

All Aboard LBT

Bimonthly Employee Newsletter

October 2025

CEO CORNER

Honoring the Work that Moves us Forward

Last month, I was humbled to receive the American Public Transportation Association's (APTA) 2025 Outstanding Public Transportation CEO Award, an honor that truly belongs to the whole organization.

APTA is the leading national organization representing more than 1,500 public transportation agencies across North America. Each year, it recognizes leaders and teams who advance mobility, innovation, and service excellence.

Every day, our bus operators, mechanics, customer care agents, supervisors, and support staff bring our mission to life. Whether it's getting students to class, helping seniors reach medical appointments, or ensuring our buses are ready to go before dawn, your work is what makes Long Beach Transit a world-class transit agency.

This recognition also reflects the growing presence of LBT within the transit industry. Board Secretary, Jenese Flores serves as Co-Chair of the Transit Board Administrator Newsletter Committee, and Manager of Communications and Marketing, Arantxa Chavarria is Co-Chair of the Social Media Forum and a member of the APTA Marketing & Communications Workshop Planning Committee.

This recognition reflects our commitment to excellence, safety, and customer service. Together, we've strengthened LBT, modernized our fleet, and built a culture centered on collaboration, innovation, and community impact.

I'm incredibly proud to lead such a dedicated team. Thank you for the work you do, on the streets, at bus stops, and behind the scenes, to keep Long Beach moving.

Kenneth A. McDonald



LBT EMPLOYEES WHO GIVE BACK

Learn about our employees who work or give back to the community, outside of their daily jobs at LBT.

Bruce McCall, Supervisor, Transit Service Delivery

Before joining LBT in 2018, Bruce worked as a case worker with youth in social work. He enjoyed working at LBT but missed helping inner city youth, so one year later he founded Urban Reset, a nonprofit to connect youth with resources and programs through community events.

"I wanted to get into community events with kids," he said, "because I left social work and I missed that environment working with youth and kids."

Currently, Urban Reset has up to eight events per year, including Halloween and Christmas events. The nonprofit also regularly partners with other agencies in the city to volunteer for other events. However, Bruce's favorite event is on Thanksgiving for Adopt-A-Family, where they gather donations for a dinner and deliver it to their homes. Bruce is in the process of expanding Urban Reset, having recently leased five acres of land to start a crop farm for youth to participate in. He said he is grateful to LBT for giving him the stability to continue growing Urban Reset and his mission to help inner city youth.

You can learn more about Urban Reset by visiting urbanreset.net.



Chaka Garbutt, Dial-A-Lift Coordinator

Chaka has been with LBT for 26 years and has served as the Dial-A-Lift coordinator since 2016, a role in which she works closely with our customers with disabilities. Her passion for helping people with disabilities led her to being appointed to the City of Long Beach's Citizens' Advisory Commission on Disability three years ago and becoming a member of the Board of Directors for the Disabled Resources Center four years ago. In both roles, Chaka advocates for and works to develop policies that aim to improve the lives of people with disabilities. Her background and interactions with Dial-A-Lift customers offer valuable insight on how to improve transportation and accessibility for people with disabilities, with both of the groups.

"I truly enjoy working with individuals with disabilities," she said, "and I was excited to have the opportunity to help break down barriers for people facing accessibility challenges."



Billy Anderson, Manager, System Security

Billy joined LBT in 2021, and has always been passionate about being involved with the community. Two years ago he became a part of the Law Enforcement, Emergency and Public Service (LEAPS) program at Jordan High School. There, they lead mock trials that help students explore legal careers, serving as both skill-building exercises and senior projects. Billy enjoys mentoring students, sharing his journey from a difficult upbringing to the life he leads today. Many of the students he works with come from underserved communities and single-parent households, often without prior career guidance.

"At that age, it's not always what you're learning, but who you're learning it from," he said. "If I had a struggle, and they have a struggle, and I was able to overcome mine, I can help them with theirs."



Guess the Part!

