All Aboard LBT

Bimonthly Employee Newsletter

November 2026

CEO CORNER



"What gets measured gets managed." - Peter Drucker

A great reminder of why Key Performance Indicators (KPIs) matter so much at Long Beach Transit. KPIs assist in turning strategic priorities into daily action. Using this approach, we know that LBT is delivering excellent service for the customers and communities we serve.

Every KPI we track connects back to our organizational commitment: safe, reliable, and customer-first service. On-time performance, safety, customer satisfaction, and cost efficiency each tell us something real about where we are and where to focus next. KPIs guide our decisions, shape how we use our resources, and keep every department driving in the same direction.

These indicators give us a shared language and a clear line of sight from the work we do to the results we achieve together. When we see progress, we celebrate it. When we fall short, we learn from it and adjust.

Your commitment is what turns our strategy into results.

Kenneth A. McDonald

LBT By Numbers

From improving service reliability to strengthening the customer experience, these KPIs show how LBT is measuring progress toward our goals.

Here are some highlights for the agency in Fiscal Year (FY) 2026:

96% Bus Operator Staffing
Above LBT's 95% goal
91% in FY24 → 95% in FY25

99.4% Preventative Maintenance
Above LBT's 99% goal
95% in FY24 → 96.6% in FY25

84.4% On-Time Performance
Near LBT's 85% goal
82.8% in FY24 → 83.3% in FY25

12.68 Complaints per 100,000 Customers
Fewer than LBT's goal of 14
14 in FY24 → 14.67 in FY25



LONG BEACH TRANSIT

KPI Team: More Than Numbers

That idea drives LBT's Key Performance Indicator (KPI) Team, which helps LBT track progress, identify opportunities for improvement and understand how everyday work contributes to the customer experience.

What began with a small group of about three analysts tracking measures such as on-time performance and operating hours has grown into a collaborative effort involving approximately 40 employees reporting quarterly metrics. Today, the team tracks about 80 metrics aligned with LBT's strategic priorities, with employees with various roles across departments helping review results and identify opportunities to improve.

Connecting the Dots

KPIs do more than show whether LBT is meeting its goals. They help employees understand how their work connects to other departments and impacts customers. For example, Bus Operator staffing directly impacts service delivery: when there aren't enough Bus Operators available, trips can be missed, affecting customers who rely on LBT.


Irma Pamplona

"The intent is to always get better," said Irma Pamplona, Financial Analyst, who helps lead the KPI team. "We can improve every day, we can learn and get better."


Carlie Wade

Performance Management Analyst Carlie Wade, who leads the KPI team, added that the process is about turning information into action. By discussing what the numbers show and asking how the results impact each department, employees can identify solutions and work toward shared goals.

Turning Results Into Action

Customer feedback is an important part of the KPI process. For example, tracking complaints about Bus Operator behavior can monitor trends, identify opportunities for improvement and measure progress toward a better customer experience.

In FY 2026, customer complaints dropped to 12.68 per 100,000 customers, down from 14.67 in FY 2025 and 14 in FY 2024. This result surpassed LBT's goal of fewer than 14 complaints per 100,000 customers.

These results reflect an ongoing effort to improve customer interactions and highlight how tracking performance can help LBT recognize progress while continuing to raise the bar. As the KPI Team leaders shared, the goal is not just to measure results, but to use them to identify opportunities and take action.

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, Patricio Hernandez, Supervisor, Training and Development, participated in Clean Air Day on Oct. 7, 2026, by riding Route 71 for his morning commute. Staff that day were encouraged to submit a photo riding our buses and experience firsthand the service we provide to customers.

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

NEWS AND UPDATES



LBT Team Wins 1st Place at the Long Beach 5K

The LBT Team hit the pavement at the Long Beach 5K in October, joined by family and friends, and earned 1st place out of 191 groups with an average finish time of 25:07.

We're proud of our teammates for this achievement, which highlights the importance of employee wellness, staying active, and working together toward a healthier lifestyle. A big congratulations to everyone who ran!



LBT Earns Three TransDASH Performance Awards

LBT earned three first-place honors at the 2026 TransDASH Performance Summit in Washington, D.C., recognizing LBT as a top performer in Environmental Stewardship, Most Improved in Environmental Stewardship, and Most Improved in Safety and Security.

President and CEO featured on Transit Unplugged Podcast

LBT President and CEO Kenneth A. McDonald was recently featured on Transit Unplugged, a podcast featuring public transportation leaders. He discussed LBT's customer experience approach and key lessons from the FIFA World Cup to help prepare for the 2028 Olympic and Paralympic Games. You can watch the podcast by visiting youtube.com/@transitunpluggedpodcast or scanning the QR code.



Long Beach Pride Parade



Senior Residents Fair



Bus Fest

LIVING LBT VALUES



Earlier this year, Hector Pedraza, Supervisor, Transit Service Delivery, responded to a medical emergency at the Transit Gallery after finding someone unconscious and not breathing in an alley. Hector immediately began CPR and called 911, continuing lifesaving efforts until emergency responders arrived.

Shortly after, the person began showing signs of breathing and was stabilized by emergency personnel. Hector's quick thinking and willingness to act in a critical moment demonstrated his commitment to safety, serving the community, and doing the right thing, especially when no one is watching.

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

SEP



Brijae Curry
Bus Operator
3 years with LBT



Alejandro Perez
Mechanic
13 years with LBT



Bruce McCall
Supervisor, Transit Service Delivery
9 years with LBT

OCT



Ernesto Roman
Bus Operator
20 years with LBT



Timothy Sumler
Utility Worker
2 years with LBT



Kevin Schrader
Budget Analyst
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.

Stay Connected

Follow us!

facebook.com/lbtransit

@longbeachtransit

@lbtransit

linkedin.com/company/ridelbt

teamlbt.com

Wellness Events

Scan the QR code or visit teamlbt.com/benefits to learn about upcoming wellness events.