LONG BEACH TRANSIT
BOARD OF DIRECTORS MEETING
AGENDA

THURSDAY, JUNE 26, 2025
4801 AIRPORT PLAZA DRIVE
ROSA PARKS BOARD CHAMBER
3:30 P.M.

Abigail Mejia, Chair
David Sutton, Vice Chair
Raul Añorve, Secretary/Treasurer
James Ahumada, Director
Eduardo Angeles, Director
Carl Kemp, Director
Randy Rawlings, Director

Joshua Hickman, City Representative
Christopher Koontz, City Representative

Kenneth A. McDonald
President and Chief Executive Officer

LONG BEACH TRANSIT BOARD OF DIRECTORS IN-PERSON MEETING

MEMBERS OF THE PUBLIC CAN ATTEND MONTHLY BOARD MEETINGS AT LONG BEACH TRANSIT CORPORATE OFFICE ROSA PARK BOARD CHAMBER, BY RIDING ROUTES 102, 104, 111 AND 112.

THE CLOSEST BUS STOPS TO LBTCO ARE LOCATED:
LAKEWOOD BLVD. AND SPRING ST.
CLARK AVE. AND 29TH ST.
SPRING ST. AND AIRPORT PLAZA DR.

TO CONNECT TO ROUTES 102 AND 104, TAKE ROUTES 21, 22, 23, 61, 71, 91, 92, 93, 101, 111, 112, 172, 173, 181 AND 182.

TO CONNECT TO ROUTES 111 AND 112, TAKE ROUTES 21, 22, 23, 91, 121, 131, 151, 171, 173, 175 AND 192.

MEMBERS OF THE PUBLIC MAY LISTEN TO THE MEETING BY DIALING (669) 444-9171 AND ENTERING THE FOLLOWING MEETING ID: 874 0416 6717

MEMBERS OF THE PUBLIC MAY ALSO JOIN THE VIDEO CONFERENCE VIA THE FOLLOWING ZOOM MEETING LINK:
https://us02web.zoom.us/j/87404166717

PLEASE NOTE THE ZOOM MEETING MAY ENCOUNTER TECHNICAL DISRUPTIONS, BUT IN-PERSON ACCESS AND PUBLIC COMMENT WILL CONTINUE TO BE AVAILABLE IN ACCORDANCE WITH THE BROWN ACT

PERSONS WISHING TO ADDRESS THE BOARD MAY SUBMIT PUBLIC COMMENT VIA EMAIL OR TELEPHONE. MEMBERS OF THE PUBLIC ALSO HAVE THE OPTION TO PROVIDE PUBLIC COMMENT IN THE ZOOM MEETING BY USING THE RAISE HAND FUNCTION OR PRESSING *9 ON YOUR PHONE

Public comments on agenda items may be submitted by email to board@lbtransit.com or by telephone at 562.599.8599.

If calling, please leave a voicemail with your name (please state it clearly), your telephone number for a return call, and the item number on which you would like to comment (or specify “public comment”).

If emailing, please include your name, your telephone number for a return call, and the item number on which you would like to comment (or specify “public comment”).

More information on this process may be found at ridelbt.com/about-us

REGULAR MEETING – 3:30 P.M.

1. Call to Order. (Abigail Mejia)

2. Roll Call. (Jen Flores)

3. Employee Recognition. (Elizabeth Brown)

   Employees of the Month for June 2025:

   Patrick Mansy, Transit Service Delivery and Planning
   Myron Trimble, Maintenance and Infrastructure
   Emily Peng, Administrative Staff

INFORMATION ITEM

4. Public Comment.

Any member of the public may approach the lectern and, upon recognition by the Chair, state his or her name and proceed to address the Board on any item within the subject matter jurisdiction of the Long Beach Transit Board of Directors, provided that no action may be taken on off-agenda items unless authorized by law. Comments shall be limited to three minutes, unless different time limits are set by the Chair, subject to the approval of the Board.

5. President and CEO Report. (Kenneth McDonald)

INFORMATION ITEM

NOTICE TO THE PUBLIC

All matters included on the Consent Calendar are considered routine by the Long Beach Transit (LBT) Board of Directors and will all be enacted by one motion. There will be no separate discussion of these items unless a member of the Board of Directors or the public so requests, in which event the matter shall be removed from the Consent Calendar and considered as a separate item.

CONSENT CALENDAR (6)

6. Recommendation to approve the minutes of the regular session meeting held on May 15, 2025.

Suggested Action: Approve recommendation.

REGULAR CALENDAR

7. Monthly Financial Report. (Lisa Patton)

INFORMATION ITEM

8. Recommendation to authorize the President and CEO to three-year base term contract with Colliers International for property management services at the corporate office building located at 4801 Airport Plaza Drive at a cost of $858,575, with two, one-year options at $304,032 for option year 1 and $313,422 for option year 2 with a 10% contingency of $147,603 and $300,000 for owner's representative services for a total contract authorization not to exceed $1,923,632. (Lisa Patton)

Suggested Action: Approve recommendation.

9. Recommendation to authorize the President and CEO to enter into a contract with AECOM for Architect and Engineering design services in the amount of $926,745 with a 15% contingency in the amount of $139,011, for a total authorization amount not to exceed, $1,065,756. (Jim Scott)

Suggested Action: Approve recommendation.

10. Recommendation to authorize the President and CEO to enter into a contract with Model 1 Commercial Vehicles for the purchase of three (3) 2025 Ford E Transit battery electric Dial-A-Lift vans at a cost of $322,011 with a 10% contingency of $32,201 for a total authorization amount not to exceed $354,212. (Sergio Ortiz)

Suggested Action: Approve recommendation.

11. Recommendation to authorize the President and CEO to enter into a contract with The LeFlore Group in the amount of $192,554, with the option to extend for construction support services for $95,934, with a 10% contingency of $28,849, for a total authorization amount not to exceed $317,337. (Kim Le)

Suggested Action: Approve recommendation.

12. Recommendation to adopt a resolution approving Long Beach Transit's 2025 Title VI Program for the period August 1, 2025 through July 31, 2028 as required by the US Department of Transportation Title VI regulations, 49 CFR part 21. (Karen Kimber)

Suggested Action: Approve recommendation.

13. Assembly Bill 2561 Compliance Report. (Elizabeth Brown)

INFORMATION ITEM

14. Presentation by AFSCME Representative
Luis Schmidt of the American Federation of State, County and Municipal Employees (AFSCME) will present on Assembly Bill 2561.

INFORMATION ITEM

15. Public Comment.

Any member of the public may approach the lectern and, upon recognition by the Chair, state his or her name and proceed to address the Board on any item within the subject matter jurisdiction of the Long Beach Transit Board of Directors, provided that no action may be taken on off-agenda items unless authorized by law. Comments shall be limited to three minutes, unless different time limits are set by the Chair, subject to the approval of the Board.

16. Board Requests.

17. Adjourn. The next regular meeting will be held on July 24, 2025. (Abigail Mejia)

Suggested Action: Approve recommendation.

Note:

Long Beach Transit intends to provide reasonable accommodations in accordance with the Americans with Disabilities Act of 1990. If special accommodation is desired please call the Office of the Board Secretary 48 hours prior to the meeting at 562.599.8599.

Long Beach Transit is an entity which is separate and distinct from the City of Long Beach.

LONG BEACH TRANSIT
BOARD OF DIRECTORS MEETING
MINUTES

THURSDAY, MAY 15, 2025
4801 AIRPORT PLAZA DRIVE
ROSA PARKS BOARD CHAMBER
3:30 P.M.

Abigail Mejia, Chair
David Sutton, Vice Chair
Raul Añorve, Secretary/Treasurer
James Ahumada, Director
Eduardo Angeles, Director
Carl Kemp, Director
Randy Rawlings, Director

Joshua Hickman, City Representative
Christopher Koontz, City Representative

Kenneth A. McDonald
President and Chief Executive Officer

REGULAR MEETING – 3:30 P.M.

1. Call to Order. (Abigail Mejia)

   Chair Mejia called the meeting to order at 3:31 p.m.

2. Roll Call. (Jen Flores)

   Directors Present: James Ahumada, Eduardo Angeles, Raul Añorve, Abigail Mejia and Randy Rawlings

   Directors Excused: Carl Kemp and David Sutton

3. Employee Recognition. (Elizabeth Brown)

   Employees of the Month for May 2025:

   Ronald Abril, Transit Service Delivery and Planning
   Marvyn Bernache, Maintenance and Infrastructure
   Fredie Vasquez, Administrative Staff

INFORMATION ITEM

Elizabeth Brown, Executive Director/VP, Organizational Development and Administration, presented the Employees of the Month for May 2025.

4. Public Comment.

Any member of the public may approach the lectern and, upon recognition by the Chair, state his or her name and proceed to address the Board on any item within the subject matter jurisdiction of the Long Beach Transit Board of Directors, provided that no action may be taken on off-agenda items unless authorized by law. Comments shall be limited to three minutes, unless different time limits are set by the Chair, subject to the approval of the Board.

Donald (Tre) Moody, Founder of Affiliated Worldwide, gave a live public comment regarding a collaboration with LBT

Chris Corrasa gave a live public comment via ASL interpreter regarding food vendors at bus stops and an issue with an Operator telling customers that they cannot have water on the bus.

Tyler Keeling gave a live public comment regarding LBT's Sick Time policy.

Kevin Memo, resident of Bellflower, gave a live public comment regarding LBT fares and service expansion.

NOTICE TO THE PUBLIC

All matters included on the Consent Calendar are considered routine by the Long Beach Transit (LBT) Board of Directors and will all be enacted by one motion. There will be no separate discussion of these items unless a member of the Board of Directors or the public so requests, in which event the matter shall be removed from the Consent Calendar and considered as a separate item.

CONSENT CALENDAR (5)

A motion was made by Director Angeles, seconded by Director Rawlings, to pass the consent calendar. The motion carried by the following vote:

Yes: 5 – James Ahumada, Eduardo Angeles, Raul Añorve, Abigail Mejia and Randy Rawlings
Excused: 2 – Carl Kemp and David Sutton

5. Recommendation to approve the minutes of the regular session meeting held on April 24, 2025.

Suggested Action: Approve recommendation.

REGULAR CALENDAR

6. Recommendation to approve the updated Statement of Investment Policy for the financial assets of Long Beach Transit. (Ashley Liang)

Suggested Action: Approve recommendation.

Ashley Liang, Treasurer, presented the staff report.

Secretary/Treasurer Añorve asked for clarification regarding who is the "governing body" named in the report.

Ms. Liang responded that the "governing body" is the LBT Board of Directors.

Secretary/Treasurer Añorve inquired if the policy is reviewed by an independent auditor.

Ms. Liang responded that a copy of the policy is provided as a part of the annual financial audit.

Secretary/Treasurer Añorve inquired if LBT asks for a list of holdings or assets from Fidelity Investments and are the investments in compliance.

Ms. Liang responded that LBT receives monthly and quarterly statements from Fidelity Investments and are shared with the Board through the Quarterly Investment report. Those investments are in compliance.

Secretary/Treasurer Añorve asked if audits or third-party reviews are preformed on employees investment disclosures.

Lisa Patton, Executive Director/VP, Finance and Budget, responded that LBT Executives and Board file Form 700s through the City of Long Beach.

Secretary/Treasurer Añorve inquired if LBT is allowed to invest in derivatives or structured notes.

Ms. Liang responded that LAIF, in exhibit one of the policy, provides a list of permissible investments and LBT strictly following that list.

Secretary/Treasurer Añorve inquired of the current holdings are in compliance.

Ms. Liang responded that they are.

Secretary/Treasurer Añorve asked if the Board in notified about early sales of securities.

Ms. Patton responded that the Board is advised in the Quarterly Investment report of early sales.

A motion was made by Director Angeles, seconded by Secretary/Treasurer Añorve, to approve the recommendation. The motion carried by the following vote:

Yes: 5 – James Ahumada, Eduardo Angeles, Raul Añorve, Abigail Mejia and Randy Rawlings
Excused: 2 – Carl Kemp and David Sutton

7. Recommendation to authorize the President and CEO to extend Long Beach Transit's participation in Year 5 of Los Angeles Metropolitan Transportation Authority's regional GoPass program until June 30, 2026. (Terry Coon)

Suggested Action: Approve recommendation.

Terry Coon, Manager, Finance, presented the staff report.

Director Angeles inquired if there is advocacy for this program at the state or federal level.

Kenneth McDonald, President and CEO, responded that there is no advocacy for this program at the state or federal level.

Director Angeles inquired if LBT is working with elected officials to identify funding opportunities.

CEO McDonald stated that participating agencies are working to identify permanent funding sources.

Director Rawlings inquired if school districts have been asked to increase contributions.

CEO McDonald responded that the school districts have been asked and that there has already been an increase in contributions.

Directors Rawlings asked if LBT has identified a threshold that the program is no longer sustainable.

CEO McDonald responded that staff has not yet explored that determination.

Directors Rawlings inquired if LBT has investigated other less financial burdensome programs.

CEO McDonald responded that other programs have not been identified.

A motion was made by Secretary/Treasurer Añorve, seconded by Director Rawlings, to approve the recommendation. The motion carried by the following vote:

Yes: 5 – James Ahumada, Eduardo Angeles, Raul Añorve, Abigail Mejia and Randy Rawlings
Excused: 2 – Carl Kemp and David Sutton

8. Recommendation to adopt the Fiscal Year 2026 Operating Budget of $139,833,229 and the Fiscal Year 2026 Capital Budget of $45,185,577. (Kenneth McDonald)

Suggested Action: Approve recommendation.

CEO McDonald presented the staff report.

Director Ahumada inquired where the World Cup and Long Beach Amphitheater fit into the agency's initiatives.

CEO McDonald responded that the focus for FY26 is planning and developing the cost for those events.

City Representative Koontz inquired about the rising cost of Workers Comp, is the agency expecting a large increase every year and what the agency is doing to mitigate costs.

CEO McDonald responded that the agency is not expecting large increases every year. The agency has a wellness program and is working with insurance to mitigate costs.

Director Rawlings inquired about mitigation strategies for tariffs challenges.

CEO McDonald responded that LBT is working with vendors to mitigate cost to the agency in regard to current contracts.

Director Rawlings inquired about the WiFi pilot program.

CEO McDonald responded that staff is working with the vendor to expand the program to all buses.

Director Rawlings inquired about the agency's consideration of fare increases.

CEO McDonald responded that the agency is conducting a fare study.

Secretary/Treasurer Añorve inquired what the agency is doing in regard to climate preparedness.

CEO McDonald responded that the agency's action in terms of the Zero Emission policy is directly related to clean air and climate concerns. The agency is also making sure construction projects follow sustainable practices.

Secretary/Treasurer Añorve inquired about ridership projections for future fare policy scenarios.

CEO McDonald responded that the agency may have to go to debt funding and may look into fare increases based on the results from the fare survey.

Secretary/Treasurer Añorve inquired if the agency has considered tier pricing, test pilot routes and fares.

CEO McDonald responded that the agency is doing a comprehensive operational analysis that will identify opportunities to explore.

Secretary/Treasurer Añorve inquired about the framework for equity and accessibility analysis.

CEO McDonald responded that the agency community and customer survey that was presented in March has that information.

Secretary/Treasurer Añorve requested that highlights about demographics from those surveys and reports be added to the budget presentation.

Director Ahumada requested that future presentations include if department budgets are increasing or decreasing compared to the prior year.

City Representative Koontz requested information regarding service planning for the upcoming year.

CEO McDonald responded that the agency just started the Comprehensive Operational Analysis that will answer those questions.

City Representative Koontz inquired about the Carson and Dominguez Hills service.

CEO McDonald responded that the City of Carson pays LBT to run service and is not taking service from Long Beach.

Chair Mejia inquired about Passport service data and water taxi service during LA28.

CEO McDonald responded that Passport was never intended to be a revenue generator. Staff will bring a report on the Passport service. In terms of the water taxi service, LBT has been contacted and is working with Metro to draft a plan to the Metro Board.

Discuss ensued regarding follow-up from the Board Retreat.

Chair Mejia inquired about bus stop shelters and if that is included in the assessment of the capital program.

CEO McDonald responded that there are three corridors that have been identified for bus shelter.

A motion was made by Director Angeles, seconded by Director Rawlings, to approve the recommendation. The motion carried by the following vote:

Yes: 5 – James Ahumada, Eduardo Angeles, Raul Añorve, Abigail Mejia and Randy Rawlings
Excused: 2 – Carl Kemp and David Sutton

9. Public Comment.

Any member of the public may approach the lectern and, upon recognition by the Chair, state his or her name and proceed to address the Board on any item within the subject matter jurisdiction of the Long Beach Transit Board of Directors, provided that no action may be taken on off-agenda items unless authorized by law. Comments shall be limited to three minutes, unless different time limits are set by the Chair, subject to the approval of the Board.

There were no public comments.

10. Board Requests.

There were no requests.

11. Adjourn. The next regular meeting will be held on June 26, 2025. (Abigail Mejia)

Suggested Action: Approve recommendation.

Meeting adjourned at 6:04 p.m.

A motion was made by Director Angeles, seconded by Director Rawlings, to approve the recommendation. The motion carried by the following vote:

Yes: 5 – James Ahumada**,** Eduardo Angeles, Raul Añorve, Abigail Mejia and Randy Rawlings
Excused: 2 – Carl Kemp and David Sutton

Note:

Long Beach Transit intends to provide reasonable accommodations in accordance with the Americans with Disabilities Act of 1990. If special accommodation is desired please call the Office of the Board Secretary 48 hours prior to the meeting at 562.599.8599.

Long Beach Transit is an entity which is separate and distinct from the City of Long Beach.

LONG BEACH TRANSIT
STATEMENT OF REVENUES AND EXPENSES
FOR PERIOD JULY 1, 2024 TO MAY 31, 2025

	May 2024	May 2025	May Budget	%	Year to Date FY 2024	Year to Date FY 2025	Year to Date Budget	%
OPERATING REVENUE								
Passenger Fares	$787,146	$830,695	$785,760	106	$8,460,732	$8,962,379	$8,637,166	104
Dial A Lift Fares	3,822	3,974	3,671	108	36,166	40,674	36,578	111
Aqua Service Fares	7,777	19,974	18,780	106	167,870	235,237	215,127	109
Special Event Service Revenue	16,420	32,308	500	6,462	75,136	200,620	38,979	515
Advertising Revenue	56,250	11,140	58,333	19	684,433	287,853	641,663	45
Interest & Miscellaneous	367,899	575,523	294,579	195	4,215,341	5,914,437	3,205,902	184
TOTAL OPERATING REVENUE	**$1,239,314**	**$1,473,614**	**$1,161,623**	**127**	**$13,639,677**	**$15,641,200**	**$12,775,415**	**122**
SUBSIDY REVENUE								
Federal	$1,200,000	$0	$0	-	$12,267,123	$24,078,636	$16,814,508	143
State	2,838,136	2,708,575	2,668,574	101	31,308,169	29,434,318	29,354,314	100
County	4,051,300	6,131,093	6,126,921	100	44,601,405	46,156,386	53,292,699	87
Local	743,978	732,804	780,901	94	8,893,941	8,429,605	9,068,606	93
TOTAL SUBSIDY REVENUE	**$8,833,414**	**$9,572,472**	**$9,576,396**	**100**	**$97,070,638**	**$108,098,945**	**$108,530,127**	**100**
TOTAL REVENUE	**$10,072,727**	**$11,046,087**	**$10,738,019**	**103**	**$110,710,315**	**$123,740,144**	**$121,305,542**	**102**
OPERATING EXPENSES								
Operations	$5,097,777	$5,399,841	$5,532,457	98	$56,068,484	$57,331,332	$59,961,699	96
Maintenance	2,420,053	2,555,075	2,582,918	99	27,718,368	28,660,250	28,700,820	100
Administration	2,381,883	2,242,030	2,432,289	92	23,104,804	24,008,947	26,488,865	91
Fuel & Lubricants	449,865	430,848	531,992	81	5,276,547	4,993,845	5,945,036	84
TOTAL OPERATING EXPENSES	**$10,349,577**	**$10,627,793**	**$11,079,656**	**96**	**$112,168,203**	**$114,994,373**	**$121,096,420**	**95**
NET INCOME (LOSS) BEFORE DEPR.	**($276,850)**	**$418,294**	**($341,637)**		**($1,457,887)**	**$8,745,771**	**$209,122**	
DEPRECIATION	$1,381,302	$1,376,088	$1,376,088	100	$16,021,533	$16,462,031	$16,462,031	100

LONG BEACH TRANSIT
SCHEDULE OF EXPENSES
FOR PERIOD JULY 1, 2024 TO MAY 31, 2025

	Operations	Maintenance	Admin	Total Curr. Month	Current Month Budget	%	Year to Date	Year to Date Budget	%
LABOR									
Operators	$2,828,917	$0	$0	$2,828,917	$2,823,530	100	$29,975,885	$30,601,858	98
Maintenance	0	670,177	0	670,177	627,896	107	7,276,456	6,993,790	104
Salaried	380,659	425,898	817,898	1,624,454	1,707,670	95	17,507,963	19,213,101	91
FRINGE BENEFITS									
FICA	221,905	77,504	61,502	360,911	373,406	97	3,820,648	4,103,901	93
Pension	375,571	127,554	96,676	599,801	688,280	87	6,623,955	7,580,363	87
Health	622,166	187,875	128,745	938,786	978,918	96	10,160,874	10,661,787	95
Workers' Compensation	445,754	41,725	1,419	488,899	488,433	100	5,378,475	5,372,763	100
Uniform & Tool Allowance	10,856	10,892	719	22,467	20,384	110	274,299	299,696	92
Unemployment & Other Fringes	17,788	3,863	60,630	82,280	45,812	180	497,743	512,332	97
SERVICES									
Advertising	0	0	62,672	62,672	68,496	91	697,864	819,456	85
Professional & Technical	32,175	20,583	260,518	313,276	379,127	83	3,138,283	3,830,074	82
Contract Maintenance	0	242,501	229,265	471,766	453,573	104	5,023,178	4,772,544	105
Security	274,946	45,802	0	320,748	355,541	90	3,343,420	3,751,026	89
Employment Physicals	0	0	21,153	21,153	18,000	118	214,014	198,000	108
Other	0	8,268	8,782	17,051	20,978	81	182,801	199,235	92

LONG BEACH TRANSIT
SCHEDULE OF EXPENSES
FOR PERIOD JULY 1, 2024 TO MAY 31, 2025

	Operations	Maintenance	Admin	Total Curr. Month	Current Month Budget	%	Year to Date	Year to Date Budget	%
MATERIALS & SUPPLIES									
Fuel & Lubricants	$0	$430,848	$0	$430,848	$531,992	81	$4,993,845	$5,945,036	84
Fleet Parts & Supplies	0	462,665	0	462,665	499,260	93	5,740,238	5,375,948	107
Other Materials & Supplies	0	36,571	11,041	47,612	79,669	60	772,632	901,969	86
UTILITIES	0	107,062	43,778	150,840	158,304	95	1,885,455	1,926,872	98
CASUALTY/LIABILITY COSTS	0	7,895	342,114	350,008	393,270	89	4,066,969	4,325,970	94
PURCHASED TRANS. SERVICE									
Dial A Lift	106,380	0	0	106,380	119,147	89	1,129,975	1,228,822	92
Aqua Service	78,427	0	0	78,427	101,792	77	755,665	898,748	84
MISC. EXPENSES									
Dues & Subscriptions	0	0	11,763	11,763	15,833	74	151,207	174,163	87
Taxes, Fees	0	57,390	3,046	60,436	31,929	189	399,894	355,209	113
Training, Travel & Meetings	0	0	38,537	38,537	27,501	140	232,083	302,511	77
Schedules & Tickets	0	0	0	0	15,000	-	63,815	120,000	53
Safety & Misc. Items	0	3,412	9,878	13,290	15,334	87	143,117	168,674	85
Recruitment Advertising	0	0	11,974	11,974	8,000	150	63,090	90,000	70
Other	4,298	17,438	19,920	41,656	32,581	128	480,528	372,573	129
TOTAL OPERATING EXPENSES:	**$5,399,841**	**$2,985,922**	**$2,242,030**	**$10,627,793**	**$11,079,656**	**96**	**$114,994,373**	**$121,096,420**	**95**

LONG BEACH TRANSIT
BALANCE SHEET

	Balance at 05/31/25	Balance at 04/30/25	Balance at 05/31/24
ASSETS			
Cash and Investments	95,831,091	95,956,650	72,368,537
Receivables			
Federal	306,169	0	16
State	3,935,297	5,971,517	6,016,447
County	783,375	776,849	270,398
Local	2,688,580	2,612,179	1,560,229
Miscellaneous	2,854,108	3,191,213	4,666,254
Materials & Supplies Inv.	4,129,301	4,042,734	4,155,726
Net Capital Assets	111,669,059	112,579,484	120,366,456
Other Assets	6,984,399	7,886,634	13,400,510
TOTAL ASSETS	**229,181,379**	**233,017,262**	**222,804,574**
LIABILITIES AND CAPITAL			
Trade Payables	3,338,897	4,856,672	4,645,964
Accrued Payroll Liabilities	8,751,394	8,320,514	6,826,279
Net Pension Liability (GASB 68)	28,978,646	28,978,646	34,055,081
Compensated Absence Liabilities	4,302,326	4,256,004	3,903,780
Estimated Liabilities	67,257,376	67,989,198	66,997,851
Deferred Credits	25,585,567	27,156,924	16,813,604
TOTAL LIABILITIES	**138,214,207**	**141,557,957**	**133,242,559**
Federal Capital Contributions	340,803,379	340,497,209	339,350,563
State Capital Contributions	122,716,194	122,694,030	115,735,055
Local Capital Contributions	133,165,555	133,028,226	131,072,598
Accumulated Earnings (Losses)	(505,717,955)	(504,760,160)	(496,596,200)
TOTAL CAPITAL	**90,967,173**	**91,459,304**	**89,562,015**
TOTAL LIABILITIES AND CAPITAL	**229,181,379**	**233,017,262**	**222,804,574**

RECOMMENDED ACTION

To authorize the President and CEO to enter into a contract with Colliers International for property management and owner's representative services at the corporate office building located at 4801 Airport Plaza Drive.

STAFF REPRESENTATIVES

Lisa Patton, Executive Director/Vice President, Finance and Budget

BACKGROUND

Long Beach Transit (LBT) owns and occupies the majority of the eight-story, multi-use office building located at 4801 Airport Plaza Drive (Property) in the City of Long Beach. This property serves as LBT's administrative corporate offices, and is also leased to additional commercial tenants, with vacant space currently being marketed.

Since acquiring the Property in 2020, LBT has contracted with a third-party firm under a five-year agreement to provide comprehensive property management services. As the current contract term nears completion, staff has evaluated the building's operational needs and performance outcomes. Following this review, LBT initiated a competitive procurement process.

The property management firm manages the comprehensive operations of the building, ensuring high quality service delivery and efficient performance. The scope of property management services includes building operations and maintenance; tenant relations and lease management; facility care and protection services; capital projects and tenant improvements oversight; financial management and reporting; sustainability and environmental stewardship; regulatory compliance and risk management; and communication and support services.

PROCUREMENT

In preparation for the expiration of the current property management services contract, LBT issued a competitive Request for Proposal (RFP). Seven (7) proposals were received, which were evaluated based on the following criteria:

- Qualifications of the Firm
- Qualification of Personnel
- Work Plan/Project Understanding and Approach
- Cost

The total amount of possible points for the technical evaluation was 75. Pricing made up an additional 25 points, for a total of 100 points. Colliers International (Colliers) received the

highest overall score and demonstrated the best value for the required property management services. Colliers is a global firm with offices in Los Angeles County.

Colliers offers a full spectrum of services to meet LBT's property needs including:

- Property Management
- Lease Administration and Contract Management
- Construction Owner's Representation
- Building Operations and Engineering
- Property Accounting and Financial Reporting
- Sustainability Certification and Energy Conservation
- Tenant Services
- Product and Service Procurement
- Consultancy and Disaster Recovery Planning

Additionally, Colliers will serve as LBT's Owner's Representative on an as-needed basis for capital projects at the corporate office. The property management firm will lead the coordination and oversight of tenant improvements and capital construction to ensure compliance with building standards, safety regulations, and lease provisions. Responsibilities include reviewing construction plans, managing contractor activities, maintaining project documentation, and ensuring alignment with operational goals. Colliers will provide regular progress updates to LBT and ensure transparency throughout all phases of project delivery.

LBT's Purchasing Department determined Colliers International to be a responsive and responsible bidder.

DBE/SBE PARTICIPATION

A Small Business Enterprise (SBE) goal was not established for the solicitation due to the limited availability of SBEs in the market.

ALTERNATIVES CONSIDERED

Staff considered assuming the responsibility of property management services internally; however, LBT does not have the technical capacity or expertise to maintain a class A commercial building.

BUDGETARY/FISCAL IMPACT

Capital-related costs are budgeted and will continue to be included in future capital improvement budgets. Operating costs for the contract will be incorporated into LBT's annual operating budgets moving forward. For the upcoming fiscal year, the full operating cost was not included in the adopted budget; however, the difference will be absorbed within the existing facilities operating budget through management of available funds.

STAFF RECOMMENDATION

Staff is requesting LBT's Board of Directors to authorize the President and CEO to enter into a three-year base term contract with Colliers International for property management services at the corporate office building located at 4801 Airport Plaza Drive at a cost of $858,575, with two, one-year options at $304,032 for option year 1 and $313,422 for option year 2 with a 10% contingency of $147,603 and $300,000 for owner's representative services for a total contract authorization not to exceed $1,923,632.

_____

Kenneth A. McDonald
President and Chief Executive Officer

RECOMMENDED ACTION

To authorize the President and CEO to enter into a contract with AECOM, for Architectural and Engineering design services for the Phase 4 Electrification Infrastructure project.

STAFF REPRESENTATIVE

Jim Scott, Executive Director/VP, Maintenance and Infrastructure

BACKGROUND

Long Beach Transit (LBT) has been a leader in reducing greenhouse gas emissions and air pollutants through its energy conservation efforts and its operation of alternatively fueled vehicles. LBT's operating fleet is 100% alternatively fueled and has committed to only purchasing Zero-Emission Buses (ZEB) from 2020 onward.

LBT received its first order of 10 Battery Electric Buses (BEBs) in October 2016. The agency worked with Southern California Edison (SCE) to install a dedicated substation for the electrification project, and 10 BEB chargers were installed and fully operational by August of 2017.

In November of 2019, LBT purchased its second order of 14 BEBs. Planning for the charging infrastructure began in 2020, and construction was completed in 2021, adding 14 additional BEB chargers. In March of 2021, LBT purchased its third order of 20 BEBs. Infrastructure and planning commenced in 2021 to add an additional 20 chargers, and construction was completed in 2023. One year later, in March 2022, LBT purchased five (5) BEB commuter buses to provide ZEB UCLA commuter service and the Museum Express Service.

On July 25, 2024, the Board approved the purchase of 30 additional BEBs. Staff are planning the final phase of electrification infrastructure that will provide all the power and chargers needed for both current and future BEB expansion up to 125 buses. The infrastructure will include a second SCE substation, an overhead BEB charging system, a photovoltaic system, and an emergency backup power source.

LBT is requesting approval to hire a consultant to develop a project manual for approximately 30% of the design for the Phase 4 BEB charging infrastructure, the final phase of the Electrification Infrastructure project. The consultant will deliver the plans, specifications, and cost estimates necessary to upgrade the infrastructure at the existing LBT1 facility, located at 1963 E. Anaheim St., Long Beach, CA. The work will lay the foundation for a Design-Build firm, which will be selected through a future competitive procurement to complete the final design and construction. The 30% design phase is expected to be completed within 120 days after the notice to proceed is issued, with the goal of having construction complete by spring of 2028.

PROCUREMENT

LBT issued a Request for Proposal (RFP) to firms nationwide and received nine qualified proposals.

Proposals were technically evaluated based on the following criteria:

- Proposer experience with similar projects
- Key personnel qualifications and project organization
- Technical solutions/work plan
- References
- Proposer responsiveness

In compliance with the Brooks Act, cost was not considered during the initial proposal evaluation, and only the cost proposal of the highest-ranked firm was opened. AECOM was the highest-ranked firm with 89.67 points.

AECOM, with an office in Los Angeles, California, was found to be fair and reasonable by LBT's Purchasing department.

DBE/SBE PARTICIPATION

A Disadvantaged Business Enterprise (DBE) goal of 5% was established for the solicitation.

AECOM Technical Services has committed to subcontract 7% to Diaz Yourman & Associates for geotechnical engineering services and 4% to Wagner Engineering & Survey for survey support. For a total DBE commitment of 11%.

ALTERNATIVES CONSIDERED

Staff considered not expanding the charging station facility and only using the existing chargers to charge all BEBs. However, this was deemed not feasible as the charging time would exceed the scheduled morning bus pullout times.

BUDGETARY/FISCAL IMPACT

Funds for this project have been previously identified and approved in prior year capital budgets.

STAFF RECOMMENDATION

Staff is requesting LBT's Board of Directors to authorize the President and CEO to enter into a contract with AECOM for Architect and Engineering design services in the amount of $926,745 with a 15% contingency in the amount of $139,011, for a total authorization amount not to exceed $1,065,756.

_____

Kenneth A. McDonald
President and Chief Executive Officer

RECOMMENDED ACTION

To authorize the President and CEO to enter a contract with Model 1 Commercial Vehicles for the purchase of three (3) battery electric Dial-A-Lift vans.

STAFF REPRESENTATIVE

Sergio Ortiz, Manager, Fleet Maintenance

BACKGROUND

Long Beach Transit (LBT) operates a diverse revenue fleet of 255 revenue buses, 10 Dial-A-Lift vans, and 4 water vessels. LBT's Dial-A-Lift service includes a fleet of nine (9) Compressed Natural Gas (CNG) vehicles and one (1) battery electric van dedicated to providing accessible transportation to customers within Long Beach, Lakewood, Signal Hill, and Paramount.

In an effort to improve service efficiency and reduce environmental impact, LBT conducted a pilot of one (1) battery electric Ford E-Transit van to evaluate its performance within daily Dial-A-Lift operations. Building on the success and insights gained from this pilot, staff is implementing a phased replacement of the current Dial-A-Lift fleet.

The transition to electric vehicles supports LBT's sustainability goals and strategic priorities to "Enhance Customer Experience," "Improve Safety and Service Quality," and "Exercise Financial Accountability." Notably, while the current CNG vehicles have capacity for one (1) wheelchair customer, the new battery electric Ford E-Transit vans can accommodate two (2) wheelchair customer, increasing LBT's service capacity. These new vehicles will be the first replacement phase of full fleet electrification.

PROCUREMENT

LBT's Procurement Department issued a Request for Quotes (RFQ) for the purchase of three (3) Ford E-Transit Electric Dial-A-Lift Vans. The RFQ was posted on LBT's procurement portal, PlanetBids, and was based on the technical specifications provided by the LBT Maintenance Department.

Model 1 Commercial Vehicles was determined to be the lowest responsive and responsible bidder. The LBT Procurement Department conducted a price analysis and found the pricing proposed by Model 1 Commercial Vehicles to be fair and reasonable.

DBE/SBE PARTICIPATION

A Disadvantage Business Enterprise (DBE) goal was not established for this solicitation. Due to the specialized nature of these vehicles, there are limited opportunities for DBE or Small Business Enterprise (SBE) participation. Only a small number of companies manufacture these specialty vehicles, which require structural modifications to accommodate the installation of wheelchair lifts and other features.

ALTERNATIVES CONSIDERED

Staff considered continuing with the existing fleet without introducing electric vehicles, as well as replacing aging vehicles with new gasoline-powered models. However, gasoline vehicles do not align with LBT's long-term sustainability goals. Additionally, delaying the transition to electric vehicles could result in higher fuel and maintenance costs over time.

BUDGETARY/FISCAL IMPACT

Funds for this project have been previously identified and approved in prior year capital budgets.

STAFF RECOMMENDATION

Staff is requesting LBT's Board of Directors to authorize the President and CEO to enter into a contract with Model 1 Commercial Vehicles for the purchase of three (3) 2025 Ford E Transit battery electric Dial-A-Lift vans at a cost of $322,011 with a 10% contingency of $32,201 for a total authorization amount not to exceed $354,212.

_____

Kenneth A. McDonald
President and Chief Executive Officer

RECOMMENDED ACTION

To authorize the President and CEO to enter into a contract with The LeFlore Group for Owner's Representative Consultant Services, with the option to extend for construction support services, for the Transit Gallery Improvement Project.

STAFF REPRESENTATIVE

Kim Le, Manager, Transit Customer Amenities

BACKGROUND

Long Beach Transit's (LBT) Transit Gallery on 1st Street in downtown Long Beach serves as the hub for LBT's major routes and other local and regional transit systems. The primary goal of the Transit Gallery Improvement Project is to improve digital wayfinding at the Transit Gallery. This will include new digital signage, new customer information systems, lighting, and structural upgrades.

The scope of the project requires the expert services of an Owner's Representative to oversee the work of a selected Architectural & Engineering (A&E) firm that would fully develop a final design package of improvements. The Owner's Representative shall represent the interests of LBT through the duration of the project, coordinating closely with LBT teams to release the A&E solicitation package, participate in the A&E firm selection process, and manage the architect and day-to-day project through close-out of the design phase. The Owner's Representative shall ensure that the A&E firm adheres to the project scope, schedule, budget, and quality standards. There would be an option for the Owner's Representative to stay on through the construction phase to provide construction support services.

The Transit Gallery Improvement Project is anticipated to take approximately two years from design through construction completion. Completion is expected in August 2027.

PROCUREMENT

The LeFlore Group holds a California Multiple Award Schedule (CMAS) agreement, which allows LBT to contract with this firm. LBT's Purchasing Department has determined that the price is fair and reasonable and determined adequate competition under The LeFlore Group's competitive state contract. The LeFlore Group is a consulting firm established in 2002. They support agencies in the transit industry with compliance, project, and program management.

DBE/SBE PARTICIPATION

A DBE/SBE goal was not established for this contract due to the CMAS agreement. However, The LeFlore Group is a certified DBE firm in accordance with FTA guidelines and will be performing 100% of the work in this contract.

ALTERNATIVES CONSIDERED

Staff considered providing these services through in-house personnel. However, due to the specialized expertise and experience required, it is recommended that a consultant be engaged to implement the Transit Gallery Improvement Project in a timely and effective manner.

BUDGETARY/FISCAL IMPACT

Funds for this project have been previously identified and approved in prior year capital budgets.

STAFF RECOMMENDATION

Staff is requesting LBT's Board of Directors to authorize the President and CEO to enter into a contract with The LeFlore Group for owner's representative consultant services in the amount of $192,554, with the option to extend for construction support services for $95,934, with a 10% contingency of $28,849, for a total authorization amount not to exceed $317,337.

_____

Kenneth A. McDonald
President and Chief Executive Officer

RECOMMENDED ACTION

To adopt a resolution approving Long Beach Transit's 2025 Title VI Program for the period August 1, 2025 through July 31, 2028 as required by the US Department of Transportation Title VI regulations, 49 CFR part 21.

STAFF REPRESENTATIVE

Karen Kimber, Manager, Regulatory Compliance and Civil Rights

BACKGROUND

Title VI of the Civil Rights Act of 1964 (Title VI) prohibits discrimination on the basis of race, color and national origin in programs receiving federal funding.

The Federal Transit Administration (FTA) requires transportation agencies to demonstrate compliance with Title VI by submitting a Title VI Program every three years. Long Beach Transit's (LBT) Title VI Program was submitted to FTA on May 30, 2025. Approval of this Program by the Board of Directors is required, pursuant to the FTA's updated Circular (FTA C 4702.1B) dated October 1, 2012. Upon submittal, the FTA then reviews and concurs with the Title VI Program or requests additional information.

The FTA's updated Title VI Circular includes both general requirements and transit-specific requirements. In addition, transit agencies must monitor the performance of its transit system relative to their systemwide service standards and service policies, such as vehicle load, vehicle assignment and transit amenities.

LBT's 2025 Title VI Program contains the following chapters:

- Chapter 1 - Overview
  - Title VI of the Civil Rights Act of 1964
  - Long Beach Transit Governance
  - Strategic Priorities
  - Services Provided
- Chapter 2 – General Reporting Requirements
  - Civil Rights Notice to Public
  - Title VI Investigations, Complaints and Lawsuits
  - Language Assistance Plan
  - Monitoring of Subrecipients and Contractors
  - Board of Directors' Approval of the Title VI Program
- Chapter 3 - Demographic and Service Profiles
  - Population Ethnicity Characteristics
  - Composite Minority and Low Income Characteristics
  - Customer Satisfaction and Community Value Surveys

- Chapter 4 – Service Performance Standards, Policies and Monitoring
  - Service Performance Standards
  - Service Policies
- Chapter 5 - Fare and Service Equity Analyses
- Appendices

ALTERNATIVES CONSIDERED

No alternatives were considered because LBT receives federal assistance for the provision of public transit services and must comply with the Civil Rights Act of 1964 and the provision of Title VI.

BUDGETARY/FISCAL IMPACT

Not Applicable.

STAFF RECOMMENDATION

Staff is requesting LBT's Board of Directors adopt a resolution approving Long Beach Transit's 2025 Title VI Program for the period August 1, 2025 through July 31, 2028 as required by the US Department of Transportation Title VI regulations, 49 CFR part 21.

_____

Kenneth A. McDonald
President and Chief Executive Officer

RESOLUTION OF
LONG BEACH TRANSIT

Resolution Authorizing the Adoption of Long Beach Transit's
2025 Title VI Program

WHEREAS, the Long Beach Public Transportation Company, or Long Beach Transit, receives federal funds through the Federal Transit Administration (FTA); and

WHEREAS, Long Beach Transit is required to have in place a Title VI program that ensures that the level and quality of public transportation service is provided in a nondiscriminatory manner, promotes full and fair participation in public transportation decision-making without regard to race, color, or national origin, and ensures meaningful access to transit-related programs and activities by persons with limited English proficiency; and

WHEREAS, the Long Beach Transit Board of Directors has specifically considered and is aware of the following new and updated information and provisions contained in Long Beach Transit's 2023 Title VI Program:

- Chapter 1 - Overview
  - Title VI of the Civil Rights Act of 1964
  - LBT Governance
  - Strategic Priorities
  - Services Provided
- Chapter 2 – General Reporting Requirements
  - Civil Rights Notice to Public
  - Title VI Investigations, Complaints and Lawsuits
  - Language Assistance Plan
  - Board of Directors' Approval of the Title VI Program
- Chapter 3 - Demographic and Service Profiles
  - Population Ethnicity Characteristics
  - Composite Minority and Low Income Characteristics
  - Customer Satisfaction and Community Value Surveys
- Chapter 4 – Service Performance Standards, Policies and Monitoring
  - Service Performance Standards
  - Service Policies
- Chapter 5 - Fare and Service Equity Analyses
- Appendices

WHEREAS, Long Beach Transit has amended its 2025 Title VI Program to incorporate the FTA's updated provisions contained in Title VI Circular (FTA C 4702.1B) issued on October 1, 2012, and to permit certain changes to the Title VI Program; and

NOW, THEREFORE, BE IT RESOLVED the Board of Directors of Long Beach Transit adopts Long Beach Transit's 2025 Title VI Program for the period August 1, 2025 through July 31, 2028.

CERTIFICATION

The undersigned duly appointed Chair of Long Beach Transit certifies that the foregoing is a true and correct copy of a resolution, adopted at a legally convened meeting of the Long Beach Transit Board of Directors held on June 26, 2025.

_____ _____

Abigail Mejia
Chair, Board of Directors

Date

Title VI Program

August 1, 2025 - July 31, 2028



LONG BEACH TRANSIT



TABLE OF CONTENTS

CHAPTER 1: Overview **5**

Title VI of the Civil Rights Act of 1964 5
Long Beach Transit 5
Governance 6
Strategic Priorities 7
Services Provided 7

CHAPTER 2: General Reporting Requirements **9**

Civil Rights Notice to the Public 9
Procedures for Reviewing a Civil Rights Complaint 10
Title VI Investigations, Complaints and Lawsuits 10
Language Assistance Plan 11
Non-Elected Committees and Councils 11
Monitoring of Subrecipients and Contractors 12
Fixed Facility Impact Analysis 12
Board of Directors' Approval of the Title VI Program 12
Public Engagement Process 13
Major Service Change and Service Equity Policies 13

CHAPTER 3: Demographic and Service Profiles **15**

Population Ethnicity Characteristics 15
Income Characteristics 20
Composite Minority and Low-Income Characteristics 24
Routing Demographic Characteristics 27
Customer Satisfaction & Community Value Surveys 30

TABLE OF CONTENTS

CHAPTER 4: Service Performance Standards, Policies and Monitoring 33

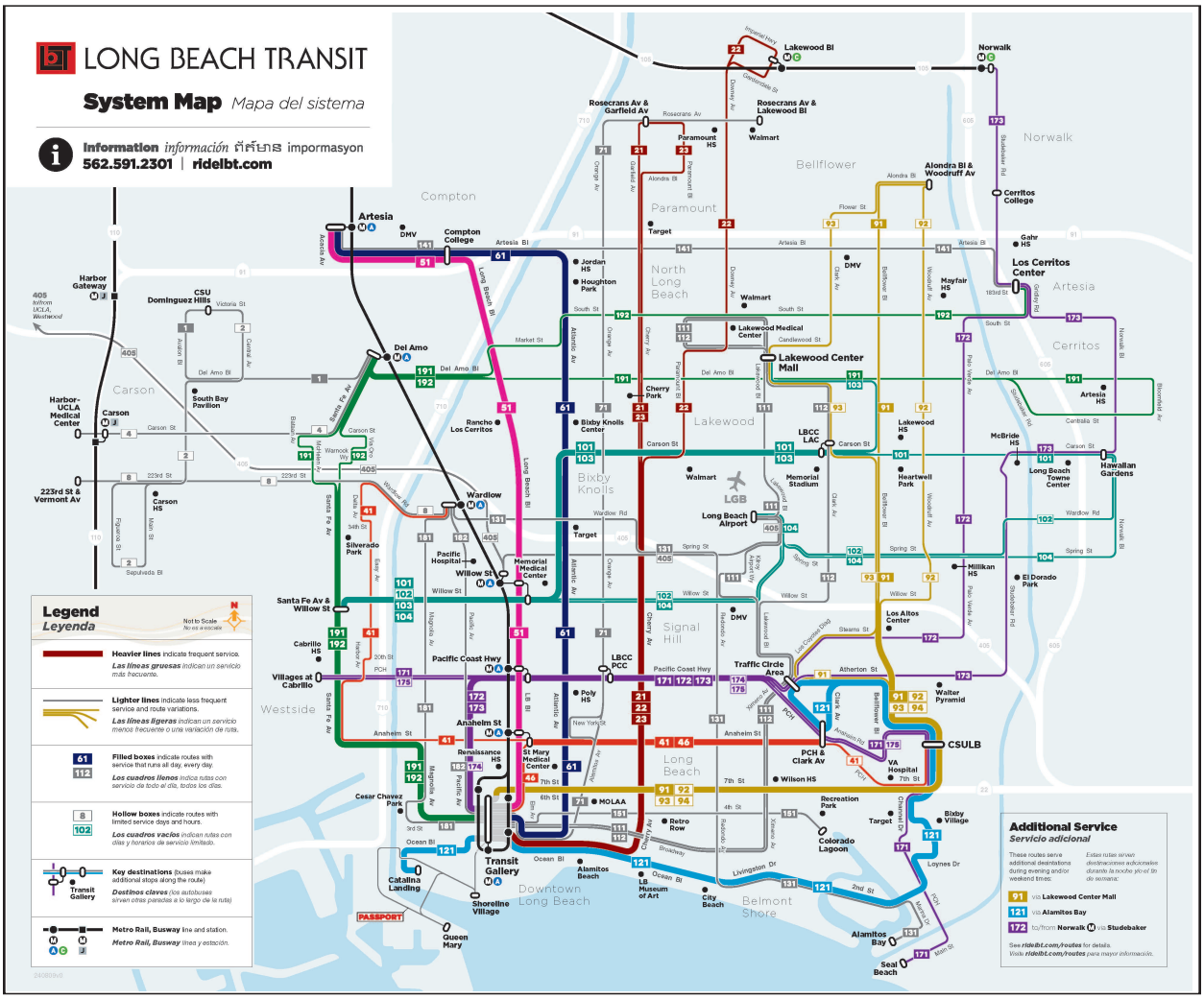
Service Performance Standards 33
Service Policies 36

CHAPTER 5: Fare and Service Equity Analysis 43

APPENDICES 45

A - Civil Rights Complaint Form 47
B - Title VI Discrimination Complaints 51
C - Language Assistance Plan 67
D - Public Participation Plan 83
E - Major Service Change and Service Equity Policies 133
F - Demographic Breakdown by Census Tract 141
G - Vehicle Load Monitoring Report 147
H - On-Time Performance Report 171
I - Service Frequency and Hours of Operation 173
J - Transit Access Analysis - Major Destinations 175
K - Long Beach Transit Board of Directors' Reports and Resolutions 181
K-1 - Approval of Title VI Program 183
L - Customer Satisfaction and Community Value Surveys 187

Exhibit 1: LBT Route Map



[This Page Is Left Intentionally Blank]



CHAPTER 1: Overview

Title VI of the Civil Rights Act of 1964

The Civil Rights Act of 1964 prohibits discrimination on the basis of race, color or national origin. Title VI of the Act states that "No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance."

To achieve this purpose, each federal department and agency which provides financial assistance for any program or activity is authorized and directed by the U.S. Department of Justice (DOJ) to effectuate provisions of Title VI for each program or activity by issuing applicable rules, regulations or requirements.

In this regard, it is the responsibility of applicants, recipients and sub-recipients of Federal Transit Administration (FTA) assistance, to distribute transit services and related benefits in a manner consistent with Title VI. Title VI requires recipients of federal assistance to monitor and evaluate federally assisted programs for compliance. The FTA is responsible for ensuring compliance of transit agencies receiving federal assistance. FTA Circular 4702.1B describes the monitoring methodology used by recipients. Transit providers must conduct periodic assessments to determine whether the transit service provided to minority communities and minority users is consistent with the objectives cited in this circular. Long Beach Transit (LBT) receives federal assistance for the provision of public transit services and therefore complies with the Civil Rights Act of 1964 and the provision of Title VI.

Presidential Executive Order 12898 "Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations" of February 1994 places further emphasis on Title VI protections of race and national origin by directing federal agencies to develop strategies to address disproportionately high and adverse human health or environmental effects of their programs on minority and low-income populations.

Long Beach Transit

Long Beach Public Transportation Company, commonly known as Long Beach Transit or LBT, is a California nonprofit corporation established in 1963 to provide public transportation to the City of Long Beach and its neighboring cities. The boundaries of LBT's over 100-square-mile service area are generally: the Glenn Anderson Freeway (I-105) to the north; the San Gabriel River Freeway (I-605) and the Orange County boundary line to the east; the Pacific Ocean to the south; and the Long Beach Freeway (I-710) and the Terminal Island Freeway (CA-47) to the west.

In addition to the City of Long Beach, the neighboring communities served by LBT are: Artesia, Bellflower, Carson, Cerritos, Compton, Hawaiian Gardens, Lakewood, Los Alamitos, Norwalk, Paramount, Seal Beach and Signal Hill. According to the 2023 American Community Survey, the LBT service area has about 933,066 residents across 221 census tracts, of which 12 are non-residential.



The service area, mapped in Exhibit 1 on page 3, depicts LBT's current routes and schedules.

Connecting to LBT's service are eight other transit agencies: the Los Angeles County Metropolitan Transportation Authority (Metro), the Orange County Transportation Authority (OCTA), Torrance Transit, Los Angeles Department of Transportation (LADOT), Norwalk Transit, the Carson Circuit, Bellflower Bus (City of Bellflower), and Cerritos On Wheels (COW). Customers may transfer between these services with a special interagency transfer, the regional LA County monthly EZ Transit Pass, or the OCTA and LBT Day Pass.

