

All Aboard LBT

Bimonthly Employee Newsletter

February 2026

CEO CORNER

Every day, our employees go beyond simply moving people from destination to another - they look out for one another and the communities we serve. From offering care and resources to those in need, to noticing when something doesn't seem right and taking action, these moments reflect who we are at our core.



“
| **Life's most persistent and urgent question is: What are you doing for others?**
| **— Martin Luther King, Jr.**

Guided by our values, our team consistently puts the customer first with compassion, awareness, and heart. In this edition of All Aboard LBT, read some stories of employees who remind us that beyond the ride, it's our care for our customers and community that truly makes the difference.

Kenneth A. McDonald

Beyond the Ride: Caring for Our Community

Customer Care Agent Maggie Medina was working at the TVIC when a customer approached the window, appearing lost and in need of help. She contacted the Security team and Transit Enforcement Officers - a Long Beach Police Department detail assigned to LBT - came to assist. They learned the 91-year-old man had gotten lost while trying to pick up medication in Los Angeles. Fortunately, they were able to contact his family in Montebello and drove him home.

During the ride, he appeared cold, so officers provided him with a blanket supplied by students from Jordan High School Law Enforcement, Emergency and Public Service (LEAPS) program, where Billy Anderson, Manager, System Security, volunteers. This interaction reflected compassion from employees across multiple levels of the organization and reinforced LBT's priorities of enhancing the customer experience and improving safety.



Read the other stories like this in the Living LBT Values section!



LIVING LBT VALUES



While driving his route in December, Bus Operator Miguel Hernandez noticed a child boarding the bus alone during school hours. He immediately contacted dispatch, and a Transit Enforcement Officer and Supervisor Glenn Trinidad responded. They determined the child was a special education student who had gone missing from a local school. Thanks to Miguel's awareness and compassion, the child was safely reunited with her parents.

The City of Long Beach's Clean Team - which removes litter and debris in public areas - contacted an unhoused man while cleaning a bus stop in the downtown area. Transit Enforcement Officers came as he was moving from the bus stop, to build rapport and share information about resources and services available. Officers gave him two care bags, that were made by the Jordan High School LEAPS program. This positive interaction highlighted the strong partnership between the City of Long Beach, Long Beach Unified School District, and Long Beach Transit to care for the communities we serve.



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.



**Belmont Shore
Christmas Parade**



**Martin Luther
King Jr. Parade**



**CatPAWS
Donation Drive**

NEWS AND UPDATES

Bus Rodeo

We are excited to host the Five Star Bus Rodeo on Saturday, March 28, 2026, bringing together eight local transit agencies and 64 skilled Bus Operators to showcase their driving skills, safety, and professionalism. This friendly competition highlights the expertise it takes to navigate real-world transit challenges.

Last year, eight LBT Bus Operators participated in the Five Star Bus Rodeo, with three placing in winning rankings. First place winner Gabriel Becerra Orozco went on to compete in the American Public Transportation Association National Rodeo in Portland, Oregon.

This will be a great opportunity to showcase our facilities and our talent!

For questions, please contact Kobbii Howard, Superintendent, Transit Service Delivery (TSD), at khoward@lbtransit.com or [562.489.8484](tel:562.489.8484), or Latrece Brisker, Superintendent, TSD, at lbrisker@lbtransit.com or [562.489.8460](tel:562.489.8460).



MEET THE RISK AND SAFETY TEAM

The Risk and Safety team is dedicated to minimizing risk and supporting a culture of safety across LBT. Made of two teams, they proactively relay safety messages and review incidents, with the goal to keep employees and customers safe.

Environmental, Health and Safety (EHS) Team

The EHS team, led by Derrick Rolan, Manager, and supported by Jasmin Espino, Administrative Assistant, is responsible for identifying, evaluating and mitigating workplace and environmental risks before they become an issue. They achieve this by implementing safety programs, conducting inspections, providing trainings, and partnering with other departments to promote safety.



Derrick Rolan



Jocelyn Alvarez

The EHS team serves as a regulatory resource and a business partner - helping other departments operate safely, sufficiently and efficiently. For example, they've lately been focusing on accidents in the bus yard, said Jocelyn Alvarez, EHS Officer. EHS has seen a drop in accidents through collaborating with other departments.

"What I love about my job is I get to actually make a difference, to make sure people are safe while they're working," Jocelyn said. "Whether it's protecting your back, using the proper tools for a job, or proper techniques."

Mario Ovalle, Safety Officer, works very closely with Bus Operators to promote safety and reviews accidents to determine if they were preventable or non-preventable. A large part of his duties is determining what caused an accident and learning how to prevent similar ones from happening in the future. One unique part of his duties is he regularly assists law enforcement and the Security team by reviewing video footage to help find suspects or evidence of crimes that happened near buses.



Mario Ovalle

"I enjoy working with the Bus Operators and learning about their experiences, I do love transit and helping keep people safe," Mario said.

Risk Management Team

The Risk Management team, led by Victoria Cordero, Manager, focuses on employee injuries, damage to property, and disrupted operations. Victoria's team includes two Risk Management Representatives - Sean Redmond, who focuses on General Liability, and Amy Ruiz, who focuses on Workers' Compensation.

The team also prevents risks by education and trainings, ensuring Bus Operators are trained well in what safety means for them and for our customers.

"I get to meet a lot of people within and outside the organization, it makes it fun, adapting to different personalities and different ways of doing business," Victoria said. "Even though every Bus Operator drives a bus, they're all very different people."



Victoria Cordero

LBT Snapshots



Each edition, we'll feature an employee-submitted photo and invite employees to share their best caption for a chance to be featured in the next newsletter. Show us the behind the scenes moments that keep LBT moving!

This month is a "Frankenbus: Bus in Rehab" at LBT1.

Have a fun photo you'd like to see included? Submit it to Emily Rasmussen at [562.489.8463](tel:562.489.8463) or erasmussen@lbtransit.com.



Employees of the Month

DEC



Humberto Mendoza
Bus Operator
24 years with LBT



Luis R. Hernandez
Utility Worker
2 years with LBT



Victoria Romero
Community Relations
Coordinator
3 years with LBT

JAN



Jose Solorio
Bus Operator
8 years with LBT



David Sanchez
Mechanic
3 years with LBT



Oscar Sanchez Orozco
Quality Assurance
Supervisor
28 years with LBT

FEB



Carlos Zacarias
Bus Operator
5 years with LBT



Pedro Pena Castellanos
Mechanic
1 year with LBT



Maritza Luviano
Human Resources
Generalist
4 years with LBT

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