus Operator and promoted to his current role in 2001. His favorite part of the job is helping mold future Bus Operators.

"Some of these people have no experience, some of them barely got their driver's license," he said. "So to take them all of the way to the end of training and successful years from now, or to tell me they've bought a house, it's all worth it."



**David Valdez,
Bus Operator**

David Valdez, a Bus Operator and behind-the-wheel instructor, said he wanted to become a trainer since he learned how to operate a bus. His favorite part of being in training is helping students learn how to control the bus, rather than the bus controlling the Operator.

"I enjoy seeing an Operator who has never driven and at the end of eight weeks, they thank you for it and you see the growth," he said.

Did you know?

The Training and Development team helps train blind students how to ride the bus on their own.



**Levon Garner,
Bus Operator**

Levon Garner, who graduated from training and became a Bus Operator in February 2024, said he was excited the second he got into the bus. As a third-generation Bus Operator from Long Beach, Levon said he loved every second of learning to drive.

"The hard part was relearning how to drive," he said, "but still keeping some of the same elements from driving a car in mind."

While training Bus Operators is the bread and butter of the Training and Development team, they also assist all of LBT's departments with training or development opportunities. For example, when a new type of bus comes to LBT, the team will develop a plan on how to handle washing it, maintaining it and driving it, in addition to establishing proper safety protocols.

What's "in" this year?

"Hitting the gym!"



**Dean Bartlett
Bus Operator**

"LBT's new Battery-electric buses."



**Ruben Rodriguez
Mechanic**

"Hitting the road and doing some glamping."



**Paul Pisciotta
Supervisor, Transit
Service Delivery**

NEWS AND UPDATES

LBTCO and Rosa Parks Board Chamber Dedication

The majority of administrative staff moved into the LBTCO at 4801 Airport Plaza Dr. in January. This move will pave the way to support additional Battery-electric buses at LBT1. Planned updates to LBT1 include additional charging stations, solar electricity and modifications to maintenance bays to better service BEBs.

In December, LBT also formally dedicated the Rosa Parks Board Chamber located on the first floor at LBTCO. The new Board Chamber is proudly named after the civil rights activist and transit equity icon.



Election Day



LBT will be offering complimentary fare to customers on Election Day on Tuesday, March 5.

Be sure to vote on March 5!



THE BUSLOAD Useful LBT Tips



Password Requirements

Did you know LBT employees must update their password every six months? Increasing our passwords' complexity and length improves the security of LBT's data and accounts.



For more information, visit the Information Technology SharePoint site or go to bit.ly/49yH0ok.

Heart Health

Follow these tips to improve your heart health:

1. Get moving – Your heart is a muscle and, as with any muscle, exercise is what strengthens it.
2. Quit smoking.
3. Lose weight.
4. Eat heart-healthy foods, such as salmon or avocado, which have healthy fats good for the heart.
5. Eat chocolate! Cocoa has antioxidants that are good for heart health, but make sure you eat in moderation.
6. Don't overeat – Overeating can create faster or irregular heart rhythms, which can lead to heart attack or failure.
7. Don't stress – Stress increases blood pressure and heart rate. If you don't manage your stress, it can lead to several health issues.

LBT is here to help! You can access a free Noom subscription to help you lose weight and change your eating habits. Visit teamlbt.com/noom for more information.

You can also access a free subscription to the Calm app to assist with stress. Visit teamlbt.com/calm to sign up. For more information on LBT's benefits, visit teamlbt.com/lbt-employee-benefits.



Employees of the Month

J
A
N



Kelly Williams
Bus Operator
33 years with LBT



William Bahr
Mechanic
21 years with LBT



Arantxa Chavarria
Manager, Communications
and Marketing
2 years with LBT

LIVING LBT VALUES

Transit Ambassadors Curtis Love and Juan Pizarro assisted a senior who was lying on the ground while patrolling at the Transit Gallery in downtown Long Beach in November. When they encountered the senior, they recognized him as a customer and knew it was odd for him to be lying on the ground. The man asked for medical assistance and the Transit Ambassadors called 911, waiting with him until emergency services came to assist. Their quick and compassionate actions for our customers' well-being exemplifies LBT's values of operating with integrity and putting the customer first in decision making.

Do you have a story of a colleague living LBT's values you want to highlight? Let us know! Reach out to Communications and Marketing Coordinator Emily Rasmussen at [562.489.8463](tel:562.489.8463) or erasmussen@lbtransit.com.

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.

Stay Connected

Follow us!



[facebook.com/lbtransit](https://www.facebook.com/lbtransit)



[@longbeachtransit](https://www.instagram.com/longbeachtransit)



[@lbtransit](https://twitter.com/lbtransit)

 teamlbt.com

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.