LBT operates from two facilities located in the northern and southern sections of its service area. LBT1 is located at 1963 E. Anaheim Street and the second facility (LBT2) is located at 6860 Cherry Avenue. These locations provide service delivery and planning, as well as maintenance functions, as well as housing LBT's Compressed Natural Gas (CNG) facility. In August 2020, LBT acquired a third facility located at 4801 Airport Plaza Drive (LBTCo), administrative staff occupied this facility on January 22, 2024.

LBT's revenue fleet consists of 270 vehicles: 224 fixed-route service buses, 5 commuter buses, 26 contingency fleet buses, 10 Dial-A-Lift vehicles, four water vessels and one over-the-road coach. LBT has implemented a ZEB (Zero Emission Bus) rollout plan to transition all revenue buses to zero emission. Long Beach Transit's revenue fleet is 100% alternatively fueled and all are fully ADA accessible. The Maintenance Department has procured 30 battery electric replacement buses, with expected delivery by early 2026.

Governance

LBT is a California nonprofit corporation, with the City of Long Beach as the sole shareholder. The President and Chief Executive Officer is responsible for the day-to-day management and operation of LBT, and reports directly to a Board of Directors.

LBT is governed by a seven-member Board of Directors which provides broad policy and financial decisions, setting policy direction for the organization. The Mayor of the City of Long Beach appoints residents of the community, who are confirmed by the Long Beach City Council, to the Board to serve no more than two consecutive four-year terms. In addition, two designees of the City of Long Beach's City Manager's Office may serve as representative members of the Board, but do not have voting authority.

The LBT Board of Directors' meetings are generally held monthly at 3:30 pm on the fourth Thursday at the Rosa Parks Board Chamber at Long Beach Transit's Corporate Offices (LBTCo), 4801 Airport Plaza Drive, Long Beach, CA.

Organizational Structure

LBT is directed by a President and CEO, who is responsible for the management of the organization.

An Executive Leadership Team (ELT supports the day-to-day operations of the agency and its employees. The ELT consists of a Deputy Chief Executive Officer, General Counsel and Executive Director/Vice Presidents of Customer Relations and Communications; Organizational Development and Administration; Finance and Budget; Information Technology; Maintenance and Infrastructure; and Transit Service Delivery and Planning.

Transit Employees

LBT's total number of transit employees and their respective job classifications as reported as of March 31, 2025 is reflected in Table 1.

EEOC DESC	Count of FT Position
Administrative Support Workers	45
Office	7
Officials and Administrators	14
Operatives (Semi Skilled)	7
Paraprofessionals	3
Professionals	114
Service Maintenance Workers	530
Skilled Craft Workers	62
Technicians	4
Grand Total	**786**

Strategic Priorities

LBT operates under five corporate strategic priorities which serve as the functional pillars of the organization and guide LBT's organizational strategies, principles and people.

- Improve Safety and Service Quality
- Exercise Financial Accountability
- Foster Employee Engagement
- Enhance Customer Experience
- Promote Community and Industry Focus

Services Provided

Fixed-Route Bus Service

Fixed-route service is provided with a fleet of 255 buses and is distributed over 38 routes with a peak requirement of 186 buses. Service is operated throughout the fixed-route system seven days a week from 5 am to 11 pm. More detailed information on fixed routes and ridership can be found in Chapter 4.

Passport Services

The Passport route is a complimentary circulator operating in the downtown Long Beach business districts and along the waterfront. The Passport connects many points of interest within the City of Long Beach

Traditionally, Passport services include the Shoreline Village, the Long Beach Arena, Aquarium of the Pacific, The Pike Outlets, The Convention Center, nearby hotels and the Long Beach Civic Center.

Passport Services were temporarily suspended during the COVID-19 pandemic. Services resumed in December 2022 and continue to operate Friday through Sunday.

Passport Service Area Map



Water Taxi Services

AquaBus

The AquaBus serves Queensway Bay near downtown Long Beach, providing point-to-point service to destinations including The Queen Mary, the Aquarium of the Pacific, and Shoreline Village. This waterborne service offers a leisurely and functional means of accessing both the city and marina sides of the waterfront entertainment center.

AquaBus service is provided by two 40-foot boats, each having capacity for 38 customers. The boats are mobility device accessible.

The service operates seven days per week, from Memorial Day weekend through Labor Day weekend.

AquaLink

The AquaLink extends water taxi service from Queensway Bay across the outer harbor to Alamitos Bay on the east side of Long Beach. Passage is made on two 69-foot catamarans with capacity for 74 customers. Providing point-to-point service, the catamarans serve the Aquarium of the Pacific, The Queen Mary and Alamitos Bay Landing. The route provides a quick, convenient connection between Long Beach's east and west harbor attractions.

The AquaLink catamarans are accessible to mobility devices and bicycles and generally operate from Memorial Day weekend through Labor Day weekend.

The docks for the AquaBus and AquaLink services are connected to LBT's bus services.

Operation of both the AquaBus and AquaLink is currently contracted to Catalina Express.

The Title VI Program is overseen by the Manager, Regulatory Compliance and Civil Rights (RCCR) who serves as the Title VI Coordinator for LBT. The RCCR Manager has direct access to the CEO to carry out and monitor all aspects of the Title VI program.

Operation

Dial-A-Lift

In 1976, LBT became one of the first transit systems in the nation to offer a paratransit service for persons with disabilities. The service, called Dial-A-Lift (DAL), is operated as a public-private partnership. This locally-funded service is in addition to Access Services, Inc., the Los Angeles County complementary paratransit service mandated by the Americans with Disabilities Act of 1990 (ADA). DAL service, with a fleet of 10 vehicles, is available from Sunday through Thursday, and on holidays, from 7 a.m. to 10:30 p.m. On Friday and Saturday, the hours are 7 a.m. to 11:30 p.m. The service operates in the cities of Long Beach, Lakewood, Paramount and Signal Hill, which comprise about 80 percent of LBT's fixed-route service area. Operation of DAL is currently contracted to Global Paratransit, Inc. LBT staff is responsible for certifying eligible customers and responding to any customer concerns or complaints. The Contractor is responsible for reservations, dispatch, service delivery and vehicle maintenance.





CHAPTER 2: General Reporting Requirements

Civil Rights Notice to the Public

The following notice is posted in English, Spanish, Tagalog and Khmer in the LBT Route and Schedule Guide, on the LBT website, ridelbt.com, the lobby of LBT's operational facility (LBT1), located at 1963 E. Anaheim St. in Long Beach and at the Transit & Visitor Information Center, located at 130 E. 1st St. in Downtown Long Beach:

Notice of Public Rights Under Title VI LONG BEACH TRANSIT

LBT operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been subjected to any unlawful discriminatory practice under Title VI may file a complaint with LBT.

For more information on LBT's Title VI program, and the procedures to file a complaint, contact Customer Service at 562.591.2301 (TTY 562.599.1843), www.ridelbt.com/contact, or go to our administrative office at 4801 Airport Plaza Drive, 8th Floor, Long Beach, CA 90815.

To file a complaint directly with the Federal Transit Administration, contact the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor – TCR, 1200 New Jersey Ave., SE, Washington, DC 20590

For more information visit ridelbt.com.

Title VI Complaint Process

LBT is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color or national origin, as protected by Title VI of the Civil Rights Act of 1964, as amended ("Title VI").

If you believe you have been subjected to discrimination under Title VI, you may file a complaint with LBT – Attn: Title VI Complaints at 4801 Airport Plaza Drive, 8th Floor, Long Beach, CA 90815 or via e-mail at eeo@lbtransit.com or call 562.599.8564.

Title VI complaints must be filed within 180 days from the date of the alleged discrimination. LBT will investigate the complaint and will provide a determination. If you disagree with the determination, you can appeal and submit your complaint directly to:

Federal Transit Administration,
Office of Civil Rights
Attention: Complaint Team,
East Building, 5th Floor – TCR,
1200 New Jersey Ave., SE,
Washington, DC 20590

Procedures for Reviewing a Civil Rights Complaint

The following is a summary of the procedures that LBT uses for investigation and resolution of formal Title VI complaints. Please see Appendix A for LBT's Civil Rights Complaint Form.

1. Any person who believes s/he has been discriminated against by LBT on the basis of race, color, national origin or disability may file a Civil Rights complaint by completing, signing and submitting the LBT's Civil Rights Complaint Form or by calling 562.591.8753. Complaints must be received within 60 days of the alleged incident.

2. LBT encourages the complainant to file the complaint as soon as possible after the alleged incident to ensure a complete investigation; furthermore, the complainant is encouraged to provide all requested information to ensure a complete investigation. Sometimes video footage from onboard LBT buses is used in the investigation process, however this footage is generally only retained between seven and 10 days after a given point in time, depending on the circumstances.

3. Once the complaint is received, LBT will catalog and review it to determine if its office has jurisdiction. If LBT receives a Civil Rights form without an accompanying complaint phone call, LBT will attempt to contact the complainant to confirm receipt of the form.

4. LBT has 60 days to investigate the complaint. If more information is needed to resolve the case, LBT may contact the complainant; if the complainant does not respond with the requested information, LBT will do its best to complete the investigation and close the case with the information provided. A case may also be administratively closed if the complainant no longer wishes to pursue their case.



5. After the investigation is complete, LBT will attempt to contact the complainant, if requested, indicating the nature of the investigation and the resolution.

6. The complainant has the option to appeal the decision.

7. The complainant may also file a complaint directly with the FTA:

U.S. Department of Transportation
Federal Transit Administration
Office of Civil Rights
Attention: Complaint Team
East Building, 5th Floor – TCR
1200 New Jersey Ave., SE
Washington, DC 20590

Title VI Investigations, Complaints and Lawsuits

LBT has had no lawsuits and 23 complaints alleging discrimination under Title VI since the submittal of its 2023 Title VI Program. Of the 23 complaints alleging discrimination, none were substantiated and no formal Title VI complaints were filed with the FTA.

For a detailed listing of the Title VI complaints, please see Appendix B.

Language Assistance Plan

Individuals who have a limited ability to read, write, speak or understand English are considered persons with Limited English Proficiency (LEP). According to U.S. Census records, nearly twenty four percent (23.9%) of Los Angeles County's residents would describe themselves as being able to communicate in English less than "very well."

Title VI prohibits conduct that has a disproportionate effect on LEP persons because such conduct constitutes discrimination based upon national origin. In conjunction with the development of its 2022 Title VI Program, LBT updated its four-factor analysis of services provided to the LEP population along with its Language Assistance Plan.

For a copy of LBT's Language Assistance Plan please see Appendix C.



Non-Elected Committees and Councils

The purpose of the LBT Paratransit Advisory Committee is to provide oversight and a general perspective from the paratransit customer's point of view regarding issues related to the provision of paratransit service in Long Beach, Lakewood, Signal Hill and Paramount.

To increase accessibility and flexibility, meetings are conducted in a hybrid format, both in person and on the Zoom platform on a quarterly basis. The in person meetings are held at Long Beach Transit's operational facility located at 1963 E. Anaheim Street, Long Beach, CA. The Advisory Committee serves in a non-voting advisory capacity, offering guidance on issues that affect the paratransit community and helps LBT improve service delivery for the paratransit community

Committee members are comprised of local residents and/or representatives with the following composition:

- Three members who are active customers in good standing with LBT;
- Two members who support or interact with an LBT paratransit customer;
- Three members from an agency that provides services for persons with disabilities; and
- One member from the medical community who specializes in work with persons with disabilities.

When the Committee has vacancies to be filled, LBT will announce the vacancy and the necessary qualifications to the community. LBT will establish an initial application deadline that will permit at least 30 days for the submission of applications.

LBT may accept applications beyond the initial 30-day filing window, but is not obligated to do so. LBT may elect to consult with the Committee to seek recommendations with regard to the submitted applications. If LBT determines there is a suitable candidate from the submitted applications, LBT will appoint the individual to the Committee. If, however, LBT determines that there is not a suitable candidate amongst the submitted applications, LBT is not obligated to make an appointment, and may continue recruitment efforts until a suitable candidate is located.

LBT Paratransit Advisory Committee

Name	Title	Ethnicity
Dolores Nason	Chair	Caucasian
Deaka McClain	Vice Chair	African American
Sandra Sanchez	Secretary	Hispanic
Erick Haack	Access Service Representative	Caucasian
Andre Colaiace	Access Service Representative	Caucasian
Jennifer Kumiyama	City of Long Beach ADA Representative	Other
Chaka Garbutt	LBT DAL Representative	African American
Alphy Heedy	Global Paratransit Representative	African American
Lee Burner	LBT Representative	African American
Robert Gordon	Community Member	Caucasian
Karen Kimber	LBT Representative	African American

Monitoring of Subrecipients and Contractors

LBT does not have any subrecipients. Currently, LBT contracts out portions of its service to two companies:

- Operation of LBT Water Taxi services, AquaBus and AquaLink, is currently contracted to Catalina Express.

- Operation of LBT's locally funded Dial-A-Lift service, a supplemental paratransit service to the federally mandated complementary paratransit service operated countywide by Access Services, Inc., is currently contracted to Global Paratransit, Inc.

As part of its efforts to ensure that its contractors comply with the requirements of Title VI, LBT holds periodic meetings with representatives of the service providers to discuss any Title VI issues that arise. LBT staff has briefed its service contractors on their Title VI obligations and provided them with copies of LBT's Title VI Program and the most recent federal Title VI circular from October 2012. As a condition of their contract with LBT, both providers have agreed to abide by all Title VI requirements.

Fixed Facility Impact Analysis

LBT has not constructed any new fixed facilities since the submission of its 2016 Title VI Program and thus has not performed a fixed facility impact analysis.

Board of Directors' Approval of the Title VI Program

Please see Appendix K-1 for a copy of the LBT Board of Directors' report and resolution approving the Title VI Program.



Public Engagement Process

The purpose of LBT's Public Participation Plan is to promote public involvement in transit planning decision-making activities. The Plan establishes formal procedures that allow for, encourage, and monitor public participation within the LBT service area, including, but not limited to; minority individuals, persons with Limited English Proficiency and low-income populations.

LBT developed a Public Participation Plan following public outreach and input from the community, accomplished through a variety of means including notification on LBT's website, advertisements in local publications and emailed invitations to community stakeholders.

The Plan describes proactive public outreach strategies and procedures, which include:

- Determining what non-English languages and other barriers may exist to public participation within LBT's service area.
- Providing a general notification of meetings, particularly forums for public input, in a manner that is understandable to all populations in the area.
- Holding meetings in locations which are accessible and reasonably welcoming to area residents, including but not limited to, minority, Limited English Proficiency (LEP) and low-income members of the public.
- Utilizing a variety of communication methods to capture public input from populations which are typically not likely to attend or engage in public meetings.

LBT's Public Participation Plan is provided in Appendix D.

Major Service Change and Service Equity Policies

LBT developed its Major Service Change Policy, Disparate Impact Policy and Disproportionate Burden Policy through an analysis of its service area and demographics, and by comparing the policies of peer transit agencies.

LBT also solicited input from the public through outreach accomplished through a variety of means including notification on LBT's website, advertisements in local publications and emailed invitations to community stakeholders.

Major Service Change Policy

LBT has developed thresholds to determine major service changes and whether potential service changes will have a disproportionately high adverse impact on minority and/or low-income populations.

LBT's Major Service Change Policy is provided in Appendix E.

Disparate Impact Policy

The purpose of this policy is to establish a threshold for determining if a given service or fare change would result in a fair distribution of adverse impacts on minority customers.

LBT's Disparate Impact Policy is provided in Appendix E.

Disproportionate Burden Policy

The purpose of this policy is to establish a threshold for determining if a given service or fare change would result in a fair distribution of adverse impacts on low-income customers.

LBT's Disproportionate Burden Policy is provided in Appendix E.

[This Page Is Left Intentionally Blank]



CHAPTER 3: Demographic and Service Profiles

Population Ethnicity Characteristics

The FTA requires public transit providers to submit maps showing census tracts where the percentage of total minority and low-income population residing in these areas exceeds the average minority and low-income population for the service area as a whole. These maps must be updated and submitted at least every three years, or following a federal census. Maps should also be submitted when significant changes are made to the transit system.

In 2023, the American Community Survey identified 933,006 residents in the 221 census tracts within LBT's service area. These residents are concentrated in 209 residential census tracts, the other eight census tracts are considered non-residential. As shown in Table 1, 78.3 percent of the residents are minority. The minority population includes designations of Hispanic or Latino, African-American, Asian, American Indian and Alaskan Natives, Pacific Islander, other non-white races, including persons of two or more races as shown in Table 2.

For the purposes of LBT's Title VI Program, census tracts in which the minority percentage exceeds 76.4 percent are defined as minority tracts.

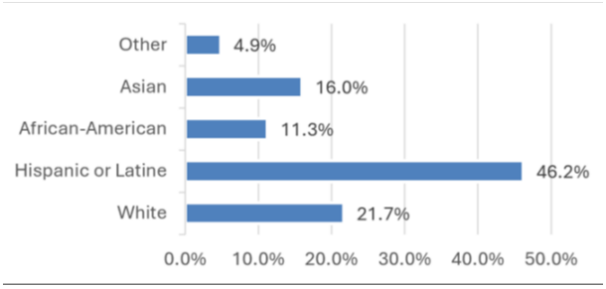
A demographic breakdown by census tract is provided in Appendix F.

Table 1: LBT Service Area Minority Status

Total Population	Minority		Non-Minority	
933,006	730,740	78.3%	202,266	21.7%

Table 2: LBT Service Area Ethnic Breakdown

	Ethnic Group	Population	Percentage
Non-Minority	White	202,266	21.7%
Minority	Hispanic or Latine	431,180	46.2%
	African-American	105,043	11.3%
	Asian	149,168	16.0%
	Other	45,349	4.9%
Total Population		933,006	100.0%



Maps provided on the following pages show population percentage of minorities and selected minority groups (Hispanic, African-American, and Asian) by census tract in LBT's service area. Each map also shows all LBT routes as of February 2025.

Exhibit 2: Service Area Demographics - Minority

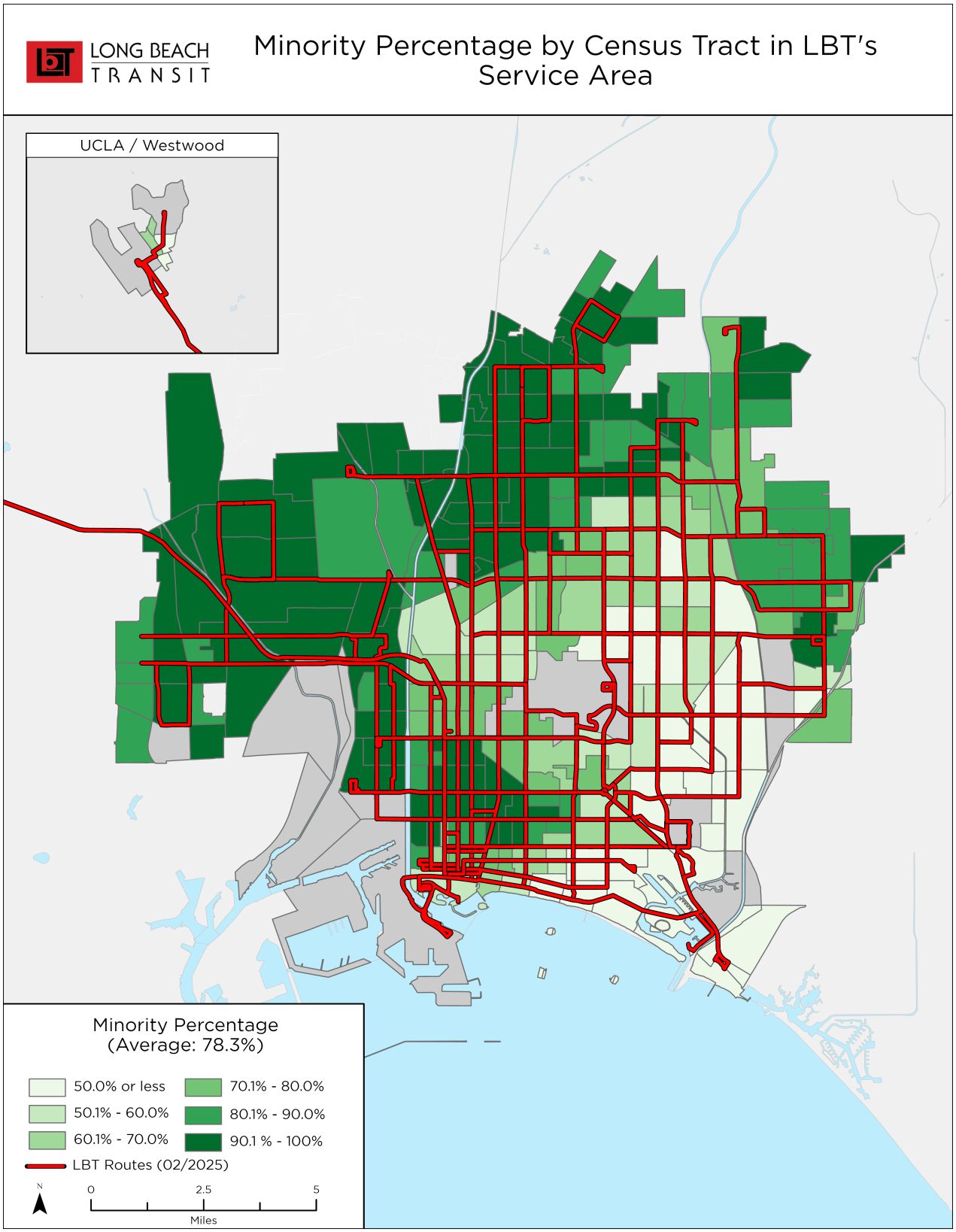
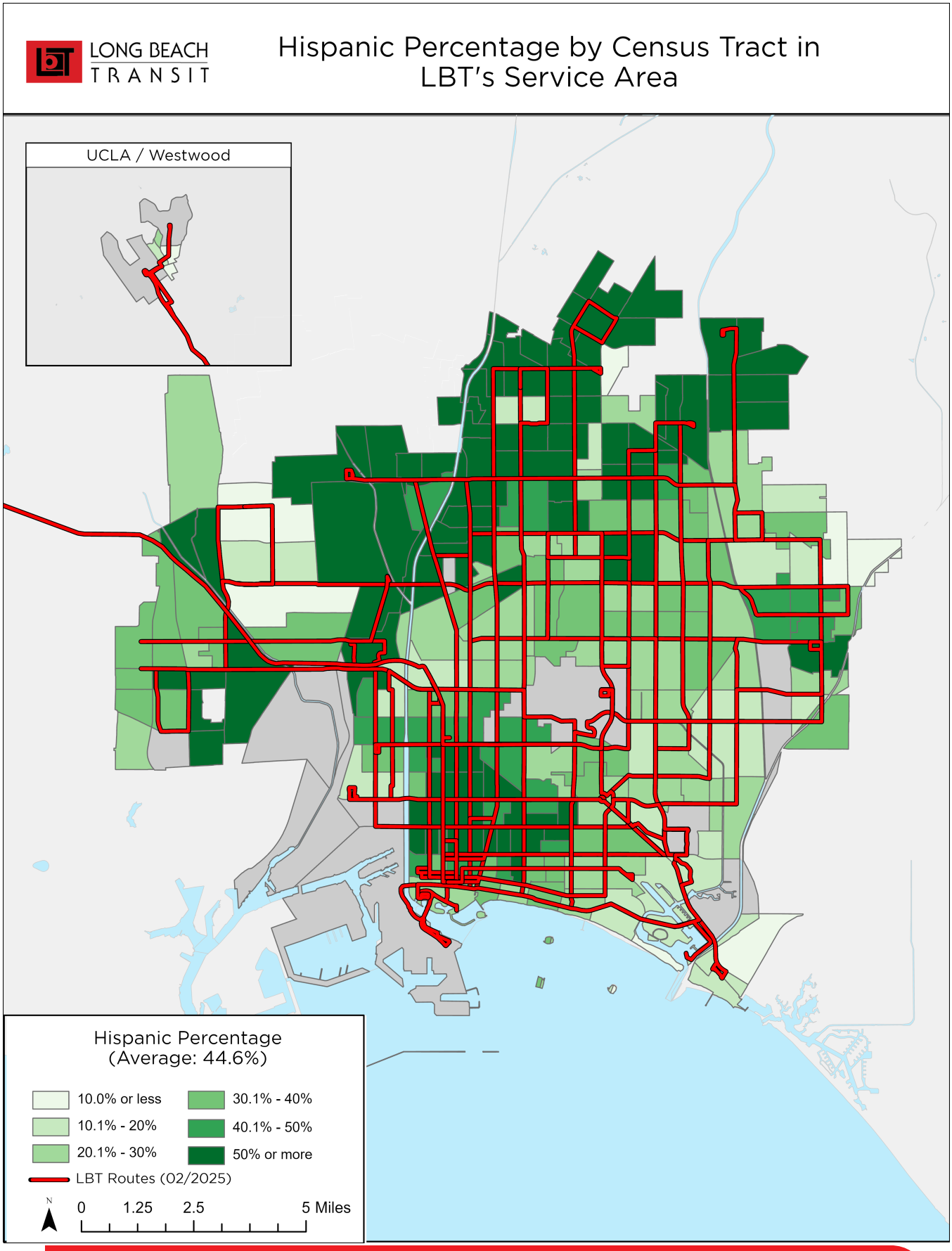


Exhibit 3: Service Area Demographics - Hispanic



LONG BEACH TRANSIT

African American Percentage by Census Tract in LBT's Service Area

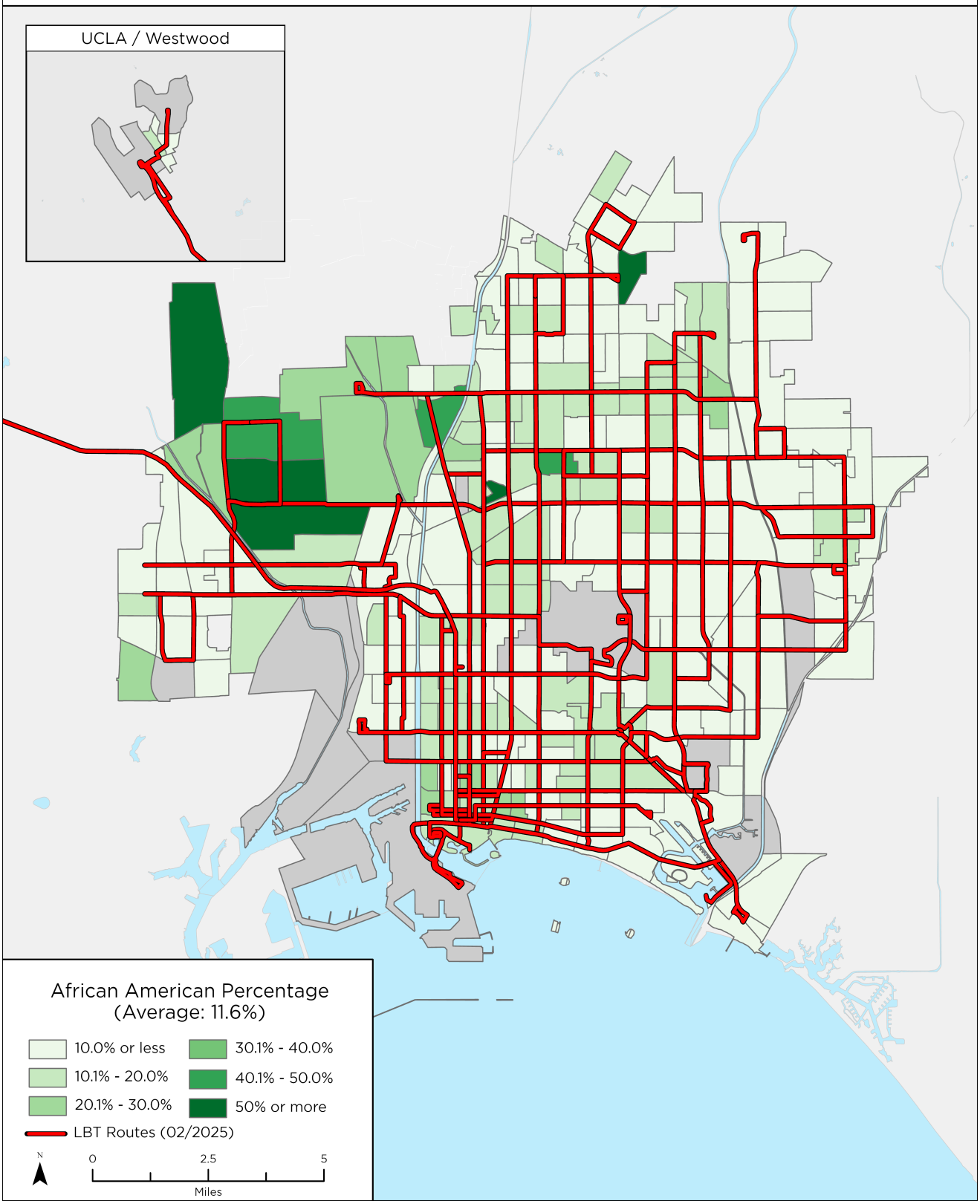
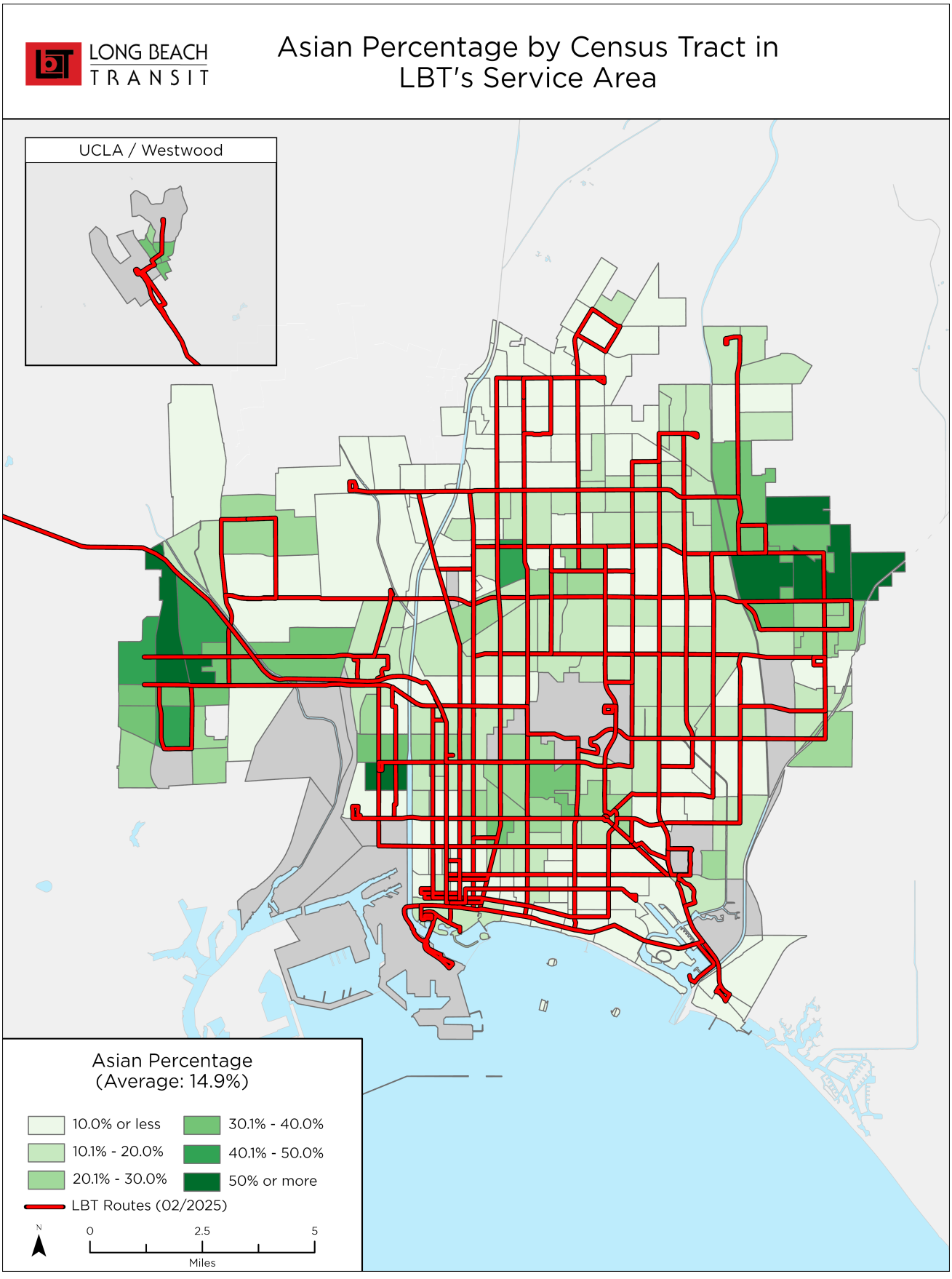


Exhibit 5: Service Area Demographics - Asian



Income Characteristics

In 2023, the American Community Survey identified households in the 209 residential census tracts within LBT's service area. Residents in 3 census tracts report average median income of less than $30,000, while residents in 11 census tracts reported average median income of between 30,000 to $49,999. Residents in 47, or 22.5% of census tracts report average median income between $50,000 and $74,999, and in 65, or 31.1% of census tracts residents had an average median income between $75,000 and $99,999. Residents in 54, or 25.8% census tracts report an average median income between $100,000 and $124,999, and the remaining 29 census tracts within LBT's service area, had an average median household income in excess of $125,000.



The map in Exhibit 6 shows median household income by census tract in the LBT service area.

Table 3: Median Household Income

This table show that more than 25% of the census tracts had a median household income less than $75,000 in 2023.

Median Income Level	# of Census Tracts	Percentage of Census Tracts
Less than $30,000	3	1.4%
$30,000 - $49,999	11	5.3%
$50,000 - $74,999	47	22.5%
$75,000 - $99,999	65	31.1%
$100,000 - $124,999	54	25.8%
$125,000 or more	29	13.9%
Total	**209**	**100%**

Exhibit 6: Service Area Demographics - Income

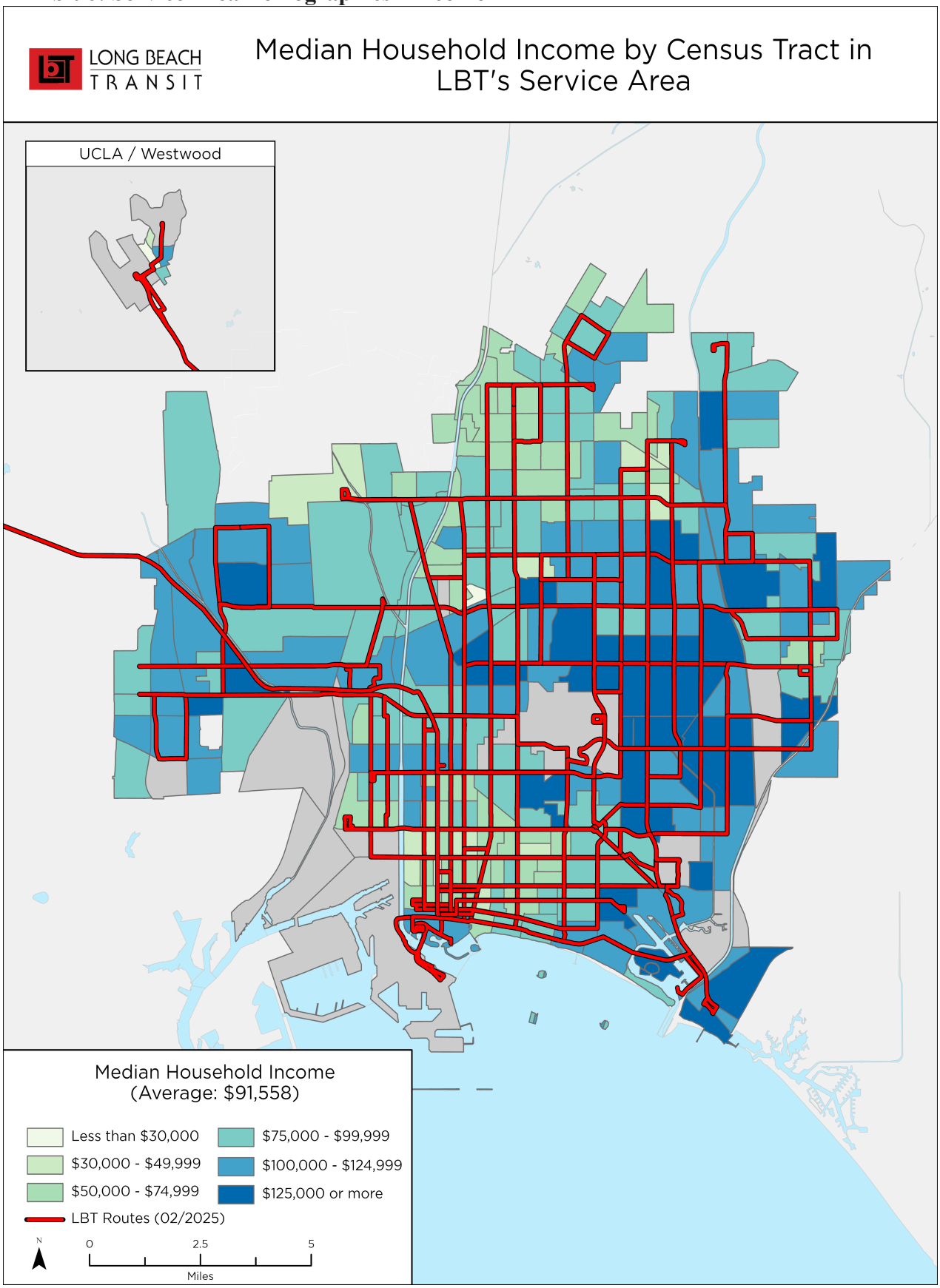


Table 5 poverty guidelines were provided by the U.S. Department of Health and Human Services in 2022 to define poverty in the 48 contiguous states and the District of Columbia.

According to the guidelines and 2023 American Community Survey results, 12.71 percent of the population was living in poverty in the LBT service area as shown in Table 6.

The map in Exhibit 6 provides a visual representation of households by income level and areas of poverty.

Table 5: 2023 Poverty Guidelines

Persons in Family or Household	Poverty Guidelines
1	$14,580
2	$19,720
3	$24,860
4	$30,000
5	$35,140
6	$40,280
7	$45,420
8	$50,560
For households with more than 8 persons, add $5,140 for each.	

Table 6: LBT Service Area Poverty Status

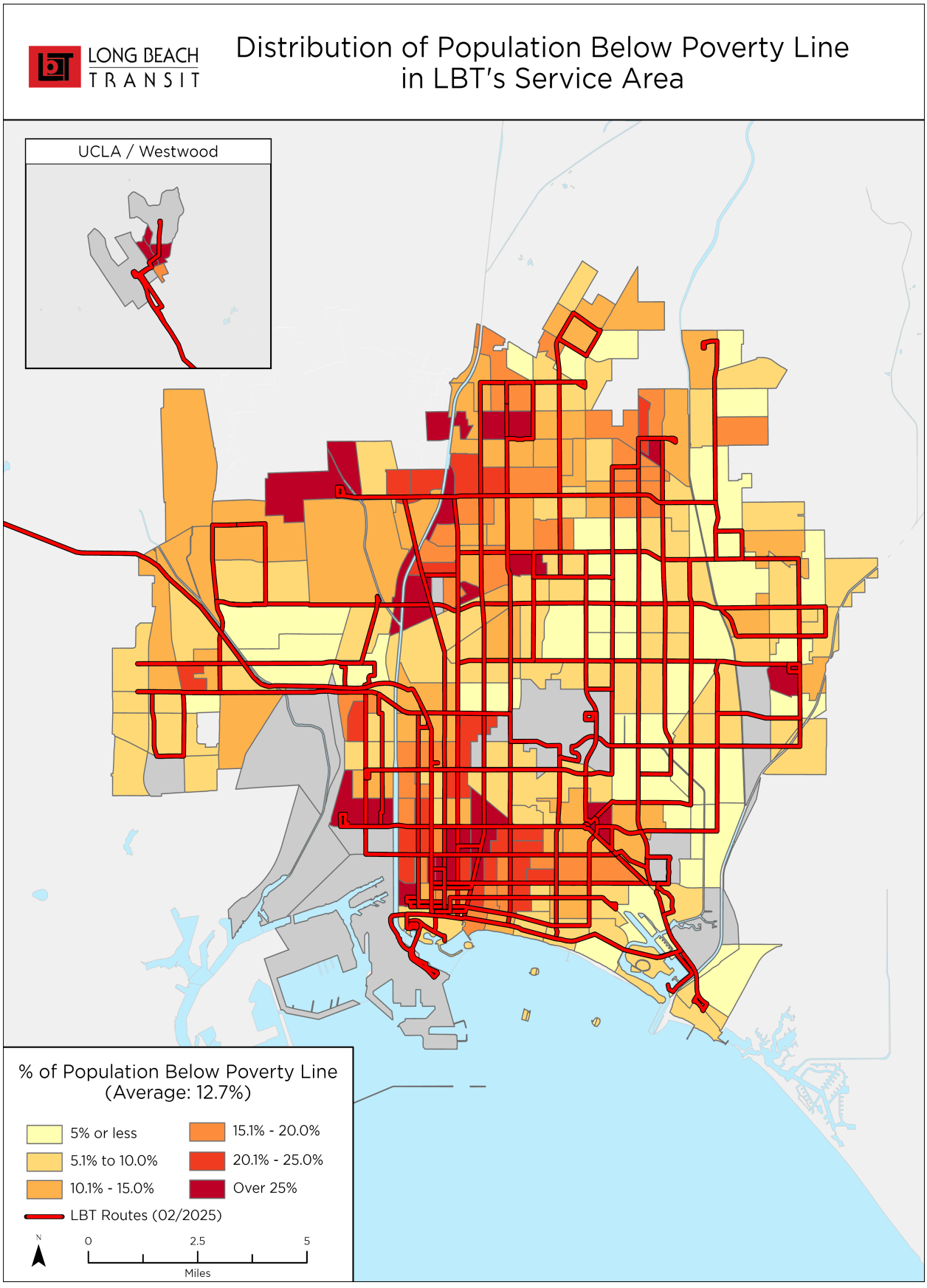
Total Population	Population Below Poverty Line	Low-Income Percentage
906,769	115,189	12.7%
*Note: Total Population reflects the population for whom poverty status is determined		







Exhibit 7: Service Area Demographics - Poverty



Composite Minority and Low-Income Characteristics

In order to better understand the minority and low-income population distribution pattern, each census tract in LBT's service area is classified into one the following four categories: minority tracts, low-income tracts, minority and low-income tracts, and non-minority and non-low-income tracts.

Table 7: Minority and Low-Income Thresholds

Category	Minority Percentage	Low-Income Percentage
Minority Tract	>= 78.3%	< 12.7%
Low-Income Tract	< 78.3%	>= 12.7%
Minority and Low-Income Tract	>= 78.3%	>= 12.7%
Non-Minority and Non-Low-Income	< 78.3%	< 12.7%

Table 7 shows the threshold for classifying census tracts as a combination of minority and/or low-income. Based on the standard presented in Table 7, 153 of the 209 residential census tracts in LBT's service area or 73.2%, are considered minority and/or low-income census tracts.

Table 8 below provides the percentage of census tracts that are designated as minority, low income, minority-and-low-income, non-minority minority and non-low-income, as well as the percedntage that are census tracts that are non-residental.



In order to determine the number of bus stops in minority and low-income areas, FY 2024 statistics on boardings are captured and reflected on the bottom of the map contained in Exhibit 9. Bus stops are overlaid with the minority and low income census tract distribution patterns. As show in in Table 9 below, 57% of LBT stops are located in minoirty and/or lowincome areas with 66% of the total daily boardings.

Table 9: FY2024 Bus Stops and Boardings

	Service Area Total	In Minority/Low-Income Area	Percentage
Stop	1,900	1,081	57%
Boardings	57,686	38,076	66%
*Source: FY24 Weekday Ridership by Stop			

For a more detailed breakdown of demographic data per census tract, please see Appendix F.

Table 8: Minority and Low-Income Status

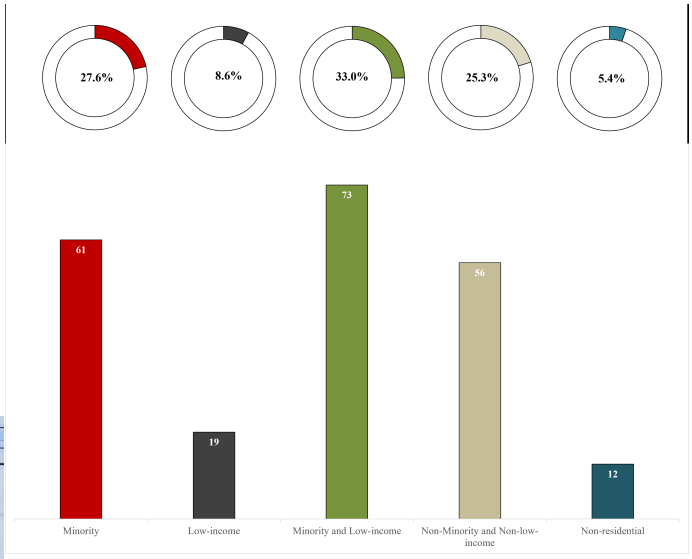




Exhibit 8: Service Area Demographics - Minority and Low-Income

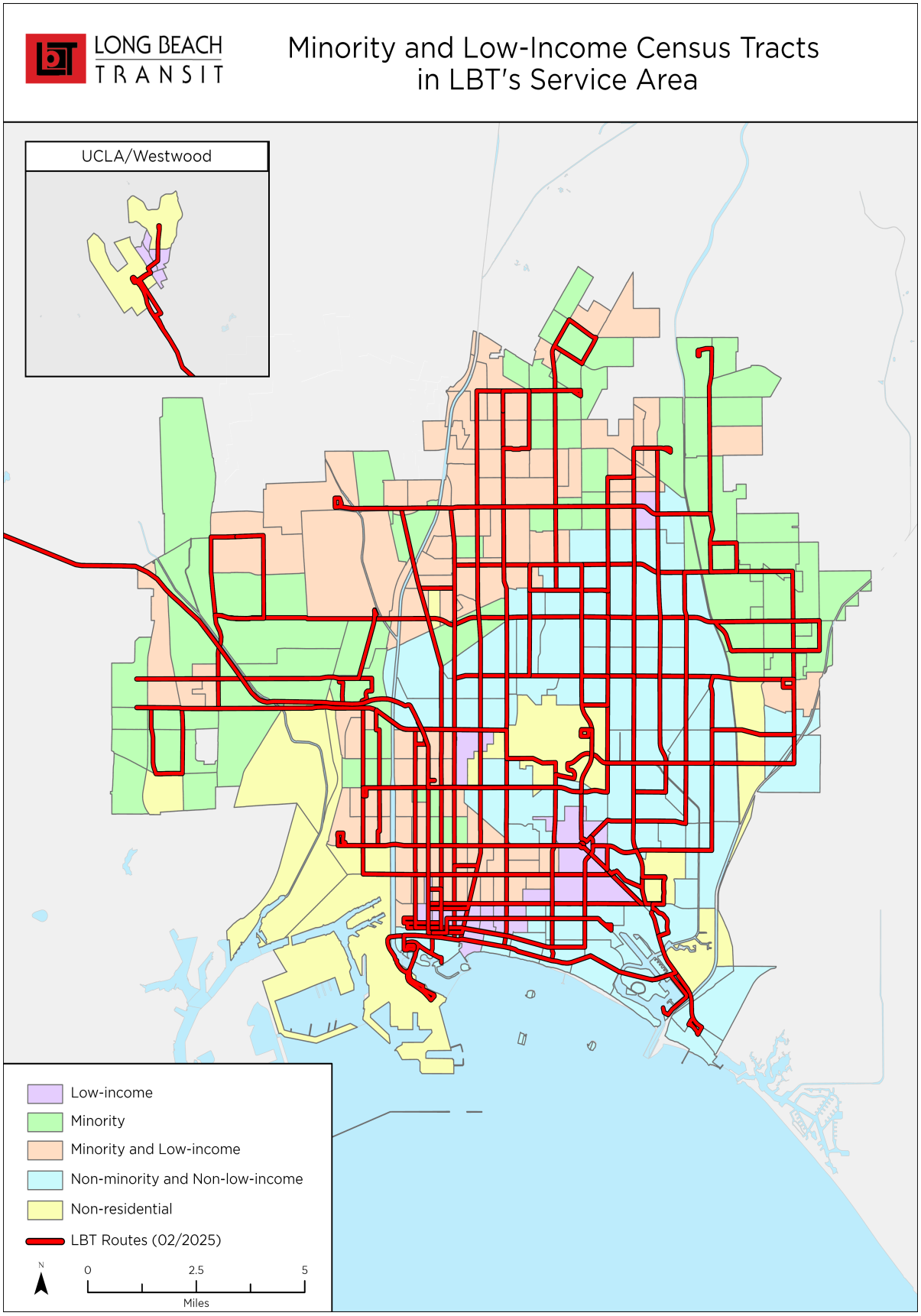
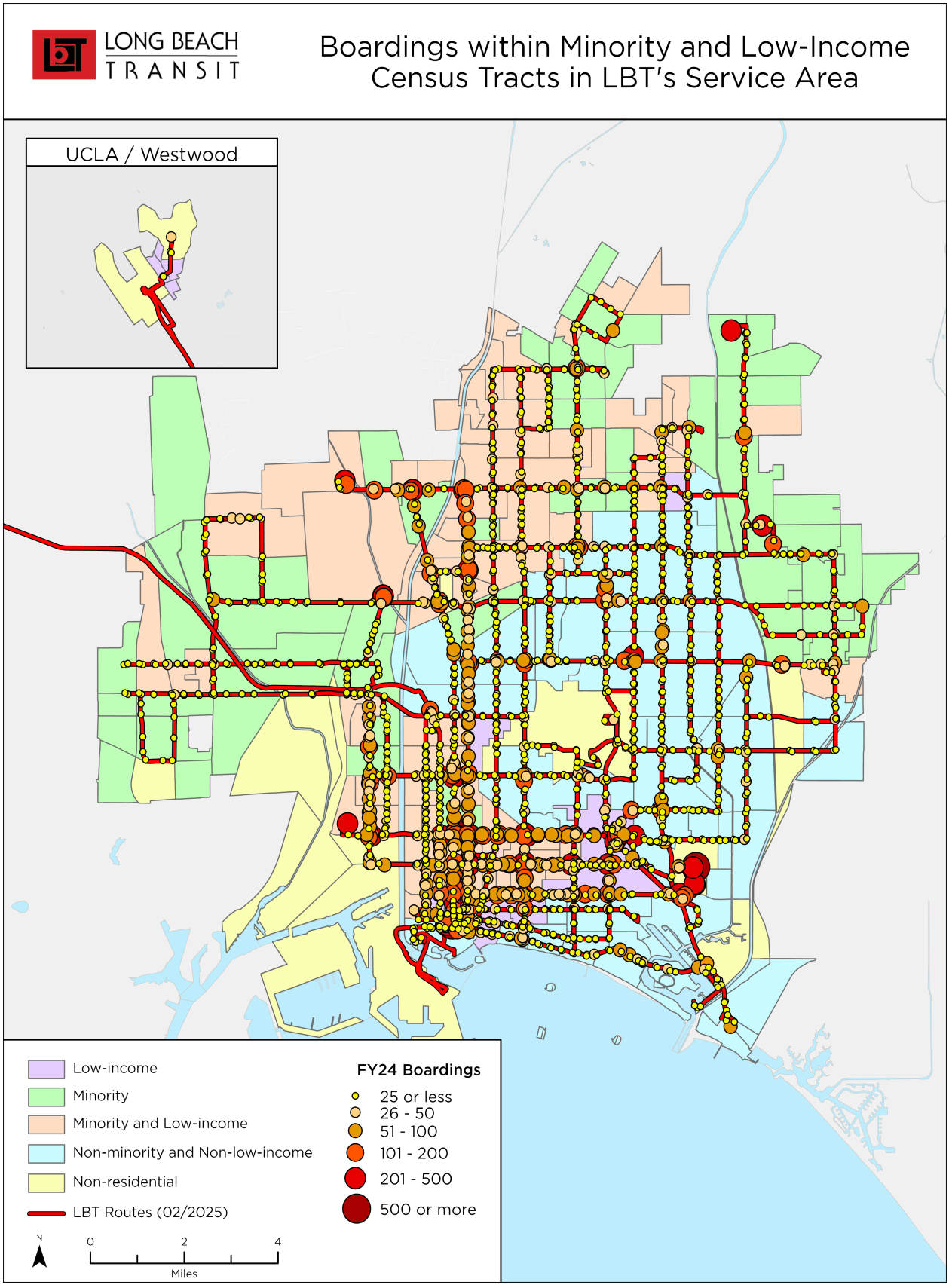


Exhibit 9: Service Area Demographics - Minority and Low-Income vs Boardings



Routing Demographic Characteristics

LBT makes a concerted effort to consider the needs of minority and low-income customers. This effort is represented in the distribution of resources in its service area. For example, 53.3% of LBT's weekday miles are distributed in minority/low-income areas.

