

All Aboard LBT

Bimonthly Employee Newsletter

April 2024

CEO CORNER

At the start of the new fiscal year, I want us to focus on optimization and efficiencies. Optimization and efficiency is about aligning customer needs with service delivery, across all departments. We can do this through collaboration. When we collaborate and come together, and focus on efficient service delivery, we can innovate to provide a seamless transit experience for the customers and communities served by LBT.

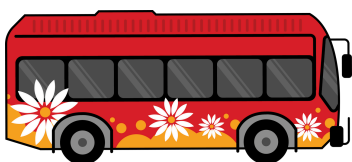


“**Efficiency is doing things right; effectiveness is doing the right things. And collaboration is about maximizing both.**” - Stephen Covey, author, and educator.

I challenge you to find new efficiencies around you and collaborate with your LBT colleagues to find innovative ways to resolve issues. This approach will not only enhance operational efficiencies, it will also foster a culture of continuous improvement and “customer first” decision making.

Kenneth A. McDonald

April is Earth month! To celebrate our planet and its health, this newsletter will include tips that you can take to help the environment and be a part of LBT’s commitment to sustainability and clean air. LBT’s fleet currently has 44 zero-emission buses, and our goal is to have a fully zero-emission fleet ahead of California’s 2040 goal.



The Bus Rodeo is Back!

After a four year break, the regional Five Start Rodeo came back and LBT is taking the lead! This year, nine LBT Bus Operators competed with six other local municipal transit agencies at Gardena Transit last month. The obstacle course tested their safety and driving skills as well as their customer service.

Four Long Beach Transit bus operators were recognized with 1st, 2nd, and 3rd place trophies.

- **Winner of the 1st Place Award - Pablo Vega Jr.**
- **Winner of the 2nd Place Award - David Valdez**
- **Winner of Third Place - Juan Alvarado Quintana**
- **The Pre-Trip Inspection 1st Place Winner was Daniel Harang III**

Additional incredible Rodeo Participants:

- **Lydia Johnson**
- **Angelina Madrigal**
- **Giovanni Pineda**
- **Maikol Pena Morris**
- **Jesus Cortes**

Special shoutout to Quality Assurance Supervisor David Valdivia for his contribution to the design of the Five Start Rodeo T-shirt.



What's Next?

Bus Operator Pablo Vega Jr., winner of the first-place prize, advanced to the Southern California Regional Bus Rodeo and is now heading to the International Bus Rodeo in Portland, Oregon!

Operator Vega has been with LBT for 12 years and is currently an extra board operator out of LBT1. Driving the 90s along 7th Street are his favorite routes. Fun fact, this is his second time participating in the Rodeo. He's excited to represent LBT and demonstrate his safety and driving skills.

Operator Vega's Top Driving Tips:

- “ - Your mirrors are your best friends. Once your mirrors are set, any driver can smoothly operate a bus.
- Customer service. Don't let bad stops affect the next stop. Focus on the next customer and so on. ”

What's at the top of your travel bucket list?

"I want to retire in the Philippines."



Jonacer Lopez
Bus Operator

"Visiting Europe, I want to go to places like Rome and see the Vatican."



Alex Sagbigal
Mechanic

"I'd love to take a winter trip to Hokkaido, Japan."



Jazmine Martinez
Customer Care Agent

NEWS AND UPDATES

Water Taxis Return

Summer is coming and that signals the start of water taxi season at LBT. Starting Memorial Day weekend on Friday, May 24, 2024, the AquaLink and AquaBus will be in service until Labor Day weekend. If you haven't tried LBT's water taxi service, this summer is a great time to explore the Long Beach coastline. The AquaLink can take you between Alamitos Bay and the Aquarium of the Pacific, and the AquaBus can take you around Rainbow Harbor and the Queen Mary. To learn more, visit ridelbt.com/watertaxis.



Procurement Training

National Transit Institute (NTI) Procurement Training: LBT hosted a four-day procurement training with attendees coming from all over the country in February and again in April. Members of LBT's procurement and warehouse teams also participated in the training, which covered topics including third-party contracting and the contract selection process.



Hawaiian Gardens Parade



Cambodia Town Parade



Grand Prix



Grand Prix

THE BUSLOAD Useful LBT Tips

Sustainability Tips



1. **Pull the Plug:** Pull the plug from the power when you're not using an electronic device to save energy. An estimated 10% of the average electric bill goes toward this "phantom" power consumption.
2. **Clean your Inbox:** Delete old messages to save power and reduce your carbon footprint. Emails consume power due to the network of data centers that store and deliver communications. An average year of email could have the same impact of driving 200 miles.
3. **Use Public Transit:** Employees save money by using LBT's bus services at no cost. Using public transit at least once a week reduces vehicle emissions.
4. **Reusable Water Bottles:** Switch from single use to reusable water bottles to reduce waste in the environment. Most reusable water bottles will also keep your water cooler for a longer period of time. Plus, most LBT facilities have water bottle filling stations!
5. **Add Some Greenery:** Add some plants or greenery to your dedicated workspace to help improve the air quality. Studies have shown that adding plants improves an employee's physical and mental health!

Employees of the Month

FEB



Lennyn Gutierrez
Bus Operator
3 years with LBT



Reuben De Ocampo
Mechanic
12 years with LBT



James Tai
Executive Assistant to the Deputy CEO
5 years with LBT

MAR



Chad Wright
Bus Operator
1 year with LBT



Timothy Smith
Mechanic
5 years with LBT



Vivian Garcia
Buyer
13 years with LBT

APR



Jose Roman
Bus Operator
18 years with LBT



Martin Esparza
Mechanic
24 years with LBT



Jonathan Serrano-Blanco
Supervisor, Payroll
6 years with LBT

LBT is Hiring!

Do you know someone 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.