

All Aboard LBT

Bimonthly Employee Newsletter

October 2024

CEO CORNER

I want to share a quote that resonates deeply with me:

“

“There’s nothing wrong with acknowledging that we all have limits.

Taking care of your mental health is key to performing at your best.” - Barack Obama



This message is vital as we strive for optimization in our work. Recognizing our personal limits is essential to maintaining our overall well-being. By prioritizing mental health, we not only enhance our own productivity but also contribute to a more supportive workplace. I am an avid user of the Calm Health App, an insurance benefit for all LBT employees, and I encourage each of you to take the time you need for self-care and to check in with one another regularly.

Let’s foster an environment where we feel empowered to prioritize our mental health, enabling us to perform at our best both personally and professionally. Thank you for your hard work and dedication. Learn more about the Calm Health app at teamlbt.com/calm.

Kenneth A. McDonald, President and CEO

October is World Mental Health Day, so in this edition of All Aboard LBT, we are highlighting the importance of mental and emotional health. LBT values our employees’ wellness, as part of our values to cultivate employee potential.

The following benefits are available to you:

- Calm Health, which provides help with sleep, meditation, music and more.
- The Employee Assistance Program for employees and household members have 24/7 access to consultants, at no cost, to make life easier. Confidential help is available for relationship or workplace issues, mental health, elder care support, legal and finances, and more, with up to five free sessions per topic per year. If you need help call [866.374.6061](tel:866.374.6061) or log in to liveandworkwell.com with access code “LBT” for more information.
- Employees enrolled with LBT’s UnitedHealthcare insurance have access to therapy appointments with a \$20 copay. Visit uhc.com for more information.



Scan the QR code to learn more about Calm Health



MEET THE FLEET MAINTENANCE TEAM

Before a bus is ready to leave in the morning to its route, the Fleet Maintenance Team makes sure it is clean and safe for both employees and customers. The team that operates 24/7 is responsible for acquiring, inspecting, fixing, painting and cleaning its fleet of approximately 250 buses.

There are 2 managers, 14 supervisors, 56 mechanics, 34 utility workers and 4 body and paint technicians who make up the Fleet Maintenance Team.

Mechanics work on doing routine inspections, diagnostics, light and heavy-duty repairs, and overall keeping the buses safe. They all tend to have one thing in common:

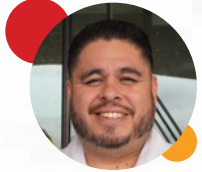
“We all share the same hobby, the same passion, so there’s a collaborative interest in the things we do everyday,” said Branden Spalding, Manager, Fleet Maintenance. “It’s all things mechanical, and of course buses, a lot of these people go home and work on their friends’ cars, because they love what they do.”



Branden Spalding
Manager,
Fleet Maintenance

A lot of what the Fleet Maintenance Team does is problem solving - whether it’s doing routine maintenance or fixing a problem reported by a Bus Operator.

“It’s also managing unexpected breakdowns and minimizing vehicle downtime, and staying current with evolving technologies, such as electric vehicle systems, and balancing cost effectiveness,” said Sergio Ortiz, Manager, Fleet Maintenance.



Sergio Ortiz
Manager,
Fleet Maintenance

For Ivan Hernandez, Supervisor, Fleet Maintenance, his favorite part about being on the team is getting new equipment and training new mechanics on how to use it.

“It’s fun and interesting to get a new system, it’s exciting to learn about it and how it make it work,” he said.



Ivan Hernandez
Supervisor,
Fleet Maintenance

The Utilities team work on an overnight basis to make sure the buses are cleaned, including mopping, sanitizing and sweeping. They also remove cash from the fare box, run the buses through the wash and refill fluids. The night crew at LBT2, for example, starts at 8 p.m. and has to get up to 115 buses ready for service by 3:45 a.m., said Araceli Lozano, Supervisor, Utility.



Araceli Lozano
Supervisor,
Utility

“We depend on everybody to do their task so everything flows properly,” she said. “It’s not easy, but we’re here on time everyday, because we’re committed to delivering that service to our customers.”

Did You Know?

It takes approximately up to 20 minutes to clean each bus at the end of the night.

What's your favorite way to boost your mood?

“Going to the gym and lifting weights.”



David Cooper
Bus Operator

“I listen to rock ‘n’ roll music, like Led Zeppelin.”



Calixtro “Alex” Sagbigal
Lead Mechanic

“Going outside and playing golf.”



Brendan McGuire
Supervisor, Facilities and
Infrastructure

NEWS AND UPDATES

Long Beach 5K

LBT employees, including some of their family and friends, joined in the Long Beach Marathon 5K Run on Saturday, Oct. 5, 2024. Thank you to everyone who participated and to our Human Resources team for helping bring the LBTeam to a healthy and fun event!



Great Southern California ShakeOut

Employees at all locations engaged in the Great Southern California ShakeOut drill to prepare for earthquake safety on Thursday, Oct. 17, 2024. Remember to “Drop, Cover and Hold On!” if there is an earthquake. Thank you to the Safety team for bringing this drill to LBT and to every employee who practiced safety!



Great Southern California ShakeOut



Halloween at LBT2



Halloween at LBT1



CSULB Wellness Fair
Promotes resources for students on and off campus.

LIVING LBT VALUES

Bus Operator Victor Arredondo was recognized for his kindness by helping a blind customer on his bus. When the customer got off of his bus, Victor helped by walking them across the street to another bus stop for their next connection. By going out of his way to help the customer, Victor demonstrated LBT's values of putting the “Customer First” in his decision making and also operating with integrity, by doing what is right.



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.

LBTech Talk IT Tips: Think Before You Click

October is Cybersecurity Awareness Month, a time to focus on safeguarding our digital lives from evolving threats. As technology becomes more integrated into our work and personal lives, the need for vigilance grows. Cyber threats like phishing, social engineering, and malware are more prevalent than ever. It's essential for everyone to play an active role in securing our networks. By staying informed, using strong passwords and being cautious with emails and links, we can help protect our systems and data.



Be On the Lookout for Phishing

Mysterious Messages

Phishing emails often appear to come from someone you know or trust. But they can also come from unknown senders. Always check the sender's email address and make sure it matches the trusted source's email address.



Scan the QR code to learn more phishing safety tips

Employees of the Month

S
E
P



Robert Sosa
Bus Operator
20 years with LBT



Maria Ramirez
Utility Lead
1 year with LBT



Ingris Lopez
Human Resources
Benefits Coordinator
18 years with LBT

O
C
T



Alexis Gonzalez
Bus Operator
1 year with LBT



George Soto
Lead, Body and Paint
13 years with LBT



Emily Rasmussen
Communications and
Marketing Coordinator
2 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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 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.