In additionl service leavels for minioirty/low-income routes are often hgihter than the service levels offered on non-minority non-low-income routes. LBT routes are designed on a trunk-branch basis. The trunk segments are usually located in minority/low-income areas in central Long Beach, while the branch segments are usually in non-minority, non-low-income areas farther out in more suburban areas. For example, Routes 172 and 173 combine to provide one 15-minute-headway weekday service along Pacific Coast Highway (PCH) in the inner city, but 30- minute-headway service on their branches in the outer areas.

It is important to keep in mind that because the threshold for a census tract to be considered as minority/low-income is very high (minority per- centage has to be 78.3 percent or above and low- income percentage has to be 12.7 percent above), many routes identified as non-minority, non-low- income actually serve a majority minority and low- income population.

It is important to keep in mind that because the threshold for a census tract to be considered as minority/low-income is very high (minority percentage has to be 76.4 percent or above and low-income percentage has to be 16.1 percent above), many routes identified as non-minority, non-low-income actually serve a majority minority and low-income population.

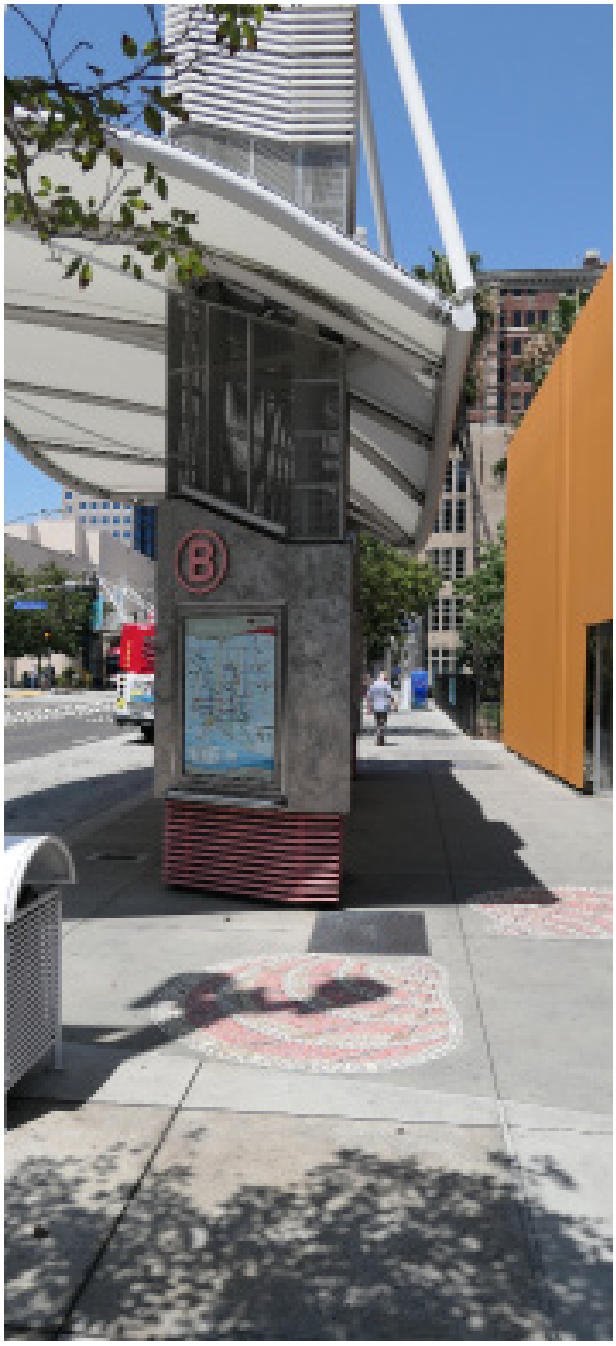


Table 10: LBT Minority/Low-Income Bus Route Status

Summary of Long Beach Transit Bus Routes' Minority/Low-Income Status as of February 2025						
Route Number	Route Name	Total Route Length (mi)	Minority and/or Low-Income Route Length (mi)	Non-Minority, Non-Low-Income Route Length (mi)	Percent Minority or Low-Income	Minority or Low-Income Route
1	DEL AMO – CSUDH	5.5	5.5	0.0	100.0%	Yes
2	CARSON- CSUDH – SOUTHWEST CARSON	8.6	8.6	0.0	99.6%	Yes
4	CARSON – HARBOR UCLA – DEL AMO STATION	5.8	5.6	0.0	95.1%	Yes
8	CARSON- WARDLOW – HARBOR UCLA	6.9	4.0	0.5	58.4%	Yes
21	CHERRY	11.3	5.3	5.4	47.1%	Yes
22	CHERRY	15.7	8.4	6.8	53.2%	Yes
23	CHERRY	12.8	6.8	5.4	53.2%	Yes
37	PASSPORT	6.4	1.5	2.2	23.6%	No
41	ANAHEIM ST./ TO PCH	11.7	8.0	1.6	68.2%	Yes
46	ANAHEIM ST./ TO PCH	7.6	4.6	1.7	60.8%	Yes
51	LONG BEACH BLVD	10.8	7.7	1.7	71.5%	Yes
61	ATLANTIC / ARTESIA STATION	12.0	8.6	2.3	71.6%	Yes
71	ALAMITOS – ORANGE	14.3	9.9	3.6	69.3%	Yes
91	7TH ST. TO BELLFLOWER	19.9	7.7	10.9	38.9%	Yes
92	7TH ST. TO WOODRUFF	15.7	6.4	8.0	40.9%	Yes
93	7TH ST. TO CLARK	17.5	7.4	8.9	42.1%	Yes
94	7TH ST. TO BELLFLOWER & STEARNS	9.0	4.6	2.8	50.8%	Yes
101	CARSON ST.	11.0	4.7	6.2	42.7%	Yes
102	SPRING ST.	11.2	3.4	5.6	30.0%	No
103	LAKEWOOD MALL	10.8	3.0	7.8	27.6%	No
104	SPRING VIA AIRPORT	12.1	3.4	5.5	27.8%	No
111	BROADWAY / LAKEWOOD	16.8	3.6	10.0	21.6%	No
112	BROADWAY / CLARK	14.2	3.6	8.8	25.6%	No
121	OCEAN BLVD – CSULB – OUTER CIRCLE	12.6	1.6	9.6	12.8%	No
131	REDONDO AVE.	10.1	1.4	6.8	13.9%	No
141	ARTESIA BLVD	11.2	9.5	0.6	85.0%	Yes
151	4TH STREET	4.0	1.7	2.2	43.3%	Yes
171	PCH / SEAL BEACH	11.0	5.2	4.6	46.9%	Yes
172	PCH / PALO VERDE	19.1	12.0	7.1	62.8%	Yes
173	PCH / STUDEBAKER	20.6	14.2	6.3	69.1%	Yes
174	PCH / XIMENO	5.7	4.7	0.9	83.2%	Yes
175	PCH / CSULB	8.4	5.2	2.1	61.1%	Yes
181	MAGNOLIA	5.7	4.9	0.8	85.6%	Yes
182	PACIFIC	3.9	3.5	0.5	88.2%	Yes
191	SANTE FE / DEL AMO	20.1	14.1	4.5	70.4%	Yes
192	SANTA FE / SOUTH ST.	17.9	13.3	3.4	74.1%	Yes
405	UCLA COMMUTER SERVICE	14.9	7.3	2.6	48.9%	Yes
Total		432.9	230.7	157.8	53.3%	78.4%

Table 11: LBT Minority/Low-Income Total Weekday Miles

Summary of Long Beach Transit Bus Routes' Minority/Low-Income Status: Total Weekday Miles as of February 2025						
Route Number	Route Name	Minority or Low-Income Route	February 2025 Weekday Trips	Total Weekday Miles	Total Minority/Low-Income Miles	Percent Minority or Low-Income Miles
1	DEL AMO – CSUDH	Yes	45	229.6	229.6	100.0%
2	CARSON- CSUDH – SOUTHWEST CARSON	Yes	43	295.5	294.3	99.6%
4	CARSON – HARBOR UCLA – DEL AMO	Yes	47	271.5	258.3	95.1%
8	CARSON- WARDLOW – HARBOR UCLA	Yes	45	311.6	182.0	58.4%
21	CHERRY	Yes	33	356.4	167.8	47.1%
22	CHERRY	Yes	63	877.7	466.9	53.2%
23	CHERRY	Yes	31	384.7	204.7	53.2%
37	PASSPORT	No	64	276.6	65.2	23.6%
41	ANAHEIM ST./ TO PCH	Yes	74	801.6	546.8	68.2%
46	ANAHEIM ST./ TO PCH	Yes	91	498.4	303.2	60.8%
51	LONG BEACH BLVD	Yes	123	1142.4	816.9	71.5%
61	ATLANTIC / ARTESIA STATION	Yes	136	1438.9	1029.9	71.6%
71	ALAMITOS – ORANGE	Yes	54	679.9	471.2	69.3%
91	7TH ST. TO BELLFLOWER	Yes	56	866.4	337.0	38.9%
92	7TH ST. TO WOODRUFF	Yes	50	712.5	291.4	40.9%
93	7TH ST. TO CLARK	Yes	57	913.9	384.3	42.1%
94	7TH ST. TO BELLFLOWER & STEARNS	Yes	3	17.4	8.8	50.8%
101	CARSON ST.	Yes	49	512.1	218.7	42.7%
102	SPRING ST.	No	29	311.4	93.4	30.0%
103	LAKEWOOD MALL	No	45	436.9	120.5	27.6%
104	SPRING VIA AIRPORT	No	31	369.4	102.8	27.8%
111	BROADWAY / LAKEWOOD	No	35	451.8	97.6	21.6%
112	BROADWAY / CLARK	No	32	385.1	98.6	25.6%
121	OCEAN BLVD – CSULB – OUTER CIRCLE	No	99	1030.7	132.4	12.8%
131	REDONDO AVE.	No	59	597.4	82.9	13.9%
141	ARTESIA BLVD	Yes	71	651.2	553.5	85.0%
151	4TH STREET	Yes	61	224.9	97.4	43.3%
171	PCH / SEAL BEACH	Yes	73	749.0	351.6	46.9%
172	PCH / PALO VERDE	Yes	63	842.7	529.1	62.8%
173	PCH / STUDEBAKER	Yes	63	1238.7	856.0	69.1%
174	PCH / XIMENO	Yes	4	20.1	16.7	83.2%
175	PCH / CSULB	Yes	26	188.1	114.9	61.1%
181	MAGNOLIA	Yes	31	142.9	122.3	85.6%
182	PACIFIC	Yes	29	112.1	98.9	88.2%
191	SANTE FE / DEL AMO	Yes	68	1131.2	796.3	70.4%
192	SANTA FE / SOUTH ST.	Yes	65	1051.8	778.9	74.1%
405	UCLA COMMUTER SERVICE	Yes	6	189.4	92.6	48.9%
Total		78.4%	1,954	20,712	11,414	53.3%

Customer Satisfacation and Coummity Value Surveys

Annual Customer and Potential Customer Survey

In keeping with LBT's Strategic Priorities and its mission statement, "Dedicated to connecting communities and moving people ...making everyday life better," a Customer Satisfaction and Community Value Surveys were conducted Fall 2024.

To assess specific and potential impacts on its customers, Long Beach Transit conducted a Customer Satisfaction Survey, as well as a Community Value Survey in the Fall of 2024. These surveys were administered by ETC Institute and were designed to measure customer satisfaction and rider behavior, in addition to collecting public opinion on transit issues.

Customer Satisfaction Survey

The Customer Satisfaction Survey analyzed customer opinions regarding all aspects of service. The survey design objectives were to measure overall satisfaction and understanding rider behavior. The Customer Satisfaction Survey was administered by a team of trained surveyors where a collection was conducted via paper intercepts onboard LBT buses, as well as LBT stations bus stops. These surveys were followed by a quick rider debrief to confirm that each question was answered to the best of the rider's ability.

The Customer Satisfaction Fall 2024 survey reached 500 existing and potential fixed route bus riders and gathered data about customer transportation habits and customer service usage. At the core of the survey was to identify who rides LBT buses, how they ride, and why they ride.

The respondent characteristics for the Customer Satisfaction Survey are as follows: Forty-five identified their race/ethnicity as Hispanic/ Spanish or Latino a/x, the second largest group of respondents described themselves as Black or African American (26%), with White or Caucasian being fourteen percent (14%). Thirty-four percent (34%) respondents were between 18-29 years old, nineteen percent (19%) were between 30-39 years old and seventeen percent (17%) were between 50 and 64 years.

Fifty percent of respondents (50%) identify as male and forty-eight percent (48%) identify as female.

Community Value Survey

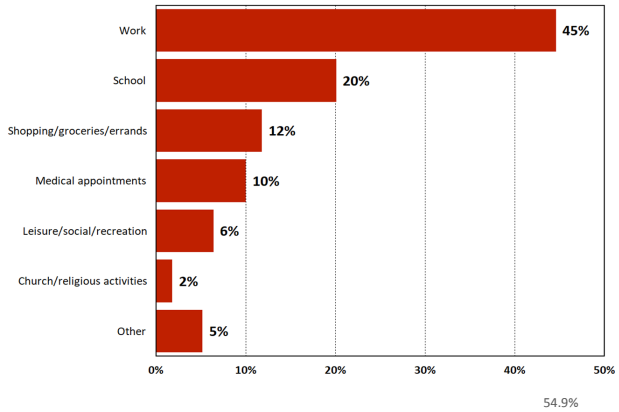
The Community Value Survey was administered through mail to a random selection of households from the Long Beach Transit service area. Surveys were sent out with a cover letter explaining the purpose of the survey with a return reply envelope to return the completed survey.

The Community Value Fall 2024 survey collected 444 completed surveys that provided community opinions, importance factors, and I-S Analysis (Importance Satisfaction Analysis). Overall, community members feel that LBT provides more overall value than the National Average. 86% agree that LBT is a valuable part of the community. Eighty-one percent of respondents (81%) agree that the community's investment in transit provides value. Seventy- eight percent of respondents (78%) said that LBT is a diverse, equitable and inclusive community resource. Sixty-one percent of respondents (61%) agree that LBT is valuable to them personally.

The respondent characteristics are as follows: forty-three percent of respondents (43%) indicated that they are Hispanic/Latino with the second largest group being White/Caucasian at forty-two percent (42%). The age of respondents was evenly distributed with group from 18-65+ years old, with each age group being roughly twenty percent responses.

Detailed copies of the Fall 2024 Customer Satisfaction Survey and the Community Value Survey can be found in Appendix L.

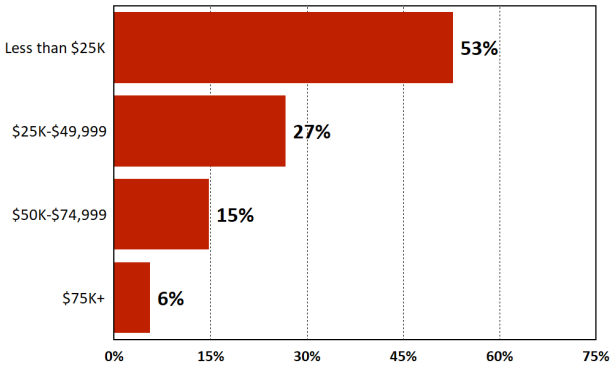
Table 12: Trip Purpose



54.9%

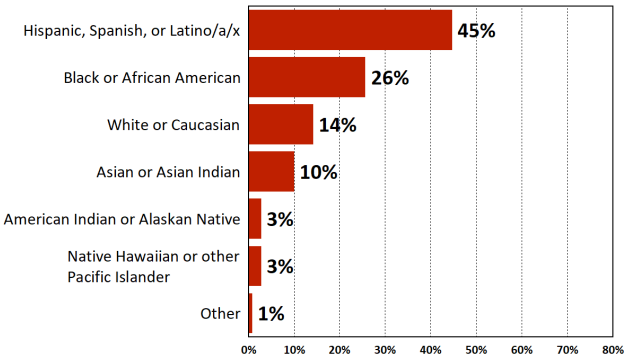
As seen in Table 12 above, the majority of customers utilize LBT services for commuting to work, consisting of 45 percent of all trips. Commuting to school is the second highest reason for taking LBT buses, comprising of 20 percent of all trips. Upon further analysis, it is noted that customers use LBT services for running errands, shopping, medical appointments, recreation and religious activities.

Table 13: Household Income



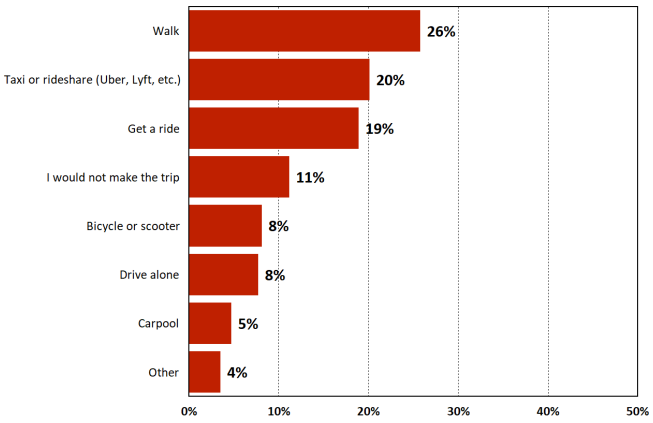
The largest annual household income group of LBT customers was less than $25,000 (53%) followed by $25,00 to $49,999 (27%) and $50,00to $74,999 (15%). This information is consistent with the American Community Survey for LBT service area.

Table 14: Ethnic Composition



According to Table 15, minorities tend to ride the system more frequently than non-minorities. Among the minority customers, Hispanic and African American are 71% of LBT customers, which is consistent with the American Community Survey demographic characteristics in the LBT service area.

Table 15: Travel Options



If LBT's services are not available, LBT customers are most likely to either walk, use other public transportation or get a ride as alternative transportation modes.

CHAPTER 4: Service Performance Standards, Policies and Monitoring

Service Performance Standards

Service performance standards are necessary to ensure that all services are contributing positively to the transit network and the overall financial stability of LBT. Performance is measured regularly to identify trends over time and to allow prompt changes to be enacted if necessary. Performance standards provide another tool for monitoring LBT's service as it relates to minority and low-income populations, in accordance with Title VI and Environmental Justice guidance. Performance standards ensure that LBT services are equitably provided, useful to customers and remain cost-effective.

Vchicle Hcadwav

Vehicle headway refers to the amount of time between two vehicles traveling in the same direction on a given route or combination of routes. A shorter headway corresponds to more frequent service. For the purposes of this analysis, LBT groups routes into line groups which consist of combinations of individual routes that share a common corridor for much of their length. LBT line groups are assigned to one ofthree headway groups with variations for peak and base periods, as described in Table 19 to the right. For example, Line Group 90 consists of all routes that travel along 7th Street (91, 92, 93, 94). Evaluating headways by line group results in a better approximation of the actual service level that most of LBT customers (who board on the common seg- ment) experience as seen shown in Table 16.

LBT currently has 20 line groups representing 38 routes. Assignments are based on load factor demand and/or by policy standards.

Passenger Load Factor

Customer load refers to the ratio of customers to the total number of seats on a vehicle. If passenger loads are high, which results in overcrowded conditions, additional service may be needed to address the issue. All LBT bus routes are monitored for passenger load with a l 00 percent sample of all trips. As of FY24, LBT ridership is 79.63% of the pre-pandemic levels and no trips exceed passenger load. See Appendix G Vehicle Load Monitoring Reports for the maximum load encountered for each weekday trip. Table 17 below depicts LBT's standards for peak passenger load, which varies by type of service. Any service consistently operative above.

Table 16: Vehicle Headway

Headway Groups (minutes)	No. of Peak Line Groups	No. of Base Line Groups
5-12	3	2
15 - 20	7	8
24 - 40	12	12
45 - 60	1	1

Table 17: Passenger Load Factor

Service Type	Passenger Load Factor
Local Service	125% seated capacity
Limited Service	125% seated capacity
Tripper Service	150% seated capacity

the peak standard will be evaluated to reduce overcrowding. When trips exceed the load factor standard, LBT attempts to alleviate the problem by adding extra service and/or rearranging routes.

On-Time Performance

On-time performance (OTP), or schedule adherence, is another measure of service quality. An OTP standard defines a minimum threshold that LBT should meet regarding the percentage of total daily trips that are recorded as on-time. OTP reflects both the quality and reliability of service, which can affect whether or not people choose to use transit.

As part of its Key Performance Indicators (KPI), LBT conducts an analysis of its on-time performance on a quarterly basis. LBT considers a route 'on-time' as one minute earlier than the scheduled arrival through five minutes later than the scheduled arrival at each time point. The LBT goal for schedule adherence is 85 percent or greater.

Both customer loading and schedule adherence are measured by LBT checkers performing random ride checks with validated statistical methods. Schedule adherence is also measured with automatic passenger counters.

Table 18 on the following page shows FY25 on-time performance statistics for LBT routes. A more detailed look at FY25 on-time performance data can be viewed in Appendix H.

Based on LBT's analysis, LBT's FY24 system-wide average OTP was 82.1 percent.

Service Availability

Span of Service by Bus Line Group

As shown in Table 19 on the following page, the vast majority of LBT line groups operate from before 6 a.m. to near midnight. LBT has traditionally operated a very wide service span, based on known needs of



customers, such as employment times or school schedules, as resources allow.

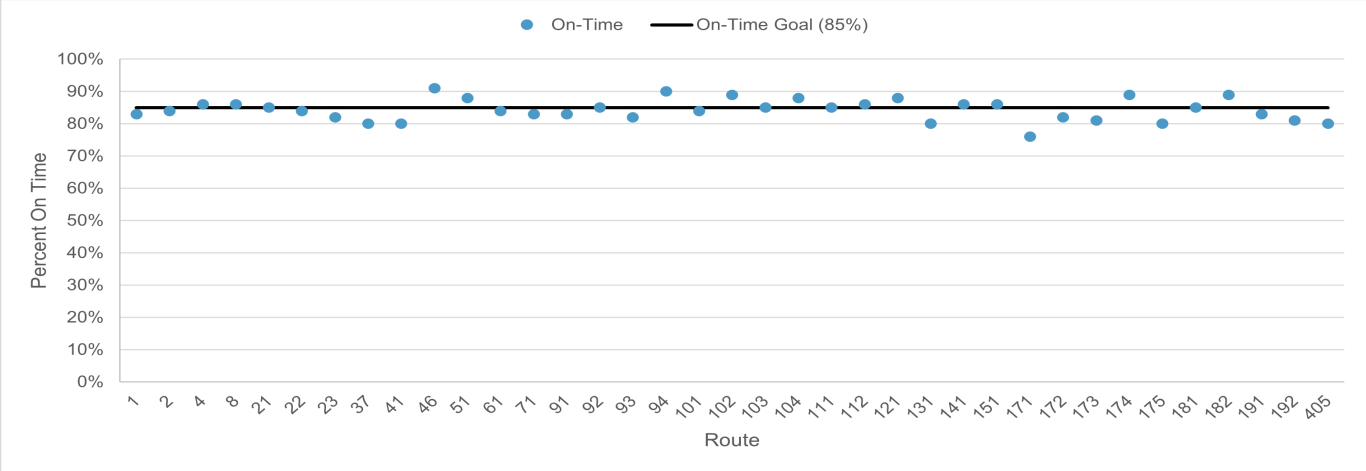
A table depicting the service frequency and hours of operation of LBT bus routes is attached in Appendix I.

Transit Access Analysis

Transit access is the distance a person must travel to gain access to fixed-route transit service, and is a general measure of the distribution of routes within the service area.

LBT is a member of a regional and sub-regional transit network. LBT's goal is to, where possible, provide a fixed-route bus stop within one-quarter mile of all residents and major destinations. This goal

Table 18: 2025 Vehicle On-Time Performance by Route



- City and local government restrictions on bus stop locations and route alignments
- Physical barriers (e.g., railroads, bodies of water, etc.)

and non-minority non low income To maintain compliance with Title VI, access to transit must be comparable for both minority/low-income and non-minority, non-low-income customers.

Title VI guidelines require that transit agencies perform measurements that evaluate the travel time, number of transfers, and costs, from selected census tracts to major destinations.

The following destinations are among the largest of LBT traffic generator:

- First Street Transit Gallery (Long Beach)
- Metro Blue Line Pacific Coast Highway Station
- Metro Green Line Willowbrook/Rosa Parks Station
- Carson Civic Center

Appendix J provides this measurement using 10 minority/low-income and 10 non-minority, non-low-income census tracts randomly selected from LBT's service area. A street intersection was identified for each selected tract. For analysis purposes, the street intersection was used as the bus stop or access point to calculate travel time.

Table 19: Bus Route Operation Characteristics

February 2025 Peak Bus Requirement				
Span	Monday - Thursday Bus Requirements	Friday Bus Requirements	Saturday Bus Requirements	Sunday Bus Requirements
AM Peak - 8am	177	179	80	77
Midday - 12pm	153	155	93	92
PM Peak - 3pm	184	186	97	91

According to the results, the travel time, distance, speed, transfer times, and cost are similar for trips originating from both minority/low-income area and non-minority, non-low-income locations within LBT's service area.

Service Policies

In accordance with FTA Title VI Guidelines, recipients of federal assistance must develop policies for the equitable distribution of transit amenities and buses.

Policies to address both service indicators have been developed to ensure LBT's distribution of transit amenities and deployment of transit buses is done in an equitable manner, and that transit customers have equal access to these amenities.

Transit Amenities

Transit amenities refers to items of comfort, convenience and safety that are available to the general riding public. Amenities may include but are not limited to bus stop benches, shelters, lighting, trash receptacles, real-time transit information signage and bicycle racks.

Within LBT's service area of 14 cities, customer amenities may be provided by LBT or by one or more of a number of other sources including local governments, private developers, citizen groups, other transit agencies and commercial advertisers. In general, LBT has jurisdiction over the location and type of amenities placed within the City of Long Beach. Specific equipment and placement at existing bus stops in Long Beach is done by LBT in accordance with all applicable municipal regulatory and permitting processes.

Outside of the City of Long Beach, each municipality is responsible for determining the type of amenities at each existing bus stop. LBT may recommend or provide information on its standard equipment used within the City of Long Beach; however each city is responsible for selecting and installing amenities at bus stops within its jurisdiction. LBT regularly meets with each jurisdiction within its service area and provides information on general ridership patterns with each city as well as any high ridership bus stops that would help in their planning and decision-making processes for capital expenditures.

Within the City of Long Beach, LBT uses a variety of information to determine the location of amenities, such as ridership, demographic information, condition of existing assets, and analyses of trip generators in and around bus stops. To help generate this information, LBT performed a bus stop inventory and condition assessment for all bus stops in the service area. This assessment has produced data on the location and census tract number, minority/low-income demographic information, the number and type of amenities located at each bus stop, and the condition of the bus stop and each asset located therein. Cross-referenced with ridership and transfer data, this information provides a comprehensive look at all of the stops in LBT's service area, from which to develop a categorization system. Table 20 on the following page outlines LBT's method of determining which amenities are placed, by LBT, at bus stops for which it has the ability to decide, and when capital funding resources become available.

The maps provided in Exhibits 10 through 13 on the following pages provide information about LBT's current distribution of bus stop shelters and benches throughout LBT's service area, including in areas for which LBT does not make decisions on the types of amenities that are placed. The maps depict this distribution as it relates to both minority census tracts and low-income census tracts.

Vehicle Assignment

Vehicle assignment refers to the process by which transit vehicles are placed into service on routes throughout the transit system to ensure that all communities receive the same benefits derived from the transit vehicles. Vehicle age is also considered a benefit, as it is generally considered a proxy for the condition of the vehicle. LBT's entire fleet of transit buses is 100 percent ADA compliant, with wheelchair securement devices, ramps and kneeling capabilities. Also standard are air conditioning, bike racks and voice annunciators. LBT has developed a policy to distribute its transit vehicles in an equitable manner using length of vehicle and vehicle age metrics as primary determining factors.

As of 2025, LBT's fixed-route fleet consists of 255 vehicles. LBT buses differ primarily by vehicle length, fuel type, and vehicle age. The length of vehicle used on a particular route is determined by the type of servicce provided. Articulated 60-foot, low-floor are used on high-volume routes, which may be characterized by sustained demand and/or short-term demand, and possess trip generators at both ends of the route. These vehicles may also be used with LBT's limited stop service. LBT's 40-foot, low-floor buses are deployed on regular routes and in some cases on high-volume routes when required.

LBT's 45 foot coumuter buses are used for LBT's commuter route and special event service if available.

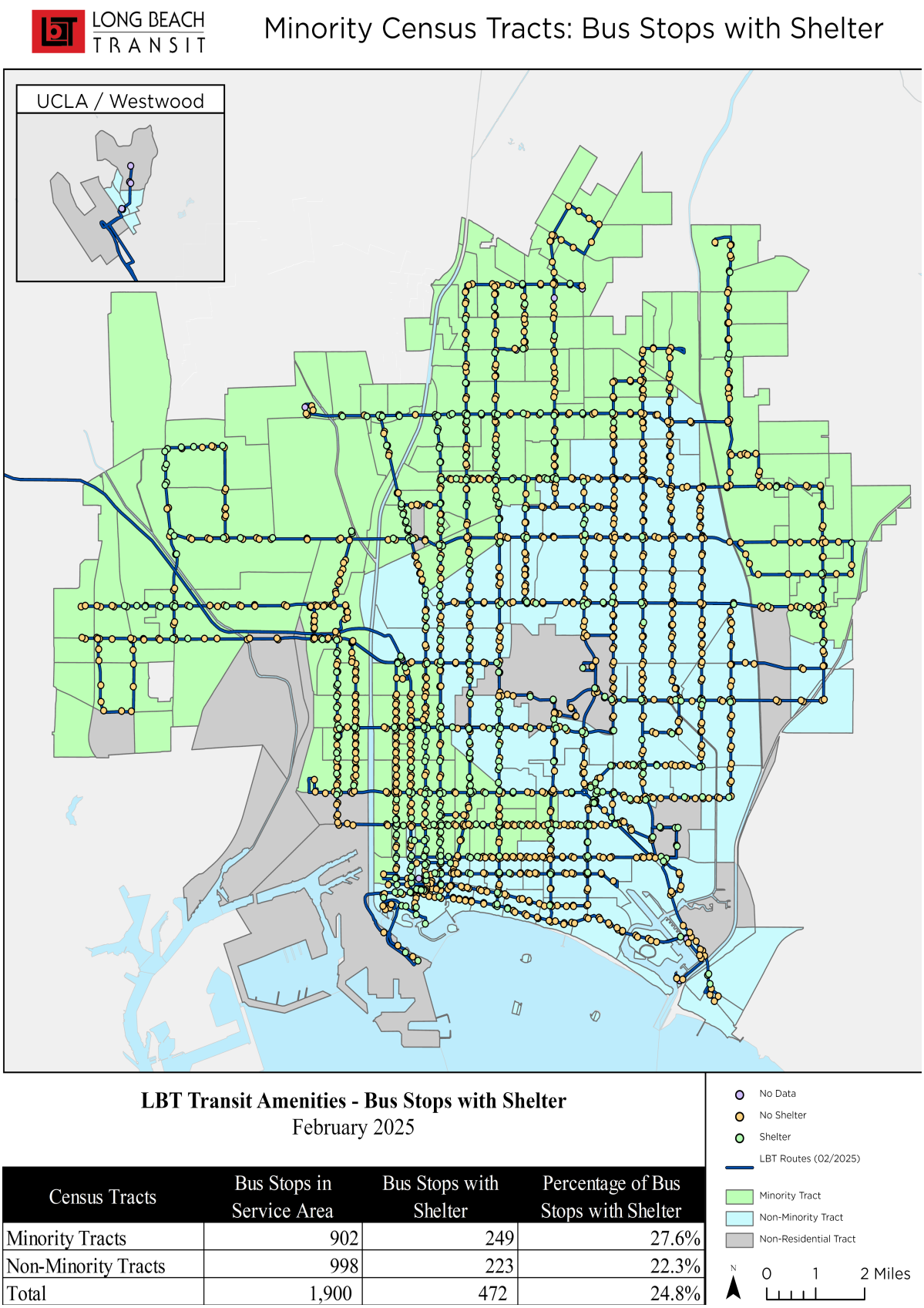
LBT gas adopted an alternative fuel strategy to buy, maintain and operate a diverse fleet for the future that currently includes gasoline-electric hybrid, CNG and zero-emission battery-electric buses. LBT has phased out all of its fixed route diesel buses with only one diesel bus (over the road coach) remaining in fleet that is used for special events. LBT meets or exceeds all federal emission regulations. Currently, LBT's fixed route fleet is 100% alternatively fueled and all newly purchased buses will be zero emission.

LBT has determined the most equitable deployment of vehicles is by age of the vehicle. It is LBT's policy to evenly distribute its transit vehicles by age, whereby each bus route is assigned a proportional number of buses by age, distributed throughout the day. The LBT system-wide average bus age is11.0 years.

Table 20: Bus Stop Amenities

Average Daily Boardings	Bus Stop Category	Amenities Provided
> 200	Tier I	Bus stop sign, shelters, seating, site-provided lighting, informational panel, real-time schedule signs, design features
51-200	Tier II	Bus stop sign, shelters, seating, site-provided lighting, informational panel, real-time schedule signs
21-50	Tier III	Shelters, seating, bus stop sign
6-20	Tier IV	Bus stop sign and seating
< 5	Tier V & VI	Bus stop sign

Exhibit 10: Bus Shelter Distribution - Minority Tracts



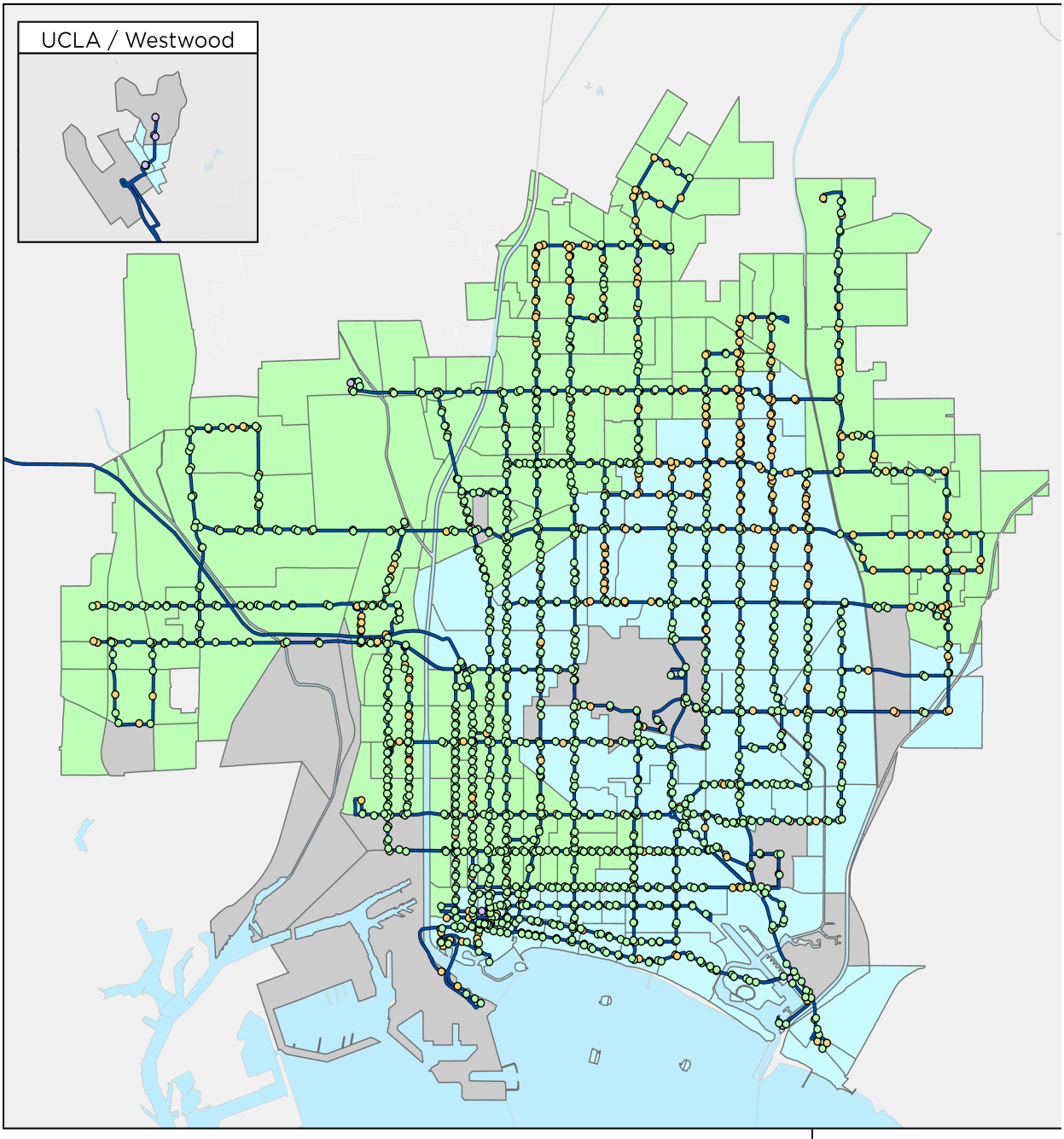
LBT Transit Amenities - Bus Stops with Shelter
February 2025

Census Tracts	Bus Stops in Service Area	Bus Stops with Shelter	Percentage of Bus Stops with Shelter
Minority Tracts	902	249	27.6%
Non-Minority Tracts	998	223	22.3%
Total	1,900	472	24.8%

Exhibit 11: Bus Bench Distribution - Minority Tracts

LONG BEACH TRANSIT

Minority Census Tracts: Bus Stops with Seating



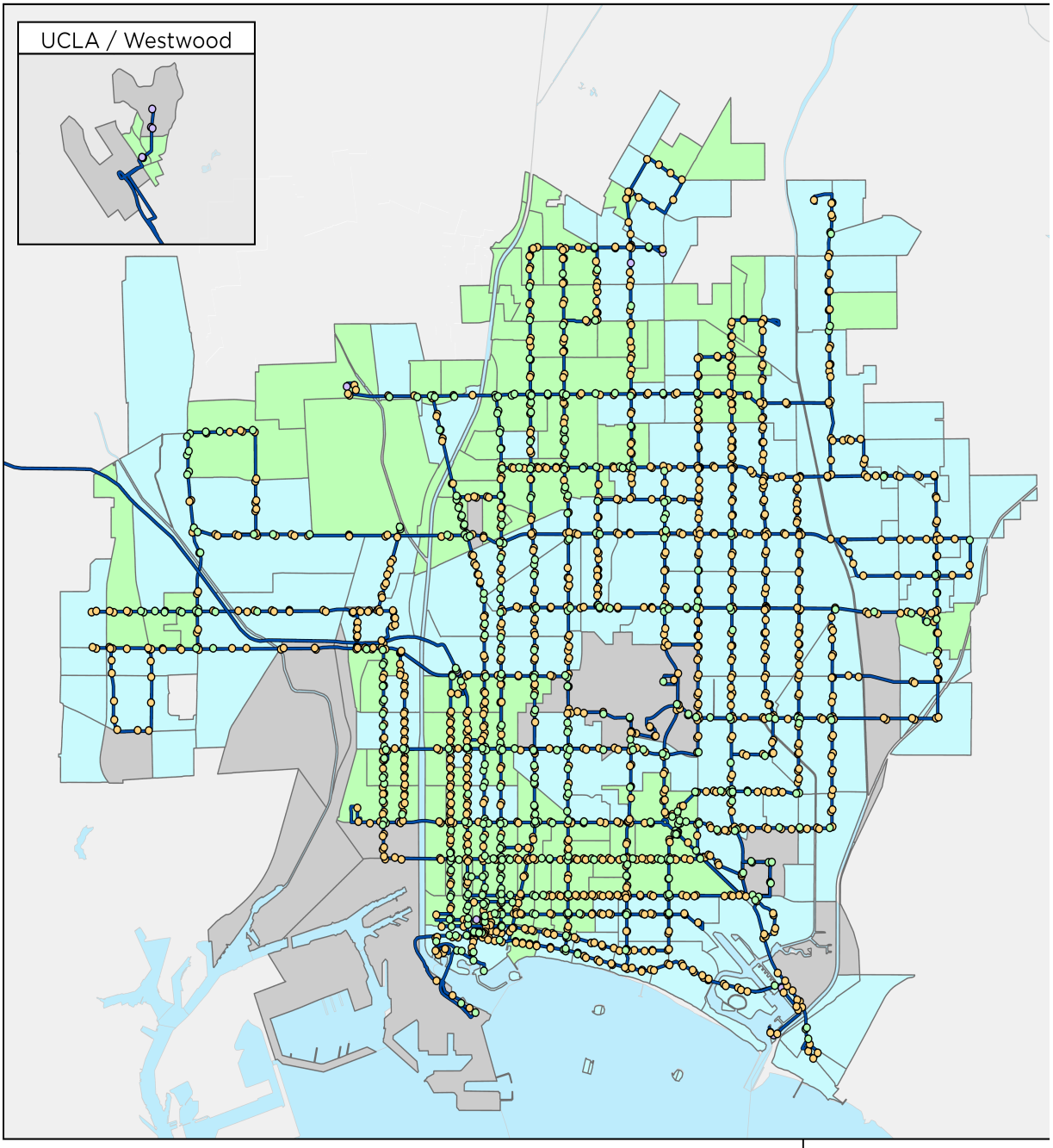
LBT Transit Amenities - Bus Stops with Seating
February 2025

Census Tracts	Bus Stops in Service Area	Bus Stops with Seating	Percentage of Bus Stops with Seating
Minority Tracts	902	656	72.7%
Non-Minority Tracts	998	734	73.5%
Total	1900	1390	73.2%

Exhibit 12: Bus Shelter Distribution - Low-Income Tracts

LONG BEACH TRANSIT

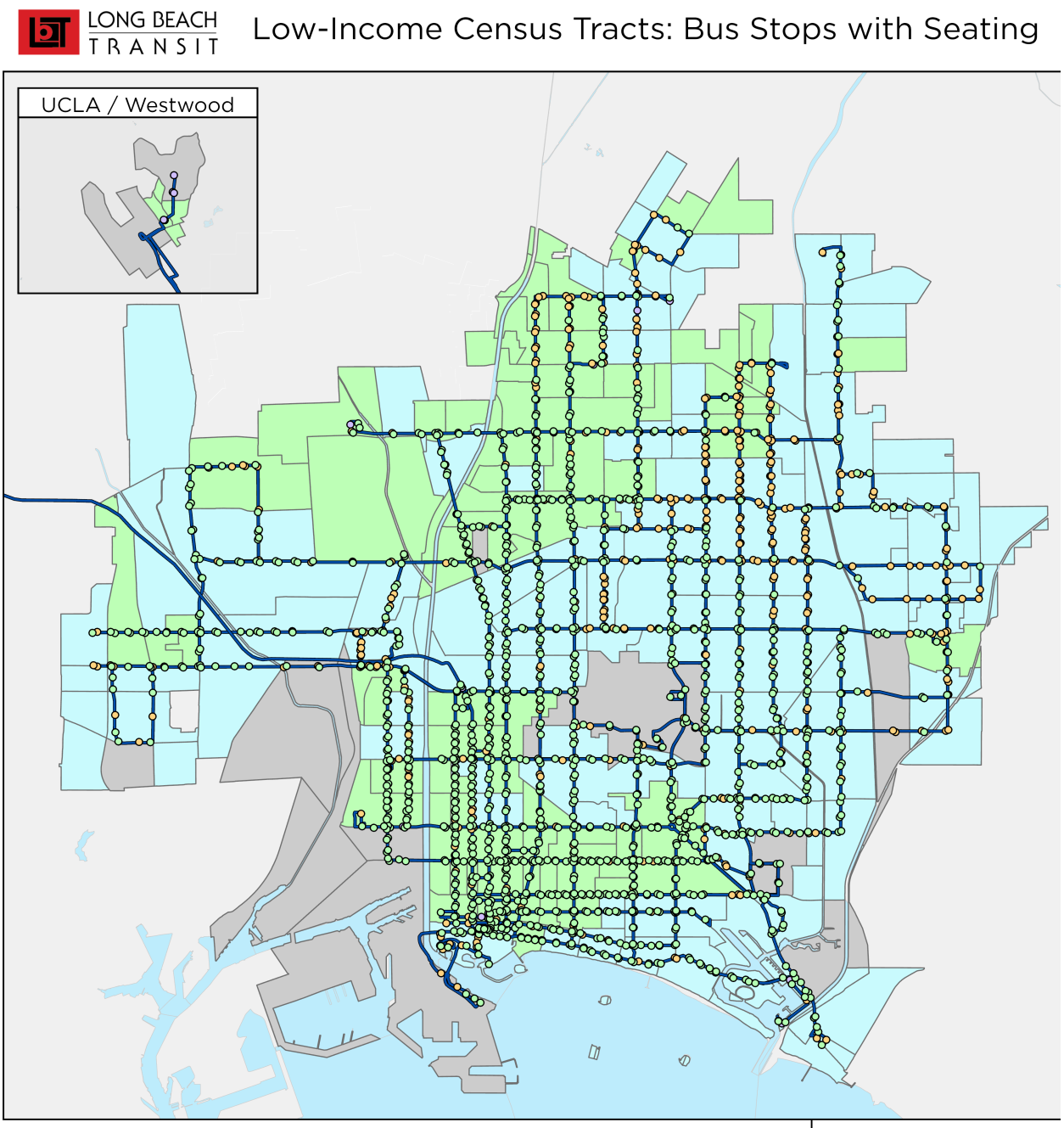
Low-Income Census Tracts: Bus Stops with Shelter



LBT Transit Amenities - Bus Stops with Shelter
February 2025

Census Tracts	Bus Stops in Service Area	Bus Stops with Shelter	Percentage of Bus Stops with Shelter
Low-Income Tracts	902	246	27.3%
Non-Low-Income Tracts	998	226	22.6%
Total	1,900	472	24.8%

Exhibit 13: Bus Bench Distribution - Low-Income Tracts



LBT Transit Amenities - Bus Stops with Seating
February 2025

Census Tracts	Bus Stops in Service Area	Bus Stops with Seating	Percentage of Bus Stops with Seating
Low-Income Tracts	902	589	65.3%
Non-Low-Income Tracts	998	801	80.3%
Total	1,900	1,390	73.2%

[This Page Is Left Intentionally Blank]

CHAPTER 5: Fare and Service Equity Analysis

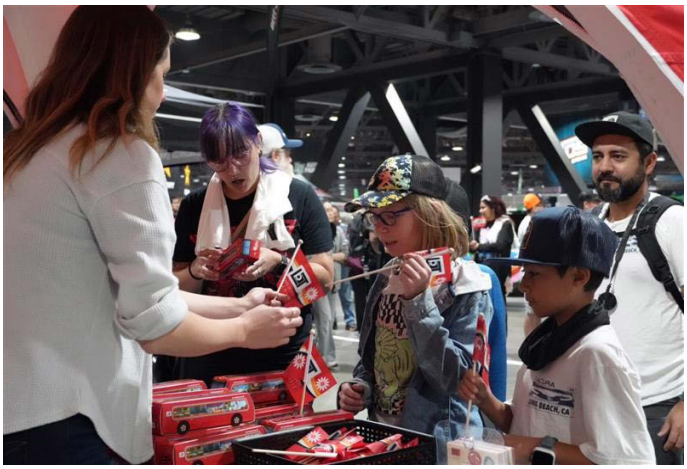
Since the submittal of its last Title VI Program, LBT assesed the feasability of a change to its system that has required a service or fare service equity analysis under Title VI;



1. Potential Fare Change for Customers with Disabilities

The LBT Board of Directors received information regarding a fare equity analysis conducted by LBT staff for a possible fare change for customers with disabilities. The analysis focused on ensuring equity and charging the reduced fare of 60 cents for all eligible customers with disabilities. These changes are still in development as further outreach must take place beforehand.





[This Page Is Left Intentionally Blank]

APPENDICES







[This Page Is Left Intentionally Blank]

Appendix A

Civil Rights Complaint Form

LONG BEACH TRANSIT

Long Beach Transit Civil Rights Complaint Form

Long Beach Transit (LBT) is committed to ensuring that no person is excluded from participation in, denied the benefits of, or subjected to discrimination under any LBT program or activity, as protected by Title VI of the Civil Rights Act of 1964.

Long Beach Transit also prohibits discrimination on the basis of a person's disability, in accordance with the Americans with Disabilities Act of 1990.

If you believe you have been subjected to discrimination under either of these nondiscrimination statutes, you may file this Civil Rights Complaint Form with LBT. The information requested in this form is necessary to assist LBT in processing your complaint. Should you require assistance in completing this form, please contact Customer Service at (562) 591-8753.

Please complete, sign and return this form to:

LBT Customer Service
c/o Civil Rights Officer
1963 E. Anaheim Street
Long Beach, CA 90813

Section I:				
Name:				
Address:				
Telephone (Home):		**Telephone (Work):**		
Electronic Mail Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	

Section II:		
Are you filing this complaint on your own behalf?	Yes*	No
*If you answered "yes" to this question, go to Section III.		

If not, please supply the name, address and relationship of the person for whom you are complaining:		
Please explain why you have filed for a third party:		
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.	Yes	No

Section III:

I believe the discrimination I experienced was based on (check all that apply):

[ ] Race [ ] Color [ ] National Origin [ ] Disability

Date of Alleged Discrimination (Month, Day, Year): _____

Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who allegedly discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.

Section IV		
Have you previously filed a discrimination complaint with this agency?	Yes	No

Section V
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? [ ] Yes [ ] No If yes, check all that apply and name the agency or court: [ ] Federal Agency _____ [ ] Federal Court _____ [ ] State Agency _____ [ ] State Court _____ [ ] Local Agency _____
Please provide information about a contact person at the agency/court where the complaint was filed.
Name:
Title:
Agency:
Address:
Telephone:

Section VI
Name of agency complaint is against:
Contact person (if known):
Title (if known):
Telephone number (if known):

You may attach any written materials or other information that you think are relevant to your complaint. Your signature and the date are required below.

_____

Signature Date

If you have any questions, contact Customer Service at (562) 591-8753, visit lbtransit.com or lbtransitespanol.com, or go to LBT's administrative office at 1963 E. Anaheim Street, Long Beach, CA 90813.