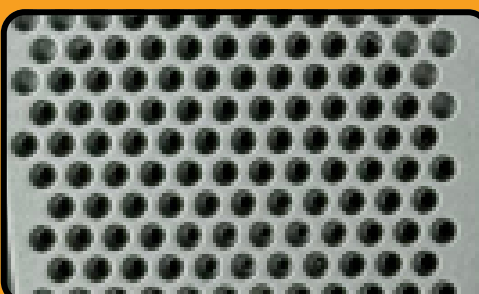
What part of the bus do you think each photo is from? Find the answers at teamlbt.com/guess or scan the QR code.



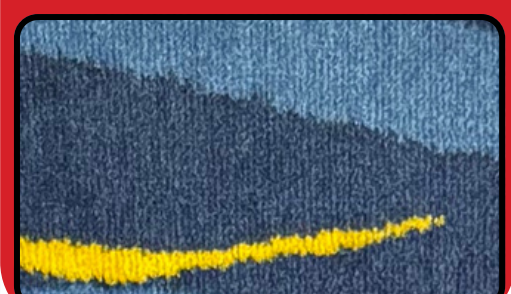
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B



C



NEWS AND UPDATES

STAR II

In October, LBT launched a new comprehensive operational analysis, called STAR II to improve our bus system by gathering community feedback and conducting a service analysis.

This process includes:

- On-board customer surveys and community meetings
- Bus Operator feedback
- Soliciting feedback to find ways to improve customer service
- Another community outreach effort with proposed improvements
- A proposed plan to enhance service delivery

Visit ridelbt.com/star2 to learn more.



LBT Hosting California Transit Association (CTA) Conference

LBT will be hosting the CTA 60th Annual Fall Conference & Expo right here in Long Beach from Nov. 5-7. The event brings together public transportation professionals and leaders to collaborate, learn, and innovate. Every employee has a role to play in making this conference a success by ensuring service runs smoothly, volunteering at the event, or simply offering a warm welcome to visitors.

Upcoming Parades

As fall arrives, the holiday season is just around the corner! Be sure to mark your calendars for the upcoming community parades, where the LBTeam will be participating.

- Belmont Shore Christmas Parade – Saturday, Dec. 6, 2025
- Daisy Lane Parade – Dec. 2026, exact date to be determined
- MLK Parade and Festival – Saturday, Jan. 17, 2026

We welcome you to volunteer your time for the parades and other future community events, by reaching out to Tony Chacon, Community Relations Coordinator, at achacon@lbtransit.com or 562.519.5188.



**Belmont Shore
Car Show**



Long Beach 5K



Bus Fest

LIVING LBT VALUES

Bus Operator Tamara Henry was honored this month with the Community Service Award by the Long Beach Police Department for helping a missing child last year. Tamara was driving her route at night when she saw a 5-year-old special needs child alone near a bus stop. She immediately stopped the bus, talked to the child and contacted dispatch for police assistance. Officers were able to contact the mother, and, while waiting for her to arrive, Tamara promised the child pizza to keep her calm. Tamara's actions exemplify LBT's values of operating with integrity, doing the right thing especially when no one else is watching. Thank you, Tamara, for going above and beyond your duties!



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 or erasmussen@lbtransit.com.

Employees of the Month

SET



Gustavo Prado
Bus Operator
17 years with LBT



Samrith Sar
Utility Worker
1 year with LBT



Ricardo Marquez
Utilities Supervisor
17 years with LBT

OCT



Sergio Gonzalez
Bus Operator
9 years with LBT



Calixtro "Alex" Sagbigsal
Lead Mechanic
34 years with LBT



Inesa Hagen
Payroll Staff Accountant
1 year 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.

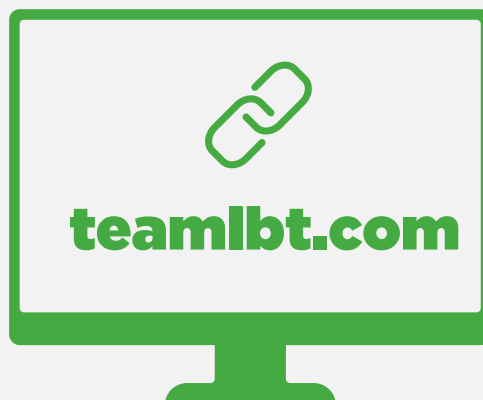
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LBTech Talk

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