Appendix B

Title VI Discrimination Complaints

Case

Number:	CS0013638	Opened:	01-23-2025 14:05:22
Channel:	Phone	Time of Issue:	01-23-2025 14:54:00
Category:	ADA/Civil Rights	State:	Closed
Subcategory:	Discrimination	Priority:	2 - High
Claim substantiated:	false	Assignment group:	
Customer confirmed at Bus Stop:	false	Assigned to:	
Confirmed Issue:	false	Parent:	
Customer:	James McCollum		
Anonymous:	false		
Bus Number:	1319		
Transit Operator:	Gutierrez, Luis		
Transit Supervisor:	Macias, Sixto		
Block Number:	110-3		
Route Number:	111		
Cross Street:	BROADWAY & CHERRY NW		
Cross Street Stop ID:	1415		
Cardinal Direction:	NW		
Destination:	Inbound		

Short description:

Title VI-Discrimination

Description:

Customer stated he was approaching the bus stop and the driver who is White passed him up. Customer stated because he is Brown he got passed by. Driver let 3 white people on bus that were not at the stop and he waited for them.

CRC Response to customer:

Apologized to customer and will report.

Resolution notes:

Notes

Watch list:		Work notes list:	

Additional comments:

04-01-2025 14:15:29 - Brenda Cisneros (Additional comments)
See RCCR's response to the complaints that have been submitted since January 1, 2025. Let me know if you have any questions.
CS0013638 - CRC, TSD and Security responded to customer's complaint. RCCR is unaware of the responses for this incident. Please close this complaint.

Work notes:

01-23-2025 14:14:32 - Thelma Zaras (Work notes)
called Billy to please call customer. Billy agreed.
Customer also went to TVIC, Kenisha called comms on his request to get a supervisor. Hector Pedroza reported to the scene.

01-23-2025 14:13:16 - Thelma Zaras (Work notes)
Hi Tynishia,

What is the caller's complaint? Would you happen to have his name? I'd be more than happy to call the customer back, if @Zaras-Medrano, Thelma isn't available.

Thanks,
Billy

Billy Anderson, Jr.

01-23-2025 14:13:04 - Thelma Zaras (Work notes)
Hello Billy Anderson,

We are currently receiving back to back calls from this customer at this number 562-900-7719. He initially wanted to speak with a supervisor. I informed him that I could help him, but he does not want me. He also have spoken with Brenda. We have forward him to Thelma who is unavailable at the moment, and also forwarded him to her voicemail.

He is calling in, cursing, and yelling at each customer service representative. We have all received his calls several times. Each time we have answered to try and help him, he has cussed and yelled at each one of us. I wanted to make you aware of this issue. Customer stated that he will continue to call.

Thank you.

Tynishia Lewis

01-23-2025 14:12:24 - Thelma Zaras (Work notes)
Customer called the call center numerous times and was using foul language towards agents. Demanded a supervisor.

Resolution Information

Resolved by:	Brenda Cisneros	Resolved:	04-01-2025 14:15:29

Closed by:	Brenda Cisneros	Closed:	04-01-2025 14:15:29
Resolution code:			

Cause:

Resolution notes:

Add resolution notes to comments:

false

Related Records

Problem:		Change Request:	
		Caused by Change:	

Case

Number:	CS0012455	Opened:	09-18-2024 14:26:35
Channel:	Phone	Time of Issue:	09-17-2024 12:10:00
Category:	ADA/Civil Rights	State:	Closed
Subcategory:	Discrimination	Priority:	2 - High
Claim substantiated:	false	Assignment group:	
Customer confirmed at Bus Stop:	false	Assigned to:	
Confirmed Issue:	false	Parent:	
Customer:			
Anonymous:	true		
Bus Number:	1524		
Transit Operator:	Norwood, Roy		
Transit Supervisor:	Ararujo Guevara, Teresa		
Block Number:	50-6		
Route Number:	51		
Cross Street:	ARTESIA & L.B. BLVD SE		
Cross Street Stop ID:	2700		
Cardinal Direction:	SE		
Destination:	Downtown LB		

Short description:

Non- Title VI - Discrimination

Description:

Customer states that African American drivers are passing by Hispanic customers. Customer stated today there was a group of people trying to catch the bus and were inches away from the bus entrance door and driver left them behind.

CRC Response to customer:

asked if customers were physically at the stop. Customer state yes, but not quite at the entrance of the door.
Thanked for calling.

Resolution notes:

After reviewing the video footage, the individuals were not at the bus stop location when the bus arrived.
The video shows the individuals running and walking quickly toward the bus stop, but they had not reached the bus stop area before the bus departed.

Complaint Status: This complaint is invalid since the individuals were not at the bus stop.

Notes

Watch list:		Work notes list:	

Additional comments:

Work notes:

Resolution Information

Resolved by:	Chaka Garbutt	Resolved:	10-04-2024 12:21:06
Closed by:	Chaka Garbutt	Closed:	10-04-2024 12:21:06
Resolution code:			

Cause:

Resolution notes:

After reviewing the video footage, the individuals were not at the bus stop location when the bus arrived.
The video shows the individuals running and walking quickly toward the bus stop, but they had not reached the bus stop area before the bus departed.

Complaint Status: This complaint is invalid since the individuals were not at the bus stop.

Add resolution notes to comments:

false

Related Records

Problem:		Change Request:	
		Caused by Change:	

Case

Number:	CS0011614	Opened:	07-10-2024 14:41:53
Channel:	Phone	Time of Issue:	07-10-2024 14:30:00
Category:	ADA/Civil Rights	State:	Closed
Subcategory:	Discrimination	Priority:	4 - Low
Claim substantiated:	false	Assignment group:	
Customer confirmed at Bus Stop:	false	Assigned to:	
Confirmed Issue:	false	Parent:	
Customer:	Eugene "Gina" Galloway		
Anonymous:	false		
Bus Number:	1313		
Transit Operator:	Coleman, Yolanda		
Transit Supervisor:	Sanchez, Nick		
Block Number:	60-13		
Route Number:	61		
Cross Street:	ATLANTIC & MARKET NE		
Cross Street Stop ID:	749		
Cardinal Direction:	NE		
Destination:	North		

Short description:

Title VI - Discrimination

Description:

Caller stated that he is tired of being miss-gendered. said "young man you need to sit down" and he got upset. said LBT is supposed to support the LGBTQ+ community and he is upset.

CRC Response to customer:

Resolution notes:

After reviewing the video footage, there was no evidence this incident took place on the bus.

Notes

Watch list:		Work notes list:	

Additional comments:

Work notes:

07-16-2024 11:56:38 - Brenda Cisneros (Work notes)
this is Eugene Galloway per phone conversation today

07-10-2024 16:35:34 - Brenda Cisneros (Work notes)
From: Cisneros, Brenda
Sent: Wednesday, July 10, 2024 4:35 PM
To: Brisker, Latrece <lbrisker@lbtransit.com>; Howard, Kobii <KHoward@lbtransit.com>; Kimber, Karen <kkimber@lbtransit.com>; Padilla, Jocelin <jpadilla@lbtransit.com>; Phillipps, Jimmy <jphillipps@lbtransit.com>
Subject: CS0011614 Title VI - Discrimination

Good Afternoon,
Attached is CS0011614 Title VI – Discrimination. Transgender female reports driver referred to her as "young man", customer took offense. The customer was not denied service. Please review at your earliest convenience.
Thank you for your assistance in Customer First Decision Making. Please let me know if you have any questions.

Respectfully,

Brenda Cisneros
Customer Care Agent
Customer Relations and Communications

Resolution Information

Resolved by:	Chaka Garbutt	Resolved:	08-12-2024 15:32:32
Closed by:	Chaka Garbutt	Closed:	08-12-2024 15:32:32
Resolution code:			

Cause:

Resolution notes:

After reviewing the video footage, there was no evidence this incident took place on the bus.

Add resolution notes to comments:

false

Related Records

Problem:		Change Request:	
		Caused by Change:	

Case

Number:	CS0011277	Opened:	06-07-2024 11:48:47
Channel:	Phone	Time of Issue:	06-07-2024 10:45:51
Category:	ADA/Civil Rights	State:	Closed
Subcategory:	Discrimination	Priority:	3 - Moderate
Claim substantiated:	false	Assignment group:	
Customer confirmed at Bus Stop:	true	Assigned to:	Latrece Brisker
Confirmed Issue:	false	Parent:	
Customer:	Tyrant Prince		
Anonymous:	false		
Bus Number:	2708		
Transit Operator:	Arroyo-Ayon, Ezequiel		
Transit Supervisor:	Pedraza, Hector		
Block Number:	90-3		
Route Number:	92		
Cross Street:	SEVENTH & EUCLID NE		
Cross Street Stop ID:	4051		
Cardinal Direction:	NE		
Destination:			

Short description:

Title VI - Discrimination

Description:

Customer was upset that this driver passed him up. Looked right at him and left him at the stop. Stated that the driver was white and he is African-American and that's why he passed him up. He wanted to get driver information, name. schedule to meet up with him at the Transit Gallery to confront him and call police and have him arrested. Stated LBT is going to do nothing about it.

CRC Response to customer:

apologized and stated we will handle an investegation on our end.

Resolution notes:

Notes

Watch list:		Work notes list:	

Additional comments:

Work notes:

06-17-2024 09:39:37 - Thelma Zaras (Work notes)
spoke with customer and he wanted more information on what was said to the driver, I explained we cannot give any more infomation due to privacy laws that protect our employees. Spoke to Billy and he will contact customer. Also Jimmy will reach out to Kobii and Latrece.

06-07-2024 12:39:16 - Thelma Zaras (Work notes)
customer called earier at aprox 11 am to ask driver info on schedule to meet up with him and police. I notified Billy Anderson immediately.

06-07-2024 12:17:18 - Thelma Zaras (Work notes)
He called again, asked to speak with the Superintendent, I let him know he could go to the next board meeting, or I could get his information and have someone call him back. He said he isn't going to play that game, he wants this person held accountable, he is going to go down to the TVIC every day and call until something is done and hung up.

Resolution Information

Resolved by:	Chaka Garbutt	Resolved:	06-24-2024 10:51:51
Closed by:	Chaka Garbutt	Closed:	06-24-2024 10:51:51
Resolution code:			

Cause:

Resolution notes:

Add resolution notes to comments:

false

Related Records

Problem:		Change Request:	
		Caused by Change:	

Case

Number:	CS0011090	Opened:	05-21-2024 15:07:49
Channel:	Phone	Time of Issue:	05-21-2024 14:50:00
Category:	ADA/Civil Rights	State:	Closed
Subcategory:	Discrimination	Priority:	2 - High
Claim substantiated:	false	Assignment group:	
Customer confirmed at Bus Stop:	false	Assigned to:	Chaka Garbutt
Confirmed Issue:	false	Parent:	
Customer:	Takovia Hamilton		
Anonymous:	false		
Bus Number:	2516		
Transit Operator:	Monroy, Alejandro		
Transit Supervisor:	Chagoya, Sam		
Block Number:	110-4		
Route Number:	112		
Cross Street:	CLARK & CARSON NE		
Cross Street Stop ID:	1250		
Cardinal Direction:	NE		
Destination:	Outbound		

Short description:

Title VI - Discrimination

Description:

Customer states this driver is purposely leaving African-American people at the bus stop, passing them by. He treats them "different" when they board and rides with him frequently. Not the first time this has happened. Today he left a older African American lady with all of her things at the bus stop. LBT needs to re-train him or retire him.

CRC Response to customer:

apologized for experiance and will report

Resolution notes:

Notes

Watch list:		Work notes list:	

Additional comments:

Work notes:

Resolution Information

Resolved by:	Chaka Garbutt	Resolved:	06-24-2024 10:51:04
Closed by:	Chaka Garbutt	Closed:	06-24-2024 10:51:04
Resolution code:			

Cause:

Resolution notes:

Add resolution notes to comments:

false

Related Records

Problem:		Change Request:	
		Caused by Change:	

Case

Number:	CS0010728	Opened:	04-16-2024 12:15:33
Channel:	Phone	Time of Issue:	04-16-2024 12:15:46
Category:	ADA/Civil Rights	State:	Closed
Subcategory:	Discrimination	Priority:	2 - High
Claim substantiated:	false	Assignment group:	
Customer confirmed at Bus Stop:	false	Assigned to:	Chaka Garbutt
Confirmed Issue:	false	Parent:	
Customer:	Travis Gipson		
Anonymous:	true		
Bus Number:	1525		
Transit Operator:	Lopez, Claudia		
Transit Supervisor:	Carter, Allan		
Block Number:	50-6		
Route Number:	51		
Cross Street:	L.B. BLVD. & DEL AMO SW		
Cross Street Stop ID:	595		
Cardinal Direction:	SW		
Destination:	Inbound		

Short description:

Title VI - Discrimination

Description:

caller stated that he felt the driver was racial profiling because when an African American gets on the bus the driver wont move the bus until they pay. but when Hispanic people get on she leaves without hesitation.

CRC Response to customer:

Resolution notes:

Notes

Watch list:		Work notes list:	

Additional comments:

Work notes:

Resolution Information

Resolved by:	Chaka Garbutt	Resolved:	06-05-2024 12:45:53
Closed by:	Chaka Garbutt	Closed:	06-05-2024 12:45:53
Resolution code:			

Cause:

Resolution notes:

Add resolution notes to comments:

false

Related Records

Problem:		Change Request:	
		Caused by Change:	

Case

Number:	CS0010316	Opened:	03-05-2024 15:31:45
Channel:	Phone	Time of Issue:	03-05-2024 15:30:00
Category:	ADA/Civil Rights	State:	Closed
Subcategory:	Discrimination	Priority:	4 - Low
Claim substantiated:	false	Assignment group:	
Customer confirmed at Bus Stop:	false	Assigned to:	
Confirmed Issue:	false	Parent:	
Customer:	miki		
Anonymous:	false		
Bus Number:	1313		
Transit Operator:	Woodson, Thomas		
Transit Supervisor:	Chagoya, Sam		
Block Number:	60-6		
Route Number:	51		
Cross Street:	FIRST & SHELTER H S		
Cross Street Stop ID:	4012		
Cardinal Direction:	S		
Destination:			

Short description:

Title VI - Discrimination

Description:

waiting at transit gallery asked if he was taking a break, driver cussed out because we asked him a question, her and husband are disabled , didn't want to lower the ledge for the customers. discriminated by bus driver.

CRC Response to customer:

There is no video evidence from Risk Management available for verification. The operator does not recall the incident.

Resolution notes:

Notes

Watch list:		Work notes list:	

Additional comments:

Work notes:

03-05-2024 15:49:09 - Brenda Cisneros (Work notes)
From: Cisneros, Brenda
Sent: Tuesday, March 5, 2024 3:49 PM
To: Brisker, Latrece <lbrisker@lbtransit.com>; Garbutt, Chaka <cgarbutt@lbtransit.com>; Howard, Kobii <KHoward@lbtransit.com>; Kimber, Karen <kkimber@lbtransit.com>; Padilla, Jocelin <jpadilla@lbtransit.com>; Phillipps, Jimmy <jphillipps@lbtransit.com>
Subject: CS0010316 Title VI - Discrimination

Good Afternoon,
Attached is CS0010316 Title VI - Discrimination. Today at approximately 3:30 PM the male driver of vehicle 1313 is alleged to have discriminated against a disabled couple. Please review at your earliest convenience, then add a comment in the work notes and update the status of the ticket as applicable.
Thank you for your assistance in Customer First Decision Making. Please let me know if you have any questions.

Thank you,

Brenda Cisneros
Customer Care Agent
Customer Relations and Communications

Resolution Information

Resolved by:	Chaka Garbutt	Resolved:	04-26-2024 09:26:50
Closed by:	Chaka Garbutt	Closed:	04-26-2024 09:26:50
Resolution code:			

Cause:

Resolution notes:

Add resolution notes to comments:

false

Related Records

Problem:		Change Request:	
		Caused by Change:	

Case

Number:	CS0010268	Opened:	02-28-2024 17:56:32
Channel:	Phone	Time of Issue:	02-28-2024 17:48:00
Category:	ADA/Civil Rights	State:	Closed
Subcategory:	Discrimination	Priority:	2 - High
Claim substantiated:	false	Assignment group:	
Customer confirmed at Bus Stop:	false	Assigned to:	
Confirmed Issue:	false	Parent:	
Customer:	Margarita		
Anonymous:	false		
Bus Number:	2517		
Transit Operator:	Castro, Gloria		
Transit Supervisor:	Lampkin Rodney		
Block Number:	50-4		
Route Number:	2		
Cross Street:	223rd & Avalon SE		
Cross Street Stop ID:	1950		
Cardinal Direction:	SE		
Destination:	Outbound		

Short description:

Title VI - Discrimination

Description:

Spanish speaking Female passenger reported that bus operator kicked her off the bus. Passenger was telling the female driver that this wasn't her stop, but the driver told her in a disrespectful manner to get off the bus, this is her stop. She said that the driver forced her to walk the rest of the way home. The passenger felt discriminated by the driver for being a Latin woman who was by herself on the bus and unable to speak English.

CRC Response to customer:

Resolution notes:

Invalid complaint per video footage

Notes

Watch list:		Work notes list:	

Additional comments:

Work notes:

Resolution Information

Resolved by:	Chaka Garbutt	Resolved:	03-11-2024 16:02:17
Closed by:	Chaka Garbutt	Closed:	03-11-2024 16:02:17
Resolution code:			

Cause:

Resolution notes:

Invalid complaint per video footage

Add resolution notes to comments:

false

Related Records

Problem:		Change Request:	
		Caused by Change:	

Case

Number:	CS0009558	Opened:	12-06-2023 12:53:27
Channel:	Phone	Time of Issue:	12-06-2023 10:03:00
Category:	ADA/Civil Rights	State:	Closed
Subcategory:	Discrimination	Priority:	2 - High
Claim substantiated:	false	Assignment group:	
Customer confirmed at Bus Stop:	false	Assigned to:	Chaka Garbutt
Confirmed Issue:	false	Parent:	
Customer:	Rodrigo Perrelta		
Anonymous:	false		
Bus Number:	1213		
Transit Operator:	King, James		
Transit Supervisor:	Pedraza, Hector		
Block Number:	140-4		
Route Number:	141		
Cross Street:	183RD & SEARS SW		
Cross Street Stop ID:	1634		
Cardinal Direction:	SW		
Destination:			

Short description:

Title VI - Discrimination

Description:

Customer states that his wife was passed by because she is Hispanic. Driver picked up an African-American woman, pointed across the street and left her.

CRC Response to customer:

apologized and will report.

Resolution notes:

Video unavailable- unable to verify- Driver notified

Notes

Watch list:		Work notes list:	

Additional comments:

Work notes:

Resolution Information

Resolved by:	Chaka Garbutt	Resolved:	01-18-2024 16:47:18
Closed by:	Chaka Garbutt	Closed:	01-18-2024 16:47:18
Resolution code:			

Cause:

Resolution notes:

Video unavailable- unable to verify- Driver notified

Add resolution notes to comments:

false

Related Records

Problem:		Change Request:	
		Caused by Change:	

Case

Number:	CS0009415	Opened:	11-15-2023 15:58:48
Channel:	Phone	Time of Issue:	04-08-2023 07:51:59
Category:	ADA/Civil Rights	State:	Closed
Subcategory:	Discrimination	Priority:	4 - Low
Claim substantiated:	false	Assignment group:	
Customer confirmed at Bus Stop:	false	Assigned to:	Chaka Garbutt
Confirmed Issue:	false	Parent:	
Customer:	Charles Wilson		
Anonymous:	false		
Bus Number:	1824		
Transit Operator:	Jones, Brian		
Transit Supervisor:	Pedraza, Hector		
Block Number:	190-1		
Route Number:	191		
Cross Street:	FIRST & SHELTER C N		
Cross Street Stop ID:	4003		
Cardinal Direction:	N		
Destination:			

Short description:

Title VI - Discrimination

Description:

Customer states that there are 3-4 white drivers who are disrespecting him by either not picking him up intentionally, pulling past the stop by multiple bus lengths and then making him walk to the bus, or being very verbally disrespectful to him. CS does not have any dates that cooberate his story. Customer stated that he has all the dates, times, and bus numbers written down at home but did not have them in front of him. Customer stated that the worst driver was one that happened on 4/8/23 @ 7:51 that the white driver continually disrespects him, TransitMaster shows the operator of that day as 2875 Brian Jones who does not fit the description.

CRC Response to customer:

Apologized to the customer, let him know that the situation has been escalated to the superintendent and that it would be given to RCCR manager to investigate.

Resolution notes:

Video unavailable- unable to verify- operator no longer works for the company to ask for a report

Notes

Watch list:	Work notes list:

Additional comments:

03-26-2025 15:07:13 - Brenda Cisneros (Additional comments)
From: Kimber, Karen <kkimber@lbtransit.com>
Sent: Wednesday, March 26, 2025 3:05 PM
To: Cisneros, Brenda <bcisneros@lbtransit.com>
Subject: Re: Charles Wilson

I called him and he asked why had he not receive a call before. Couldn't answer that question and informed him that Jimmy is no longer an employee of LBT. I also informed him that I didn't have any recent complaints from him. He said he was done talking to me and disconnected the line.

He called back and asked how I received his number and why did I call? I informed him of my role with LBT and he said he would have his attorney call me.

Let me know if you get a more recent complaint from him. Thanks for your assistance Brenda.

Karen J. Kimber
Manager, Regulatory Compliance & Civil Rights

Work notes:

Resolution Information

Resolved by:	Chaka Garbutt	Resolved:	01-18-2024 16:17:22
Closed by:	Chaka Garbutt	Closed:	01-18-2024 16:17:22
Resolution code:			

Cause:

Resolution notes:

Video unavailable- unable to verify- operator no longer works for the company to ask for a report

Add resolution notes to comments:

false

Related Records

Problem:	Change Request:
	Caused by Change:

Case

Number:	CS0009360	Opened:	11-09-2023 14:14:14
Channel:	Phone	Time of Issue:	11-09-2023 14:02:00
Category:	ADA/Civil Rights	State:	Closed
Subcategory:	Discrimination	Priority:	2 - High
Claim substantiated:	false	Assignment group:	
Customer confirmed at Bus Stop:	false	Assigned to:	Chaka Garbutt
Confirmed Issue:	false	Parent:	
Customer:	Jose Torres		
Anonymous:	false		
Bus Number:	1214		
Transit Operator:	Brown, Valerie		
Transit Supervisor:	DeLeon Frank		
Block Number:	90-10		
Route Number:	91		
Cross Street:	SEVENTH & DAWSON SE		
Cross Street Stop ID:	1008		
Cardinal Direction:	SE		
Destination:	Outbound		

Short description:

Title VI - Discrimination

Description:

Customer states he is partially blind and put his money in the farebox. As he went to go sit down, the driver was saying "hey hey, you need to put the money all the way in!" Then driver said "You guys are always doing this shit." Customer then became upset and said the driver was discriminating against Hispanic people. He is fed up with the treatment of the drivers and today this was the last straw. Long Beach Transit needs to do something about it.

CRC Response to customer:

listened to customer yelling and used foul language. He hung up as I was apologizing.

Resolution notes:

Video unavailable- unable to verify- Driver notified

Notes

Watch list:		Work notes list:	

Additional comments:	
Work notes:	

Resolution Information

Resolved by:	Chaka Garbutt	Resolved:	01-18-2024 15:56:32
Closed by:	Chaka Garbutt	Closed:	01-18-2024 15:56:32
Resolution code:			

Cause:
Resolution notes:
Video unavailable- unable to verify- Driver notified
Add resolution notes to comments:
false

Related Records

Problem:		Change Request:	
		Caused by Change:	

Case

Number:	CS0009296	Opened:	11-03-2023 06:41:10
Channel:	Phone	Time of Issue:	11-03-2023 06:13:00
Category:	ADA/Civil Rights	State:	Closed
Subcategory:	Discrimination	Priority:	4 - Low
Claim substantiated:	false	Assignment group:	
Customer confirmed at Bus Stop:	false	Assigned to:	Chaka Garbutt
Confirmed Issue:	false	Parent:	
Customer:	Shawnie M.		
Anonymous:	false		
Bus Number:	1305		
Transit Operator:	Chatman, Jakisha		
Transit Supervisor:	Sheffield, Donald		
Block Number:	20-7		
Route Number:	22		
Cross Street:	DOWNEY & ROSECRANS SE		
Cross Street Stop ID:	2207		
Cardinal Direction:	SE		
Destination:			

Short description:

Title VI-Discrimination

Description:

Customer stated she was trying to get on the bus to go to a doctor appointment since she is pregnant and was short .25 cents and the driver kicked her and her partner off the bus. Customer stated that the driver used foul language towards them. Customer is claiming discrimination because they are white. They say that other people get on the bus and don't pay at all and they are African-American.

CRC Response to customer:

Apologized for experiance and will report

Resolution notes:

Operator did not recall incident. Risk management department unable to provide video footage.

Notes

Watch list:		Work notes list:	

Additional comments:

Work notes:

Resolution Information

Resolved by:	Chaka Garbutt	Resolved:	01-04-2024 16:54:35
Closed by:	Chaka Garbutt	Closed:	01-04-2024 16:54:35
Resolution code:			

Cause:

Resolution notes:

Operator did not recall incident. Risk management department unable to provide video footage.

Add resolution notes to comments:

false

Related Records

Problem:		Change Request:	
		Caused by Change:	

Case

Number:	CS0009238	Opened:	10-26-2023 12:37:44
Channel:	Elected or Public Official	Time of Issue:	10-22-2023 08:00:00
Category:	ADA/Civil Rights	State:	Closed
Subcategory:	Discrimination	Priority:	2 - High
Claim substantiated:	false	Assignment group:	
Customer confirmed at Bus Stop:	false	Assigned to:	Chaka Garbutt
Confirmed Issue:	false	Parent:	CS0009194
Customer:	Jocelyn Lara		
Anonymous:	false		
Bus Number:	16031		
Transit Operator:	Becerra, Eduardo		
Transit Supervisor:	Washington, Walter		
Block Number:	171-5		
Route Number:	171		
Cross Street:	BEACH DR & W. CAMPUS S		
Cross Street Stop ID:	532		
Cardinal Direction:	S		
Destination:			

Short description:

Title VI-Discrimination

Description:

Hello,
On Sunday October 22, 2023 on the 171 westbound bus #16031
I witnessed a driver let in three white girls into the bus not a word was said from either the passenger or the driver. I proceeded to ask the driver if he was going to make them pay or say anything and his response was to stare off into space.

Following his response I said if it would have been anyone else he would have stopped them. I said any person of color you would say something but three white girls walking in was not a big deal.

I am not sure what policies Long Beach Transit has or if this is normal dat to day training to only racially profile ongoing bus riders to pay a bus fare. Maybe this driver just let in everyone for free day but considering that myself along with others had to pay this seems a bit odd. Again, I am not sure what kind of training Long Beach transit is instilling into the drivers but this is a very diverse city and if white privilege is something Long Beach Transit promotes then I would like to know who else I can speak to about this matter.

To emphasize my concern it is completely disappointing to see racial biases being displayed in a very diverse city and let alone a government agency.

Perhaps some cultural sensitivity courses should be implemented to all bus drivers to avoid any further racial bias behavior.

Below I have attached a picture of the bus and driver will also be shown.

Thank you for your time,

CRC Response to customer:

Resolution notes:

The risk management department is unable to provide video footage of the incident. Driver did not recall incident.

Notes

Watch list:

Work notes list:

Additional comments:

Work notes:

10-27-2023 10:59:33 - Brenda Cisneros (Work notes)
Added as a child of CS0009194

10-27-2023 09:08:52 - Thelma Zaras (Work notes)
Customer reply:
Hello,

The location was at the cal state Long Beach bus stop not entirely sure which one but around that area. Where the driver let them in. The time was around 5:10pm. When I asked the bus driver about what I saw was on the 7th street (behind target) location. I hope this helps.

Thank you

10-26-2023 12:42:45 - Thelma Zaras (Work notes)
Dear Jocelyn,

Thank you for taking the time to notify us about this incident. Also, thank you for providing the vehicle number #16031, route 171. Can you please provide me with the location of incident and approximate time? This information will help us with our investigation. I look forward to hearing from you.

To answer your question on policy - LBT's policy is to quote the fare to boarding passengers that do not offer payment.

Resolution Information

Resolved by:	Chaka Garbutt	Resolved:	01-04-2024 16:46:58
Closed by:	Chaka Garbutt	Closed:	01-04-2024 16:46:58
Resolution code:			

Cause:

Resolution notes:

The risk management department is unable to provide video footage of the incident. Driver did not recall incident.

Add resolution notes to comments:

false

Related Records

Problem:		Change Request:	
		Caused by Change:	

Case

Number:	CS0009194	Opened:	10-23-2023 11:18:50
Channel:	Online Contact Form	Time of Issue:	10-22-2023 17:10:00
Category:	ADA/Civil Rights	State:	Closed
Subcategory:	Discrimination	Priority:	2 - High
Claim substantiated:	false	Assignment group:	
Customer confirmed at Bus Stop:	false	Assigned to:	Chaka Garbutt
Confirmed Issue:	false	Parent:	
Customer:	Jocelyn Lara		
Anonymous:	false		
Bus Number:	16031		
Transit Operator:	Becerra, Eduardo		
Transit Supervisor:	Washington, Walter		
Block Number:	171-5		
Route Number:	171		
Cross Street:	W. CAMPUS & LIBRARY West Side		
Cross Street Stop ID:	545		
Cardinal Direction:	Side		
Destination:	West		

Short description:

Title VI - Discrimination

Description:

"I witnessed a driver let in three white girls into the bus not a word was said from either the passenger or the driver. I proceeded to ask the driver if he was going to make them pay or say anything and his response was to stare off into space. Following his response I said if it would have been anyone else he would have stopped them. I said any person of color you would say something but three white girls walking in was not a big deal. I am not sure what policies Long Beach Transit has or if this is normal dat to day training to only racially profile ongoing bus riders to pay a bus fare. Maybe this driver just let in everyone for free day but considering that myself along with others had to pay this seems a bit odd. Again, I am not sure what kind of training Long Beach transit is instilling into the drivers but this is a very diverse city and if white privilege is something Long Beach Transit promotes then I would like to know who else I can speak to about this matter. To emphasize my concern it is completely disappointing to see racial biases being displayed in a very diverse city and let alone a government agency. Perhaps some cultural sensitivity courses should be implemented to all bus drivers to avoid any further racial bias behavior. Below I have attached a picture of the bus and driver will also be shown. Thank you for your time, "

CRC Response to customer:

Resolution notes:

video footage requested. Risk management unable to provide video footage. We are unable to verify the incident. The driver was notified of the complaint and does not recall the incident

Notes

Watch list:	Work notes list:
Additional comments:	
Work notes:	

10-23-2023 15:35:30 - Brenda Cisneros (Work notes)
From: Cisneros, Brenda
Sent: Monday, October 23, 2023 12:02 PM
To: Padilla, Jocelin <jpadilla@lbtransit.com>; Phillipps, Jimmy <jphillipps@lbtransit.com>; Garbutt, Chaka <cgarbutt@lbtransit.com>
Subject: FW: Bus ride Discrimination

Good Morning,
Below is a customer's complaint that route 171 driver allowed white passengers to board for free. Attached are the comments in CSM.

Thank you,

Brenda Cisneros
Customer Care Agent
Customer Relations and Communications

10-23-2023 15:34:16 - Brenda Cisneros (Work notes)
From: Cisneros, Brenda
Sent: Monday, October 23, 2023 3:33 PM
To: Jocelyn Lara <jocelynlara21@gmail.com>
Subject: RE: Bus ride Discrimination

Good Afternoon Ms. Lara,

Thank you for taking the time to notify us about this driver. You have our assurances that, based on the information you provided, the matter will be investigated and addressed with the driver.

Thank you,

Brenda Cisneros
Customer Care Agent
Customer Relations and Communications

From: Jocelyn Lara <jocelynlara21@gmail.com>
Sent: Monday, October 23, 2023 10:40 AM
To: Comments <comments@lbtransit.com>
Subject: Bus ride Discrimination

Hello,
On Sunday October 22, 2023 on the 171 westbound bus #16031
I witnessed a driver let in three white girls into the bus not a word was said from either the passenger or the driver. I proceeded to ask the driver if he was going to make them pay or say anything and his

response was to stare off into space.

Following his response I said if it would have been anyone else he would have stopped them. I said any person of color you would say something but three white girls walking in was not a big deal.

I am not sure what policies Long Beach Transit has or if this is normal dat to day training to only racially profile ongoing bus riders to pay a bus fare. Maybe this driver just let in everyone for free day but considering that myself along with others had to pay this seems a bit odd. Again, I am not sure what kind of training Long Beach transit is instilling into the drivers but this is a very diverse city and if white privilege is something Long Beach Transit promotes then I would like to know who else I can speak to about this matter.

To emphasize my concern it is completely disappointing to see racial biases being displayed in a very diverse city and let alone a government agency.

Perhaps some cultural sensitivity courses should be implemented to all bus drivers to avoid any further racial bias behavior.

Below I have attached a picture of the bus and driver will also be shown.

Thank you for your time,

Resolution Information

Resolved by:	Brenda Cisneros	Resolved:	10-23-2023 12:00:36
Closed by:	Chaka Garbutt	Closed:	01-04-2024 16:28:36
Resolution code:			

Cause:

Resolution notes:

video footage requested. Risk management unable to provide video footage. We are unable to verify the incident. The driver was notified of the complaint and does not recall the incident

Add resolution notes to comments:

false

Related Records

Problem:		Change Request:	
		Caused by Change:	

Case

Number:	CS0009069	Opened:	10-12-2023 09:00:48
Channel:	Phone	Time of Issue:	10-12-2023 08:49:00
Category:	ADA/Civil Rights	State:	Closed
Subcategory:	Discrimination	Priority:	2 - High
Claim substantiated:	false	Assignment group:	
Customer confirmed at Bus Stop:	false	Assigned to:	Chaka Garbutt
Confirmed Issue:	false	Parent:	
Customer:			
Anonymous:	true		
Bus Number:	1833		
Transit Operator:	Haley, Jonathan		
Transit Supervisor:	Sanchez, Nick		
Block Number:	190-1		
Route Number:	191		
Cross Street:	MCHELEN & WARDLOW NW		
Cross Street Stop ID:	2600		
Cardinal Direction:	NW		
Destination:	Inbound		

Short description:

Title VI - Discrimination

Description:

Caller stated that this same driver always passes them by, she feels that he does it because they are Mexican.

CRC Response to customer:

No contact information for the customer

Resolution notes:

A legitimate complaint was made, and the operator was informed by his group supervisor about the incident. However because verification/notification occurred outside the disciplinary timeframe, only a verbal warning could be issued, and no further action could be taken.

Notes

Watch list:		Work notes list:	

Additional comments:

Work notes:

Resolution Information

Resolved by:	Chaka Garbutt	Resolved:	01-04-2024 08:46:50
Closed by:	Chaka Garbutt	Closed:	01-04-2024 08:46:50
Resolution code:			

Cause:

Resolution notes:

A legitimate complaint was made, and the operator was informed by his group supervisor about the incident. However because verification/notification occurred outside the disciplinary timeframe, only a verbal warning could be issued, and no further action could be taken.

Add resolution notes to comments:

false

Related Records

Problem:		Change Request:	
		Caused by Change:	

Case

Number:	CS0008976	Opened:	10-03-2023 13:41:16
Channel:	Phone	Time of Issue:	10-02-2023 20:10:00
Category:	ADA/Civil Rights	State:	Closed
Subcategory:	Discrimination	Priority:	2 - High
Claim substantiated:	false	Assignment group:	
Customer confirmed at Bus Stop:	false	Assigned to:	Chaka Garbutt
Confirmed Issue:	false	Parent:	
Customer:			
Anonymous:	true		
Bus Number:	1218		
Transit Operator:	Williams, Kelly		
Transit Supervisor:	DeLeon Frank		
Block Number:	120-9		
Route Number:	121		
Cross Street:	BEACH DR & W. CAMPUS S		
Cross Street Stop ID:	532		
Cardinal Direction:	S		
Destination:	Inbound		

Short description:

Title VI - Discrimination

Description:

CSULB student on the bus encountered a Spanish speaking gentleman trying to communicate with the female driver asking why he could not use his OCTA Monthly Pass. Driver was inconsiderate and insisted the gentleman exit the bus.

CRC Response to customer:

Resolution notes:

Due to lack of verification, video footage, and inability to contact the customer

Notes

Watch list:		Work notes list:	

Additional comments:

Work notes:

10-03-2023 13:48:02 - Brenda Cisneros (Work notes)
called from 630-808-5748,

Resolution Information

Resolved by:	Brenda Cisneros	Resolved:	10-03-2023 13:48:02
Closed by:	Chaka Garbutt	Closed:	11-06-2023 10:32:24
Resolution code:			

Cause:

Resolution notes:

Due to lack of verification, video footage, and inability to contact the customer

Add resolution notes to comments:

false

Related Records

Problem:		Change Request:	
		Caused by Change:	

Case

Number:	CS0008830	Opened:	09-19-2023 17:25:22
Channel:	Phone	Time of Issue:	09-19-2023 16:57:00
Category:	ADA/Civil Rights	State:	Closed
Subcategory:	Discrimination	Priority:	2 - High
Claim substantiated:	false	Assignment group:	
Customer confirmed at Bus Stop:	false	Assigned to:	Chaka Garbutt
Confirmed Issue:	false	Parent:	
Customer:	Daniel Moss		
Anonymous:	false		
Bus Number:	16024		
Transit Operator:	Lopez, Pablo		
Transit Supervisor:	Washington, Walter		
Block Number:	40-10		
Route Number:	46		
Cross Street:	ANAHEIM & REDONDO NW		
Cross Street Stop ID:	498		
Cardinal Direction:	NW		
Destination:	Inbound		

Short description:

ADA - Discrimination

Description:

Customer called to report a driver that did not enforce the open beverage with two other customers. Customer said he had an open can of coke and the driver told him he couldn't board the bus with that.
Customer said that is understandable, so he threw it away. But there were 2 more people drinking soda and energy drinks inside the bus.
He said it was discrimination because the other two passengers were Latino and so was the driver, while he himself is a black man.

CRC Response to customer:

Apologized to the customer and said yes the driver should have asked the other passengers to toss their drinks once he became aware of it.

Resolution notes:

Inconclusion, due to the lack of video evidence and unsuccessful attempts to contact the customer, we were unable to verify the reported incident. cvg

Notes

Watch list:		Work notes list:	

Additional comments:	
Work notes:	

Resolution Information

Resolved by:	Brenda Cisneros	Resolved:	09-20-2023 08:57:12
Closed by:	Chaka Garbutt	Closed:	10-19-2023 12:16:38
Resolution code:			

Cause:
Resolution notes:

Inconclusion, due to the lack of video evidence and unsuccessful attempts to contact the customer, we were unable to verify the reported incident. cvg

Add resolution notes to comments:

false

Related Records

Problem:		Change Request:	
		Caused by Change:	

Case

Number:	CS0008492	Opened:	08-17-2023 09:22:07
Channel:	Phone	Time of Issue:	08-17-2023 09:51:17
Category:	ADA/Civil Rights	State:	Closed
Subcategory:	Discrimination	Priority:	1 - Critical
Claim substantiated:	false	Assignment group:	
Customer confirmed at Bus Stop:	false	Assigned to:	Jimmy Phillipps
Confirmed Issue:	false	Parent:	
Customer:	John Kelly		
Anonymous:	false		
Bus Number:			
Transit Operator:			
Transit Supervisor:			
Block Number:			
Route Number:			
Cross Street:			
Cross Street Stop ID:			
Cardinal Direction:			
Destination:			

Short description:

Title VI - Discrimination

Description:

The customer stated that he is a white male, he is severely disabled, uses a walker, he says that he is trying to renew his Tap disabled card and hasn't had any help at the TVIC or the Anaheim facility. He said someone at the TVIC gave him a temporary card and wrote the wrong name on it, because they are discriminating against him. He said that all of the bus drivers discriminate against him because he is white and disabled, and they either pass him by or don't use the ramp for him. Wants a supervisor or the owner of the company to call him back asap. Or he is going to get a Lawer and file a lawsuit against LBT. The customer did not say what day or times he went to the TVIC or bus routes or times, he said it has been going on for the last 20 years.

CRC Response to customer:

I tried to give the customer information on access and dial a lift, and explianed that disability cards are issued by Tap services not Long Beach Transit, he says that he has tried everything and filled out mulitple forms, and everyone is discriminating againts him because he is white and disabled, and will not help him, all bus drivers are prejiduce againts him becuase he is white and handicape. He gave me phone number 562-726-9949, the number he called from is 562-254-2706, E-mail Johnthomaskelly.20S@gmail.com

Resolution notes:

I called customer and offered to help him get a Senior TAP card since he is 62 years and up. He said he was tired of going down to the TVIC and getting the run around. He said he wants the owner of the company to bring him a card other wise he will file a federal law suit.

Notes

Watch list:		Work notes list:	

Additional comments:

Work notes:

Resolution Information

Resolved by:	Chaka Garbutt	Resolved:	09-15-2023 20:20:37
Closed by:	Chaka Garbutt	Closed:	09-15-2023 20:20:37
Resolution code:			

Cause:

Resolution notes:

I called customer and offered to help him get a Senior TAP card since he is 62 years and up. He said he was tired of going down to the TVIC and getting the run around. He said he wants the owner of the company to bring him a card other wise he will file a federal law suit.

Add resolution notes to comments:

false

Related Records

Problem:		Change Request:	
		Caused by Change:	

Case

Number:	CS0008436	Opened:	08-11-2023 08:14:09
Channel:	Phone	Time of Issue:	08-11-2023 07:37:00
Category:	ADA/Civil Rights	State:	Closed
Subcategory:	Discrimination	Priority:	2 - High
Claim substantiated:	false	Assignment group:	
Customer confirmed at Bus Stop:	false	Assigned to:	Chaka Garbutt
Confirmed Issue:	false	Parent:	
Customer:	Jonathan Mora		
Anonymous:	false		
Bus Number:	1823		
Transit Operator:	Crutcher, Kim		
Transit Supervisor:	Boatwright, Kip		
Block Number:	70-4		
Route Number:	71		
Cross Street:	ORANGE & 63RD SW		
Cross Street Stop ID:	873		
Cardinal Direction:	SW		
Destination:	LBCC/PCC		

Short description:

Title VI - Discrimination

Description:

Customer who identified himself as disabled, stated this driver is racist towards him because he is not African American. She glares at him, yells at him to stop talking when he enters the bus. He wears headphones and doesn't have his speaker on loudly. He stated he talks in a normal voice and not loud. Also, he only had $1 to board and driver gave him a hard time about it.

CRC Response to customer:

apologized for experiance, told customer to please have complete fare next time and he may talk on the bus, but at a low tone for customer consideration.

Resolution notes:

Notes

Watch list:		Work notes list:	

Additional comments:

Work notes:

09-13-2023 11:37:23 - Chaka Garbutt (Work notes)
unable to verify information because there is no video footage. Customer was satisfied with CSR conversation

Resolution Information

Resolved by:	Chaka Garbutt	Resolved:	09-13-2023 11:37:23
Closed by:	Chaka Garbutt	Closed:	09-13-2023 11:37:23
Resolution code:			

Cause:

Resolution notes:

Add resolution notes to comments:

false

Related Records

Problem:		Change Request:	
		Caused by Change:	

Case

Number:	CS0008328	Opened:	07-31-2023 10:57:32
Channel:	Phone	Time of Issue:	07-31-2023 10:48:00
Category:	ADA/Civil Rights	State:	Closed
Subcategory:	Discrimination	Priority:	2 - High
Claim substantiated:	false	Assignment group:	
Customer confirmed at Bus Stop:	false	Assigned to:	Chaka Garbutt
Confirmed Issue:	false	Parent:	
Customer:	Ana Mejia		
Anonymous:	false		
Bus Number:	2427		
Transit Operator:	Rodney, Salinas		
Transit Supervisor:	Sheffield, Donald		
Block Number:	40-6		
Route Number:	46		
Cross Street:	ANAHEIM & CHERRY NW		
Cross Street Stop ID:	505		
Cardinal Direction:	NW		
Destination:			

Short description:

Title VI - Discrimination

Description:

Hispanic customer stated she and her son got on the bus. Her son is mentally ill and homeless, she tried to board with him and the driver said "no he cannot board, I've had a problem with him in the past". Customer begged for her to let him ride, he was not causing a scene or harassing driver in any way. An African-American man boarded the bus and pushed the customer and she almost fell. Driver did not say anything to him and let him ride. Customer says they were being discriminated against because they are Hispanic.

CRC Response to customer:

apologized, asked if she was okay. She is not hurt.

Resolution notes:

valid incident- The operator received a write-up from their group supervisor. After 2 attempts to contact Anna voicemail left on the answering machine the case was closed.

Notes

Watch list:		Work notes list:	

Additional comments:

Work notes:

07-31-2023 16:36:36 - Brenda Cisneros (Work notes)
incident #1061662
Monday, July 31, 2023 12:30:39 PM [rvergara] CUSTOMER COMPLAINT AGAINST DRIVER. Monday, July 31, 2023 12:56:42 PM [rvergara] CUSTOMER BY THE NAME OF ANA MEJIA WALKED INTO LBT1 WANTING TO FILE A COMPLAINT AGAIST A BUS DRIVER FOR DESCRIMINATION. MRS MEJIA STATED STATED THAT SHE BOARD AT BUS STOP WB ANAHEIM/CHERRY AT 10:50AM ATTEMPTING TO BOARD WITH HER SON BUS AND THE OPERATOR REFUSE TO BOARD THE SON. MRS. MEJIA BOARD THE BUS WITHOUT HER SON . WHEN BUS ARRIVED TO THE NEXT BUS STOP WB ANAHEIM/WALNUT THE OPERATOR DEMANDED MRS. MEJIA TO GET OFF THE BUS WITHOUT A REASON. CUSTOMER MEJIA DID ALIGHTED THE BUS AT THAT LOCATION. AS SHE WAS ALIGHTING THE BUS , A MALE SUBJECT (UNKNOWN DESCRIPTION) BOARD THE BUS AT THE SAME AND BUMPED INTO HER ALMOST CAUSING HER TO FALL TO THE GROUND. OPERATOR STATED THAT SHE DID NOT BOARD THE MALE SUBJECT DUE TO HIM CAUSING DISTURBANCE HISTORY IN HER BUS. OP INSTRUCTED TO TAG CAMERA AND FILL REPORT.

07-31-2023 11:08:22 - Thelma Zaras (Work notes)
sent ops report to Chaka, Latrece, Kobii, Kip, and CS dept.

Resolution Information

Resolved by:	Chaka Garbutt	Resolved:	09-11-2023 16:08:32
Closed by:	Chaka Garbutt	Closed:	09-11-2023 16:08:32
Resolution code:			

Cause:

Resolution notes:

valid incident- The operator received a write-up from their group supervisor. After 2 attempts to contact Anna voicemail left on the answering machine the case was closed.

Add resolution notes to comments:

false

Related Records

Problem:		Change Request:	
		Caused by Change:	

Case

Number:	CS0007573	Opened:	05-09-2023 15:11:49
Channel:	Phone	Time of Issue:	05-09-2023 14:51:00
Category:	ADA/Civil Rights	State:	Closed
Subcategory:	Discrimination	Priority:	2 - High
Claim substantiated:	false	Assignment group:	
Customer confirmed at Bus Stop:	true	Assigned to:	Chaka Garbutt
Confirmed Issue:	false	Parent:	
Customer:	Markeis Jones		
Anonymous:	false		
Bus Number:	2920		
Transit Operator:	Thompson, Horace		
Transit Supervisor:	M. Valencia		
Block Number:	170-13		
Route Number:	173		
Cross Street:	STUDEBAKER & WILLOW NE		
Cross Street Stop ID:	1791		
Cardinal Direction:	NE		
Destination:			

Short description:

Title VI - Discrimination

Description:

Customer states he was purposely passed by because he is Black in a primarily White neighborhood. Customer stated he was at the bus stop, he was pacing back and forth, but when the bus was at the light he was clearly visible.

CRC Response to customer:

Apologized to customer for experiance will put report in.

Resolution notes:

The operator in the complaint is of the same ethnicity. We can look into this as a customer pass-by.

Notes

Watch list:		Work notes list:	

Additional comments:

Work notes:

Resolution Information

Resolved by:	Latrece Brisker	Resolved:	05-11-2023 09:05:23
Closed by:	Latrece Brisker	Closed:	05-11-2023 09:05:23
Resolution code:			

Cause:

Resolution notes:

The operator in the complaint is of the same ethnicity. We can look into this as a customer pass-by.

Add resolution notes to comments:

false

Related Records

Problem:		Change Request:	
		Caused by Change:	

Case

Number:	CS0007211	Opened:	03-30-2023 12:26:55
Channel:	Phone	Time of Issue:	03-30-2023 12:23:00
Category:	ADA/Civil Rights	State:	Closed
Subcategory:	Discrimination	Priority:	2 - High
Claim substantiated:	false	Assignment group:	
Customer confirmed at Bus Stop:	false	Assigned to:	Chaka Garbutt
Confirmed Issue:	false	Parent:	
Customer:	Stephanie Nelson		
Anonymous:	false		
Bus Number:	16015		
Transit Operator:	Rodney, Salinas		
Transit Supervisor:	Sheffield, Donald		
Block Number:	40-2		
Route Number:	46		
Cross Street:	ANAHEIM & L.B. BLVD. SE		
Cross Street Stop ID:	463		
Cardinal Direction:	SE		
Destination:	Anaheim & Loma		

Short description:

ADA - Disabled Rider Concern

Description:

Customer states that she was discriminated against because she is disabled. She tried to get on the bus with her wagon. She asked the driver to lower the ramp. Driver didn't want to and told customer to go through the back. Another customer helped her lift the wagon. And then she requested to get off at Anaheim/Loma and driver passed up her requested stop and let her off at the next stop where it was dangerous for her, she had been hit by a car at that intersection in the past.

CRC Response to customer:

Apologized to customer and will make report.

Resolution notes:

The group supervisor coached and counseled the operator. The video could not be recovered by Safety.

Notes

Watch list:		Work notes list:	

Additional comments:

Work notes:

Resolution Information

Resolved by:	Chaka Garbutt	Resolved:	05-15-2023 10:08:15
Closed by:	Chaka Garbutt	Closed:	05-15-2023 10:08:15
Resolution code:			

Cause:

Resolution notes:

The group supervisor coached and counseled the operator. The video could not be recovered by Safety.

Add resolution notes to comments:

false

Related Records

Problem:		Change Request:	
		Caused by Change:	

Case

Number:	CS0007193	Opened:	03-28-2023 14:02:31
Channel:	Phone	Time of Issue:	03-26-2023 13:15:00
Category:	ADA/Civil Rights	State:	Closed
Subcategory:	Discrimination	Priority:	2 - High
Claim substantiated:	false	Assignment group:	
Customer confirmed at Bus Stop:	false	Assigned to:	Latrece Brisker
Confirmed Issue:	false	Parent:	
Customer:	Tamara		
Anonymous:	false		
Bus Number:	1813		
Transit Operator:	Dorsey, Darryl		
Transit Supervisor:	M. Valencia		
Block Number:	20-4		
Route Number:	22		
Cross Street:	FIRST & SHELTER H S		
Cross Street Stop ID:	4012		
Cardinal Direction:	S		
Destination:	Outbound		

Short description:

OPS - Safety on Board

Description:

LBT driver male race is White, kneeled the bus for a passenger race white w/ luggage, the lady behind her was African American lady w/ luggage also. Customer thought this was because of race. The male LBT driver started bringing the bus up from kneeling position. The African American lady w/ luggage got stuck between the bus and the curb which damaged the brand new bag. LBT driver male was driving crazy and kept slamming on the brake making the passengers on the bus jerk in their seats. Also cause the African American passenger to hit upper arm to elbow on the bus schedule rack behind the Male LBT Driver. African American passenger had to support herself on the luggage from the LBT driver's crazy driving. African American passenger compliant upper arm to elbow hurt. Male LBT Driver also yelled out to the passenger on the bus that Ocean and Pacific Ave was the last stop and had everyone get off.

CRC Response to customer:

Resolution notes:

The customer is claiming the LBT operator is "White" ..... The operator addressed in the complaint is "Black". I believe we need more clarity to research the customers concern.

Notes

Appendix C

Language Assistance Plan



LONG BEACH TRANSIT

Analysis of Services Provided to Persons with Limited Enlish Proficiency (LEP) and Language Assistance Plan

February 2019

Introduction

Individuals, who have a limited ability to read, write, speak or understand English are considered persons with Limited English Proficiency or "LEP." In Los Angeles County, according to U.S. Census records, approximately one quarter of the county's residents would describe themselves as being able to communicate in English less than "very well."

Section 601 of Title VI of the Civil Rights Act of 1964 states the following: "No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

According to the U.S. Department of Transportation handbook, titled "Implementing the Department of Transportation's Policy Guidance Concerning Recipients' responsibilities to Limited English Proficient (LEP) Persons: A Handbook for Public Transportation Providers, (April 13, 2007)" (hereinafter "Handbook"), Title VI prohibits conduct that has a disproportionate effect on LEP individuals because such conduct constitutes national origin discrimination.

Executive Order 13166 of August 16, 2000 states that recipients of Federal financial assistance must take reasonable steps to ensure meaningful access to their programs and activities by LEP individuals. Additionally, Title VI and its implementing regulations require that DOT recipients take responsible steps to ensure meaningful access to the benefits, services, information and other important portions of their programs and activities for Limited English Proficient individuals and that recipients should use the DOT LEP Guidance to determine how best to comply with statutory and regulatory obligations to provide meaningful access to the benefits, service information and other important portions of their programs and activities for individuals with limited English proficiency.

For many individuals public transit is a vital service and a principal transportation mode. It is extremely important that LBT is able to communicate effectively with all of its customers, LEP and non-LEP alike. When LBT is able to communicate effectively with all of its customers, the service provided is a safer, more reliable, convenient and accessible service for all of the agency's customers. For these reasons, LBT is committed to taking those reasonable steps to ensure meaningful access for LEP individuals to this agency's services.

This analysis will apply a four-factor analysis to evaluate LBT's service area to determine its characteristics in terms of LEP individuals, and to determine LBT's current interactions with LEP individuals. Based on empirical findings in the four-factor analysis LBT developed a Language Assistance Plan that will demonstrate the efforts LBT will take to make its service as accessible as possible to all persons, irrespective of their inability to communicate using the English language.

Background

Long Beach Public Transportation Company, commonly known as Long Beach Transit or LBT, is a California nonprofit corporation established in 1963 to provide public transportation to the City of Long Beach and its neighboring cities. The system serves nearly 90,000 boarding customers on an average weekday, and nearly 28 million annual boarding customers.

The boundaries of LBT's 100-square-mile service area are: the Glenn Anderson Freeway (I-105) to the north; the San Gabriel River Freeway (I-605) and the Orange County boundary line to the east; the Pacific Ocean to the south; and the Long Beach Freeway (I-710) and the Terminal Island Freeway (CA-47) to the west. LBT serves the cities of Long Beach, Lakewood, Signal Hill and portions of Artesia, Bellflower, Carson, Cerritos, Compton, Hawaiian Gardens, Los Alamitos, Norwalk and Paramount and Seal Beach. LBT's system operates in close proximity to the two largest U.S. ports: the ports of Long Beach and Los Angeles.

The downtown Long Beach area houses the First Street Transit Gallery, a major multi-modal transportation center with connections to area bus systems, shuttles, light rail, a bicycle station, water taxis, pedestrian walkways, streets and the I-710 freeway. Of the 35 fixed routes serving the community, the majority pass through the Transit Gallery and all connect with one of the two light-rail lines in the area. Throughout the service area, LBT connects with nine other transit operators which serve as secondary providers. These operators are: The Los Angeles County Metropolitan Transportation Authority (Metro), the Orange County Transportation Authority (OCTA), Torrance Transit, Los Angeles Department of Transportation (LADOT), Norwalk Transit, the Carson Circuit, Easy Rider Shuttle (City of Paramount), the Bellflower Bus (City of Bellflower) and Cerritos on Wheels (COW). Customers can transfer between these services with a special interagency transfer, the regional LA County monthly EZ Transit Pass, or the OCTA and LBT day passes.

Services Provided

Local Fixed-Route Service

Fixed-route service is provided with a fleet of 249 buses and is distributed over 35 routes with a peak requirement of 186 buses as of February 2019. Service is operated throughout the fixed-route system seven days a week from 4 a.m. to 1:20 a.m. LBT's fixed-route service is provided with 40-foot buses and 60-foot articulated buses. All buses use low-floor, curb-level technology, and all are fully ADA accessible. Fixed-route buses can accommodate up to three bicycles.

Passport Service

The Passport route is a complimentary circulator operating in the downtown Long Beach business districts and along the water front. The Passport connects many points of interest such as: the Aquarium of the Pacific, The Pike Outlets, The Queen Mary, Pine Avenue, Shoreline Village, the Convention Center, the Long Beach Arena, surrounding hotels, business and government hubs. Service operates daily from approximately 5:10 a.m. to 1:00 a.m.

AquaBus Water Taxi

The AquaBus serves Queensway Bay near downtown Long Beach, providing point-to-point service to destinations including The Queen Mary, Hotel Maya, Aquarium of the Pacific, Pine

Avenue Circle, and Shoreline Village. This waterborne service offers a leisurely and functional means of accessing both the city and marina sides of the waterfront entertainment center. AquaBus service is provided by two, 40-foot boats, each having capacity for 37 customers. The boats are mobility device accessible. The service operates seven days per week, generally from Memorial Day weekend through Labor Day weekend, then three-day weekend service is available through October.

AquaLink Water Taxi

The AquaLink extends water taxi service from Queensway Bay across the outer harbor to Alamitos Bay on the east side of Long Beach. Passage is made on two 69-foot catamarans with capacity for 74 customers and storage for bicycles. Providing point-to-point service, two catamarans serve the Aquarium of the Pacific, Queen Mary and Alamitos Bay Landing. The route provides a quick, convenient and fun connection between Long Beach's east and west harbor attractions. The AquaLink catamaran is accessible to mobility devices and bicycles, and operates generally from Memorial Day weekend through Labor Day weekend, then three-day weekend service is available through October.

The docks for the AquaBus and AquaLink services are linked to LBT bus services. Operation of both the AquaBus and AquaLink is currently contracted to Catalina Express.

Demand Responsive Paratransit (Dial-A-Lift)

In 1976, LBT became one of the first transit systems in the nation to offer a paratransit service for persons with disabilities. The service, called Dial-A-Lift (DAL), is operated as a public-private partnership. This service is in addition to Access Services, the Los Angeles County complementary paratransit service mandated by the Americans with Disabilities Act of 1990 (ADA).

DAL service, with a fleet of 10 vans, is available from Sunday through Thursday, and on holidays, from 7 a.m. to 10:30 p.m. On Friday and Saturday, the hours are 7 a.m. to 11:30 p.m. The service operates in the cities of Long Beach, Lakewood, Signal Hill and Paramount, which comprise about 80 percent of LBT's fixed-route service area. Through a 2015 solicitation, LBT has contracted with Global Paratransit Inc., to provide the service. LBT staff is responsible for certifying eligible members and responding to any member concerns or complaints. The Contractor is responsible for reservations, dispatch, service delivery and vehicle maintenance. The Contractor charges LBT on a per-mile basis.

Organizational Structure

LBT is a California nonprofit corporation, with the City of Long Beach as the sole shareholder. The President and Chief Executive Officer is responsible for the day-to-day management and operation of LBT, and reports directly to a Board of Directors.

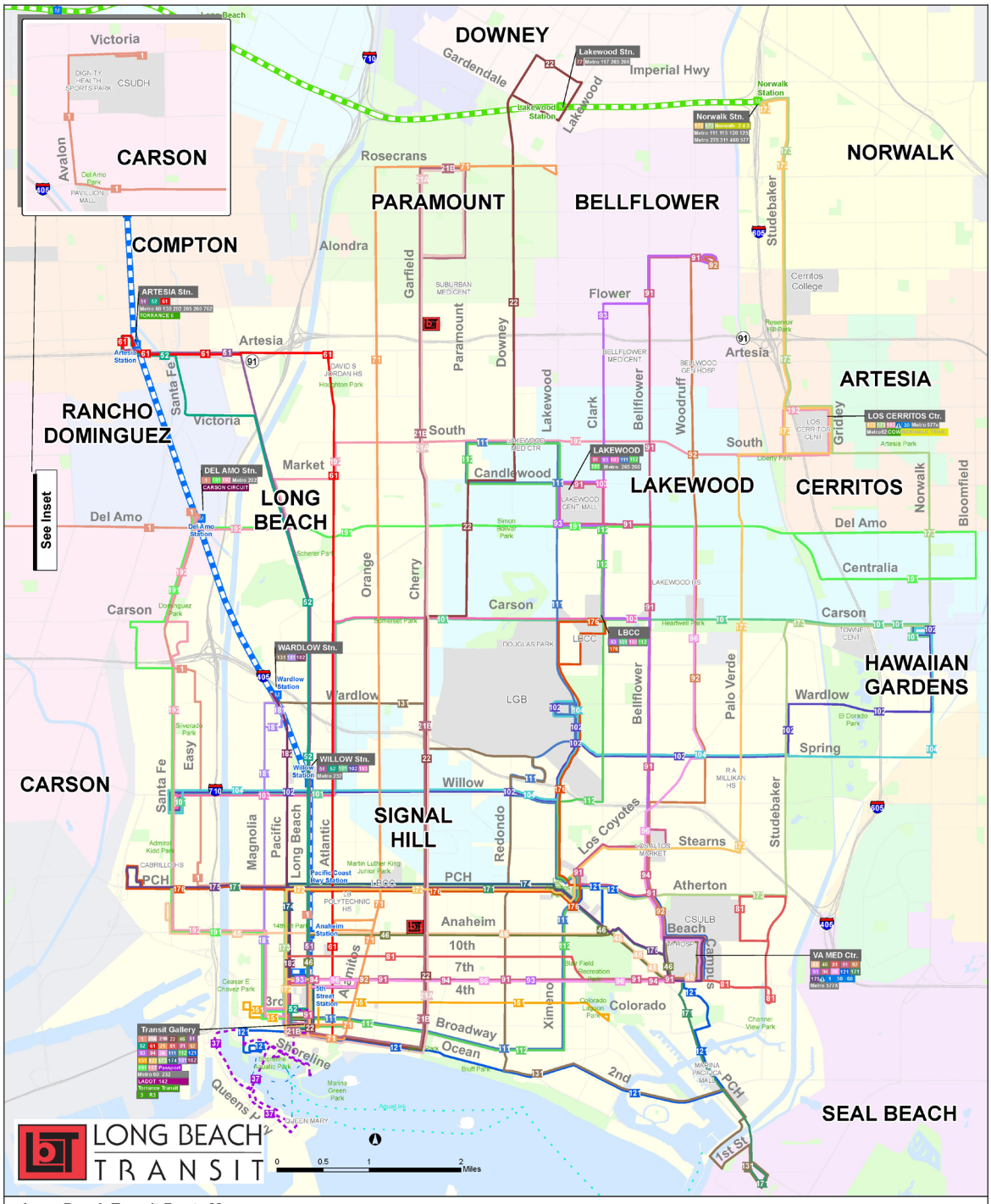
LBT is governed by a seven-member Board of Directors which provides broad policy and financial decisions, setting policy direction for the organization. The Mayor of the City of Long Beach appoints residents of the community, who are confirmed by the Long Beach City Council, to the Board to serve no more than two consecutive four-year terms. In addition, two designees of the City of Long Beach's City Manager's Office may serve as representative members of the Board, but do not have voting authority.

Four-Factor Analysis

Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or recipient.

Being part of the diverse communities served by LBT, the agency has regularly encountered LEP individuals throughout its day-to-day operations. Accordingly, LBT works to ensure that all individuals have access to this vital information which allows them to use the transit system. Below are examples of the typical interactions LBT has with LEP individuals.

- Customer Service Call Center
- TranSmart Automated Voice Response System
- Transit and Visitor Information Center at the First Street Transit Gallery, providing a centralized location for bus pass sales, lost and found services, real-time schedule display, route information givne by Customer Service Clerks at ADA-accessible windows and ID card processing for seniors and LBT Dependents
- LBT Dial-A-Lift customer service
- LBT staff at community events and festivals
- Community meetings
- Bus Operators
- Public hearings
- Schedules, brochures, car cards and customer bulletins
- Annual Customer and Community Survey
- Public outreach and street teams
- Text for next bus information
- LBT website
- LBT Facebook, Instagram and Twitter accounts



Long Beach Transit Route Map

Effective 02/2019

Metro Blue Line
Metro Green Line

LBT Water Taxis:
LBT AquaBus
LBT AquaLink

Multi-Agency Service:
Bellflower Transit
Carson Circuit
COW
LADOT
Metro
Norwalk Transit
OCTA
Torrance Transit

1	Easy Ave./Santa Fe/CSUDH	92	7th St. to Woodruff	171	PCH / Market Place
21A	Cherry	93	7th St. to Clark	172	PCH / Palo Verde
21B	Cherry	94	7th St. to Bellflower & Stearns	173	PCH / Studebaker
22	Downey Ave.	96	ZAP Super Service	174	PCH / Ximeno
37	Passport	101	Carson St.	175	PCH / CSULB
45	Anaheim St./To Santa Fe	102	Spring St.	176	ZAP PCH
46	Anaheim St./To Downtown	103	Lakewood Mall	181	Magnolia
51	Long Beach Blvd.	104	Spring St. / El Dorado Park	182	Pacific
52	Long Beach Blvd. - Victoria	111	Broadway / Lakewood	191	Santa Fe / Del Amo
61	Atlantic / Artesia Station	112	Broadway / Clark	192	Santa Fe / South St.
71	Alamitos - Orange	121	Ocean Blvd. - CSULB - PCH at Ximeno		
81	10th St. to CSULB	131	Redondo Ave.		
91	7th St. to Bellflower	151	4th St.		

LBT Service Area LEP Characteristics		% of Total	Langauge % of LEP
Total Population:	787,360		
Speak only English	**401,679**		
Spanish:	**282,670**		
Speak English "very well"	167,931		
Speak English less than "very well"	114,739	14.50%	50.90%
Tagalog:	**30,778**		
Speak English "very well"	19,852		
Speak English less than "very well"	10,926	1.30%	4.80%
Khmer:	**18,022**		
Speak English "very well"	7,952		
Speak English less than "very well"	10,070	1.20%	4.50%
Chinese:	**8,222**		
Speak English "very well"	3,568		
Speak English less than "very well"	4,654	0.60%	2.10%
Korean:	**6,701**		
Speak English "very well"	2,452		
Speak English less than "very well"	4,249	0.50%	2%
Vietnamese:	**5,693**		
Speak English "very well"	2,585		
Speak English less than "very well"	3,108	0.40%	1.40%
Thai:	**2,274**		
Speak English "very well"	1,006		
Speak English less than "very well"	1,268	0.20%	0.60%
Arabic:	**2,367**		
Speak English "very well"	1,462		
Speak English less than "very well"	905	0.10%	0.40%
Other Pacific Island languages:	**4,770**		
Speak English "very well"	3,336		
Speak English less than "very well"	1,434	0.20%	0.60%
Speak Other Languages	**21,684**		
Speak english very well	15,378		
Soeak Englisl less than "very well"	6,306	0.80%	2.80%
Totals			
Speaks English Only or Speaks English "very well"	561,838	71.36%	
Speaks Other Languages and Speaks English less than "very well"	225,522	28.64%	

**other languages include : African, Hindi, Japanese, French, French Creole, Italian, Portugese, German, Loatian, Other Asian Languages, Yiddish, Western German, Scandanavian, Greek, Russian, Polish, Croatian, Slavic, Armenian, Persian, Gujarti, Urdu, Other European, Hmong, Navajo, Other Native American, Hungarian, Hebrew, Other

Data Source: 2015 ACS by LBT Service Area Census Tracts- B16001 langauge Spoken at Home by Ability to Speak English for the Population Five Years or Older

The American Community Survey showed that many languages are spoken in the homes of those living within LBT's service area. Of the 787,360 residents, 51 percent of the population speaks only English in the home. The remaining 49 percent speak a language other than English at home.

Over the years, LBT's service area has seen dramatic demographic changes, leading to an increase in Spanish speakers. Of the LEP population, by far the most prominent language spoken is Spanish. By exploring the ACS data, LBT has determined that these languages listed above are the eight language groups that are the most prevalent in LBT's service area. From the data, one can see that other than Spanish, the larger LEP language groups for the service area are Tagalog and Khmer.

In terms of concentrations, LBT determined that the Khmer-speaking LEP population, in addition to being evenly distributed throughout the service area, there is also a concentration around three corridors within LBT's service area: Anaheim Street, Pacific Coast Highway running east/west and Atlantic Boulevard running north/south. This is consistent with other demographic data, identifying a larger population of Cambodian residents in the southwestern portion of the City of Long Beach.

The Tagalog-speaking LEP population is fairly evenly distributed throughout LBT's service area, with no measureable concentration.

The Vietnamese, Korean, Thai, Chinese and Arabic LEP populations, while above the 1,000-person threshold as defined by the DOJ Safe Harbor Provision, are far fewer than the Khmer and Tagalog-speaking LEP populations. LBT's LEP efforts, therefore, will be focused on the most-encountered LEP languages, which include Spanish, Khmer and Tagalog.

As these are the same three language groups LBT identified as the most prevalent in the 2023 Title VI program, practices and materials are currently in place to help this LEP population.

Factor 2: The frequency with which LEP persons come into contact with the program.
LBT regularly encounters LEP individuals throughout its day-to-day operation. By far the most common language group that LBT encounters, outside of English, is individuals whose primary language is Spanish. Based on the information collected by the customer service staff and LBT operators, Spanish is the requested language 99 percent of the time.

Out of an average of 8,800 customer service calls a month, 5.2 percent of the calls will request Spanish. For language assistance with Khmer and Tagalog, the calls are less than 1 percent a month. For the other identified languages in the chart, requests are almost non-existent. For LBT operators, the average times they will come in contact with an LEP individual during one shift averages to about five times. There report of the most languages encountered matches exactly with the data shown above. Operators identified Spanish, Tagalog, and Khmer as the top 3 languages encountered while driving. It is for this reason that LBT has worked to provide critical information in both English and Spanish. Here are some of the relevant activities and services currently provided by LBT:

- Fixed-route transit service on 35 routes
- Customer Service Call Center, providing information in English, Spanish, and Khmer TranSmart Automated Voice Response System, available in English and Spanish

- Transit & Visitor Information Center at the First Street Transit Gallery, providing a centralized location for bus pass sales, lost and found services, real-time schedule display, route information given by Customer Service Clerks at ADA-accessible windows and ID card processing for seniors and LBT Dependents.
- LBT Dial-A-Lift Customer Service
- AquaBus and AquaLink Water Taxi Services
- LBT-staffed booths at community events and festivals
- Bus Operators come into contact with LEP individuals every day
- LBT Website – available in all languages of which Google can translate
- Schedules, brochures, car cards and customer bulletins also in English and Spanish
- Annual Customer and Potential Customer Survey conducted in both English and Spanish
- Public Outreach Street Teams, providing information in English and Spanish for selected events
- LBT Facebook, Instagram and Twitter accounts

Factor 3: The nature and importance of the program, activity, or service provided by the program to people's lives.

2019 List of Long Beach Transit Routes			
	Passport Route	102	Willow St. / Spring / Wardlow
	Water Taxis	103	Carson St. / Lakewood Center
1	Easy Ave. / CSUDH	104	Willow St. / Spring St. / Nature Center
21A/21B	Cherry Ave.	111	Broadway / Lakewood Blvd
22	Cherry Ave. / Downey Ave. / Metro Green Line Station	112	Broadway / Clark Ave.
45	Anaheim St. / Santa Fe / CSULB	121	Ocean Blvd. / Belmont Shore / CSULB / Beachside College
46	Anaheim St. / Downtown / CSULB	131	Redondo Ave. / Seal Beach
51	Long Beach Blvd. / Artesia Station	151	4th Street
52	LB Blvd. / Victoria St. / Artesia Stn.	171	PCH / Seal Beach
61	Atlantic Ave. / Artesia Station	172	PCH / Palo Verde Ave.
71	Alamitos Ave. / Orange Ave.	173	PCH / Studebaker Rd.
81	10th St. / CSULB	174	PCH / Ximeno Ave. only
91	7th ST. / Bellflower Blvd.	175	PCH / CSULB
92	7th St. / Woodruff Ave.	176	ZAP PCH / LBCC
93	7th St. / Clark Ave.	181	Magnolia Ave.
94	7th St. / Los Altos	182	Pacific Ave.
96	ZAP 7th St.	191	Santa Fe Ave. / Del Amo Blvd
101	Carson St. / Norwalk Blvd.	192	Santa Fe Ave. / South St.

Through input from LBT's annual Customer and Potential Customer Survey, it is evident that without LBT's services many individuals would find it difficult, if not impossible, to reach destinations throughout Los Angeles and Orange counties.

- Critical information provided by LBT which can affect access includes:
- Fare Payment Information
- System/Route Maps and Timetables
- Public Notices Regarding Public Hearings or Community Meetings
- Notices Pertaining to Detours
- Applications for Services (including Dial-A-Lift)
- Customer Bulletins
- LBT's Civil Rights Notice to the Public, Complaint Form and Complaint Policy

Factor 4: The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach.

Currently, LBT embarks on a number of measures in support of reaching the LEP population. These efforts include:

- The LBT Route and Schedule Guide is currently printed in English and Spanish, providing maps and timetables in addition to offering customers important information about how to ride the bus, critical information on fares and passes, services for customers with disabilities, tips on safety, security and a smooth ride, and community resource contact information. There is only a minimal incremental cost for the Transit Guide to be printed in Spanish and English, as in-house staff provided the original translated copy, as well as the minor updates to Spanish copy. The cost of the seven additional pages required to include Spanish translation in the Transit Guide is approximately $10,000 on an annual basis. There are on average 125,000 copies printed during each of three service changes.
- In early 2019, LBT launched a new website www.ridelbt.com that can be read, not only in English, but in every language that Google translates. The cost of the new website was $100,000.
- The Customer Service Call Center and Transit & Visitor Information Center is staffed with bilingual employees, speaking Spanish and Khmer. Employees do not receive extra compensation for being bilingual, so there is no additional cost for LBT's bilingual staff.
- LBT, through its marketing and advertising contract, requires the added focus on its Spanish-speaking market. At the request of LBT, the marketing firm deploys a Street Team, an outreach team which canvasses the population of Spanish-speaking customers to provide information about LBT services and events. In addition, the marketing firm provides translation assistance for printed material placed on buses, promotions, advertisements and other signage. This includes customer bulletins on board the buses, and other material offered to keep customers informed. The total budget for the portion of LBT's marketing and advertising contract dedicated to the Spanish-language outreach is $130,000 (30 percent of the total Contract), which includes Spanish-language media buys, overall marketing to the Spanish-speaking audience, translation services and the as-needed deployment of a Street Team.
- LBT's non-bilingual bus operators ask other customers on-board for translation assistance when they are either unable to understand or communicate with an LEP person or are not near to LBT's staffed customer service centers. If still unable to provide assistance, LBT operators are currently instructed to contact Dispatch for assistance.
- Upon request, LBT has other staff, not typically in direct contact with customers, who can help translate in languages other than Spanish; for example staff speaking various Asian and Western European languages have been utilized to translate, although very infrequently.

LBT intends to continue to focus on providing critical information about LBT's system to LBT's Spanish speaking LEP population, because at 14.5 percent of the total LEP population, these individuals represent the largest LEP segment within LBT's service area. LBT also intends to include the USDOJ Safe Harbor Provision languages of Khmer and Tagalog into its vital documents.

With a limited budget and constrained future funding resources, LBT works hard to stretch a

small budget to maximize services for the LEP population. At this time, LBT is committed to continuing its current efforts, in terms of offering the most critical information in both English and Spanish, including the website, printed material and information provided by LBT Customer Service Representatives.

In order to assess the specific frequency of other LEP languages encountered by LBT staff, LBT will undertake a survey among bus operators and Customer Service staff. This survey will help to further inform LBT's actions and efforts with regard to LEP access to its transit system.

LBT hired a language translation service called Voiance for use with the Customer Service call center. This costs roughly $1,440 a year. In addition, Customer Service Staff has developed a phone tree for in-house, backup translation services that would allow LBT employees who are able to communicate in other languages to assist if there are requests from individuals who need language assistance in a language other than the ones currently spoken in LBT's Customer Service department. While the occurrence of this is estimated to be less than 1 percent of the time, it is important to provide these in-house resources as way to provide a service with little to no additional financial resources required.

Conclusion

LBT has developed a number of services to guarantee that those who rely upon public transit are able to receive the critical information that LBT provides. LBT has focused on hiring bilingual Customer Service employees who are fluent in both English and Spanish, as well as other employees who also are fluent in Khmer. The availability of these in-house resources has greatly helped in providing critical information to LBT's LEP speaking population.

LBT will continue efforts to ensure that LEP individuals do not feel unable to utilize LBT's service.

Language Assistance Plan

Introduction

The U.S. Department of Transportation (DOT) Limited English Proficiency (LEP) guidance recommends that LBT, as a recipient of federal funds, develop an implementation plan to address the needs of the LEP populations is serves. An effective Language Assistance Plan typically includes the following five elements: Identifying LEP Individuals Who Need Language Assistance, Language Assistance Measures, Training Staff, Providing Notice to LEP Persons and Monitoring and Updating the LEP Plan.

Element 1: Identifying LEP Individuals Who Need Language Assistance

As part of the Four-Factor analysis, LBT used the 2015 ACS data to determine the breakdown of LEP individuals located within its service area. This was done using the analysis of over 180 census tracts, and approximately 785,000 residents.

The data showed some very clear trends within LBT's service area. Approximately, 49 percent of the residents in the service area speak a language other than English at home. Of the total service area population, 71 percent identified themselves as speaking English "very well." This figure includes not only the 51 percent of those identifying themselves as speaking English only, but also those who speak other languages but identify themselves as being able to speak English "very well." LBT also determined that 28 percent of LBT's service area can be classified as LEP, in that nearly a quarter of the residents within the area speak English "well," "not well" or "not at all." LBT found that of those speaking English less than "very well," 14 percent spoke Spanish.

Spanish is the clear and overwhelming LEP language to be addressed in LBT's service area. In accordance with the USDOJ's Safe Harbor Provision, it is clear that both Khmer and Tagalog speaking LEP populations are emerging in LBT's service area. It was determined that nearly 11,000 Khmer-speaking LEP residents, in addition to being evenly distributed throughout the service area, there is also a concentration around three corridors within LBT's service area: Anaheim Street and Pacific Coast Highway running east/west, and Atlantic Boulevard running north/south. This is consistent with other demographic data, identifying a larger population of Cambodian residents in the southwestern portion of the City of Long Beach. In terms of the nearly 11,000 Tagalog-speaking residents there is no specific concentration within the service area, rather there is a relatively even distribution.

As indicated under Factor 1, LBT regularly encounters LEP individuals throughout its day-to-day operations. By far the most common language group encountered by LBT, outside of English, is Spanish.

Element 2: Language Assistance Measures

LBT currently provides language assistance to LEP individuals through different initiatives that impact the maximum number of people in its service area:

- The LBT Route and Schedule Guide is printed in English and Spanish, providing maps and timetables in addition to offering customers important information about how to ride

the bus, critical information on fares and passes, disabled customer services, tips on safety, security and a smooth ride, and community resource contact information.

- In early 2019, LBT launched a new website www.ridelbt.com that can be read, not only in English, but in every language that Google translates to. LBT, through its marketing and advertising firm, provides its written material placed on buses and other signage in Spanish, Khmer, and Tagalog. This includes customer bulletins on board the buses, and other material offered to keep LBT's customers informed.
- The Customer Service Call Center and Transit & Visitor Information Center is staffed with bilingual employees, speaking Spanish and Khmer. LBT has seven bilingual staff members to assist with this important function.
- Through its marketing and advertising firm, LBT may deploy a Street Team, or a grassroots group of individuals canvassing the population of Spanish-speaking customers to provide information about LBT services and events.
- LBT contracts with a language translation line called Voiance to provide its Customer Service staff with additional tools to provide information to LEP customers with whom they are unable to communicate.
- LBT's non-bilingual bus operators are trained to ask other customers on-board for translation assistance when they are either unable to understand or communicate with an LEP person. Otherwise, they are instructed to contact a supervisor for assistance. In line with the implementation of LBT's language translation service, operators are trained to provide the LBT Customer Service phone number so that staff will be able to connect the customer with translation services.
- LBT has other staff, not typically having direct contact with customers who can help translate in languages other than Spanish, for example staff speaking various Chinese dialects, Khmer, Tagalog, Vietnamese and Italian have been utilized to translate, although very infrequently.
- For public hearings held by LBT, translation services are available, and information about their availability is provided during the notification process. Such services are contracted to an outside translation firm, meeting the requirements of LBT's scope of work.

Element 3: Training Staff

LBT has incorporated LEP training into its annual training for all bus operators and supervisors. Similarly, LEP training has been included in all new employee training conducted periodically throughout the year. Such training provides information to employees about LBT policies and procedures regarding LEP, and service to communicate the importance of such interactions with the public. LBT staff members that may interact with LEPs are aware of their responsibilities to service customers to the extent possible regardless of the language they speak. It is through the development of these practices that we hope to ensure that individuals who rely upon LBT's fixed-route services for their transit needs are able to effectively use this service.

As LBT hires a language translation service, additional training will be provided to staff, including customer service staff. LBT does not currently provide formal language-related customer service training.

Element 4: Providing Notice to LEP Persons

LBT currently provides most of its public printed material about service in both English and Spanish, including interior car cards, route schedules and eye-level information. The Route and Schedule Guide has critical information available in both Spanish and English, and printed notices about detours, events, and other customer bulletins are provided in both languages as well. Additionally, the public telephone automated answering recording is in both English and Spanish.

In addition, in accordance with USDOJ Safe Harbor Provision, LBT has incorporated the additional LEP languages of Khmer and Tagalog into its vital documents.

Element 5: Monitoring and Updating the LEP

LBT intends to explore additional improvements that may be developed as a result of ongoing dialogue with the LEP community and changes to the demographics of the service area.

LBT's LEP Plan will be updated every three years or when significant changes are required.

[This Page Is Left Intentionally Blank]

Appendix D

Public Participation Plan



The following is a copy of the Community Outreach calendars from FY2022-FY2025

Long Beach Transit

Community Outreach Calendar FY2021-2022

- **MOTB: Knives Out**
  - August 3, 2021
  - Time: 4:30 pm – 8:30 pm
  - Location: Granada Beach
  - Description: Moonlight movies on the beach is a free summer event in Long Beach featuring outdoor movie screenings at scenic beachside locations like Granada Beach and Long Beach City College's Liberal Arts Campus
  - Contact: Kris Gragson krisgragson@gmail.com
- **District 6 Field Office Grand Opening**
  - August 9, 2021
  - Time: 6:00 pm – 8:00 pm
  - Location: McBride Park
  - Description: Long Beach Transit's outreach team tabled an event connecting with community members in Long Beach Council District 6.
  - Contact: Veronica Aguilar veronica.aguilar@longbeach.gov
- **MOTB: Lady in the Tramp**
  - August 10, 2021
  - Time: 4:30 pm – 8:30 pm
  - Location: Granada Beach
  - Description: Moonlight movies on the beach is a free summer event in Long Beach featuring outdoor movie screenings at scenic beachside locations like Granada Beach and Long Beach City College's Liberal Arts Campus
  - Contact: Kris Gragson krisgragson@gmail.com
- **MOTB: The Fifth Element**
  - August 12, 2021
  - Time: 4:30 pm – 8:30 pm
  - Location: Granada Beach
  - Description: Moonlight movies on the beach is a free summer event in Long Beach featuring outdoor movie screenings at scenic beachside locations like Granada Beach and Long Beach City College's Liberal Arts Campus
  - Contact: Kris Gragson krisgragson@gmail.com
- **Uptown Jazz Festival**
  - August 21, 2021
  - Time: 9:00 am – 6:00 pm
  - Location: Houghton Park
  - Description: The Uptown Jazz Festival brings the community together in North

Long Beach for an afternoon of jazz, community resources, music and family fun.
    - Lynn Ward lynohila.ward@longbeach.gov
- **MOTB: Tombstone**
    - August 24, 2021
    - Time: 4:30 pm – 8:30 pm
    - Location: Granada Beach
    - Description: Moonlight movies on the beach is a free summer event in Long Beach featuring outdoor movie screenings at scenic beachside locations like Granada Beach and Long Beach City College's Liberal Arts Campus
    - Contact: Kris Gragson krisgragson@gmail.com
- **Long Beach Grand Prix**
    - September 24, 2021 to September 26, 2021
    - Time: 7:00 am – 5:00 pm
    - Location: Long Beach Convention & Entertainment Center
    - Description: The Acura Grand Prix of Long Beach is an annual three day motorsports festival held on a 1.968 mile temporary street circuit in downtown Long Beach featuring Indy Car Series races, sports car competitions and various family friendly activities.
    - Contact:
- **Cool Rides, Clean Air Event**
    - October 6, 2021
    - Time: 11:00 am – 1:00 pm
    - Location: California State University, Long Beach (CSULB)
    - Description: Student event at CSULB celebrating sustainability and promoting clean transportation.
    - Contact: Kayla Jolly kayla.jolly@csulb.edu
- **University of California, Los Angeles' (UCLA) 2021 Sustainable Transportation Fair**
    - October 14, 2021
    - Time: 10:00 am – 2:00 pm
    - Location: University of California, Los Angeles (UCLA)
    - Description: Student event at UCLA celebrating sustainability and promoting clean transportation to and from UCLA.
    - Contact: Abdallah Daboussi adaboussi@ts.ucla.edu
- **Wayfinding Outreach at Transportation Visitor Information Center**
    - October 18, 2021 to October 22, 2021
    - Time: 10:00 am – 1:00 pm; 1:00 pm – 4:00 pm; 10:00 am – 1:30 pm
    - Location: TVIC
    - Description: The outreach team conducted outreach with customers at the TVIC, promoting service and distributing a survey to improve wayfinding in the area.
    - Contact:

- **Webster Trunk or Treat Event**
  - October 27, 2021
  - Time: 4:00 pm – 5:30 pm
  - Location: Webster Elementary
  - Description: Halloween event at Webster Elementary for students and their families. Long Beach Transit staffed a booth and staged a bus.
  - Contact: Hannah Heis
- **Jordan High School Outreach**
  - October 28, 2021
  - Time: 12:35 pm – 1:05 pm
  - Location: Jordan High School
  - Description: Long Beach Transit's outreach team tabled an event promoting the student pass program.
  - Contact: Michelle Greene mgreene@lbschools.net
- **Harvest Festival & Resource Fair**
  - October 30, 2021
  - Time: 12:00 pm – 4:30 pm
  - Location: MacArthur Park
  - Description: Halloween themed resource fair for community members and their families. Long Beach Transit tabled at the event connecting with customers on LBT's resources.
  - Contact: Fatima Castro fatimacastro.LB@gmail.com
- **Lakewood High School Outreach**
  - November 2, 2021
  - Time: 11:00 am – 11:30 am
  - Location: Lakewood High School
  - Description: Long Beach Transit's outreach team tabled an event promoting the student pass program.
  - Contact: Worren Booth wbooth@lbschools.net
- **Long Beach Blast Presentation (Reid High School)**
  - November 5, 2021
  - Time: 11:30 pm – 1:00 pm
  - Location: Jordan High School
  - Description: Long Beach Transit's outreach team tabled an event promoting the student pass program and answering questions from students.
  - Contact: Elyza Morales elyza@lbblast.org
- **Shop with a Cop**
  - November 6, 2021
  - Time: 7:00 am – 12:00 pm
  - Location: Webster Elementary School and Target on Bellflower Blvd.
  - Description: Long Beach Transit sponsored the Long Beach Police Department's

shop with a cop event, which provides low income families in Long Beach Unified School District an opportunity to go Christmas shopping with a police officer.
    - Contact: Denise Grenne denise.grenne@lbschools.net
- **Browning High School**
    - November 10, 2021
    - Time: 12:00 pm – 12:35 pm
    - Location: Browning High School
    - Description: Long Beach Transit's outreach team tabled an event promoting the student pass program.
    - Contact: Guadalupe Saldana gsaldana@lbschools.net
- **Cabrillo High School Outreach**
    - November 12, 2021
    - Time: 10:30 am – 12:30 pm
    - Location: Cabrillo High School
    - Description: Long Beach Transit's outreach team tabled an event promoting the student pass program.
    - Contact: Connie Granieri cgranieri@lbschools.net
- **Long Beach Unified School District – School of Choice Fair**
    - November 13, 2021
    - Time: 7:45 am – 12:30 pm
    - Location: Cabrillo High School
    - Description: Long Beach Unified School District hosts an annual resource for families with students entering high. Long Beach Transit tabled at the event to share resources with families and assisted with planning their routes to prospective high schools within the district.
    - Contact: Stephanie Heilig sheilig@lbschools.net
- **Veterans Day Festival**
    - November 13, 2021
    - Time: 12:00 – 4:00 pm
    - Location: Houghton Park
    - Description: The City of Long Beach hosted a Veteran's Day Festival and Resources Fair. Long Beach Transit tabled at the event promoting services and resources.
    - Contact: Rebecca Guillen Rebecca.guillen@longbeach.gov
- **Sato Academy High School Site Night**
    - December 2, 2021
    - Time: 6:00 pm – 8:00 pm
    - Location: Sato Academy High School
    - Description: Long Beach Transit's outreach team tabled at Sato Academy Site Night where eighth graders and their families get to tour the school.
    - Contact: Thao Fontela tfontela@lbschools.net

- **Long Beach International Tamales Festival**
    - December 5, 2021
    - Time: 12:00 pm – 8:00 pm
    - Location: Scottish Rite Events Center
    - Description: Long Beach Transit sponsored the Long Beach International Tamale Festival which brought the community together for food, music and local vendors. Long Beach tabled at the event promoting service.
    - Contact:
- **Long Beach Blast Presentation (Poly PALL)**
    - December 7, 2021
    - Time: 1:30 pm – 2:50 pm
    - Location: Long Beach Poly PALL
    - Description: Long Beach Transit's outreach team tabled an event promoting the student pass program and answering questions from the students.
    - Contact: Maria Zapien mzapien@lbblast.org
- **Breakfast with Santa**
    - December 11, 2021
    - Time: 8:00 am – 12:00 pm
    - Location: Paramount Community Center
    - Description: The City of Paramount hosted an annual Breakfast with Santa community event. Long Beach Transit's outreach team tabled an event promoting service and connecting with customers.
    - Contact: Sulema Rosales srosales@paramountcity.com
- **Millikan High School Site Night**
    - December 14, 2021
    - Time: 6:00 pm – 8:00 pm
    - Location: Millikan High School
    - Description: Long Beach Transit's outreach team tabled at Millikan's Site Night where eighth graders and their families have an opportunity to tour the school.
    - Contact: Midori Sanchez msanchez2@bschools.net
- **Poly High School Site Night**
    - December 15, 2021
    - Time: 6:00 pm – 8:00 pm
    - Location: Poly High School
    - Description: Long Beach Transit's outreach team tabled at Poly's Site Night where eighth graders and their families have an opportunity to tour the school.
    - Contact: Vincent Puth vputh@lbschools.net
- **Winter in Willmore**
    - December 18, 2021
    - Time: 1:00 pm – 4:00 pm
    - Location: Drake Park

- Description: The Willmore Neighborhood Association hosted and annual holiday event, bringing the community together for festive fund and resources. Long Beach Transit's outreach team tabled at the event.
- Contact: Jennifer Kumiyama jnkumiyama@gmail.com

- **Long Beach City College Better Breakfast Days**
  - March 1, 2022 and March 3, 2022
  - Time: 9:00 am – 11:00 am
  - Location: Long Beach City College, Liberal Arts and Pacific Coast Campuses
  - Description: Long Beach City College hosted a monthly free breakfast on campus for students. Long Beach Transit outreach team tabled at the breakfast connecting with students with bus pass options.
  - Contact: Justin Mendez jmendez@lbcc.edu
- **Black Health Equity Collaborative Community Health Fair**
  - March 12, 2022
  - Time: 12:00 pm – 4:00 pm
  - Location: Long Beach City College, Liberal Arts Campus
  - Description: Long Beach Transit's outreach team tabled at the City of Long Beach Black Health Equity Collaborative Community Health Fair which brought families together for an afternoon of fun, music and resources.
  - Contact: Angie Hamlett angela.dixon-hamlett@longbeach.gov
- **Newcomb Academy Outreach**
  - March 15, 2022
  - Time: 10:30 am – 11:00 am
  - Location: Newcomb Academy
  - Description: Long Beach Transit's outreach team presented to students at Newcomb Academy promoting the student pass and answering questions from students.
  - Contact: Michelle Marshall mmarshall1@lbschools.net
- **Long Beach City College GoPass Outreach Liberal Arts Campus**
  - March 21, 2022
  - Time: 10:30 am – 12:30 pm
  - Location: Long Beach City College, Liberal Arts Campus
  - Description: Long Beach Transit's outreach team tabled at Long Beach City College campus promoting the GoPass program, a free pass for students.
  - Contact: Justin Mendez jmendez@lbcc.edu
- **Intellectual Virtues Academy (IVA) Career Day**
  - March 25, 2022
  - Time: 10:00 am – 11:45 am
  - Location: Intellectual Virtues Academy
  - Description: Long Beach Transit's outreach team presented on career opportunities at Long Beach Transit to students at Intellectual Virtues Academy Charter School.

- Contact: Makenna Briceno makenna.briceno@academylongbeach.gov

- **New Art Exhibition at Rancho Los Cerritos**
  - March 27, 2022
  - Time: 3:00 pm – 5:00 pm
  - Location: Rancho Los Cerritos Elementary School
  - Description: Long Beach Transit's outreach team tabled an art exhibit opening at Rancho Los Cerritos Elementary School and Long Beach Transit also provided shuttle service.
  - Contact:
- **Cambodia Town Parade and Festival**
  - April 3, 2022
  - Time: 9:00 am – 6:00 pm
  - Location: Cherry Avenue and Anaheim Street, MacArthur Park
  - Description: Long Beach Transit participated in the annual Cambodia Town Parade and Festival brining the community together to celebrate Cambodian New Year.
  - Contact:
- **Long Beach Blast College and Career Fair**
  - April 6, 2022
  - Time: 10:00 am – 12:00 pm
  - Location: Reid High School
  - Description: Long Beach Transit's outreach team participated in the Long Beach Blast College and Career Fair, connecting with students on career opportunities at Long Beach Transit.
  - Contact:
- **Acura Grand Prix of Long Beach**
  - April 8, 2022 to April 10, 2022
  - Time: 8:00 am – 5:00 pm
  - Location: Long Beach Convention and Entertainment Center
  - Description: The Acura Grand Prix of Long Beach is annual three day motorsports festival held on a 1.968 mile temporary street circuit in downtown Long Beach featuring Indy Car Series races, sports car competitions and various family friendly activities. Long Beach Transit staged a bus and held a resource table along with an engaging bus racing activity.
  - Contact: Rod Henderson rhenderson@gpalb.com
- **Long Beach City College Better Breakfast Days**
  - April 12, 2022 and April 14, 2022
  - Time: 9:00 am – 11:00 am
  - Location: Long Beach City College, Liberal Arts and Pacific Coast Campuses
  - Description: Long Beach City College hosts a monthly free breakfast on campus for students. Long Beach Transit's outreach team tabled at the breakfast connecting students with bus pass options.

- Contact: Justin Mendez jmendez@lbcc.edu

- **City of Paramount of 5th Annual Eco Friendly Fair**
  - April 16, 2022
  - Time: 11:00 am – 1:00 pm
  - Location: City of Paramount
  - Description: Long Beach Transit's outreach team tabled at the City of Paramount hosted annual eco-friendly fair providing residents with green and sustainable them resources.
  - Contact: Ramiro Roque rroque@paramountcity.com
- **California State University, Long Beach Green Generation Showcase**
  - April 21, 2022
  - Time: 4:00 pm – 7:00 pm
  - Location: Poly High School
  - Description: Long Beach Transit's outreach team tabled at student event at California State University, Long Beach celebrating sustainability and promoting clean transportation.
  - Contact: Leslie Lira Leslie.lira-SA@csulb.edu
- **Black Student Achievement Initiative (BSAI) Symposium**
  - April 30, 2022
  - Time: 11:30 am – 2:30 pm
  - Location: Jordan High School
  - Description: Long Beach Transit's outreach team tabled at the Long Beach Unified School District Black Student Achievement Symposium bringing students together to hear about programs and resources.
  - Contact: Stephanie Heilig sheilig@lbschools.net
- **Long Beach City College Better Breakfast Days**
  - May 3, 2022 and May 5, 2022
  - Time: 9:00 am – 11:00 am
  - Location: Long Beach City College, Liberal Arts and Pacific Coast Campuses
  - Description: Long Beach City College hosted monthly free breakfast on campus for students. Long Beach Transit's outreach team tabled at the breakfast connecting students with bus pass options.
  - Contact: Justin Mendez jmendez@lbcc.edu
- **Long Beach Touch-A-Truck**
  - May 7, 2022
  - Time: 9:00 am – 1:00 pm
  - Location: Granada Beach
  - Description: Long Beach Transit's outreach team staged a Long Beach Transit bus and resource table at this family friendly event allowing children to explore and learn about various service vehicles and trucks.

- Contact: Justin Rudd justin@justinrudd.com

- **GoPass Lunch Outreach Cabrillo**
  - May 16, 2022
  - Time: 11:16 am – 11:46 am
  - Location: Cabrillo High School
  - Description: Long Beach Transit's outreach team tabled at Cabrillo High School to promote the GoPass program, a free bus pass option for students at Cabrillo High School.
  - Contact:
- **GoPass Lunch Outreach Renaissance**
  - May 17, 2022
  - Time: 12:37 pm – 1:07 pm
  - Location: Renaissance High School
  - Description: Long Beach Transit's outreach team tabled at Renaissance High School to promote the GoPass program, a free bus pass option for students at Renaissance High School.
  - Contact:
- **Cabrillo Open House**
  - May 19, 2022
  - Time: 5:30 pm
  - Location: Cabrillo High School
  - Description: Long Beach Transit's outreach team tabled at Cabrillo High School to promote the GoPass program, a free bus pass option for students at Cabrillo High School's Open House Night which brought families to campus to celebrate student work.
  - Contact:
- **GoPass Lunch Outreach Reid**
  - May 23, 2022
  - Time: 11:46 am – 11:45 am
  - Location: Reid High School
  - Description: Long Beach Transit's outreach team tabled at Reid High School to promote the GoPass program, a free bus pass option for students at Reid High School.
  - Contact: John Nhan jnhan@lbschools.net
- **GoPass Lunch Outreach Lakewood**
  - May 24, 2022
  - Time:
  - Location: Lakewood High School
  - Description: Long Beach Transit's outreach team tabled at Lakewood High School to promote the GoPass program, a free bus pass option for students at Lakewood High School.
  - Contact: Worren Booth wbooth@lbschools.net

- **Long Beach City College Breakfast Days**
  - June 1, 2022 and June 2, 2022
  - Time: 9:00 am – 11:00 am
  - Location: Long Beach City College, Liberal Arts and Pacific Coast Campuses
  - Description: Long Beach City College hosts a monthly free breakfast on campus for students. Long Beach Transit's outreach team tabled at the breakfast connecting students with bus pass options.
  - Contact: Justin Mendez jmendez@lbcc.edu
- **Getty 25**
  - June 4, 2022 and June 5, 2022
  - Time: 11:00 am – 6:00 pm
  - Location: Houghton Park
  - Description: Long Beach Transit's outreach team tabled as the Getty Museum celebrated their 25th Anniversary by hosting community events throughout the Los Angeles region, celebrating art.
  - Contact: Justin Mendez jmendez@lbcc.edu
- **Southern California Black Chamber of Commerce Job Fair and Expo**
  - June 11, 2022
  - Time: 10:00 am – 2:00 pm
  - Location: Marriott Long Beach, Downtown
  - Description: Long Beach Transit's outreach team tabled at the Southern California Black Chamber of Commerce Job Fair promoting potential careers at Long Beach Transit.
  - Contact: Sharifah Hardie sharifah@asksharifah.com
- **Moonlight Movies**
  - June 21, 2022, June 28, 2022 and June 30, 2022
  - Time: 6:00 pm – 8:00 pm
  - Location: Granada Beach and Long Beach City College, Liberal Arts Campus
  - Description: Moonlight movies on the beach is a free summer event in Long Beach featuring outdoor movie screenings at scenic beachside locations like Granada Beach and Long Beach City College's Liberal Arts Campus.
  - Contact: Kris Gragson krisgragson@gmail.com
- **Summer Arts Kick Off Resource Fair at Museum of Latin American Art (MOLAA)**
  - June 26, 2022
  - Time: 10:00 am – 1:30 pm
  - Location: Museum of Latin American Art (MOLAA)
  - Description: Long Beach Transit's outreach team tabled at the Museum of Latin American Art (MOLAA) Summer Arts kick off event bringing the community together for a day of art activities, music and community resources.
  - Contact: Jennifer Aguirre jennifer@centrocha.ogr

Long Beach Transit

Community Outreach Calendar FY2022-2023

- **Moonlight Movies**
  - July 7, 2022
  - Time: 6:00 pm – 8:00 pm
  - Location: Long Beach City Collace PCC Campus
  - Description: Moonlight movies on the beach is a free summer event in Long Beach featuring outdoor movie screenings at scenic beachside locations like Granada Beach and Long Beach City College's Liberal Arts Campus
  - Contact: Kirs Gragson krisgragson@gmail.com
- **Long Beach COVID-19 Community Vaccination Event**
  - July 8, 2022
  - Time: 2:00 pm – 6:00 pm
  - Location: Ramona Park, 3301 E. 65th Street
  - Description: Vaccination outreach event at Ramona Park
  - Contact: Victoria Brown victoria.brown@longbeach.gov
- **Long Beah Pride Parade**
  - July 10, 2022
  - Time: 10:30 am – 1:00 pm
  - Location: Downtown Long Beach
  - Description: The Pride Parade is an annual celebration honoring the LGBTQ+ community featuring vibrant floats, live music and diverse participants, all promoting unity and inclusivity along Ocean Blvd in downtown Long Beach.
  - Contact:
- **Moonlight Movies**
  - July 12, 2022
  - Time: 6:00 pm – 8:00 pm
  - Location: Granada Beach
  - Description: Moonlight movies on the beach is a free summer event in Long Beach featuring outdoor movie screenings at scenic beachside locations like Granada Beach and Long Beach City College's Liberal Arts Campus
  - Contact: Kris Gragson krisgragson@gmail.com
- **Moonlight Movies**
  - July 14, 2022
  - Time: 6:00 pm – 8:00 pm
  - Location: Long Beach City College Liberal Arts Campus
  - Description: Moonlight movies on the beach is a free summer event in Long Beach featuring outdoor movie screenings at scenic beachside locations like Granada

Beach and Long Beach City College's Liberal Arts Campus
    - Contact: Kris Gragson krisgragson@gmail.com
- **Moonlight Movies**
    - July 19, 2022
    - Time: 6:00 pm – 8:00 pm
    - Location: Granada Beach
    - Description: Moonlight movies on the beach is a free summer event in Long Beach featuring outdoor movie screenings at scenic beachside locations like Granada Beach and Long Beach City College's Liberal Arts Campus
    - Contact: Kris Gragson krisgragson@gmail.com
- **Moonlight Movies**
    - July 21, 2022
    - Time: 6:00 pm – 8:00 pm
    - Location: Long Beach City College Liberal Arts Campus
    - Description: Moonlight movies on the beach is a free summer event in Long Beach featuring outdoor movie screenings at scenic beachside locations like Granada Beach and Long Beach City College's Liberal Arts Campus
    - Contact: Kris Gragson krisgragson@gmail.com
- **End of Summer School Festival**
    - July 22, 2022
    - Time: 11:30 am – 2:00 pm
    - Location: Garfield Elementary
    - Description: Summer School celebration and outreach event featuring a Long Beach Transit resource table.
    - Contact: Carolyn Blocker cfblocker@lbschools.net
- **Moonlight Movies**
    - July 26, 2022 and August 2, 2022
    - Time: 6:00 pm – 8:00 pm
    - Location: Granada Beach
    - Description: Moonlight movies on the beach is a free summer event in Long Beach featuring outdoor movie screenings at scenic beachside locations like Granada Beach and Long Beach City College's Liberal Arts Campus
    - Contact: Kris Gragson krisgragson@gmail.com
- **Viking Summer Voyage 2022**
    - July 28, 2022
    - Time: 11:00 am – 12:15 pm
    - Location: Long Beach City College, Liberal Arts Campus
    - Description: A Summer School celebration and outreach event featuring a Long Beach Transit resource table.
    - Contact: LooLoo Armante larmante@lbcc.edu
- **Moonlight Movies**

- August 4, 2022
- Time: 6:00 pm – 8:00 pm
- Location: Long Beach City College PAC Campus
- Description: Moonlight movies on the beach is a free summer event in Long Beach featuring outdoor movie screenings at scenic beachside locations like Granada Beach and Long Beach City College's Liberal Arts Campus
- Contact: Kris Gragson krisgragson@gmail.com

- **Moonlight Movies**
  - August 9, 2022
  - Time: 6:00 pm – 8:00 pm
  - Location: Granada Beach
  - Description: Moonlight movies on the beach is a free summer event in Long Beach featuring outdoor movie screenings at scenic beachside locations like Granada Beach and Long Beach City College's Liberal Arts Campus
  - Contact: Kris Gragson krisgragson@gmail.com
- **Moonlight Movies**
  - August 11, 2022
  - Time: 6:00 pm – 8:00 pm
  - Location: Long Beach City College Liberal Arts Campus
  - Description: Moonlight movies on the beach is a free summer event in Long Beach featuring outdoor movie screenings at scenic beachside locations like Granada Beach and Long Beach City College's Liberal Arts Campus
  - Contact: Kris Gragson krisgragson@gmail.com
- **Viking Summer Voyage 2022**
  - August 11, 2022
  - Time: 11:00 am – 12:15 pm
  - Location: Long Beach City College Liberal Arts Campus
  - Description: Long Beach City College Summer School event featuring Long Beach community resources for students.
  - Contact: LooLoo Armante lamante@lbcc.edu
- **Al Austin Summer Blast**
  - August 13, 2022
  - Time:
  - Location: Scherer Park
  - Description: Annual community event organized by Councilmember Al Austin featuring family friendly activities, live entertainment and various community resources.
  - Contact:
- **Moonlight Movies**
  - August 16, 2022
  - Time: 6:00 pm – 8:00 pm

- Location: Granada Beach
- Description: Moonlight movies on the beach is a free summer event in Long Beach featuring outdoor movie screenings at scenic beachside locations like Granada Beach and Long Beach City College's Liberal Arts Campus
- Contact: Kris Gragson krisgragson@gmail.com

- **Welcome Days**
  - August 17, 2022
  - Time: 2:30 pm – 5:00 pm
  - Location: Long Beach City College Liberal Arts Campus
  - Description: Long Beach City College Back to School event featuring Long Beach Community resources for students
  - Contact: Alex Luong
- **Moonlight Movies**
  - August 18, 2022
  - Time: 6:00 pm – 8:00 pm
  - Location: Granada Beach
  - Description: Moonlight movies on the beach is a free summer event in Long Beach featuring outdoor movie screenings at scenic beachside locations like Granada Beach and Long Beach City College's Liberal Arts Campus
  - Contact: Kris Gragson krisgragson@gmail.com
- **Beach Bash**
  - August 18, 2022 and August 19, 2022
  - Time:
  - Location: California State University, Long Beach
  - Description: An annual spring concert hosted by Associated Students, Inc at California State University, Long Beach featuring Long Beach community resources for students and staff.
  - Contact:
- **Wilson Freshman Parent Orientation**
  - August 23, 2022
  - Time: 6:30 pm – 8:30 pm
  - Location: Wilson High School
  - Description: Wilson High School freshman orientation which featured community resources tabling.
  - Contact: Erin Fekjar efekjar@lbschools.net
- **Congresswoman Barragan's Senior Luncheon**
  - August 23, 2022
  - Time: 9:00 am – 2:00 pm
  - Location: Carson Community Center
  - Description: Congresswoman Nanette Barragan's Annual Senior Briefing and Luncheon is a community event that offers older Americans in California's 44th

District access to free health screening, resources, entertainment and a hot meal, along with updates on federal programs and policies.
    - Contact: Desiree Kennedy
- **Freshmen Parent Orientation**
    - August 24, 2022
    - Time: 6:00 pm – 8:00 pm
    - Location: Millikan High School
    - Description: Millikan High School freshman orientation which features community resource tabling
    - Contact: Grant Robinson
- **Uptown Jazz Fest**
    - August 27, 2022
    - Time:
    - Location: Houghton Park
    - Description: An annual free community event held at Houghton Park featuring live jazz performances, local resource booths, celebrating the culture and spirit of North Long Beach.
    - Contact:
- **Carson Welcome Back Seniors Resource Fair**
    - September 22, 2022
    - Time: 9:00 am – 11:00 am
    - Location: Billie Jean King Main Library
    - Description: A free quarterly event hosted by the City of Carson that brings together local vendors and community organizations to provide seniors with up to date information on health, housing, transportation and other essential services.
    - Contact: Amanda Valorosi avalorosi@carsonca.gov
- **University of California, Los Angeles (UCLA) Transportation Fair**
    - October 6, 2022
    - Time: 8:00 am – 3:00 pm
    - Location: UCLA Bruin Plaza
    - Description: An annual event held during Sustainable Transportation Month offering students, faculty, and staff an opportunity to explore eco-friendly commuting options through interactive exhibits, vendor booths and prize giveaways.
    - Contact: Caroline Uhrig cuhrig@ts.ucla.edu
- **Clean Air, Cool Rides CSULB**
    - October 12, 2022
    - Time: 10:00 am – 2:30 pm
    - Location: Billie Jean King Main Library
    - Description: An annual event at California State University, Long Beach promoting sustainable transportation options and clean air initiatives.

- Contact:

- **City of Carson BREATHE Ridershare Fair**
  - October 13, 2022
  - Time: 9:30 am – 1:30 pm
  - Location: Carson Community Center
  - Description: A fair organized by the City of Carson to encourage ridesharing and provide information on transportation alternatives.
  - Contact:
- **Gompers Elementary Trunk or Treat**
  - October 21, 2022
  - Time: 3:45 pm – 6:15 pm
  - Location: Gompers Elementary
  - Description: A Halloween event where students collect treats from decorated car trunks in the school's parking lot.
  - Contact:
- **McBride High School Trunk or Treat**
  - October 26, 2022
  - Time: 4:30 pm – 8:00 pm
  - Location: McBride High School
  - Description: A community Halloween celebration featuring decorated vehicles and safe trick or treating opportunities for families.
  - Contact:
- **Spooky Bus at Garfield Elementary Halloween Carnival**
  - October 27, 2022
  - Time: 12:30 pm – 4:00 pm
  - Location: Garfield Elementary
  - Description: A Halloween carnival at Garfield Elementary featuring a decorated "Spooky bus" and festive activities for students.
  - Contact:
- **Spooky Marketing Van at Longfellow Elementary**
  - October 28, 2022
  - Time: 1:45 pm – 3:30 pm
  - Location: Longfellow Elementary
  - Description: A Halloween themed event at Longfellow Elementary showcasing a decorated marketing van and engaging activities for children.
  - Contact:
- **Beach Wise Harvest Resource Festival**
  - October 29, 2022
  - Time: 11:00 am – 4:30 pm
  - Location: MacArthur Park

- Description: A free quarterly event hosted by the City of Carson that brings together local vendors and community organizations to provide seniors with up to date information on health, housing, transportation and other essential services.
- Contact: Amanda Valorosi avalorosi@carsonca.gov

- **Buffum Elementary Trunk or Treat**
  - October 31, 2022
  - Time: 10:15 am – 1:30 pm
  - Location: Buffum Elementary School
  - Description: A family friendly Halloween event where children collect candy from creatively decorated car trunks.
  - Contact:
- **Long Beach Unified School District (LBUSD) High School Choice Fair**
  - November 5, 2022
  - Time: 7:45 am – 12:30 pm
  - Location: Cabrillo High School
  - Description: An informative fair hosted by the Long Beach Unified School District to help students and parents explore high school options.
  - Contact:
- **Dia De Los Muertos Parade**
  - November 5, 2022
  - Time: 8:00 am – 1:00 pm
  - Location: Rainbow Lagoon Park
  - Description: An annual parade in Downtown Long Beach celebrating the Day of the Dead with cultural performances and vibrant displays.
  - Contact:
- **Millikan Parent Teacher Student Association (PTSA) Meeting**
  - November 16, 2022
  - Time: 6:00 pm – 8:00 pm
  - Location: Millikan High School
  - Description: Long Beach Transit's outreach team presented Long Beach Transit's services at a regular meeting of the Millikan High School Parent Teacher Student Association to discuss school initiatives and parent involvement.
  - Contact: David Beery lbmillikanptsa@gmail.com
- **Cabrillo Family Bingo/Loteria Night**
  - November 17, 2022
  - Time: 5:00 pm – 8:00 pm
  - Location: Cabrillo High School
  - Description: A family oriented evening at Cabrillo High School featuring Long Beach community resources, as well as traditional bingo and Loteria games for entertainment.
  - Contact: Maria Gallegos mgallegos@lbschools.net

- **Expo Arts Senior Tap Presentation**
  - November 30, 2022
  - Time: 11:00 am – 12:00 pm
  - Location: EXPO Arts Center
  - Description: Long Beach Transit's outreach team presented to the EXPO Arts Senior group on Long Beach Transit's senior specific information.
  - Contact: Araceli Oviedo araceli.oviedo@longbeach.gov
- **Belmont Shor Christmas Parade**
  - December 3, 2022
  - Time: 3:30 pm – 9:00 pm
  - Location: Belmont Shor Neighborhood
  - Description: A festive annual parade along 2nd Street in Belmont Shore featuring holiday themed floats and performances.
  - Contact:
- **Tamales Festival**
  - December 4, 2022
  - Time: 10:00 am – 5:00 pm
  - Location: Long Beach City College, Pacific Coast Campus
  - Description: A cultural festival celebrating the traditional dish of tamales with food vendors, music, family activities and community resource tables.
  - Contact:
- **Winter Willmore**
  - December 5, 2022
  - Time: 11:00 am – 4:30 pm
  - Location: Drake Park
  - Description: A seasonal community in the Willmore neighborhood featuring winter themed activities and entertainment.
  - Contact:
- **Love in the Mirror Toy Giveaway**
  - December 18, 2022
  - Time: 9:00 am – 1:30 pm
  - Location:
  - Description: A charitable event distributing toys to children in need, organized by the nonprofit Love in the Mirror
  - Contact:
- **Museum of Latin American Art (MOLAA) Field Trip**
  - January 5, 2023
  - Time: 10:00 am – 11:00 am
  - Location: Museum of Latin American Art
  - Description: Long Beach Transit's outreach team demonstrated how to ride the bus on a field trip to the Museum of Latin American Art with the Expo Arts seniors,

- Contact: Cristal Guzman cguzman@molaa.org

- **YMCA Food Distribution**
  - January 5, 2023
  - Time: 2:30 pm – 4:30 pm
  - Location: Spark at Midtown – Linc Housing
  - Description: A community service event providing free food and resources to families in need, hosted by the YMCA.
  - Contact:
- **California Recreation Center Presentation**
  - January 9, 2023
  - Time: 10:30 am – 11:30 am
  - Location: California Recreation Center
  - Description: A senior informational session at the California Recreation Center covering Long Beach Transit's services.
  - Contact:
- **Parent Teacher Student Association (PTSA) Renaissance**
  - January 11, 2023
  - Time: 6:00 pm – 8:00 pm
  - Location: Renaissance High School
  - Description: Long Beach Transit's outreach team presented Long Beach Transit's services at a regular meeting of the Renaissance Parent Teacher Student Association to discuss school initiatives and parent involvement.
  - Contact: Ronald Bazer rbazer@lbschools.net
- **Cesar Chavez Tap Presentation**
  - January 11, 2023
  - Time: 11:00 am – 12:00 pm
  - Location: Cesar Chavez Park
  - Description: Long Beach Transit's outreach team presented to the Cesar Chavez Senior group on Long Beach senior specific information.
  - Contact: Alejandra Lopez-Contreras alejandra.lopez-contreras@longbeach.gov
- **Browning Site Night**
  - January 12, 2023
  - Time: 5:30 pm – 7:30 pm
  - Location: Browning High School
  - Description: An event at Browning High School providing information and engagement opportunities for prospective students and families.
  - Contact: Daniel Miyake dmiyake@lbschools.net
- **MLK Parade**
  - January 14, 2023
  - Time: 10:00 am – 12:00 pm
  - Location:

    - Description: An annual parade honoring Dr. Martin Luther King, Jr., featuring community groups, bands and cultural displays.
    - Contact:
- **Linc Housing Food Distribution**
    - January 18, 2023
    - Time: 2:30 pm – 4:30 pm
    - Location: Spark at Midtown – Linc Housing
    - Description: Long Beach Transit's outreach team hosted a resource table at a community outreach program by Linc Housing distributing food and essentials to residents.
    - Contact: Elizabeth Alvarado elizabeth.alvarado@lbymca.org
- **Lakewood Site Night**
    - January 18, 2023
    - Time: 5:30 pm – 7:30 pm
    - Location: Lakewood High School
    - Description: An event at Lakewood High School providing information and engagement opportunities for prospective students and families.
    - Contact: Elizabeth Frayre efrayre@lbschools.net
- **Millikan Site Night**
    - January 19, 2023
    - Time: 5:30 pm – 7:30 pm
    - Location: Millikan High School
    - Description: An event at Millikan High School providing information and engagement opportunities for prospective students and families.
    - Contact: Midori Sanchez msanchez2@lbschools.net
- **Houghton Park Presentation**
    - January 19, 2023
    - Time: 11:00 am – 12:00 pm
    - Location: Houghton Park
    - Description: Long Beach Transit's outreach team presented to the Houghton Park senior group on Long Beach Transit's senior specific information.
    - Contact: Paul Felder paul.felder@longbeach.gov
- **Long Beach Senior Center Tap Presentation**
    - January 20, 2023
    - Time: 10:30 am – 11:30 am
    - Location: Long Beach Senior Center
    - Description: Long Beach Transit's outreach team presented to the Long Beach Senior Center group on Long Beach Transit's senior specific information.
    - Contact: Eileen Ludlam eileen.lulam@longbeach.gov
- **CAMS Site Night**
    - January 21, 2023

- Time: 10:00 am – 12:00 pm
- Location: CAMS High School
- Description: An event at CAMS High School providing information and engagement opportunities for prospective students and families.
- Contact: Kellie Hodge khodge@lbschools.net

- **Jordan Site Night**
  - January 31, 2023
  - Time: 5:30 pm – 7:30 pm
  - Location: Jordan High School
  - Description: An event at Jordan High School providing information and engagement opportunities for prospective students and families.
  - Contact: Vallerie Gonzalez vgonzalez@lbschools.net
- **Poly Site Night**
  - February 2, 2023
  - Time: 5:30 pm – 7:30 pm
  - Location: Poly High School
  - Description: An event at Poly High School providing information and engagement opportunities for prospective students and families.
  - Contact: Emily Thompson ethompson@lbschools.net
- **SATO Site Night**
  - February 2, 2023
  - Time: 5:30 pm – 7:30 pm
  - Location: SATO High School
  - Description: An event at SATO High School providing information and engagement opportunities for prospective students and families.
  - Contact: Hajta Saeed hsaeed@lbschools.net
- **Middle School Choice Fair**
  - February 4, 2023
  - Time: 9:00 am – 12:00 pm
  - Location: Browning High School
  - Description: Long Beach Transit's outreach team hosted a resource table a district wide fair assisting families in selecting appropriate middle school options within Long Beach Unified School District.
  - Contact: Stephanie Heilig sheilig@lbschools.net
- **Renaissance Site Night**
  - February 8, 2023
  - Time: 5:30 pm – 7:30 pm
  - Location: Renaissance High School
  - Description: An event at Renaissance High School providing information and engagement opportunities for prospective students and families.
  - Contact: Ronald Bazer rbaser@lbschools.net

- **Expo Arts Senior Tap Presentation**
  - February 15, 2023
  - Time: 11:00 am – 12:00 pm
  - Location: EXPO Arts Center
  - Description: Long Beach Transit's outreach team presented to the EXPO Arts Senior group on Long Beach Transit's senior specific information.
  - Contact: Araceli Oviedo araceli.oviedo@longbeach.gov
- **Los Angeles Galaxy Home Opener**
  - March 18, 2023
  - Time: 3:30 pm – 9:00 pm
  - Location: Dignity Health Sports Park
  - Description: Long Beach Transit's outreach team hosted a resource table and promoted the Los Angeles Galaxy free shuttle service at the first home game of the season.
  - Contact: Adam Link alink@aegworldwide.com
- **Newcomb Academy Kindergarten Presentation**
  - March 21, 2023
  - Time: 10:15 am – 11:15 am
  - Location: Newcomb Academy
  - Description: Long Beach Transit's outreach team presented to the Newcomb Kindergarten class on how to ride the bus.
  - Contact: Michelle Marshall mmarshall1@lbschools.net
- **Westside Neighborhood Association**
  - March 23, 2023
  - Time: 6:30 pm – 7:30 pm
  - Location: Silverado Park Pool
  - Description: Long Beach Transit's outreach team presented to a community group on Long Beach Transit's services. The association is focused on local issues and neighborhood improvements on Long Beach's westside.
  - Contact:
- **Red Shield Day at The Salvation Army**
  - March 25, 2023
  - Time: 12:00 pm – 4:00 pm
  - Location: The Salvation Army Long Beach Corps & Community Center
  - Description: A community outreach event hosted by The Salvation Army offering services and activities for families.
  - Contact: Melinda Lankford melinda.lankford@usw.salvationarmy.org
- **Long Beach City College Basic Needs Resource Fair**
  - March 30, 2023
  - Time: 10:00 am – 2:00 pm
  - Location: Long Beach City College

- Description: Long Beach Transit's outreach team presented resources at a fair at Long Beach City College which provided students with access to essential resources and support activities.
- Contact: Erin Murphy emurphy@lbcc.edu

- **Cambodia Town Parade and Festival**
  - April 2, 2023
  - Time: 8:00 am – 5:00 pm
  - Location: MacArthur Park
  - Description: Long Beach Transit participated in the annual celebration in Long Beach's Cambodia Town featuring a parade and cultural festivities.
  - Contact: Linda Reach lindareach2016@gmail.com
- **Museum of Latin American Art (MOLAA) Field Trip**
  - April 5, 2023
  - Time: 9:00 am – 12:00 pm
  - Location: EXPO Arts Center
  - Description: Long Beach Transit's outreach team demonstrated how to ride the bus on a field trip to the Museum of Latin American Art with the Expo Arts seniors,
  - Contact: Araceli Oviedo araceli.oviedo@longbeach.gov
- **Bixby Knolls First Friday**
  - April 7, 2023
  - Time: 6:00 pm – 9:00 pm
  - Location: EXPO Arts Center
  - Description: A monthly community event in Bixby Knolls featuring art, music, local business promotions and local community resources.
  - Contact:
- **Acura Grand Prix of Long Beach**
  - April 14, 2023 to April 16, 2023
  - Time: 8:00 am – 5:00 pm
  - Location: Long Beach Convention and Entertainment Center
  - Description: The Acura Grand Prix of Long Beach is annual three day motorsports festival held on a 1.968 mile temporary street circuit in downtown Long Beach featuring Indy Car Series races, sports car competitions and various family friendly activities. Long Beach Transit's outreach team staged a bus and held a resource table along with an engaging bus racing activity.
  - Contact: Rod Henderson rhenderson@gpalb.com
- **City of Long Beach Eco Fair**
  - April 18, 2023
  - Time: 10:00 am – 2:00 pm
  - Location: Civic Center Plaza
  - Description: An environmental fair promoting sustainability practices and green initiatives within the community.

- Contact: Laura Russell laura.russell@longbeach.gov

- **Long Beach Blast Resource Fair**
  - April 21, 2023
  - Time: 9:00 am – 1:00 pm
  - Location: Reid High School
  - Description: A community fair providing information and resources on health, education and employment opportunities.
  - Contact: Angela Alvarez angela@lbblast.org
- **Celebration of the Young Child**
  - April 29, 2023
  - Time: 10:00 am – 2:00 pm
  - Location: Billie Jean King Main Library
  - Description: Long Beach Transit's outreach team hosted a resource table at an event recognizing the importance of early childhood education with activities for your children and families.
  - Contact: Gaby Acosta gaby.acosta@longbeach.gov
- **50+ Wellness Expo**
  - May 3, 2023
  - Time: 8:00 am – 1:30 pm
  - Location: Long Beach Senior Center
  - Description: Long Beach Transit's outreach team hosted a resource table promoting senior specific information at a health and wellness expo targeting adults over 50, offering screenings, information and fitness activities.
  - Contact: Nicole Santiago nicole.santiago@longbeach.gov
- **Long Beach Gray Panthers Aging Unbound**
  - May 6, 2023
  - Time: 8:00 am – 1:30 pm
  - Location: Long Beach Senior Center
  - Description: Long Beach Transit's outreach team hosted a resource table promoting senior specific information at an event organized by the Gray Panthers focusing on issues related to aging and senior advocacy.
  - Contact: Karen Reside longeachgraypanthers@gmail.com
- **Touch-A-Truck**
  - May 7, 2023
  - Time: 9:00 am – 1:00 pm
  - Location: Granada Beach
  - Description: Long Beach Transit's outreach team staged a Long Beach Transit bus and resource table at this family friendly event allowing children to explore and learn about various service vehicles and trucks.
  - Contact: Justin Rudd justin@justinrudd.com
- **Citizens Advisory Commission on Disability Month**

- May 11, 2023
- Time: 12:30 pm – 3:00 pm
- Location: City Hall Council Chambers
- Description: Long Beach Transit's outreach team presented to the Citizens Advisory Commission on Long Beach Transit's services.
- Contact: Jennifer Kumiyama Jennifer.kumiyama@longbeach.gov

- **Fitness Fun Event**
  - May 12, 2023
  - Time: 10:00 am – 12:00 pm
  - Location: Cesar E. Chavez Park
  - Description: Long Beach Transit's outreach team hosted a tabled at a community gathering promoting physical activity and healthy lifestyles through various fitness activities.
  - Contact: Alejandra Lopez-Contreras alejandra.lopez-contreras@longbeach.gov
- **Beach Streets**
  - May 20, 2023
  - Time: 11:00 am – 5:00 pm
  - Location: Downtown Long Bech (Promenade and Broadway)
  - Description: Beach Streets is an open streets event in Long Beach that temporarily closes major roads to motor vehicles transforming them into safe car free zones for walking, biking and community activities while promoting sustainable transportation, public transit and environmental awareness.
  - Contact:
- **Christian Outreach in Action Happy Hearts Senior Program**
  - May 24, 2023
  - Time: 11:15 am - 1:00 pm
  - Location: St. Luke's Episcopal Church
  - Description: Long Beach Transit's outreach team presented to the Christian Outreach in Action Happy Hearts Senior group on Long Beach Transit senior specific information.
  - Contact: Devi Acharyya acharyya@coaJsutin Rudd justin@justinrudd.com
- **Belmont Shore Residents Association**
  - June 8, 2023
  - Time:
  - Location:
  - Description: Long Beach Transit's outreach team presented to the Belmont Shore residents on Long Beach Transit's services and resources.
  - Contact:
- **Alamitos Beach Neighborhood Residents Association Meeting**
  - June 8, 2023
  - Time:

- Location:
- Description: Long Beach Transit's outreach team presented to the Alamitos Beach residents on Long Beach Transit's services and resources.
- Contact:

- **Garfield Elementary Summer Celebration**
  - June 9, 2023
  - Time: 1:00 pm – 4:30 pm
  - Location: Garfield Elementary School
  - Description: Long Beach Transit's outreach team presented at the Garfield Elementary Summer School event featuring Long Beach community resources for students.
  - Contact: Carolyn Blocker cfblocker@lbschools.net
- **Bus Riding 101**
  - June 13, 2023
  - Time: 10:00 am - 12:00 pm
  - Location: Long Beach Senior Center
  - Description: Long Beach Transit's outreach team presented to the Long Beach Senior Center group on Long Beach Transit's senior specific information.
  - Contact: Nicole Santiago nicole.santiago@longbeach.gov
- **Water Taxi Tabling**
  - June 30, 2023
  - Time: 1:00 pm – 4:00 pm
  - Location: Aquarium Dock 4
  - Description: Long Beach Transit's outreach team hosted a resource table at the Aquarium Dock 4 to promote the Water Taxis returning to service.
  - Contact:

Long Beach Transit

Community Outreach Calendar FY2023-2024

- **Wrigley Association Presentation**
  - July 10, 2023
  - Time: 7:00 pm – 8:00 pm
  - Location: Veterans Park Community Center
  - Description: Long Beach Transit's outreach team presented to the Wrigley residents on Long Beach Transit's services and resources.
  - Contact: Alex Tomko alexjtomko@gmail.com
- **Houghton Park Presentation**
  - July 12, 2023
  - Time: 12:00 pm – 1:00 pm
  - Location: Houghton Park

- Description: Long Beach Transit's outreach team presented to the Houghton Park Senior group on Long Beach Transit's senior specific information.
- Contact: Adriana De Casas adriana.decasas@longbeach.gov

- **Carson Senior Information and Resource Fair**
  - July 13, 2023
  - Time: 9:00 am – 11:00 am
  - Location: Carson Event Center
  - Description: Long Beach Transit's outreach team tabled a senior resource event at the Carson Event Center.
  - Contact: Amanda Valorosi avalorosi@carsonca.gov
- **Bixby Knolls Neighborhood Association**
  - July 19, 2023
  - Time: 6:00 pm – 7:00 pm
  - Location: Bixby Knolls
  - Description: Long Beach Transit's outreach team presented to the Bixby Knolls residents on Long Beach Transit's services and resources.
  - Contact: Greg Alexander bknalongbeach@outlook.com
- **Ernest McBride Birth Month Celebration**
  - July 28, 2023
  - Time: 11:00 am – 2:00 pm
  - Location: McBride Park
  - Description: Long Beach Transit's outreach team connected with older adults at McBride Park, connecting them with Long Beach Transit's resources.
  - Contact: Daveth Yoak daveth.yoak@longbeach.gov
- **Centro CHA National Night Out**
  - August 1, 2023
  - Time: 5:00 pm – 8:00 pm
  - Location: Silverado Park
  - Description: Long Beach Transit's outreach team tabled a community event organized by Centro CHA. The event brought the community together for safe evening featuring family friendly, games, music and resources.
  - Contact: Ariana Sahagun araian@centrocha.org
- **Pride Parade**
  - August 6, 2023
  - Time: 10:30 am – 1:30 pm
  - Location: Downtown Long Beach
  - Description: The Long Beach Pride Parade is annual celebration honoring the LGBTQ+ community featuring vibrant floats, live music and diverse participants, all promoting unity and inclusivity along Ocean Blvd in downtown Long Beach.
  - Contact:
- **Silverado Park Presentation**

- August 8, 2023
- Time: 11:00 am – 12:00 pm
- Location: Silverado Park
- Description: Long Beach Transit's outreach team presented to the Silverado Park Senior group on Long Beach Transit's senior specific information.
- Contact: Maya Tauvada mayamia.tauvada@longbeach.gov

- **Congresswoman Barragan's 6th Annual Senior Briefing and Luncheon**
  - August 11, 2023
  - Time: 9:00 am – 2:00 pm
  - Location: Carson Event Center
  - Description: Congresswoman Nannette Barragan's Annual Senior Briefing and Luncheon is a longstanding community event that offers older Americans in California's 44th District access to free health screenings, resources, entertainment and a hot meal along with updates on federal programs and policies.
  - Contact: Desiree Kennedy desiree.kennedy@mail.house.gov
- **California State University, Long Beach (CSULB) International Student Resource Fair**
  - August 14, 2023
  - Time: 11:30 am – 1:30 pm
  - Location: California State University, Long Beach
  - Description: Long Beach Transit's outreach team tabled at the annual CSULB International Student Resources Fair connecting students with GoBeach! pass information and resources.
  - Contact: Daniel Lopez daniel.lopezedeza@csulb.edu
- **Long Beach City College (LBCC) FYE Welcome Days**
  - August 16, 2023 & August 17, 2023
  - Time: 3:30 pm – 5:00 pm
  - Location: Long Beach City College
  - Description: Long Beach City College back to school event featuring Long Beach community resources for students.
  - Contact: Edna Garcia e3garcia@lbcc.edu
- **Uptown Jazz Festival**
  - August 19, 2023
  - Time: 2:00 pm – 7:00 pm
  - Location: Houghton Park
  - Description: The Uptown Jazz Festival is an annual free community event held at Houghton Park in Long Beach, featuring live jazz performances, local resource booths, celebrating the culture and spirit of North Long Beach.
  - Contact: Anjelica Vargas anjelica.vargas@longbeach.gov
- **Young Horizons Pre-School Presentation**
  - August 22, 2023

- Time: 9:00 am – 10:30 am
- Location: Young Horizons
- Description: The Long Beach Transit's outreach team presented to the Young Horizons Pre School on Long Beach Transit.
- Contact: Andrea Carrasco acarrasco@younghorizons.org

- **Al Austin Back to School Bash**
  - August 26, 2023
  - Time: 9:00 am – 2:30 pm
  - Location: Scherer Park
  - Description: Annual community event organized by Councilmember Al Austin featuring family friendly activities, live entertainment and various community resources.
  - Contact: Esther Ogunrinu esther.ogunrinu@longbeach.gov
- **Long Beach City College, Liberal Arts Campus Week of Welcome**
  - August 29, 2023
  - Time: 9:00 am – 1:00 pm
  - Location: Long Beach City College, Liberal Arts Campus
  - Description: Long Beach City College Back to School event featuring Long Beach community resources for students.
  - Contact: Kim Hamon khamon@lbcc.edu
- **Long Beach City College, Pacific Coast Campus Week of Welcome**
  - August 29, 2023
  - Time: 8:00 am – 1:30 pm
  - Location: Long Beach City College, Pacific Coast Campus
  - Description: Long Beach City College Back to School event featuring Long Beach community resources for students.
  - Contact: Kim Hamon khamon@lbcc.edu
- **Ready Long Beach**
  - September 9, 2023
  - Time: 10:00 am – 4:00 pm
  - Location: California State University, Long Beach
  - Description: A preparedness expo promoting emergency readiness through interactive demonstrations and resources.
- **City of Long Beach Youth Festival**
  - September 9, 2023
  - Time: 11:00 am – 3:00 pm
  - Location: Long Beach City College, Pacific Coast Campus
  - Description: A festival celebrating youth with music, games and access to local supporting programs.
  - Contact: Gaby Acosta gaby.acosta@longbeach.gov
- **Belmont Shore Car Show**

- September 10, 2023
- Time: 8:00 am – 5:00 pm
- Location: Belmont Shore
- Description: Long Beach Transit's outreach team staged a bus and hosted a resource table, as well as bus racing activity at annual car show displaying vintage and specialty vehicles along 2nd Street in Belmont Shore.
- Contact:

- **Ramona Park Neighborhood Association**
  - September 11, 2023
  - Time: 7:00 pm – 8:00 pm
  - Location: Ramona Park
  - Description: Long Beach Transit's outreach team presented to the Ramona Park residents on Long Beach Transit's services and resources.
  - Contact: Brenda Covington rpnalongbeach@gmail.com
- **Ernest McBride Bus Riding Presentation**
  - September 14, 2023
  - Time: 10:00 am – 11:30 am.
  - Location: McBride Park
  - Description: Long Beach Transit's outreach team presented to the senior group at McBride Park on Long Beach Transit and signed seniors up for the Reduced Fare TAP card.
  - Contact: Daveth Yoak daveth.yoak@longbeach.gov
- **Action Packed!**
  - September 16, 2023
  - Time: 9:00 am – 1:30 pm
  - Location: Dooley Elementary School
  - Description: A community event with games, performances and local services designed for families and youth.
  - Contact: Oscar Reyes oscar@allb.org
- **Young Horizons Pre-School Presentation**
  - September 22, 2023
  - Time: 9:30 – 10:00 am
  - Location: Young Horizons
  - Description: The Long Beach Transit's outreach team presented to the Young Horizons Pre School on how to ride the bus.
  - Contact: Andrea Carrasco acarrasco@younghorizons.org
- **MHALA Housing Resource Fair**
  - September 27, 2023
  - Time: 11:00 am – 3:00 pm
  - Location: Beacon Pointe
  - Description: An event connecting individuals to affordable housing resources and

mental health services.
    - Contact: Jaclyn Almustafa jalmustafa@mhala.org
- **St. Mary Centennial Birthday Party & Street Fair**
    - September 30, 2023
    - Time: 12;00 – 7:00 pm
    - Location: St. Mary Medical Center Foundation
    - Description: A street celebration marking St. Mary Medical Center's 100th Anniversary with entertainment and community resources booths.
    - Contact: Nancy Meyer nameyer6254@sbcglobal.net
- **Silverado Park Presentation**
    - October 4, 2023
    - Time: 11:00 am – 12:00 pm
    - Location: Silverado Park
    - Description: Long Beach Transit's outreach team presented to the Silverado Park Senior group on Long Beach Transit's senior specific information.
    - Contact: Maya Tauvada mayamia.tauvada@longbeach.gov
- **UCLA Sustainable Transportation Fair**
    - October 5, 2023
    - Time: 11:00 am – 12:00 pm
    - Location: UCLA Quad
    - Description: The UCLA Sustainable Transportation Fair is an annual event held during Sustainable Transportation Month offering students, faculty and staff an opportunity to explore eco friendly commuting options through interactive exhibits, vendor booths and prize giveaways. .
    - Contact: Caroline Uhrig duhrig@ts.ucla.edu
- **Green Port Fair**
    - October 7, 2023
    - Time: 9:30 am – 4:30 pm
    - Location: Harry Bridges Park
    - Description: A community event promoting the Port of Long Beach's environmental and sustainability initiatives.
    - Contact:
- **Mercadito Literario**
    - October 7, 2023
    - Time: 11:00 am – 4:00 pm
    - Location: Billie Jean King Main Library
    - Description: A Latinx cultural and literary fair featuring authors, music and family activities.
    - Contact: Luisa Leija luisa.leija@lbpl.org
- **California State University, Long Beach (CSULB) Riding the Wave of Wellness**
    - October 11, 2023

- Time: 11:00 am – 2:00 pm
- Location: Friendship Walk California State University, Long Beach (CSULB)
- Description: Long Beach Transit's outreach team tabled and connected with students on the GoBeach! Pass at the California State University, Long Beach (CSULB) Wellness Center where a hosted resources fair was held for students.
- Contact: Heidi Girling Heidi.girling@csulb.edu

- **Red Shield Senior Health Fair**
  - October 12, 2023
  - Time: 10:00 am – 1:00 pm
  - Location: Salvation Army Community Center
  - Description: Long Beach Transit's outreach team hosted a resource table sharing information on Long Beach Transit senior information at a health focused event offering screenings and services for local older adults.
  - Contact: Dorothy Rosnick dorothy.rosnick@usw.salvationarmy.com
- **McBride Trunk or Treat**
  - October 25, 2023
  - Time: 6:00 pm – 8:00 pm
  - Location: Ernest S. McBride High School
  - Description: A community Halloween celebration featuring decorated vehicles and safe trick or treating opportunities for families.
  - Contact: Jon Schultz march1fun@gmail.com
- **Garfield Elementary Halloween Harvest Festival**
  - October 26, 2023
  - Time: 2:00 pm – 7:00 pm
  - Location: James A. Garfield Elementary School
  - Description: A Halloween event where students collect treats from decorated car trunks in the school's parking lot.
  - Contact: Carolyn Blocker cfblocker@lbschools.net
- **Gompers Elementary Trick or Treat Event**
  - October 27, 2023
  - Time: 5:00 pm – 8:00 pm
  - Location: Gompers Elementary School (K-8)
  - Description: A Halloween event where students collect treats from decorated car trunks in the school's parking lot.
  - Contact: Jessica Washington jwashington@screenvisionmedia.com
- **Beachwise Harvest Festival**
  - October 28, 2023
  - Time: 11:00 am – 3:00 pm
  - Location: MacArthur Park
  - Description: Long Beach Transit's outreach team hosted a resource table sharing information on Long Beach Transit's services at a seasonal community festival with

health resources and educational booths.
    - Contact: Pam Chotiswatdi pma.lbca@gmail.com
- **Dia de los Muertos Parade**
    - November 4, 2023
    - Time: 6:45 am – 12:30 pm
    - Location: Long Beach
    - Description: An annual parade in Downtown Long Beach celebrating the Day of the Dead with cultural performances and vibrant displays.
    - Contact:
- **Long Beach Unified School District (LBUSD) School Choice Fair**
    - November 4, 2023
    - Time: 9:00 am – 12:00 pm
    - Location: Cabrillo High School
    - Description: Long Beach Transit's outreach team hosted a Long Beach Transit resource table at a district wide fair assisting families in selecting appropriate high school options within Long Beach Unified School District.
    - Contact: Stephanie Heilig sheilig@lbschools.net
- **Belmont Shore Christmas Parade**
    - December 2, 2023
    - Time: 4:00 pm – 9:00 pm
    - Location: Belmont Shore
    - Description: A festive annual parade along 2nd Street in Belmont Shore featuring holiday themed floats and performances.
    - Contact:
- **Daisy Lane Parade**
    - November 9, 2023
    - Time: 3:30 pm – 9:00 pm
    - Location: Daisy Lane/Wrigely Neighborhood
    - Description: A festive annual parade along Daisy Avenue on the westside of Long Beach featuring holiday themed floats and performances.
    - Contact: Sean Bernhoft sean.bernhoft@longbeach.gov
- **Newcomb Academy TK Presentation**
    - December 11, 2023
    - Time: 9:30 am
    - Location: Newcomb Academy
    - Description: Long Beach Transit's outreach team presented to the Newcomb Kindergarten class on how to ride the bus.
    - Contact: Tiffanie Dalzell tdazell@lbschools.net
- **Love in the Mirror Giveaway Event**
    - December 16, 2023
    - Time: 10:00 am

- Location: Long Beach City College, Pacific Coast Campus bookstore
- Description: A charitable event distributing toys to children in need organized by the nonprofit Love in the Mirror.
- Contact: Renee Corona renee@loveinthemirror.org

- **Long Beach Fire Department (LBFD) Holiday Volunteer Event**
  - December 18, 2023
  - Time: 4:00 pm
  - Location: Long Beach Fire Department on N. Studebaker Road
  - Description: Long Beach Transit's outreach team volunteered at the Long Beach Fire Department toy drive.
  - Contact: Melanie Miller melanie.miller@longbeach.gov
- **Lakewood High School Site Night**
  - January 10, 2024
  - Time: 6:00 pm – 8:00 pm
  - Location: Lakewood High School
  - Description: An event at Lakewood High School providing information and engagement opportunities for prospective students and families.
  - Contact: Elizabeth Frayre efrayre@lbschools.net
- **Browning High School Site Night**
  - January 11, 2024
  - Time: 5:30 pm – 8:30 pm
  - Location: Browning High School
  - Description: An event at Browning High School providing information and engagement opportunities for prospective students and families.
  - Contact: Daniel Miyake dmiyake@lbschools.net
- **Martin Luther King, Jr. Parade and Celebration**
  - January 13, 2024
  - Time: 10:00 am – 5:00 pm
  - Location: Long Beach
  - Description: An annual parade honoring Dr. Martin Luther King, Jr. featuring community groups, bands and cultural displays.
  - Contact:
- **Salvation Army Senior Presentation**
  - January 16, 2024
  - Time: 10:00 am – 11:00 am
  - Location: Salvation Army Long Beach Corps & Community Center
  - Description: Long Beach Transit's outreach team presented to the Salvation Army Senior group on Long Beach Transit's senior specific information.
  - Contact: Dorothy Rosnick dorothy.rosnick@usw.salvationarmy.org
- **Jordan High School Site Night**
  - January 18, 2024

- Time: 5:30 pm – 8:30 pm
- Location: Jordan High School
- Description: An event at Jordan High School providing information and engagement opportunities for prospective students and families.
- Contact:

- **Lakewood Senior Center Tabling**
  - January 23, 2024
  - Time: 9:45 am – 11:30 am
  - Location: Weingart Senior Center
  - Description: Long Beach Transit's outreach team tabled at the Lakewood Senior Center connecting older adults with resources and signing seniors up for the Reduced Faire TAP Card.
  - Contact: Sandra Trinidad sdelatrinidad@lakewoodcity.org
- **Webster Elementary Career Day**
  - January 25, 2024
  - Time: 9:30 am – 11:30 am
  - Location: Webster Elementary School
  - Description: Long Beach Transit's outreach team connected with Webster Elementary students on career opportunities at Long Beach Transit.
  - Contact: Margaret Martin mmartin@lbschools.net
- **Millikan High School Site Night**
  - January 31, 2024
  - Time: 5:15 pm – 8:30 pm
  - Location: Millikan High School
  - Description: An event at Millikan High School providing information and engagement opportunities for prospective students and families.
  - Contact: Midori Sanchez msanchez@lbschools.net
- **SATO High School Site Night**
  - February 1, 2024
  - Time: 5:30 pm – 8:30 pm
  - Location: SATO High School
  - Description: An event at SATO High School providing information and engagement opportunities for prospective students and families.
  - Contact: Hajra Saeed hsaeed@lbschools.net
- **Presentation for the Long Beach Aging Commission**
  - February 14, 2024
  - Time: 10:00 am – 11:30 am
  - Location: Long Beach Senior Center
  - Description: Long Beach Transit's outreach team presented to the Long Beach Aging Commission on Long Beach's Transit's services.
  - Contact: Sheila Gibbons thebembridgehouse@gmail.com

- **Middle School Choice Fair**
    - February 24, 2024
    - Time: 9:00 am – 12:00 pm
    - Location: Cabrillo High School
    - Description: Long Beach Transit's outreach team hosted a Long Beach Transit resource table at a district wide fair assisting families in selecting appropriate middle school options within Long Beach Unified School District.
    - Contact: Stephanie Heilig Elizabeth Frayre efrayre@lbschools.net
- **Community Breakfast**
    - February 27, 2024
    - Time: 9:30 am – 11:00 am
    - Location: Browning High School
    - Description: A Long Beach Unified School District held event which gathered Long Beach organizations to help collaborate on future Long Beach Unified School District events.
    - Contact: Sam Rath srath@lbschools.net
- **Long Beach City College Basic Needs Resource Fair**
    - March 7, 2024
    - Time: 10:00 am – 2:00 pm
    - Location: Long Beach City College Central Quad
    - Description: A resource event at Long Beach City College offering food, housing and wellness support to students.
    - Contact: Brianna Chavez bchavz@lbcc.edu
- **Lindbergh Open House**
    - March 20, 2024
    - Time: 3:30 pm – 4:30 pm
    - Location: Lindbergh Middle School
    - Description: Long Beach Transit's outreach team hosted a resource table informing students and parents on Long Beach Transit's services at a schoolwide event inviting families to learn more about Lindbergh's STEM Academy.
    - Contact: Sandra Velasco svelasco@lbschools.net
- **Lakewood High School Cultural Fair**
    - March 21, 2024
    - Time: 4:30 pm – 8:00 pm
    - Location: Lakewood High School
    - Description: Long Beach Transit's outreach team hosted a resource table informing students and parents on Long Beach Transit's services at a celebration of student diversity through food, performances and traditions.
    - Contact: Evelyn Raymundo eraymundo@lbschools.net
- **Long Beach Blast: College and Career Fair**
    - March 22, 2024

- Time: 9:30 am – 12:30 pm
- Location: Reid High School
- Description: Long Beach Transit's outreach team connected with high school students on career opportunities at Long Beach Transit.
- Contact: Rosa Rivera

- **Hawaiian Gardens 60th Anniversary Parade**
  - April 6, 2024
  - Time: 11:00 am – 12:30 pm
  - Location: Hawaiian Gardens
  - Description: A community parade commemorating the city's 60th anniversary.
  - Contact: Juan Serrano jserrano@hgcity.org
- **16th Annual Cambodia Town Parade & Cultural Festival**
  - April 7, 2024
  - Time: 10:30 am – 6:00 pm
  - Location: Cambodia Town
  - Description: An annual celebration in Long Beach's Cambodian Town featuring a parade and cultural festivities.
  - Contact: Linda Reach lindareach.coordinator@gmail.com
- **McBride Cambodian New Year Event**
  - April 12, 2024
  - Time: 9:30 am – 2:00 pm
  - Location: Ernest McBride Park & California Recreation Community Center
  - Description: McBride Park held a celebration to honor the Cambodian New Year which included Long Beach community resource tables.
  - Contact: Daveth Yoak daveth.yoak@longbeach.gov
- **Green Celebration Showcase**
  - April 18, 2024
  - Time: 4:00 pm – 7:00 pm
  - Location: California State University, Long Beach Earl Burns Miller Japanese Gardens
  - Description: Student event at California State University, Long Beach celebrating sustainability and promoting clean transportation.
  - Contact: Sarah Bueno sarah.bueno-SA@longbeach.gov
- **Celebration of the Young Child**
  - April 27, 2024
  - Time: 10:00 am – 2:00 pm
  - Location: Billie Jean King Main Library
  - Description: Long Beach Transit's outreach team hosted a resource table at an event recognizing the importance of early childhood education with activities for young children and families.
  - Contact: Gaby Acosta gaby.acosta@longbeach.gov

- **Touch-A-Truck**
  - April 28, 2024
  - Time: 9:00 am – 1:00 pm
  - Location: Volutide Sport & Adventure Club
  - Description: Long Beach Transit's outreach team staged a Long Beach Transit bus and resource table at a family friendly event allowing children to explore and learn about various service vehicles and trucks.
  - Contact: Justin Rudd justin@justinrudd.com
- **Career Day at Garfield Elementary School**
  - April 30, 2024
  - Time: 8:30 am – 11:00 am
  - Location: Garfield Elementary School
  - Description: Long Beach Transit's outreach team connected with Garfield Elementary School students on career opportunities at Long Beach Transit.
  - Contact: Carolyn Blocker cfblocker@lbschools.net
- **Long Beach Youth Day**
  - May 4, 2024
  - Time: 11:00 am – 3:00 pm
  - Location: Cabrillo High School
  - Description: Long Beach Transit's outreach team tabled at the City of Long Beach's Youth Day connecting students on the GoPass. The event brought families together for an afternoon of activities and resources.
  - Contact: Jacquelyn Viale jacquelyn.viale@longbeach.gov
- **Metro's Annual Older Adult Transportation Expo**
  - May 7, 2024
  - Time: 12:20 pm – 2:30 pm
  - Location: Pasadena Convention Center
  - Description: A resource fair connecting older adults to mobility tools and transit education.
  - Contact: Lilly Ortiz ortizl@metro.net
- **Long Beach Pride Parade**
  - May 19, 2024
  - Time: 10:00 am – 12:00 pm
  - Location: Ocean Blvd.
  - Description: The Long Beach Pride Parade is an annual celebration honoring the LGBTQ+ community featuring vibrant floats, live music and diverse participants all promoting unity and inclusivity along Ocean Boulevard in downtown Long Beach.
  - Contact:
- **Long Beach BT Cener Older Adults Presentation**
  - May 21, 2024

- Time: 11:30 am – 12:00 pm
- Location: The LGBTQ Center of Long Beach
- Description: Long Beach Transit's outreach team presented to the LGBTQ Center Senior group on Long Beach Transit's specific senior information.
- Contact: Violet Rodriguez vrodriguez@centerlb.org

- **Lakewood High School Cultural Fest**
  - May 24, 2024
  - Time: 11:00 am – 1:00 pm
  - Location: Lakewood High School
  - Description: Long Beach Transit's outreach team hosted a resource table informing students and parents on Long Beach Transit's services at a student led celebration of cultural heritage through food, fashion and performances.
  - Contact: Evelyn Raymundo eraymundo@lbschools.net
- **St. Mary Tower Health Fair**
  - May 30, 2024
  - Time: 9:30 am – 12:00 pm
  - Location: St. Mary Tower – Mercy Housing
  - Description: A community health event with screenings, flu shots and wellness and community resources.
  - Contact: Lupita Rangel lupita.rangel-zavala@mercyhousing.org
- **Webster Elementary Summer Event**
  - May 30, 2024
  - Time: 2:00 pm – 5:30 pm
  - Location: Webster Elementary School
  - Description: Webster Elementary Summer School event featuring Long Beach community resources for students.
  - Contact: Margaret Martin mmartin2@lbschools.net
- **McBride High School Student Conversation**
  - June 12, 2024
  - Time: 1:15 pm – 2:15 pm
  - Location: McBride High School
  - Description: Long Beach Transit's outreach and service planning team presented McBride High School students on Long Beach Transit's services and answered student's questions on service change.
  - Contact: Laura Castillo-Roberts lhcastillo@lbschools.net
- **The Center – Colorado Lagoon Center Field Trip**
  - June 18, 2024
  - Time:
  - Location: Colorado Lagoon
  - Description: Long Beach Transit's outreach team took a group of seniors from the Long Beach LGBTQ Center to the Colorado Lagoon to practice riding the bus.

- Contact:

- **Long Beach Transit's Look Ahead & Virtual Event**
  - June 8, 2024
  - Time:
  - Location: Long Beach Transit Zoom Call
  - Description: Long Beach Transit's Regulatory Compliance and Civil Rights Department conducted a virtual event to share Long Beach Transit's procurement process and foster an exchange of information and build new relationships with potential bidders, as well as provide insights into future contracting opportunities.
  - Contact:

Long Beach Transit

Community Outreach Calendar FY2024-2025

- **Expo Arts Senior Presentation**
  - July 11, 2024
  - Time: 12:30 pm – 1:00 pm
  - Location: Expo Arts Center
  - Description: Long Beach Transit's outreach team presented to the Expo Art Senior group on Long Beach Transit's senior specific information.
  - Contact: Cynthia Lara cynthia.lara@longbeach.gov
- **Paramount Senior Center Presentation**
  - July 15, 2024
  - Time: 10:00 am – 12:00 pm
  - Location: Paramount Senior Services
  - Description: Long Beach Transit's outreach team presented to the Paramount Senior Center group on Long Beach Transit's senior specific information.
  - Contact: Catherine Zaragoza czaragoza@paramountcity.com
- **California Recreation Center Senior Presentation**
  - July 17, 2024
  - Time: 10:15 am – 10:45 am
  - Location: McBride Park & California Recreation Park
  - Description: Long Beach Transit's outreach team presented to the California Recreation Center Senior group on Long Beach Transit's senior specific information.
  - Contact: Ellen May ellen.may@longbeach.gov
- **Long Beach Transit's Community Business Organization Roundtable & Reception**
  - July 29, 2024
  - Time: 4:30 pm – 6:30 pm
  - Location: Partake Collective
  - Description: Long Beach Transit's Regulatory Compliance and Civil Rights

Department conducted an outreach event to Community Business Organizations to expand its relationships with the SBE/DBE community.
    - Contact:

- **Houghton Park Senior Presentation**
    - July 29, 2024
    - Time: 11:30 am – 1:30 pm
    - Location: Houghton Park
    - Description: Long Beach Transit's outreach team presented to the Houghton Park Senior group on Long Beach Transit's senior specific information.
    - Contact: Sergio Cordova sergio.cordova@longbeach.gov
- **Young Horizons Presentation**
    - August 8, 2024
    - Time: 9:00 am – 10:00 am
    - Location: Young Horizons Preschool
    - Description: Long Beach Transit's outreach team presented to the Young Horizons Preschool on Long Beach Transit.
    - Contact: Andrea Carrasco acarrasco@younghorizons.org
- **International Student Orientation Resource Fair**
    - August 19, 2024
    - Time: 11:00 am – 1:00 pm
    - Location: California State University, Long Beach
    - Description: Long Beach Transit's outreach team tabled at the annual California State University, Long Beach's International Student Resources Fair connecting students with GoBeach! Pass information and resources.
    - Contact: Tammy Guzman tammy.guzman@csulb.edu
- **Long Beach Health Department Back to School Vaccination & Resources Community Fair**
    - August 20, 2024
    - Time: 3:00 pm – 7:00 pm
    - Location: Health & Human Services – City of Long Beach
    - Description: Long Beach Transit's outreach team tabled at the Long Beach Health Department resource fair connecting with community members on Long Beach Transit.
    - Contact: Victoria Brown longbeachmobilevax@longbeach.gov
- **Centro CHA Back to School Community Event**
    - August 22, 2024
    - Time: 5:00 pm – 8:00 pm
    - Location: Admiral Kidd Park
    - Description: Long Beach Transit's outreach team tabled at the Centro CHA backpack giveaway and resource fair connecting with families on the GoPass program.
    - Contact: Ariana Sahagun ariana@centrocha.org

- **Young Horizons Presentation**
  - August 22, 2024
  - Time: 9:00 am – 10:00 am
  - Location: Young Horizons Preschool
  - Description: Long Beach Transit's outreach team presented to the Young Horizons Preschool on Long Beach Transit.
  - Contact: Andrea Carrasco acarrasco@younghorizons.org
- **OLLI Senior Presentation**
  - September 14, 2024
  - Time: 10:00 am – 12:00 pm
  - Location: California State University, Long Beach
  - Description: Long Beach Transit's outreach team tabled at California State University, Long Beach's OLLI program on Long Beach Transit's senior specific information.
  - Contact: Patti LaPlace patti.laplace@csulb.edu
- **Long Beach Unified School District Disability Community Advisory Committee Resource Fair**
  - September 21, 2024
  - Time: 12:00 pm – 4:00 pm
  - Location: Cabrillo High School
  - Description: Long Beach Transit's outreach team tabled at the Disability Advisory Committee Community Resource Fair promoting Long Beach Transit and Dial-A-Lift.
  - Contact: Marchell Bailey marchellbailey@gmail.com
- **The Center Youth Services Group Presentation**
  - September 27, 2024
  - Time: 4:30 pm – 5:30 pm
  - Location: LGBTQ Center of Long Beach
  - Description: Long Beach Transit's outreach team presented to the Long Beach LGBTQ Center's youth group on the GoPass program and Long Beach Transit's resources.
  - Contact: Dani Garcia dgarcia@centerlb.org
- **University of California, Los Angeles (UCLA) Sustainable Transportation Fair**
  - October 3, 2024
  - Time: 10:00 am – 2:00 pm
  - Location: University of California, Los Angeles
  - Description: The University of California, Los Angeles Sustainable Transportation Fair is an annual event held during Sustainable Transportation Month offering students, faculty and staff an opportunity to explore eco friendly commuting options through interactive exhibits, vendor booths and prize giveaways.
  - Contact: Caroline Uhrig cuhrig@ts.ucla.edu
- **California State University, Long Beach (CSULB) Wellness Fair**

- October 9, 2024
- Time: 11:00 am – 2:00 pm
- Location: California State University, Long Beach
- Description: Long Beach Transit's outreach team tabled at California State University, Long Beach's Wellness Center at a resource fair for students on Long Beach Transit's GoBeach! Pass.
- Contact: Heidi Girling heidi.girling@csulb.edu

- **Belmont Heights Community Meeting**
  - October 9, 2024
  - Time: 6:00 pm – 7:00 pm
  - Location: Belmont Heights
  - Description: Long Beach Transit's outreach team presented to Belmont Heights residents on Long Beach Transit's services and resources.
  - Contact: Monica Tabrizi montab9@msn.com
- **City of Carson – Employee Rideshare and Transportation Event**
  - October 16, 2024
  - Time: 11:00 am – 1:00 pm
  - Location: Carson Center Atrium
  - Description: A fair organized by the City of Carson to encourage ridesharing and provide information on transportation alternatives.
  - Contact: Aurelia Mascorro amascorro@carson.ca.gov
- **Long Beach Housing Resources Event**
  - October 22, 2024
  - Time: 9:00 am – 11:00 pm
  - Location: Long Beach Senior Citizen's Center
  - Description: Long Beach Transit's outreach team connected with older adults on senior resources at the City of Long Beach Housing Resource Event.
  - Contact: Arlene Manrique amanrique@longbeach.gov
- **California State University, Long Beach CalFresh Resource Fair**
  - October 23, 2024
  - Time: 11:00 am – 2:00 pm
  - Location: California State University, Long Beach
  - Description: Long Beach Transit's outreach team tabled and connected with students on the GoBeach! Pass at the California State University, Long Beach's CalFresh Resource Fair.
  - Contact: Elizabeth Martinez elizabeth.martinez@csulb.edu
- **Livability Summit Presentation and Tour**
  - October 24, 2024
  - Time: 9:30 am - 12:00 pm
  - Location: Long Beach Transit 1
  - Description: Long Beach Transit's outreach team participated and presented to

group on Long Beach Transit and gave a group tour of Long Beach Transit 1. This event is hosted by the City of Long Beach for city employees to explore different industries in the City of Long Beach.
    - Contact:
- **Garfield Elementary Harvest Festival**
    - October 24, 2024
    - Time: 2:00 pm – 4:00 pm
    - Location: James A. Garfield Elementary School
    - Description: A Halloween event where students collect treats from decorated car trunks in the school's parking lot.
    - Contact: Carolyn Blocker cfblocker@lbschools.net
- **Gompers Elementary Trick or Treat Event**
    - October 25, 2024
    - Time: 3:00 pm – 7:00 pm
    - Location: Gompers Elementary School
    - Description: A Halloween event where students collect treats from decorated car trunks in the school's parking lot.
    - Contact:
- **School of Choice Fair**
    - October 26, 2024
    - Time: 9:00 am – 12:00 pm
    - Location: Cabrillo High School
    - Description: Long Beach Transit's outreach team tabled at the event sharing resources with families and helping them plan their routes to perspective high schools in the districts. This event is hosted by Long Beach Unified School District as an annual resource fair for families with students entering high school.
    - Contact: Sam Rath srath@lbschools.net
- **McBride Trunk or Treat**
    - October 30, 2024
    - Time: 6:00 pm – 8:00 pm
    - Location: Ernest S. McBride High School
    - Description: A community Halloween celebration featuring decorated vehicles and safe trick or treating opportunities for families.
    - Contact: Jon Schultz march1fun@gmail.com
- **Beach Streets**
    - November 9, 2024
    - Time: 8:00 am – 4:30 pm
    - Location: Houghton Park
    - Description: Beach Streets is an open streets event in Long Beach that temporarily closes major roads to motor vehicles transforming them into safe car free zones for walking, biking and community activities while promoting sustainable transportation, public transit and environmental awareness.

- Contact:

- **Belmont Shore Christmas Parade**
  - December 7, 2024
  - Time: 4:00 pm – 9:00 pm
  - Location: Belmont Shore
  - Description: A festive annual parade along 2nd Street in Belmont Shore featuring holiday themed floats and performances.
  - Contact:
- **Daisy Lane Parade**
  - December 14, 2024
  - Time: 3:30 pm – 9:00 pm
  - Location: Daisy Lane/Wrigely Neighborhood
  - Description: A festive annual parade along Daisy Avenue on the westside of Long Beach featuring holiday themed floats and performances.
  - Contact: Sean Bernhoft sean.bernhoft@longbeach.gov
- **Browning High School Site Night**
  - January 14, 2025
  - Time: 5:30 pm – 8:30 pm
  - Location: Browning High School
  - Description: An event at Browning High School providing information and engagement opportunities for prospective students and families.
  - Contact: Daniel Miyake dmiyake@lbschools.net
- **Poly High School Site Night**
  - January 15, 2025
  - Time: 5:00 pm – 8:00 pm
  - Location: Poly High School
  - Description: An event at Poly High School providing information and engagement opportunities for prospective students and families.
  - Contact: Emily Thompson ethompson1@lbschools.net
- **Martin Luther King, Jr. Parade and Celebration**
  - January 18, 2025
  - Time: 10:00 am – 5:00 pm
  - Location: Long Beach
  - Description: An annual parade honoring Dr. Martin Luther King, Jr. featuring community groups, bands and cultural displays.
  - Contact:
- **SATO High School Site Night**
  - January 23, 2025
  - Time: 5:30 pm – 8:30 pm
  - Location: SATO High School

- Description: An event at SATO High School providing information and engagement opportunities for prospective students and families.
- Contact: Hajra Saeed hsaeed@lbschools.net

- **Webster Elementary Career Day**
  - January 23, 2025
  - Time: 9:30 am – 11:30 am
  - Location: Webster Elementary School
  - Description: Long Beach Transit's outreach team presented to students at Webster Elementary on the different career opportunities available at Long Beach Transit.
  - Contact: Margaret Martin mmartin2@lbschools.net
- **Lakewood Career Fair**
  - January 27, 2025
  - Time: 12:00 pm – 2:00 pm
  - Location: Lakewood High School
  - Description: Long Beach Transit's outreach team tabled at Lakewood High School Career Fair, connecting with students on career opportunities at Long Beach Transit.
  - Contact: Elizabeth Frayre efrayre@lbschools.net
- **Lakewood Site Night**
  - January 28, 2025
  - Time: 6:00 pm – 8:00 pm
  - Location: Lakewood High School
  - Description: An event at Lakewood High School providing information and engagement opportunities for prospective students and families.
  - Contact: Elizabeth Frayre efrayre@lbschools.net
- **Millikan High School Site Night**
  - January 29, 2025
  - Time: 5:00 pm – 8:00 pm
  - Location: Millikan High School
  - Description: An event at Millikan High School providing information and engagement opportunities for prospective students and families.
  - Contact: Midori Sanchez msanchez2@lbschools.net
- **Edison Elementary Community Resource Fair**
  - February 25, 2025
  - Time: 2:30 pm – 4:30 pm
  - Location: Edison Elementary School
  - Description: Long Beach Transit's outreach team tabled at Edison Elementary Community Resources Fair connecting with families on the GoPass program.
  - Contact: Maribel Gonzalez mgonzalez@lbschools.net
- **Long Beach Unified School District Middle and K8 School of Choice Fair**
  - March 1, 2025

- Time: 9:00 am – 12:00 pm
- Location: Cabrillo High School
- Description: A Long Beach Unified School District event for elementary students getting ready for middle school. Long Beach Transit's outreach team tabled the event and connected with students and families on the GoPass program.
- Contact: Sam Rath srath@lbschools.net

- **Del Amo Garden Apartments Senior Presentation**
  - March 5, 2025
  - Time: 11:00 am – 12:00 pm
  - Location: Del Amo Garden Apartments
  - Description: Long Beach Transit's outreach team presented to the Del Amo Gardens Senior Apartments residents on Long Beach Transit senior specific information.
  - Contact: Sheryl Senter ssenter@goldrichkest.com
- **Cerritos Senior Center Presentation**
  - March 7, 2025
  - Time: 10:00 am – 11:00 am
  - Location: Cerritos Senior Center
  - Description: Long Beach Transit's outreach team presented to the Cerritos Senior Center group on Long Beach Transit's senior specific information.
  - Contact: Nick Rodriguez nrodriguez@cerritos.us
- **Belmont Height Community Association Presentation**
  - March 12, 2025
  - Time: 6:00 pm – 7:30 pm
  - Location: Belmont Heights
  - Description: Long Beach Transit's outreach team presented to the Belmont Heights residents on Long Beach Transit's services and resources.
  - Contact: Monica Tabrizi montab9@msn.com
- **Long Beach Blast: College & Career Fair at Reid High School**
  - March 28, 2025
  - Time: 11:30 am – 4:00 pm
  - Location: Reid High School
  - Description: Long Beach Transit's outreach team connected with high school students on career opportunities at Long Beach Transit.
  - Contact: Marquel Reid marquel@lbblast.com
- **Long Beach Unified School District Industry Advisory Meeting**
  - April 2, 2025
  - Time: 8:00 am – 11:30 am
  - Location: Museum of Latin American Art (MOLAA)
  - Description: Long Beach Transit's outreach team connected with community partners at a breakfast event hosted by Long Beach Unified School District.

- Contact: Kehaulani Fujikami kfujikami@lbschools.net

- **Paramount Eco Friendly Fair**
  - April 5, 2025
  - Time: 11:00 am – 1:00 pm
  - Location: Paramount Civic Center
  - Description: Long Beach Transit's outreach team tabled at the City of Paramount hosted an annual eco friendly fair that provides residents with green and sustainable themed resources.
  - Contact: Michelle Muller mmuller@paramountcity.com
- **Cambodia Town Parade**
  - April 6, 2025
  - Time: 10:00 am – 12:00 pm
  - Location: Cambodia Town
  - Description: An annual celebration in Long Beach's Cambodian Town featuring a parade and cultural festivities.
  - Contact:
- **Acura Grand Prix of Long Beach**
  - April 11, 2025 to April 12, 2025
  - Time: All Day
  - Location: Long Beach Convention and Entertainment Center
  - Description: The Acura Grand Prix of Long Beach is annual three day motorsports festival held on a 1.968 mile temporary street circuit in downtown Long Beach featuring Indy Car Series races, sports car competitions and various family friendly activities. Long Beach Transit's outreach team staged a bus and held a resource table along with an engaging bus racing activity.
  - Contact:
- **California State University, Long Beach Green Celebration Showcase**
  - April 17, 2025
  - Time: 4:00 pm – 7:00 pm
  - Location: California State University, Long Beach Earl Burns Miller Japanese Gardens
  - Description: Student event at California State University, Long Beach celebrating sustainability and promoting clean transportation.
  - Contact: Myjelle Puntalan myjelle.putalan-SA@longbeach.gov
- **Lutheran Towers Senior Presentation**
  - April 22, 2025
  - Time: 2:00 p – 3:00 pm
  - Location: Lutheran Towers Senior Apartments
  - Description: Long Beach Transit's outreach team presented to the Lutheran Towers Senior Apartments residents on Long Beach Transit senior specific information.
  - Contact: Wendy Melgar wmelgar@frontporch.net

- **Celebration of the Young Child**
  - April 26, 2025
  - Time: 10:00 am – 2:00 pm
  - Location: Billie Jean King Main Library
  - Description: Long Beach Transit's outreach team hosted a resource table at an event recognizing the importance of early childhood education with activities for young children and families.
  - Contact: Gaby Acosta gaby.acosta@longbeach.gov
- **Touch-A-Truck**
  - April 27, 2025
  - Time: 9:00 am – 1:00 pm
  - Location: Volutide Sport & Adventure Club
  - Description: Long Beach Transit's outreach team staged a Long Beach Transit bus and resource table at a family friendly event allowing children to explore and learn about various service vehicles and trucks.
  - Contact: Justin Rudd justin@justinrudd.com
- **Long Beach City College Adaptive Sports Fair**
  - May 17, 2025
  - Time: 10:00 am – 2:00 pm
  - Location: Long Beach City College
  - Description: Long Beach Transit's outreach team tabled at the community event hosted by Long Beach City College which brought the community together to celebrate adaptive youth sports and athletes.
  - Contact: Susan Grham susan@letbeplaymakers.org
- **Long Beach Pride Parade**
  - May 18, 2025
  - Time: 10:00 am – 2:00 pm
  - Location: Downtown Long Beach
  - Description: The Long Beach Pride Parade is an annual celebration honoring the LGBTQ+ community featuring vibrant floats, live music and diverse participants all promoting unity and inclusivity along Ocean Boulevard in downtown Long Beach.
  - Contact:
- **Roosevelt Elementary Community Resource Fair**
  - Mary 18
  - Time: 10:00 am – 12:00 pm
  - Location: Roosevelt Elementary
  - Description: A resource fair for families at Roosevelt Elementary.
  - Contact: Daisy Garcia dgarcia6@lbschools.net
- **Long Beach Community Resources Center Presentation/Tabling**
  - June 3, 2025

- Time: 10:00 am – 4:00 pm
- Location: Long Beach Community Resource Center
- Description: Long Beach Transit's outreach team will table at a resource fair that features presentations from organizations providing resources for older adults.
- Contact:

- **Smith Elementary Career Day**
  - June 6, 2025
  - Time: 8:30 am – 10:00 am
  - Location: Smith Elementary School
  - Description: Long Beach Transit's will be participating and talking about career opportunities at career day for students at Smith Elementary.
  - Contact: Kriston Martineau kmartineau@lbschools.net
- **CCEJ Love Day**
  - June 8, 2025
  - Time: 11:00 am – 1:00 pm
  - Location: Cesar Chavez Park
  - Description: Long Beach Transit's outreach team will tabled at a family friendly festival featuring music, activities and food.
  - Contact: Reena Hajat Carroll rhcarroll@cacej.org

PURPOSE

The purpose of this plan is to promote public involvement in transit planning decision-making activities. This plan will establish formal procedures that allow for, encourage, and monitor public participation within the Long Beach Transit (LBT) service area, including, but not limited to, minority individuals, persons with Limited English Proficiency and low-income populations. This document describes proactive public outreach strategies and procedures.

BACKGROUND

Title VI of the Civil Rights Act of 1964 requires that "No person in the United States shall, on the ground of race, color, or national origin be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

In accordance with Federal Transit Administration (FTA) requirements, Circular 4702.1B, "Title VI Program Guidelines for Federal Transit Administration Requirements," effective October 1, 2012, recipients of federal assistance must report on a triennial basis on compliance with Title VI.

Presidential Executive Orders 12898 "Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations" of February 1994 places further emphasis on Title VI protections of race and national origin by directing federal agencies to develop strategies to address disproportionately high and adverse human health or environmental effects of their programs on minority and low-income populations.

To ensure LBT's compliance with FTA Guidelines, a public participation plan has been developed to promote public involvement in transit planning decision-making activities.

GOALS AND OBJECTIVES

The goal of this plan is to offer a variety of opportunities for the general public to engage in transit planning and decision-making activities at Long Beach Transit, in accordance with Federal Transit Administration (FTA) Circular 4702.1B, Chapter III-5: Promoting Inclusive Public Involvement. The objectives of the plan are as follows:

- To determine what non-English languages and other barriers may exist to public participation within the Long Beach Transit service area
- To provide a general notification of meetings, particularly forums for public input, in a manner that is understandable to all populations in the area
- To hold meetings in locations which are accessible and reasonably welcoming to area residents, including but not limited to, minority, Limited English Proficient (LEP) and low-income members of the public
- To utilize a variety of communication methods to capture public input from populations which are typically not likely to attend or engage in public meetings

IDENTIFICATION OF STAKEHOLDERS

Stakeholders are those who are either directly or indirectly affected by a plan, project or program based on decisions related to recommendations or implementation actions.

Those who may be adversely affected or who may be denied benefit of a plan's recommendation(s) are of particular interest in the identification of specific stakeholders.

General stakeholders within the Long Beach Transit Service area may include, but are not limited to:

- LBT Service Area Cities including Artesia, Bellflower, Carson, Cerritos, Compton, Hawaiian Gardens, Lakewood, Long Beach, Los Alamitos, Norwalk, Paramount, Seal Beach and Signal Hill
- Major Employers including Boeing Co. and Verizon
- Major Hospitals and Medical Facilities including the Veterans Affairs (VA) Long Beach Health Care System
- Educational Institutions including California State Universities Long Beach and Dominguez Hills, Long Beach City College, Cerritos College and the Long Beach Unified School District
- Non-Profit and Business Community including Disabled Resource Center, Long Beach Chamber of Commerce, Long Beach Convention and Visitor Bureau and Downtown Long Beach Associates
- Regional and Municipal Transit Providers including the Los Angeles County Metropolitan Transportation Authority (Metro), Los Angeles Department of Transportation (LADOT), Orange County Transportation Authority (OCTA), Torrance Transit, Norwalk Transit, Cerritos on Wheels (COW), Paramount Easy Rider and Bellflower Transit and Access Services
- Government and Governmental Organizations including the Counties of Los Angeles and Orange, Southern California Association of Governments (SCAG) and Gateway Cities Council of Governments
- LBT Internal Stakeholders including the LBT Board of Directors, LBT Paratransit Advisory Committee and all LBT Employees
- General Public including minority, LEP, seniors and people with disabilities

PUBLIC PARTICIPATION TECHNIQUES

Long Beach Transit's (LBT) service area spans 100 square miles in southeast Los Angeles County and portions of Orange County. The service area provides LBT with over 28 million annual boardings from a diverse community of over 750,000, of which roughly 73 percent are designated as minorities according to the 2020 United States Census, and over 16 percent are designated as low-income according to the 2023 American Community Survey.

LBT uses a variety of techniques to engage the general population in transit planning and evaluation of impacts to various communities. Public Notices may also be advertised in the local newspapers, on two LBT websites (English and Spanish), via Social Media (Facebook, Instagram and Twitter), in press releases, on LBT transit information signage, onboard buses, at LBT's Transit & Visitor Information Center and main administrative headquarters.

Minority Populations

Minority populations comprise a significant portion of LBT's service area.

Limited English Proficient Populations

As outlined in LBT's Limited English Proficiency (LEP) Plan, reasonable efforts will be made to engage LEP populations using techniques such as the development of public notices and information in appropriate non-English languages that will allow those with limited English proficiency to learn about specific projects that may impact them, and to allow them the opportunity to provide their input. Other efforts could include conducting focus groups in LEP populated areas for the purpose of gaining input about a particular project or initiative. In addition, non-profit organizations and other advocacy groups may be used to disseminate information to LEP populations. Such non-profit organizations, advocacy groups or other entities can also provide insight into the needs of the LEP population.

Low-Income Populations

To ensure low-income populations are not under-served, LBT will identify populations within its service area that meet the federal definitions of low-income and engage these groups using its traditional methods for outreach, which include print, digital and social media, as previously discussed. Low-income populations in LBT's service area, like LEP populations, should be given every reasonable opportunity to provide input on transportation plans and programs to avoid disproportionate harm, and to facilitate more equitably distributed benefits.

PUBLIC COMMENT PROCESS FOR MAJOR SERVICE AND FARE CHANGES

In addition to the outreach efforts identified earlier in this plan, LBT will utilize its internally-developed Public Hearing and Community Meeting Policy, as well as its policies for Major Service Changes, Disparate Impact and Disproportionate Burden to guide efforts pertaining to soliciting input for proposed major changes to transit service or fares, or other programs or initiatives as required. In addition, public comments will be presented to the LBT Board of Directors prior to the approval of the proposed major service or fare change.

1. Public Hearing Determination

   A. It shall be LBT's policy to solicit public comments prior to:
      i. Any permanent fare change;
      ii. The addition of a new route;
      iii. The elimination of a route without alternative service or a replacement route within three-quarters of a mile of the existing service;
      iv. A reduction of 25 percent or more in total vehicle revenue miles in service on any specific route;
      v. An increase of 25 percent or more in total vehicle revenue miles in service on any specific route;
      vi. A change in the daily span of service or frequency affecting 25 percent or more of route's vehicle hours;
      vii. A system-wide change concurrently affecting five percent or more of the total system revenue hours.

   B. It shall be LBT's policy that the following shall be exempt from public comment and public hearing:
      i. Temporary route detours caused by road construction, maintenance, closures, emergencies, labor strikes, fuels shortages or safety concerns;
      ii. Route number designation changes;
      iii. Seasonal service changes;
      iv. The introduction or discontinuation of short or limited-term service (e.g., promotional, pilot, demonstration, seasonal or emergency service, or service provided as mitigation or diversions for construction or other similar activities), as long as the service will be/has been operated for no more than 12 months;
      v. Any service change that does not meet the conditions of a major service changes as defined above.

2. Public Notification

   Legal notification of a public hearing and public comment will occur no fewer than 14 days prior to the hearing or meeting. This notice will set a specific place, date and time for one or more

public hearings, and will identify the dates during which public comment will be accepted. The public comment period will be no fewer than 10 days.

The following procedures, strategies, techniques and media may be utilized to engage and notify the public in advance of a public hearing and prior to the Long Beach Transit Board of Directors' approval:

- Place printed material on-board buses and at transit hub(s) and public LBT facilities: interior car cards, flyers, customer bulletins
- Provide information on LBT websites
- Post information using social media outlets such as Facebook, Instagram, and Twitter
- Issue press releases and hold briefings, roundtables, and/or meetings with local media representatives
- Conduct presentations to professional, government, non-profit and student stakeholder organizations
- Issue correspondence to professional, government, non-profit and student stakeholder organizations
- Conduct LBT system user and non-user surveys

3. Scheduling Public Hearing(s)

The public hearing(s) will be scheduled and conducted by LBT (Board of Directors or staff) at a time and place to be selected. The facility utilized for public hearings will be accessible to persons with disabilities. Long Beach Transit intends to provide reasonable accommodations in accordance with the Americans with Disabilities Act of 1990. If special accommodations are desired, individuals should call the LBT Board Secretary's Office 48 hours* prior to the meeting at 562.599.8554.

*LBT's Board Secretary's office is closed on weekends. To assure proper accommodations, please call no later than 4:30 p.m. on the Friday prior to the meeting.

4. Procedure for Conducting Public Hearings

Forms will be available to register interested persons' presence and desire to speak. Public hearings will begin with a reading of the public notice, purpose and proposed action that necessitated the public hearing. After a presentation of the proposed action is completed, the public will be invited to offer their comments. The Hearing Officer will instruct the public as to the amount of time each speaker has for public comment. After all registered persons have commented the Hearing Officer will close the public hearing.

5. Addressing Public Comments Received

All relevant comments received verbally or in writing at a public hearing or as otherwise conveyed to LBT prior to the established deadline will be entered into the public record of the relevant comments received and prepare a written report for consideration by LBT (Board of Directors or staff).

6. Long Beach Transit Board of Directors

The Long Beach Transit Board of Directors will receive a summary of public feedback received in relation to the subject of the public hearing along with staff recommendation for final disposition of the issue(s). Upon review by the Board, staff will proceed accordingly to amend the recommended service and/or fare adjustments.

DEFINITIONS

The following definitions are provided in accordance with FTA Circular 4712.1B, Title VI Requirements and Guidelines for Federal Transit Administration Recipients.

Low-Income Population

Refers to any readily identifiable group of low-income persons who live in geographic proximity, and, if circumstances warrant, geographically dispersed/transient persons (such as migrant workers or Native Americans) who will be similarly affected by a proposed Federal Transit Administration (FTA) program, policy or activity.

Minority Population

Refers to any readily identifiable group of minority persons who live in geographic proximity and, if circumstances warrant, geographically dispersed/transient populations (such as migrant workers or Native Americans) who will be similarly affected by a proposed Department of Transportation (DOT) program, policy or activity.

Environmental Justice

The overarching objective of environmental justice is a fair distribution of the benefits or burdens associated with Federal program, policies and activities.

Limited English Proficient (LEP) Persons

Refers to persons for whom English is not their primary language and who have a limited ability to read, write, speak or understand English. It includes individuals who reported to the U.S. Census that they speak English less than very well, not well or not at all.

Appendix E

Major Service Change and Service Equity Policies

LONG BEACH TRANSIT

PURPOSE

The purpose of the Title VI Major Service Change and Service Equity Policies is to define thresholds for determining major service changes and to determine whether potential changes to existing transit service will have a disparate impact based on race, color or national origin, or whether potential service changes will have a disproportionately high or adverse impact on minority and/or low-income populations.

BACKGROUND

Title VI of the Civil Rights Act of 1964 requires that "No person in the United States shall, on the ground of race, color, or national origin be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

In accordance with Federal Transit Administration (FTA) requirements, Circular 4702.1B, "Title VI Program Guidelines for Federal Transit Administration Requirements," effective October 1, 2012, recipients of federal assistance must report on a triennial basis on compliance with Title VI.

Presidential Executive Order 12898 "Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations" of February 1994 places further emphasis on Title VI protections of race and national origin by directing federal agencies to develop strategies to address disproportionately high and adverse human health or environmental effects of their programs on minority and low-income populations.

To ensure LBT's compliance with FTA Guidelines, three policies have been developed to define thresholds for determining major service changes and to determine whether potential changes to existing transit service will have a disparate impact based on race, color or national origin, or whether potential service changes will have a disproportionately high or adverse impact on minority and/or low-income populations:

- Major Service Change Policy
- Disparate Impact Policy
- Disproportionate Burden Policy

MAJOR SERVICE CHANGE POLICY

The purpose of this policy is to establish a threshold that defines a "major" service change.

All "major" increases or decreases in transit service are subject to a Title VI Service Equity Analysis prior to the Long Beach Transit Board of Directors' approval of the service change. A Title VI Equity Analysis completed for a "major" service change must be presented to the Long Beach Transit Board of Directors for its consideration and included in the Long Beach Transit Title VI Program with a record of action taken by the Board.

The following types of service changes shall be considered "major" service changes:

a) The addition of a new route;
b) The elimination of a route without alternative service or a replacement route within three-quarters of a mile of the existing service;
c) A reduction of 25 percent or more in total vehicle revenue miles in service on any specific route;
d) An increase of 25 percent or more in total vehicle revenue miles in service on any specific route;
e) A change in the daily span of service or frequency affecting 25 percent or more of route's vehicle hours;
f) A system-wide change concurrently affecting five percent or more of the total system revenue hours.

The following types of modifications are not classified as "major" service changes:

a) Temporary route detours caused by road construction, maintenance, closures, emergencies, labor strikes, fuels shortages or safety concerns;
b) Route number designation changes;
c) Seasonal service changes;
d) The introduction or discontinuation of short or limited-term service (e.g., promotional, demonstration, seasonal or emergency service, or service provided as mitigation or diversions for construction or other similar activities), as long as the service will be/has been operated for no more than 12 months;
e) Any service change that does not meet the conditions of a major service changes as defined above.

Service change proposals that do not meet the criteria for "major" service changes are still subject to an appropriate level of public review and comment.

Long Beach Transit shall consider the degree of adverse effects and analyze those effects when planning major service changes.

DISPARATE IMPACT POLICY

The purpose of this policy is to establish a threshold for determining if a given service or fare change would result in a fair distribution of positive and negative effects on minority customers.

As defined by the FTA Title VI Circular 4702.1B:
Disparate impact refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would service the same legitimate objectives but with less disproportionate effect on the basis of race, color or national origin.

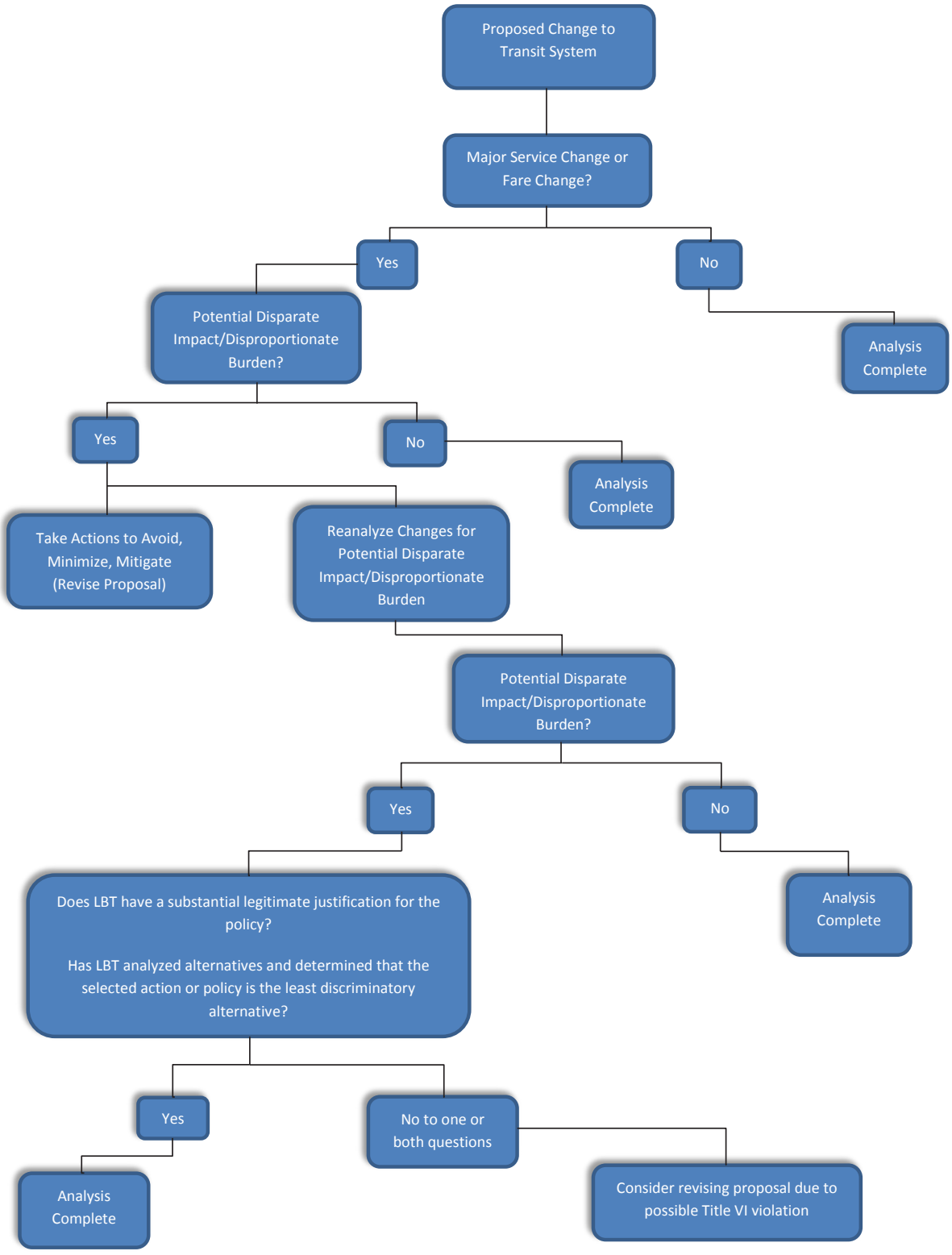
The policy shall establish a threshold for determining when adverse effects of fare/service changes are borne disproportionately by minority populations. The disparate impact threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by minority populations compared to impacts borne by non-minority populations. The disparate impact threshold must be applied uniformly…and cannot be altered until the next Title VI Program submission.

LBT defines a "disparate impact" as occurring when an adverse effect of a major service or fare change on minority populations is at least 20 percent greater than the adverse effect on the average non-minority populations of LBT's service area. For "major" service changes in which a Service or Fare Equity Analysis is conducted by Long Beach Transit, a disparate impact threshold of 20 percent shall be used to determine if minority populations are more negatively affected.

In order to identify a potential impact, LBT will follow the process illustrated in Figure 1 on the following page, adapted from FTA Circular 4702, 1B, Title VI Requirements and Guidelines for Federal Transit Administration Recipients, October 1, 2012.

If LBT finds that a disparate impact exists, it shall analyze alternatives to determine if another alternative could serve the same legitimate objective with less of a disparate impact. If a less discriminatory alternative does not exist and LBT has substantial legitimate justification that cannot otherwise be accomplished, LBT shall mitigate the impact of the change on affected minority customers.

Figure 1:


Proposed Change to Transit System
Major Service Change or Fare Change?
Yes
No
Analysis Complete
Potential Disparate Impact/Disproportionate Burden?
Yes
No
Analysis Complete
Take Actions to Avoid, Minimize, Mitigate (Revise Proposal)
Reanalyze Changes for Potential Disparate Impact/Disproportionate Burden
Potential Disparate Impact/Disproportionate Burden?
Yes
No
Analysis Complete
Does LBT have a substantial legitimate justification for the policy?
Has LBT analyzed alternatives and determined that the selected action or policy is the least discriminatory alternative?
Yes
No to one or both questions
Analysis Complete
Consider revising proposal due to possible Title VI violation

DISPROPORTIONATE BURDEN POLICY

The purpose of this policy is to establish a threshold for determining if a given service or fare change would result in a fair distribution of positive and negative effects on low-income customers.

As defined by the FTA Title VI Circular 4702.1B:
Disproportionate burden refers to a facially neutral policy or practice that disproportionately affects low-income populations. A finding of disproportionate burden requires the recipient to evaluate alternatives and mitigate where practicable.

The policy shall establish a threshold for determining when adverse effects of fare/service changes are borne disproportionately by low-income populations. The disproportionate burden threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by low-income populations as compared to impacts borne by non-low-income populations. The disproportionate burden threshold must be applied uniformly…and cannot be altered until the next Title VI Program submission.

LBT defines a "disproportionate burden" as occurring when an adverse effect of a major service or fare change on low-income populations is at least 20 percent greater than the adverse effect on the average non-low-income populations of LBT's service area. For "major" service changes in which a Service or Fare Equity Analysis is conducted by Long Beach Transit, a disproportionate burden threshold of 20 percent shall be used to determine if low-income populations are more negatively affected.

In order to identify a potential impact, LBT will follow the process illustrated in Figure 1 on the previous page, adapted from FTA Circular 4702, 1B, Title VI Requirements and Guidelines for Federal Transit Administration Recipients, October 1, 2012.

If LBT finds that low-income populations will incur a disproportionate burden from a proposed service or fare change, LBT shall identify alternatives available to affected low-income customers and take steps to avoid, minimize or mitigate impacts where practicable.

DEFINITIONS

The following definitions are provided in accordance with Federal Transit Administration Circular FTA 4712.1B, Title VI Requirements and Guidelines for Federal Transit Administration Recipients.

Low-Income Population
Refers to any readily identifiable group of low-income persons who live in geographic proximity, and, if circumstances warrant, geographically dispersed/transient persons (such as migrant workers or Native Americans) who will be similarly affected by a proposed Federal Transit Administration (FTA) program, policy or activity.

Minority Population
Refers to any readily identifiable group of minority persons who live in geographic proximity and, if circumstances warrant, geographically dispersed/transient populations (such as migrant workers or Native Americans) who will be similarly affected by a proposed Department of Transportation (DOT) program, policy or activity.

Environmental Justice
The overarching objective of environmental justice is a fair distribution of the benefits or burdens associated with Federal program, policies and activities.

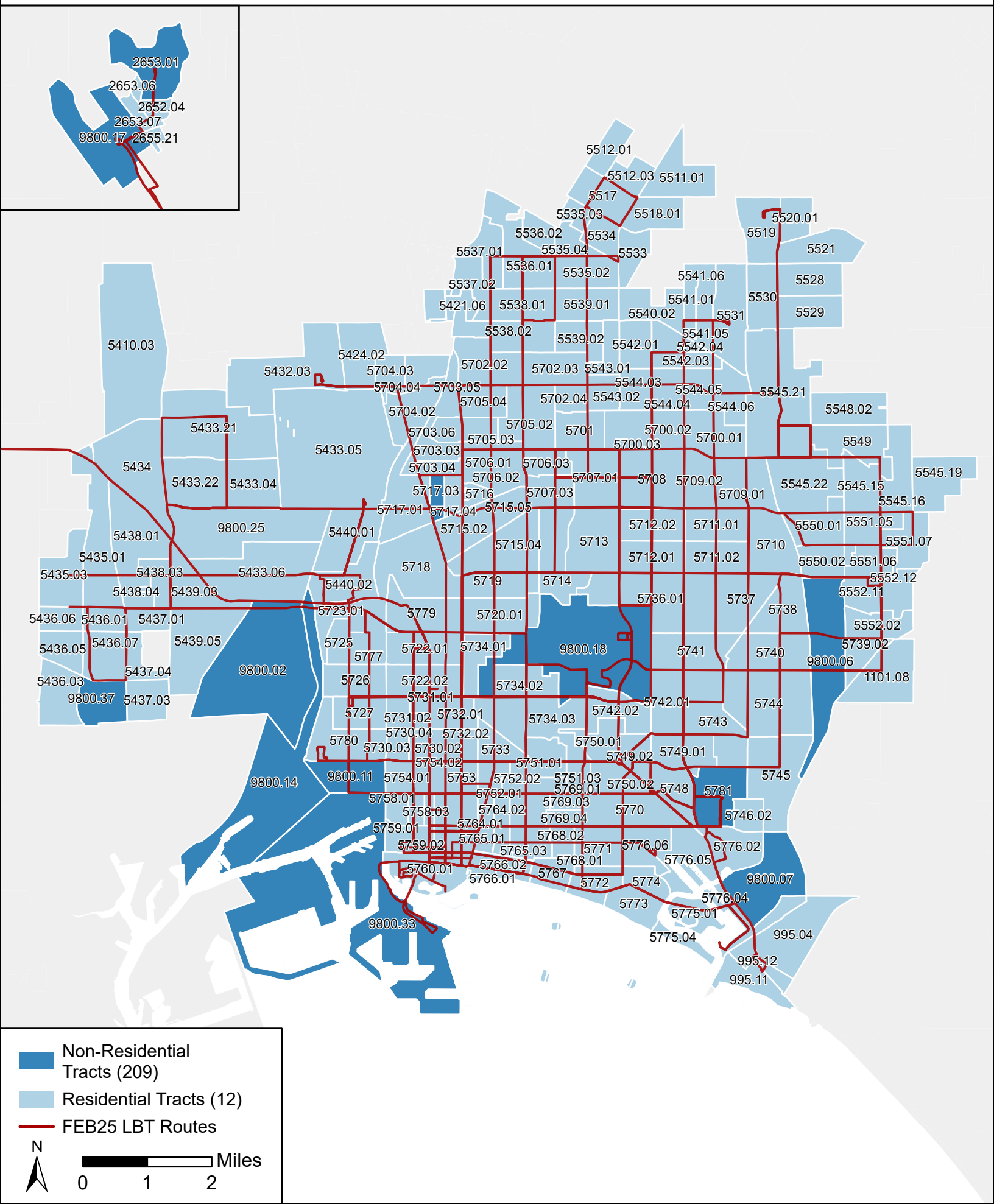
Limited English Proficient (LEP) Persons
Refers to persons for whom English is not their primary language and who have a limited ability to read, write, speak or understand English. It includes individuals who reported to the U.S. Census that they speak English less than very well, not well or not at all.

[This Page Is Left Intentionally Blank]

Appendix F

Demographic Breakdown by Census Tract

Long Beach Transit Service Area - Census Tracts



FY 25 Service Area Demographics by Census Tract												
Census Tracts	Total Population	Minority		Hispanic/Latino		African American		Asian		Median Household Income	% of Population Below Poverty	Minority /Low-Income Status
		#	%	#	%	#	%	#	%			
2653.01	12,987	9,420	72.5	2,656	20.5	791	6.1	5,255	40.5	-	0.0	Non-residential Tract
5421.06	2,319	2,304	99.4	1,977	85.3	279	12.0	41	1.8	$52,708	27.8	Minority and Low-income Tract
5424.02	4,023	4,010	99.7	2,821	70.1	1,079	26.8	9	0.2	$87,750	9.3	Minority Tract
5433.04	6,788	6,637	97.8	877	12.9	5,263	77.5	182	2.7	$108,468	8.2	Minority Tract
5433.05	3,803	3,391	89.2	2,301	60.5	770	20.2	163	4.3	$94,117	13.4	Minority and Low-income Tract
5433.06	6,821	6,154	90.2	2,060	30.2	1,034	15.2	2,134	31.3	$100,993	2.3	Minority Tract
5433.21	5,789	5,424	93.7	580	10.0	2,842	49.1	1,557	26.9	$118,295	13.2	Minority and Low-income Tract
5433.22	6,951	6,625	95.3	891	12.8	4,858	69.9	212	3.0	$127,614	7.0	Minority Tract
5434	3,599	3,445	95.7	2,067	57.4	906	25.2	421	11.7	$100,667	10.0	Minority Tract
5435.01	6,326	5,976	94.5	2,166	34.2	401	6.3	3,315	52.4	$105,518	14.1	Minority and Low-income Tract
5435.03	5,329	4,670	87.6	1,790	33.6	366	6.9	2,237	42.0	$94,362	5.3	Minority Tract
5436.01	4,531	4,258	94.0	2,279	50.3	218	4.8	1,594	35.2	$109,811	9.3	Minority Tract
5436.03	3,795	3,177	83.7	945	24.9	962	25.3	921	24.3	$81,919	5.7	Minority Tract
5437.01	3,040	2,894	95.2	1,554	51.1	117	3.8	1,160	38.2	$140,000	4.8	Minority Tract
5437.03	4,207	3,837	91.2	2,403	57.1	259	6.2	981	23.3	$119,980	5.3	Minority Tract
5438.01	4,470	4,082	91.3	1,649	36.9	324	7.2	1,810	40.5	$102,472	6.2	Minority Tract
5439.03	4,127	3,892	94.3	2,112	51.2	65	1.6	1,428	34.6	$128,125	7.1	Minority Tract
5439.05	4,479	4,365	97.5	3,409	76.1	493	11.0	248	5.5	$82,790	10.6	Minority Tract
5440.01	3,968	3,598	90.7	2,515	63.4	106	2.7	791	19.9	$92,135	8.5	Minority Tract
5440.02	3,835	3,698	96.4	2,775	72.4	195	5.1	547	14.3	$110,179	3.9	Minority Tract
5511.01	3,950	3,499	88.6	2,924	74.0	143	3.6	299	7.6	$62,361	13.7	Minority and Low-income Tract
5512.01	3,541	3,004	84.8	2,461	69.5	454	12.8	89	2.5	$66,971	6.9	Minority Tract
5517	6,286	5,854	93.1	5,238	83.3	136	2.2	290	4.6	$91,107	11.2	Minority Tract
5519	5,324	4,252	79.9	3,376	63.4	113	2.1	728	13.7	$97,184	11.3	Minority Tract
5520.01	3,853	3,476	90.2	2,671	69.3	253	6.6	499	13.0	$91,188	4.7	Minority Tract
5521	5,405	4,924	91.1	3,699	68.4	303	5.6	834	15.4	$76,141	8.1	Minority Tract
5528	6,332	5,897	93.1	4,903	77.4	322	5.1	494	7.8	$119,471	4.4	Minority Tract
5529	6,565	5,263	80.2	3,955	60.2	200	3.0	992	15.1	$85,938	17.0	Minority and Low-income Tract
5530	5,107	4,271	83.6	3,520	68.9	223	4.4	369	7.2	$143,750	7.2	Minority Tract
5531	6,255	5,285	84.5	3,334	53.3	942	15.1	684	10.9	$103,086	11.0	Minority Tract
5533	3,829	3,367	87.9	2,612	68.2	132	3.4	497	13.0	$100,256	5.6	Minority Tract
5534	3,472	3,249	93.6	2,787	80.3	196	5.6	124	3.6	$103,553	3.8	Minority Tract
5535.02	3,629	3,180	87.6	2,483	68.4	340	9.4	224	6.2	$76,700	5.0	Minority Tract
5535.03	3,013	2,944	97.7	2,734	90.7	210	7.0	0	0.0	$59,811	16.2	Minority and Low-income Tract
5535.04	4,626	4,259	92.1	3,815	82.5	380	8.2	17	0.4	$77,685	9.5	Minority Tract
5536.01	4,518	4,419	97.8	3,982	88.1	252	5.6	147	3.3	$60,900	15.1	Minority and Low-income Tract
5536.02	5,026	4,900	97.5	3,797	75.5	926	18.4	128	2.5	$75,972	4.0	Minority Tract
5537.01	3,925	3,881	98.9	3,603	91.8	154	3.9	118	3.0	$70,833	13.2	Minority and Low-income Tract
5537.02	4,614	4,596	99.6	4,312	93.5	229	5.0	0	0.0	$66,395	12.6	Minority and Low-income Tract
5538.01	4,124	3,942	95.6	2,985	72.4	708	17.2	92	2.2	$65,037	31.3	Minority and Low-income Tract
5538.02	6,654	6,123	92.0	5,104	76.7	543	8.2	438	6.6	$59,201	14.3	Minority and Low-income Tract
5539.01	6,492	6,252	96.3	5,379	82.9	556	8.6	178	2.7	$87,247	11.8	Minority Tract
5539.02	5,925	5,706	96.3	5,064	85.5	199	3.4	141	2.4	$71,053	13.5	Minority and Low-income Tract
5540.02	5,739	5,306	92.5	4,018	70.0	731	12.7	514	9.0	$69,658	18.6	Minority and Low-income Tract
5541.01	3,540	3,291	93.0	2,591	73.2	189	5.3	511	14.4	$72,250	22.2	Minority and Low-income Tract
5541.05	4,280	3,980	93.0	2,696	63.0	592	13.8	631	14.7	$47,206	29.9	Minority and Low-income Tract

5542.01	3,521	3,063	87.0	2,297	65.2	210	6.0	347	9.9	$100,833	6.2	Minority Tract
5542.03	3,914	3,530	90.2	2,314	59.1	451	11.5	457	11.7	$60,388	17.1	Minority and Low-income Tract
5542.04	4,821	4,288	88.9	3,414	70.8	532	11.0	194	4.0	$44,007	16.7	Minority and Low-income Tract
5543.01	3,418	2,967	86.8	2,554	74.7	232	6.8	181	5.3	$87,524	12.7	Minority and Low-income Tract
5543.02	4,268	4,103	96.1	2,472	57.9	546	12.8	648	15.2	$79,054	6.3	Minority Tract
5544.03	5,592	5,062	90.5	3,220	57.6	899	16.1	900	16.1	$75,887	11.3	Minority Tract
5544.04	4,423	4,120	93.1	2,641	59.7	633	14.3	626	14.2	$80,767	16.6	Minority and Low-income Tract
5544.05	3,573	2,637	73.8	1,555	43.5	470	13.2	527	14.7	$45,944	15.6	Low-income Tract
5544.06	4,771	3,548	74.4	1,637	34.3	1,006	21.1	762	16.0	$87,091	5.2	Non-minority and Non-low-income Tract
5545.15	3,328	2,906	87.3	394	11.8	329	9.9	2,076	62.4	$105,568	9.4	Minority Tract
5545.16	3,632	3,020	83.1	240	6.6	34	0.9	2,709	74.6	$163,235	3.7	Minority Tract
5545.19	3,243	2,976	91.8	149	4.6	178	5.5	2,525	77.9	$113,633	8.5	Minority Tract
5545.21	6,125	4,846	79.1	1,359	22.2	573	9.4	2,410	39.3	$121,313	3.2	Minority Tract
5545.22	4,985	4,279	85.8	990	19.9	278	5.6	2,683	53.8	$130,388	3.2	Minority Tract
5548.02	5,920	5,120	86.5	1,172	19.8	139	2.3	3,703	62.6	$107,270	6.0	Minority Tract
5549	7,240	6,156	85.0	2,309	31.9	608	8.4	2,808	38.8	$88,398	10.5	Minority Tract
5550.01	5,359	4,610	86.0	2,629	49.1	234	4.4	1,725	32.2	$90,733	11.5	Minority Tract
5550.02	3,808	3,029	79.5	1,691	44.4	304	8.0	499	13.1	$87,500	6.8	Minority Tract
5552.02	3,689	1,856	50.3	980	26.6	44	1.2	551	14.9	$149,125	4.6	Non-minority and Non-low-income Tract
5552.11	5,509	5,373	97.5	4,799	87.1	9	0.2	512	9.3	$76,644	28.6	Minority and Low-income Tract
5552.12	5,609	4,947	88.2	4,380	78.1	101	1.8	443	7.9	$76,094	14.2	Minority and Low-income Tract
5700.01	4,746	3,250	68.5	1,701	35.8	434	9.1	861	18.1	$132,875	8.4	Non-minority and Non-low-income Tract
5700.02	2,523	1,660	65.8	995	39.4	314	12.4	257	10.2	$116,357	3.3	Non-minority and Non-low-income Tract
5700.03	3,836	2,182	56.9	1,309	34.1	200	5.2	434	11.3	$119,402	3.8	Non-minority and Non-low-income Tract
5701	2,966	2,496	84.2	996	33.6	296	10.0	941	31.7	$103,227	16.9	Minority and Low-income Tract
5702.02	6,850	6,591	96.2	4,331	63.2	1,400	20.4	604	8.8	$83,333	20.1	Minority and Low-income Tract
5702.03	3,926	3,765	95.9	2,681	68.3	593	15.1	295	7.5	$53,707	17.7	Minority and Low-income Tract
5702.04	4,557	3,966	87.0	2,879	63.2	511	11.2	554	12.2	$68,971	6.9	Minority Tract
5703.03	4,052	3,774	93.1	2,468	60.9	888	21.9	310	7.7	$62,860	17.6	Minority and Low-income Tract
5703.04	4,881	4,418	90.5	3,235	66.3	739	15.1	314	6.4	$55,396	21.0	Minority and Low-income Tract
5704.02	3,353	3,210	95.7	1,529	45.6	1,396	41.6	114	3.4	$89,808	11.6	Minority Tract
5704.03	3,865	3,753	97.1	3,184	82.4	297	7.7	184	4.8	$69,456	23.4	Minority and Low-income Tract
5704.04	4,005	3,862	96.4	2,802	70.0	513	12.8	171	4.3	$77,861	21.3	Minority and Low-income Tract
5705.02	6,184	5,840	94.4	3,035	49.1	1,206	19.5	1,127	18.2	$99,038	13.8	Minority and Low-income Tract
5706.01	5,893	5,313	90.2	4,027	68.3	544	9.2	662	11.2	$79,948	13.3	Minority and Low-income Tract
5706.02	5,639	5,300	94.0	2,098	37.2	625	11.1	2,414	42.8	$76,923	16.4	Minority and Low-income Tract
5706.03	5,566	5,029	90.4	1,643	29.5	2,713	48.7	147	2.6	$47,656	31.1	Minority and Low-income Tract
5707.01	7,372	5,577	75.7	2,016	27.3	1,452	19.7	1,708	23.2	$101,333	5.1	Non-minority and Non-low-income Tract
5708	5,313	3,252	61.2	1,761	33.1	297	5.6	797	15.0	$122,357	4.2	Non-minority and Non-low-income Tract
5709.01	5,661	3,562	62.9	2,115	37.4	72	1.3	890	15.7	$120,469	5.9	Non-minority and Non-low-income Tract
5709.02	3,385	1,578	46.6	966	28.5	185	5.5	194	5.7	$133,056	3.6	Non-minority and Non-low-income Tract
5710	5,598	2,713	48.5	1,500	26.8	67	1.2	566	10.1	$140,478	4.4	Non-minority and Non-low-income Tract
5711.01	5,034	2,561	50.9	1,713	34.0	146	2.9	314	6.2	$119,028	5.4	Non-minority and Non-low-income Tract
5711.02	3,617	2,219	61.3	1,320	36.5	295	8.2	515	14.2	$136,968	6.1	Non-minority and Non-low-income Tract
5713	4,818	3,107	64.5	1,716	35.6	474	9.8	510	10.6	$134,200	4.9	Non-minority and Non-low-income Tract
5714	4,987	3,595	72.1	1,900	38.1	307	6.2	934	18.7	$117,951	5.1	Non-minority and Non-low-income Tract
5715.02	5,096	4,068	79.8	1,861	36.5	780	15.3	1,130	22.2	$101,629	5.3	Minority Tract
5715.04	5,045	3,311	65.6	1,508	29.9	638	12.6	904	17.9	$86,333	12.0	Non-minority and Non-low-income Tract
5716	2,182	2,101	96.3	642	29.4	1,317	60.4	40	1.8	$28,590	34.5	Minority and Low-income Tract
5717.01	6,239	5,401	86.6	4,532	72.6	492	7.9	290	4.6	$77,668	28.7	Minority and Low-income Tract

5717.03	3,430	3,118	90.9	1,967	57.3	529	15.4	530	15.5	-	23.6	Non-residential Tract
5717.04	3,817	3,611	94.6	2,445	64.1	679	17.8	370	9.7	$58,649	19.5	Minority and Low-income Tract
5718	3,240	1,851	57.1	767	23.7	313	9.7	396	12.2	$123,750	5.9	Non-minority and Non-low-income Tract
5719	5,971	3,276	54.9	1,267	21.2	804	13.5	910	15.2	$128,289	6.1	Non-minority and Non-low-income Tract
5720.01	6,254	3,376	54.0	1,528	24.4	908	14.5	441	7.1	$103,578	4.5	Non-minority and Non-low-income Tract
5722.01	5,629	4,412	78.4	2,072	36.8	864	15.3	1,072	19.0	$77,353	14.3	Minority and Low-income Tract
5722.02	3,372	2,663	79.0	1,496	44.4	313	9.3	728	21.6	$117,270	13.9	Minority and Low-income Tract
5723.01	3,809	3,524	92.5	2,579	67.7	234	6.1	561	14.7	$90,972	19.4	Minority and Low-income Tract
5725	3,700	3,097	83.7	1,520	41.1	508	13.7	940	25.4	$50,819	20.8	Minority and Low-income Tract
5726	5,005	4,880	97.5	2,392	47.8	297	5.9	1,912	38.2	$118,152	6.0	Minority Tract
5727	5,290	5,161	97.6	1,878	35.5	216	4.1	2,671	50.5	$88,194	14.8	Minority and Low-income Tract
5730.02	3,288	3,125	95.0	2,271	69.1	486	14.8	266	8.1	$59,560	5.5	Minority Tract
5730.03	1,723	1,411	81.9	655	38.0	243	14.1	303	17.6	$107,083	18.7	Minority and Low-income Tract
5730.04	4,878	4,463	91.5	3,122	64.0	945	19.4	260	5.3	$58,168	20.6	Minority and Low-income Tract
5732.01	3,844	3,602	93.7	2,620	68.2	316	8.2	658	17.1	$54,132	22.3	Minority and Low-income Tract
5732.02	6,678	6,296	94.3	3,502	52.4	889	13.3	1,696	25.4	$78,771	12.0	Minority Tract
5733	3,840	3,729	97.1	2,120	55.2	544	14.2	924	24.1	$51,467	31.0	Minority and Low-income Tract
5734.01	1,505	1,102	73.2	622	41.3	114	7.6	257	17.1	$75,469	23.4	Low-income Tract
5734.02	7,000	5,418	77.4	3,074	43.9	422	6.0	1,555	22.2	$81,131	7.1	Non-minority and Non-low-income Tract
5734.03	3,058	2,116	69.2	678	22.2	319	10.4	1,013	33.1	$136,438	6.4	Non-minority and Non-low-income Tract
5736.01	6,353	2,540	40.0	1,504	23.7	84	1.3	640	10.1	$128,856	7.6	Non-minority and Non-low-income Tract
5737	5,423	3,075	56.7	2,024	37.3	163	3.0	651	12.0	$143,117	3.7	Non-minority and Non-low-income Tract
5738	4,155	1,917	46.1	1,070	25.8	86	2.1	331	8.0	$115,250	5.1	Non-minority and Non-low-income Tract
5739.02	2,212	881	39.8	406	18.4	53	2.4	299	13.5	$166,019	8.3	Non-minority and Non-low-income Tract
5740	5,108	2,091	40.9	970	19.0	223	4.4	643	12.6	$140,160	5.4	Non-minority and Non-low-income Tract
5741	5,151	2,750	53.4	1,246	24.2	350	6.8	619	12.0	$136,964	1.6	Non-minority and Non-low-income Tract
5742.01	3,265	1,783	54.6	547	16.8	465	14.2	355	10.9	$143,147	2.5	Non-minority and Non-low-income Tract
5742.02	2,229	1,308	58.7	785	35.2	139	6.2	265	11.9	$120,417	4.9	Non-minority and Non-low-income Tract
5743	6,677	3,034	45.4	1,991	29.8	278	4.2	461	6.9	$120,594	3.5	Non-minority and Non-low-income Tract
5744	5,555	1,974	35.5	1,010	18.2	104	1.9	492	8.9	$132,953	3.8	Non-minority and Non-low-income Tract
5745	6,744	2,716	40.3	1,362	20.2	295	4.4	717	10.6	$122,101	1.9	Non-minority and Non-low-income Tract
5746.02	1,267	620	48.9	197	15.5	79	6.2	280	22.1	$141,000	0.3	Non-minority and Non-low-income Tract
5748	3,182	1,183	37.2	567	17.8	161	5.1	228	7.2	$92,214	11.5	Non-minority and Non-low-income Tract
5749.01	3,949	1,675	42.4	846	21.4	81	2.1	391	9.9	$153,304	10.3	Non-minority and Non-low-income Tract
5749.02	5,507	3,750	68.1	1,563	28.4	796	14.5	1,222	22.2	$85,933	23.0	Low-income Tract
5750.01	4,225	3,146	74.5	1,466	34.7	522	12.4	918	21.7	$93,587	13.2	Low-income Tract
5750.02	4,554	2,687	59.0	1,348	29.6	580	12.7	509	11.2	$91,518	12.9	Low-income Tract
5751.01	4,279	3,795	88.7	2,102	49.1	679	15.9	929	21.7	$65,640	22.9	Minority and Low-income Tract
5751.02	4,250	3,962	93.2	3,225	75.9	205	4.8	505	11.9	$47,875	24.5	Minority and Low-income Tract
5751.03	5,107	4,224	82.7	2,614	51.2	791	15.5	619	12.1	$63,813	13.2	Minority and Low-income Tract
5752.01	4,335	4,148	95.7	2,160	49.8	269	6.2	1,472	34.0	$51,444	25.3	Minority and Low-income Tract
5752.02	4,177	4,041	96.7	2,600	62.2	254	6.1	1,039	24.9	$59,559	20.4	Minority and Low-income Tract
5753	4,064	3,847	94.7	2,761	67.9	305	7.5	698	17.2	$38,688	27.8	Minority and Low-income Tract
5754.01	4,259	4,003	94.0	3,261	76.6	665	15.6	59	1.4	$48,299	23.9	Minority and Low-income Tract
5754.02	3,750	3,540	94.4	2,864	76.4	495	13.2	162	4.3	$69,097	18.0	Minority and Low-income Tract
5758.01	2,241	2,097	93.6	1,478	66.0	457	20.4	47	2.1	$39,872	24.5	Minority and Low-income Tract
5758.02	4,450	4,102	92.2	3,399	76.4	128	2.9	230	5.2	$54,591	18.2	Minority and Low-income Tract
5758.03	2,527	1,641	64.9	1,061	42.0	218	8.6	320	12.7	$23,827	43.9	Low-income Tract
5759.01	3,530	2,901	82.2	1,501	42.5	879	24.9	350	9.9	$57,404	34.8	Minority and Low-income Tract
5759.02	4,869	3,391	69.6	1,625	33.4	798	16.4	523	10.7	$59,385	14.5	Low-income Tract

5760.01	6,005	3,292	54.8	1,404	23.4	704	11.7	719	12.0	$107,787	6.7	Non-minority and Non-low-income Tract
5762	5,190	3,725	71.8	2,272	43.8	794	15.3	230	4.4	$54,569	18.3	Low-income Tract
5763.01	4,756	4,056	85.3	2,441	51.3	1,128	23.7	258	5.4	$53,813	32.3	Minority and Low-income Tract
5763.02	2,986	2,396	80.2	1,767	59.2	348	11.7	252	8.4	$56,389	22.6	Minority and Low-income Tract
5764.01	3,933	3,606	91.7	2,954	75.1	101	2.6	453	11.5	$63,015	27.9	Minority and Low-income Tract
5764.02	4,256	3,980	93.5	2,960	69.5	394	9.3	448	10.5	$55,148	20.6	Minority and Low-income Tract
5764.03	4,814	4,333	90.0	2,918	60.6	571	11.9	555	11.5	$75,278	19.0	Minority and Low-income Tract
5765.01	2,805	2,115	75.4	1,066	38.0	575	20.5	140	5.0	$41,750	22.5	Low-income Tract
5765.02	4,997	3,790	75.8	2,345	46.9	1,024	20.5	138	2.8	$80,625	16.0	Low-income Tract
5765.03	3,919	2,725	69.5	2,028	51.7	287	7.3	193	4.9	$66,891	14.7	Low-income Tract
5766.01	4,193	2,825	67.4	1,564	37.3	480	11.4	490	11.7	$69,195	16.7	Low-income Tract
5766.02	4,601	2,326	50.6	1,206	26.2	701	15.2	228	5.0	$88,268	11.3	Non-minority and Non-low-income Tract
5767	4,163	2,059	49.5	1,325	31.8	152	3.7	185	4.4	$97,891	8.6	Non-minority and Non-low-income Tract
5768.01	3,760	2,323	61.8	1,297	34.5	311	8.3	383	10.2	$71,797	20.8	Low-income Tract
5768.02	4,426	2,489	56.2	1,609	36.4	461	10.4	268	6.1	$98,456	8.4	Non-minority and Non-low-income Tract
5769.01	5,152	4,568	88.7	3,272	63.5	360	7.0	719	14.0	$61,528	23.0	Minority and Low-income Tract
5769.03	4,018	3,282	81.7	2,124	52.9	768	19.1	323	8.0	$70,932	17.2	Minority and Low-income Tract
5769.04	3,098	2,070	66.8	1,286	41.5	483	15.6	185	6.0	$71,644	23.7	Low-income Tract
5770	6,993	4,428	63.3	2,542	36.4	898	12.8	520	7.4	$83,329	16.9	Low-income Tract
5771	7,452	3,234	43.4	2,095	28.1	376	5.0	297	4.0	$95,130	12.0	Non-minority and Non-low-income Tract
5772	5,893	2,393	40.6	1,281	21.7	233	4.0	563	9.6	$108,668	7.6	Non-minority and Non-low-income Tract
5773	5,935	2,454	41.3	1,004	16.9	272	4.6	322	5.4	$108,771	3.6	Non-minority and Non-low-income Tract
5774	2,807	749	26.7	428	15.2	95	3.4	139	5.0	$119,911	6.1	Non-minority and Non-low-income Tract
5775.01	3,333	827	24.8	471	14.1	41	1.2	204	6.1	$131,765	8.9	Non-minority and Non-low-income Tract
5775.04	1,372	311	22.7	117	8.5	33	2.4	87	6.3	$94,125	7.6	Non-minority and Non-low-income Tract
5776.02	3,229	1,033	32.0	485	15.0	34	1.1	370	11.5	$109,177	6.3	Non-minority and Non-low-income Tract
5776.04	1,655	430	26.0	250	15.1	37	2.2	14	0.8	$108,571	3.6	Non-minority and Non-low-income Tract
9800.02	0	0	0.0	0	0.0	0	0.0	0	0.0	-	0.0	Non-residential Tract
9800.06	0	0	0.0	0	0.0	0	0.0	0	0.0	-	0.0	Non-residential Tract
9800.07	0	0	0.0	0	0.0	0	0.0	0	0.0	-	0.0	Non-residential Tract
9800.14	40	36	90.0	0	0.0	36	90.0	0	0.0	-	100.0	Non-residential Tract
9800.18	0	0	0.0	0	0.0	0	0.0	0	0.0	-	0.0	Non-residential Tract
9800.25	442	437	98.9	20	4.5	340	76.9	37	8.4	$79,250	1.4	Minority Tract
9800.33	14	11	78.6	6	42.9	0	0.0	0	0.0	-	42.9	Non-residential Tract
995.04	3,554	602	16.9	222	6.2	38	1.1	194	5.5	$167,827	2.6	Non-minority and Non-low-income Tract
995.11	2,662	504	18.9	327	12.3	0	0.0	79	3.0	$125,101	7.4	Non-minority and Non-low-income Tract
995.12	3,247	1,060	32.6	623	19.2	65	2.0	202	6.2	$113,512	8.7	Non-minority and Non-low-income Tract
1101.08	3,128	2,196	70.2	1,202	38.4	160	5.1	669	21.4	$102,031	8.1	Non-minority and Non-low-income Tract
9800.37	0	0	0.0	0	0.0	0	0.0	0	0.0	-	0.0	Non-residential Tract
9800.17	1,362	663	48.7	338	24.8	252	18.5	50	3.7	-	46.0	Non-residential Tract
9800.11	101	80	79.2	52	51.5	28	27.7	0	0.0	-	3.0	Non-residential Tract
5781	2,249	1,074	47.8	504	22.4	148	6.6	322	14.3	-	0.4	Non-residential Tract
5780	5,360	4,960	92.5	3,408	63.6	577	10.8	832	15.5	$59,141	35.0	Minority and Low-income Tract
5779	5,598	3,686	65.8	1,640	29.3	776	13.9	938	16.8	$84,598	10.2	Non-minority and Non-low-income Tract
5777	4,681	4,606	98.4	2,454	52.4	537	11.5	1,010	21.6	$91,612	6.8	Minority Tract
5776.06	3,875	1,596	41.2	1,077	27.8	109	2.8	190	4.9	$136,094	8.6	Non-minority and Non-low-income Tract
5776.05	4,661	1,320	28.3	780	16.7	88	1.9	325	7.0	$123,986	4.0	Non-minority and Non-low-income Tract
5731.02	2,891	2,423	83.8	1,436	49.7	483	16.7	416	14.4	$112,054	18.2	Minority and Low-income Tract
5731.01	4,531	4,119	90.9	2,373	52.4	747	16.5	589	13.0	$70,795	8.7	Minority Tract
5715.05	2,889	2,369	82.0	1,480	51.2	276	9.6	508	17.6	$93,720	10.0	Minority Tract

5712.02	3,903	2,516	64.5	1,103	28.3	457	11.7	495	12.7	$90,881	4.1	Non-minority and Non-low-income Tract
5712.01	3,819	1,850	48.4	1,190	31.2	159	4.2	233	6.1	$152,955	4.6	Non-minority and Non-low-income Tract
5707.03	2,952	2,291	77.6	1,123	38.0	328	11.1	688	23.3	$125,938	6.7	Non-minority and Non-low-income Tract
5705.04	3,210	2,904	90.5	1,914	59.6	582	18.1	338	10.5	$89,348	16.9	Minority and Low-income Tract
5705.03	3,752	3,395	90.5	2,624	69.9	229	6.1	351	9.4	$86,379	11.3	Minority Tract
5703.06	2,963	2,741	92.5	1,682	56.8	330	11.1	592	20.0	$108,500	18.6	Minority and Low-income Tract
5703.05	4,896	4,605	94.1	3,286	67.1	823	16.8	317	6.5	$58,333	25.6	Minority and Low-income Tract
5551.07	5,422	4,274	78.8	1,963	36.2	415	7.7	1,497	27.6	$92,212	8.2	Minority Tract
5551.06	2,698	2,491	92.3	1,253	46.4	476	17.6	616	22.8	$74,185	3.9	Minority Tract
5551.05	6,136	5,347	87.1	2,687	43.8	733	11.9	1,696	27.6	$108,085	5.0	Minority Tract
5541.06	3,943	3,416	86.6	2,219	56.3	399	10.1	581	14.7	$89,770	15.8	Minority and Low-income Tract
5518.01	3,315	3,067	92.5	2,553	77.0	47	1.4	292	8.8	$103,396	1.9	Minority Tract
5512.03	4,111	3,778	91.9	3,266	79.4	34	0.8	444	10.8	$97,857	13.0	Minority and Low-income Tract
5438.04	4,563	4,090	89.6	1,226	26.9	274	6.0	2,419	53.0	$121,743	21.9	Minority and Low-income Tract
5438.03	4,272	3,878	90.8	1,569	36.7	292	6.8	1,675	39.2	$93,205	13.7	Minority and Low-income Tract
5437.04	2,936	2,637	89.8	1,619	55.1	69	2.4	825	28.1	$101,204	5.4	Minority Tract
5436.07	4,986	4,653	93.3	1,767	35.4	262	5.3	2,421	48.6	$117,016	9.9	Minority Tract
5436.06	4,051	3,409	84.2	1,302	32.1	483	11.9	1,592	39.3	$80,432	8.2	Minority Tract
5436.05	4,184	3,398	81.2	1,310	31.3	219	5.2	1,590	38.0	$103,034	6.2	Minority Tract
5432.03	4,081	4,061	99.5	3,014	73.9	990	24.3	57	1.4	$43,531	33.3	Minority and Low-income Tract
5410.03	4,650	4,322	92.9	1,364	29.3	2,436	52.4	170	3.7	$79,940	9.8	Minority Tract
2655.21	1,585	754	47.6	101	6.4	0	0.0	535	33.8	$83,866	15.9	Low-income Tract
2653.07	2,407	1,501	62.4	249	10.3	328	13.6	800	33.2	$27,152	26.9	Low-income Tract
2653.06	1,806	1,207	66.8	541	30.0	57	3.2	461	25.5	$31,757	43.2	Low-income Tract
2652.04	1,466	674	46.0	145	9.9	0	0.0	491	33.5	$117,829	34.4	Low-income Tract

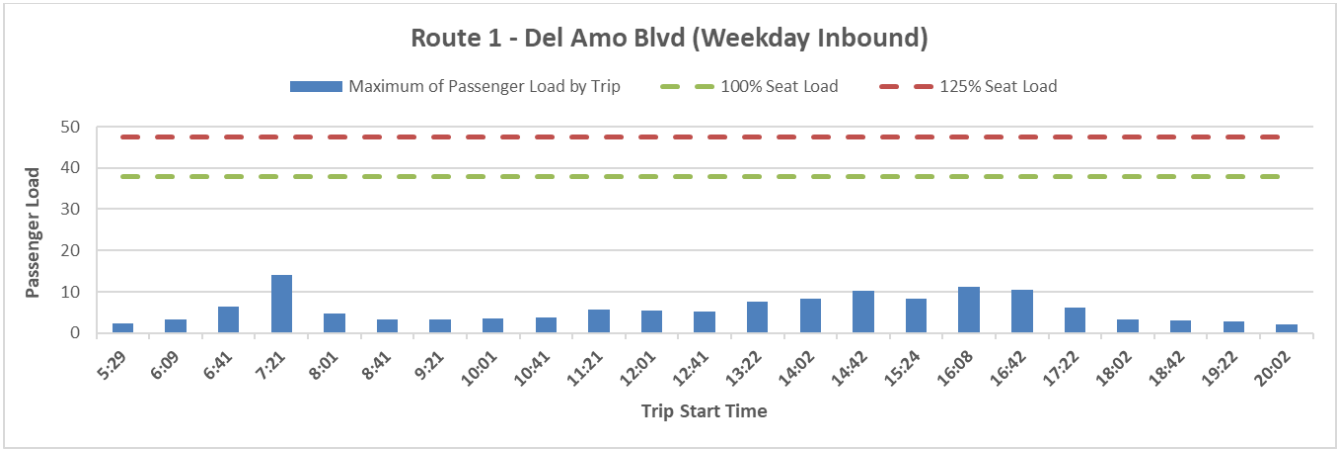
Appendix G

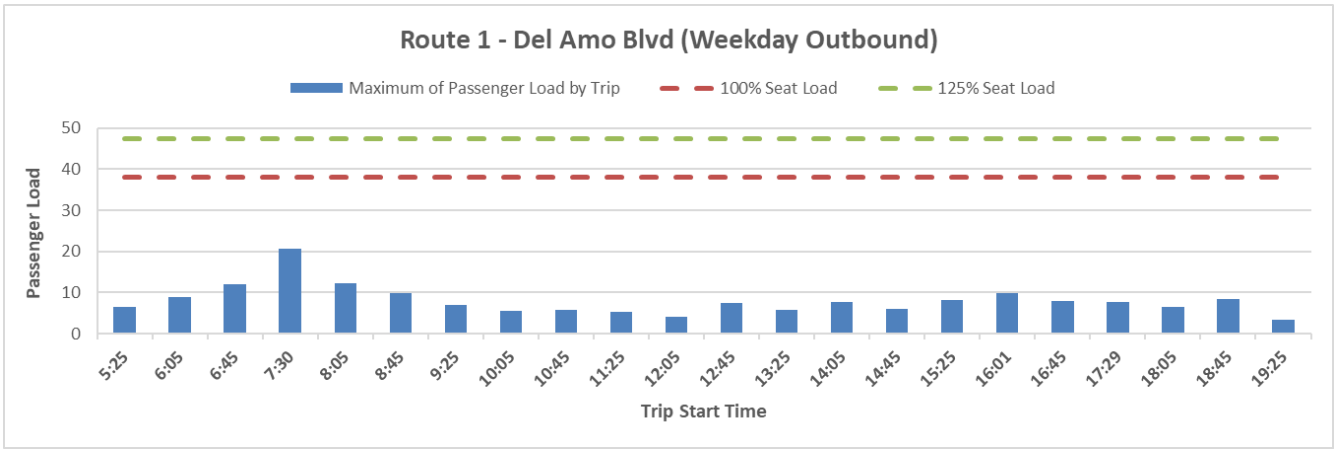
Vehicle Load Monitoring Report



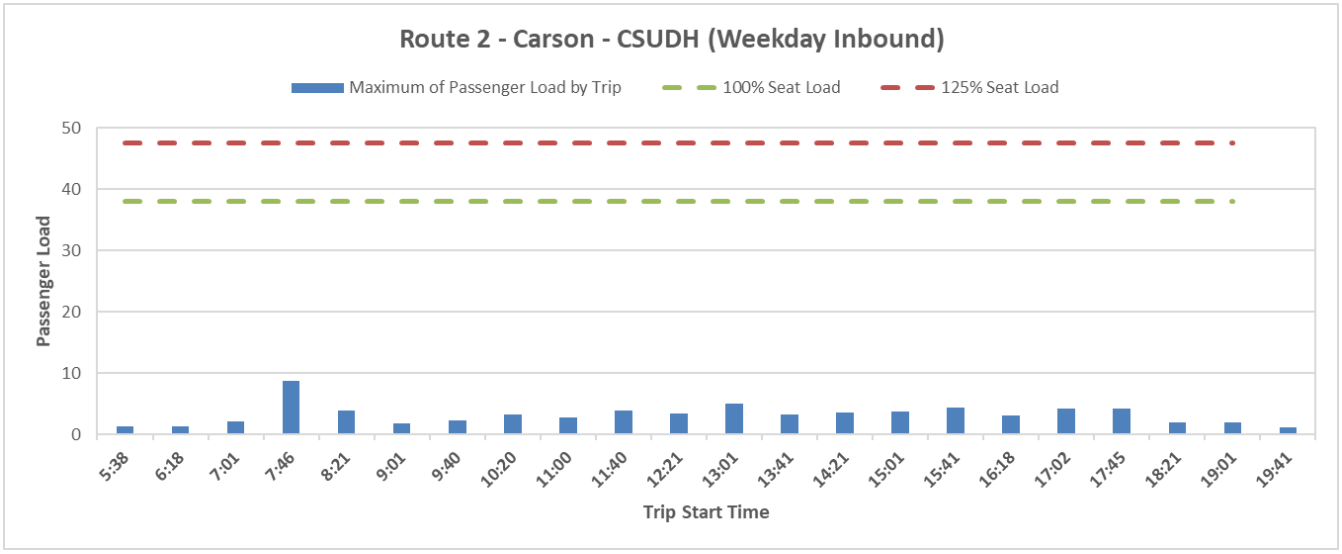
Vehicle Load Monitoring Report FY 2024

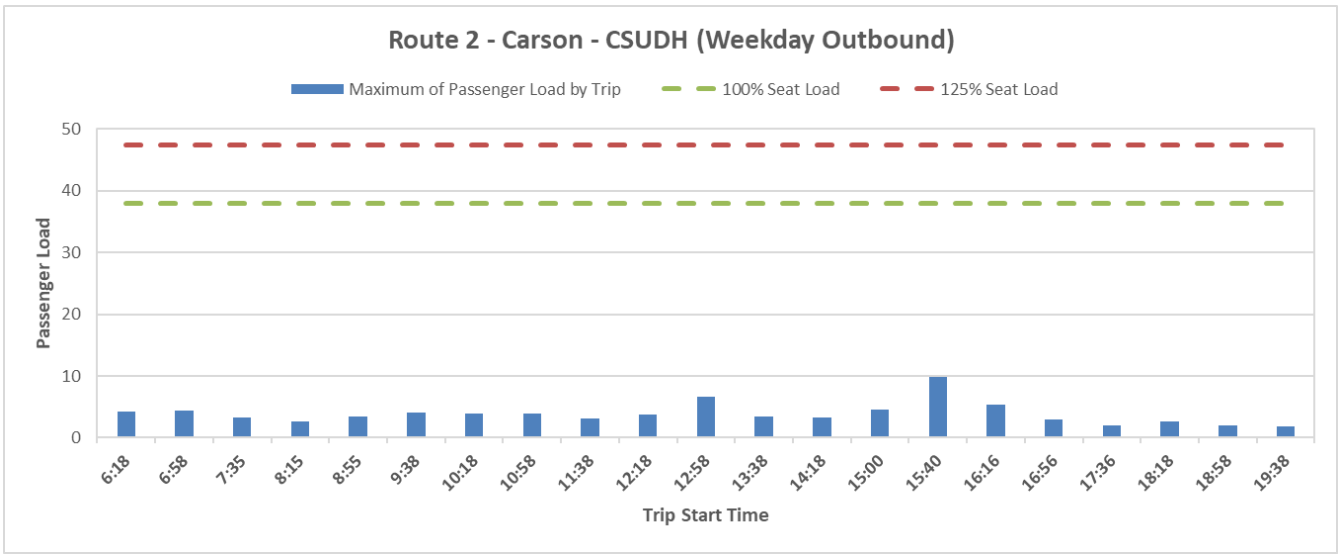
Route 1 – Del Amo Blvd



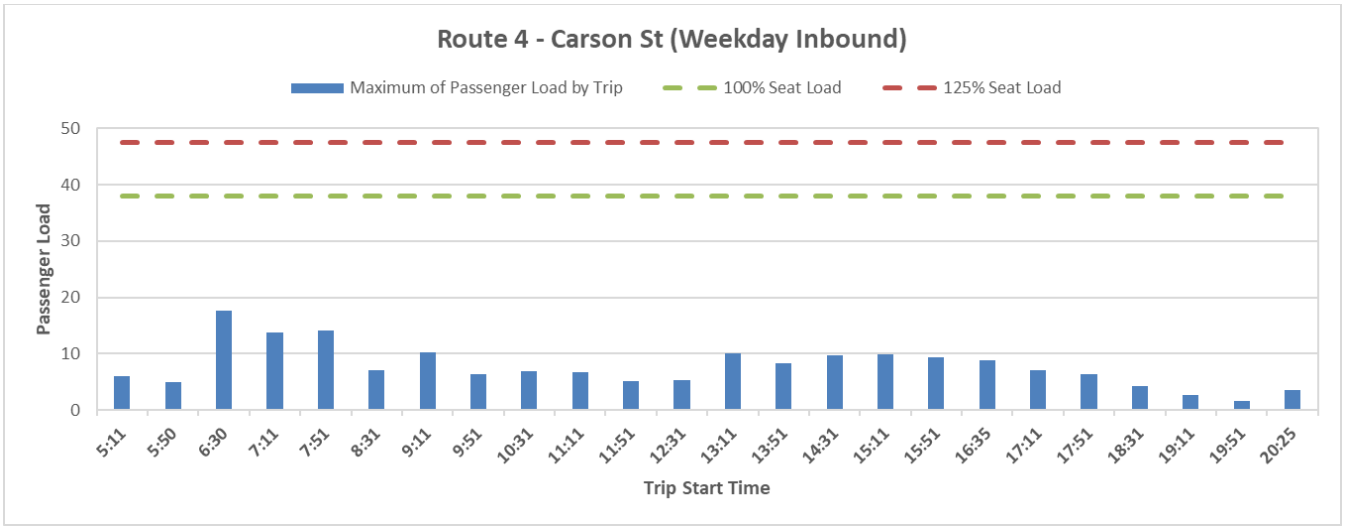


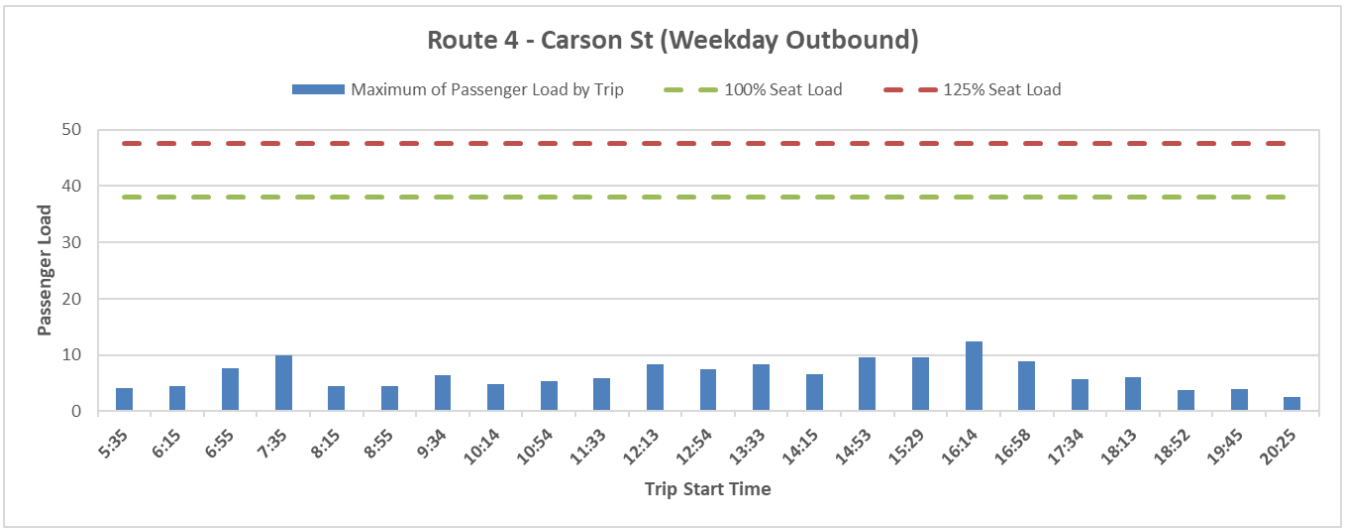
Route 2 – Carson – CSUDH



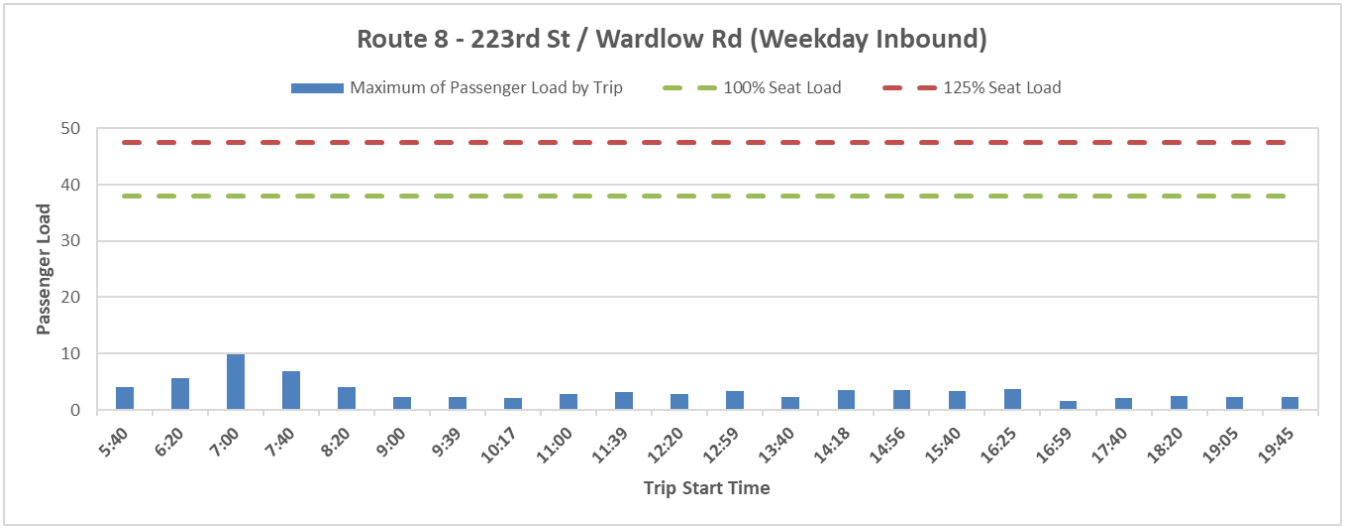


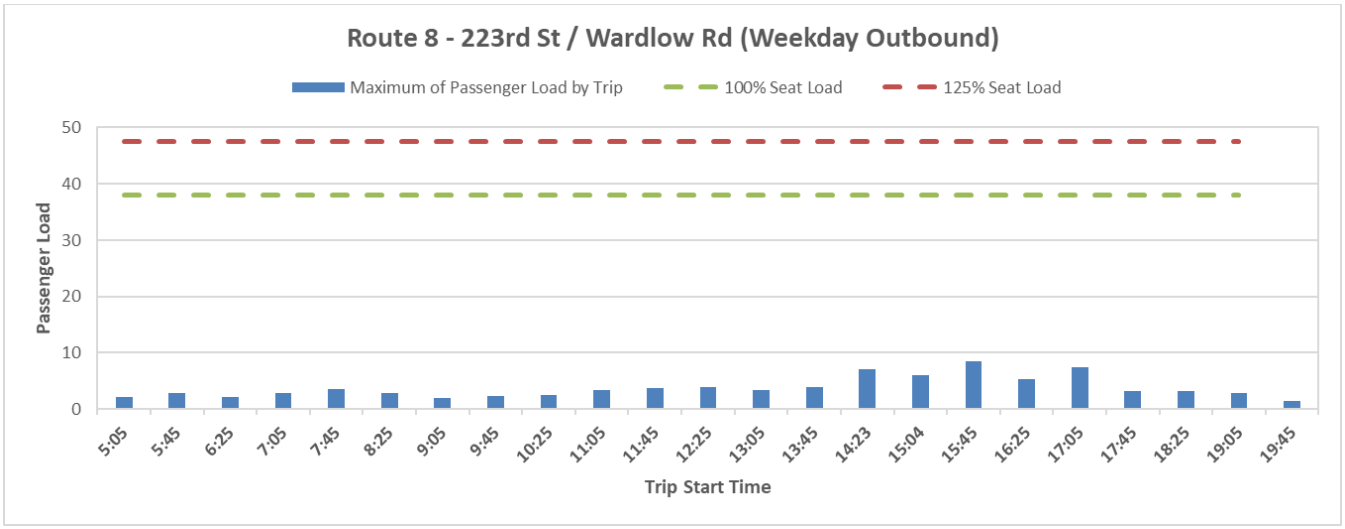
Route 4 – Carson St.



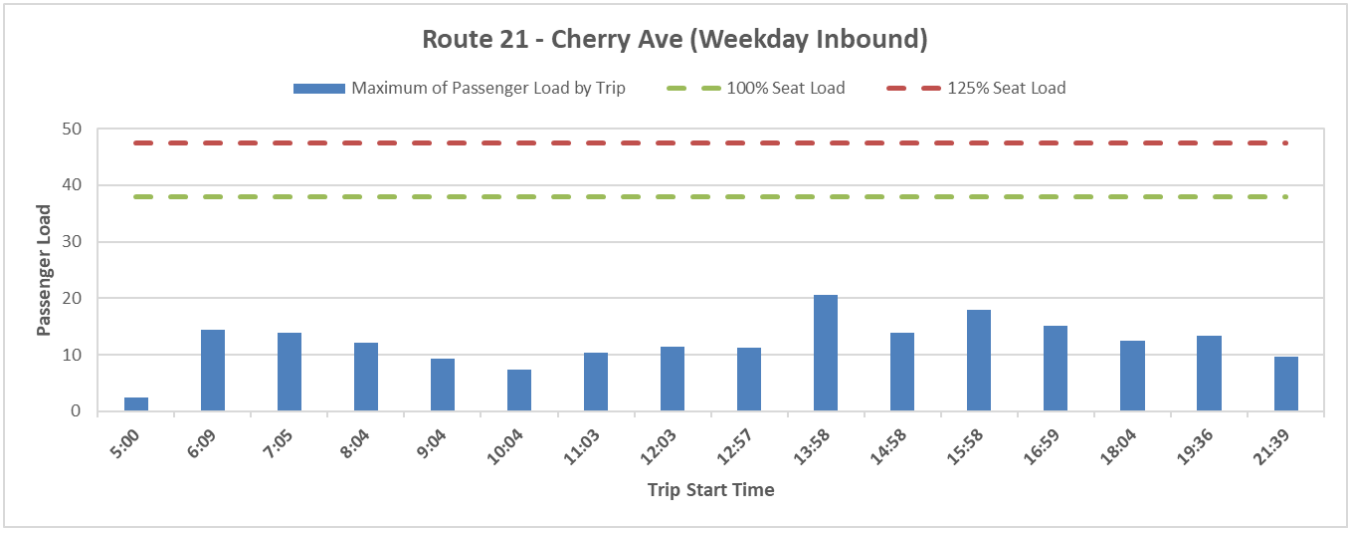


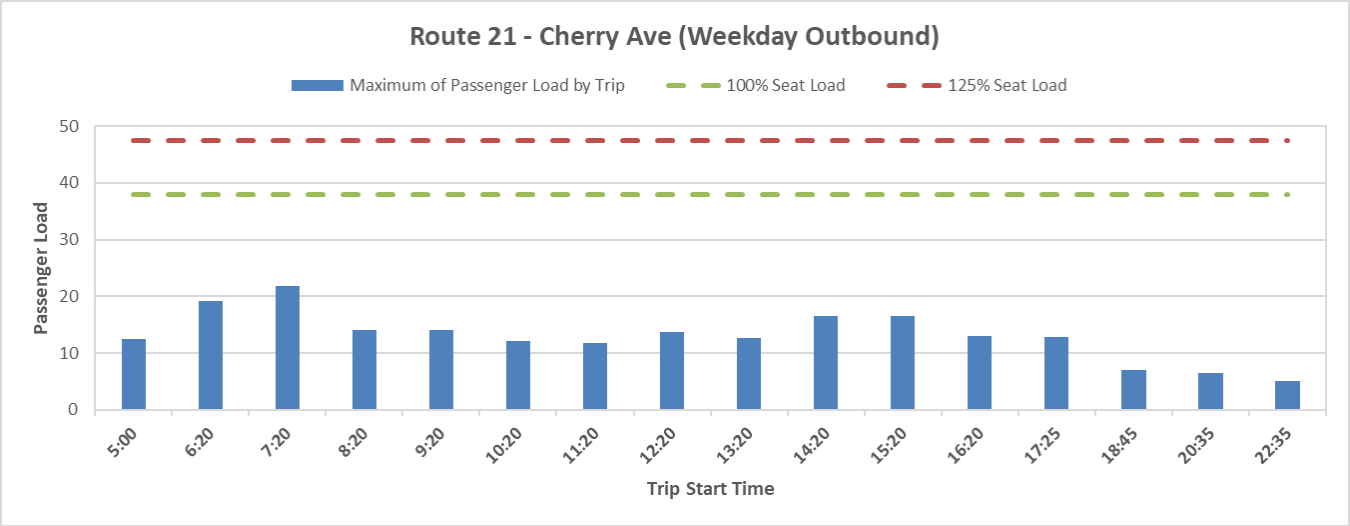
Route 8 – 233rd St / Wardlow Rd



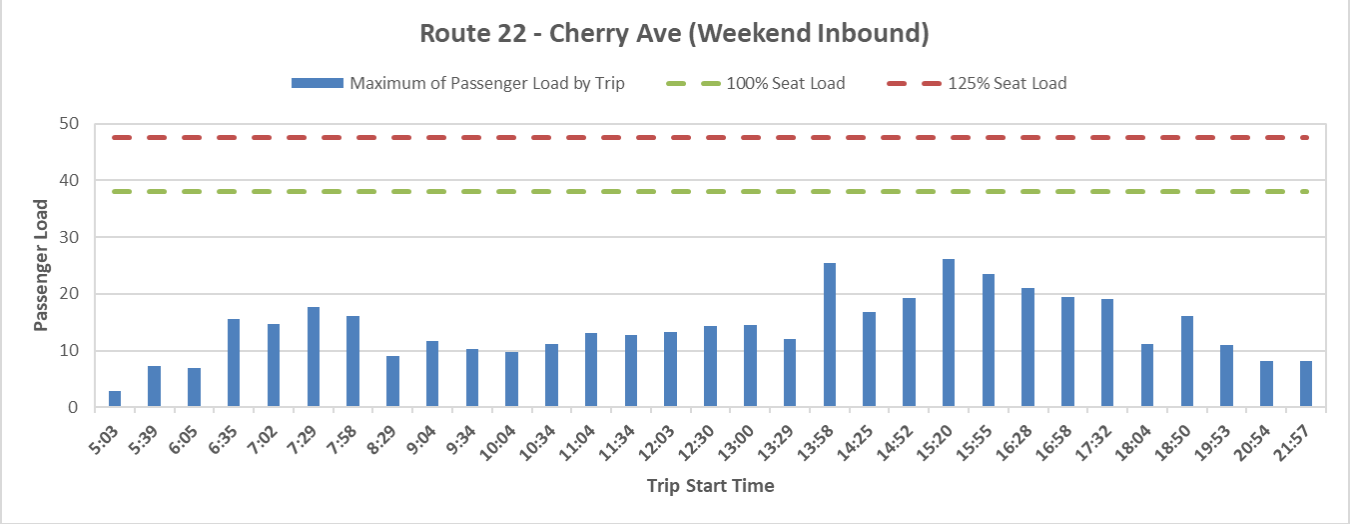


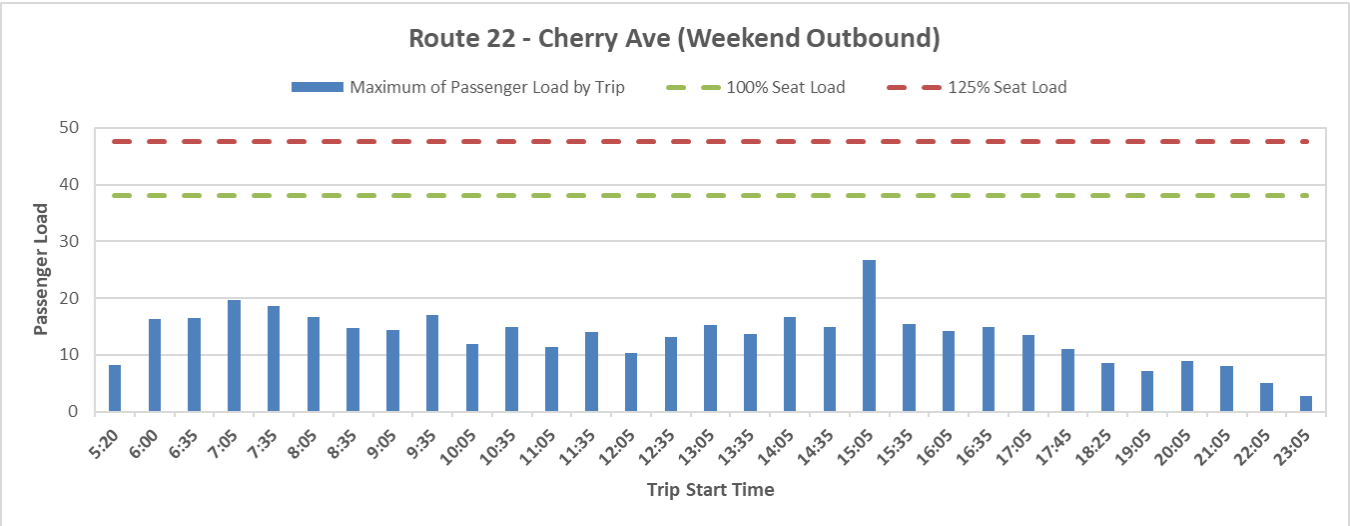
Route 21 – Cherry Ave



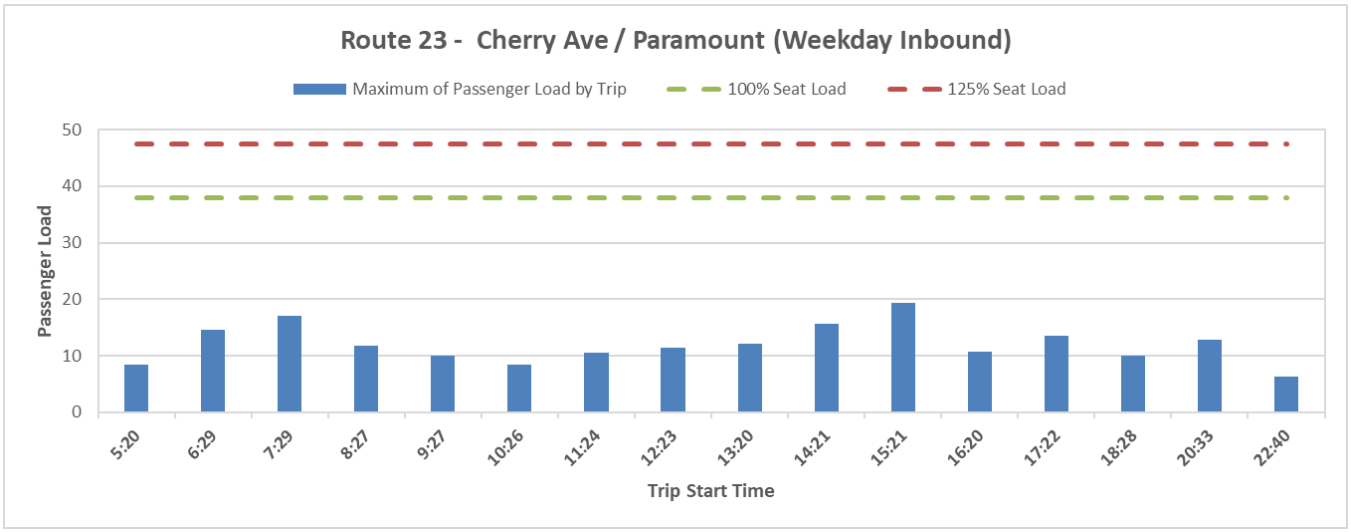


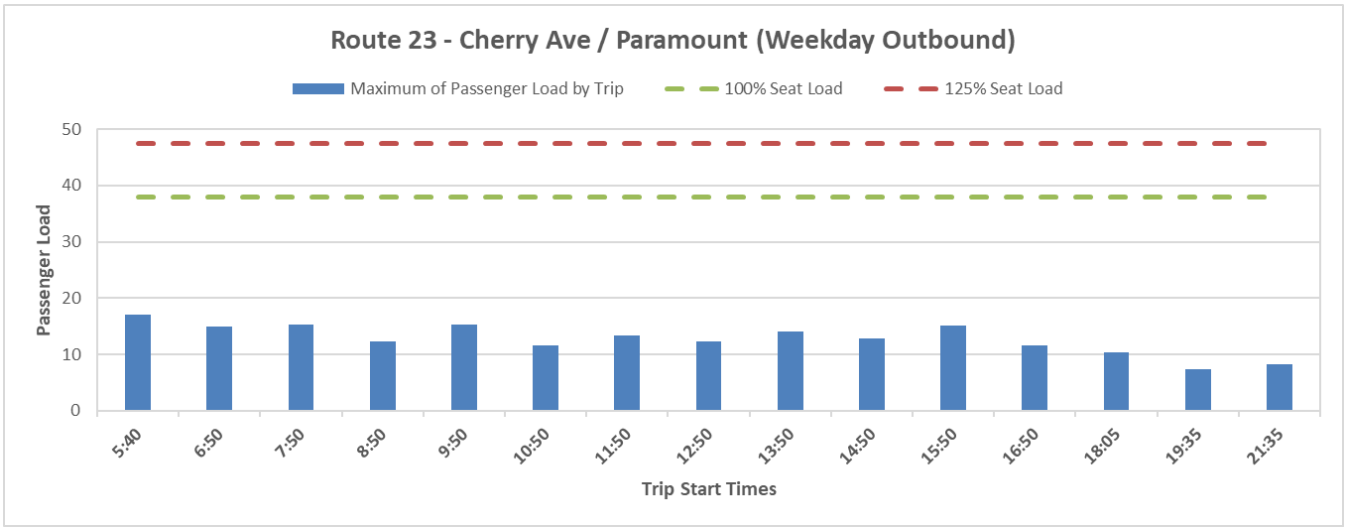
Route 22 – Cherry Ave / Downey Ave



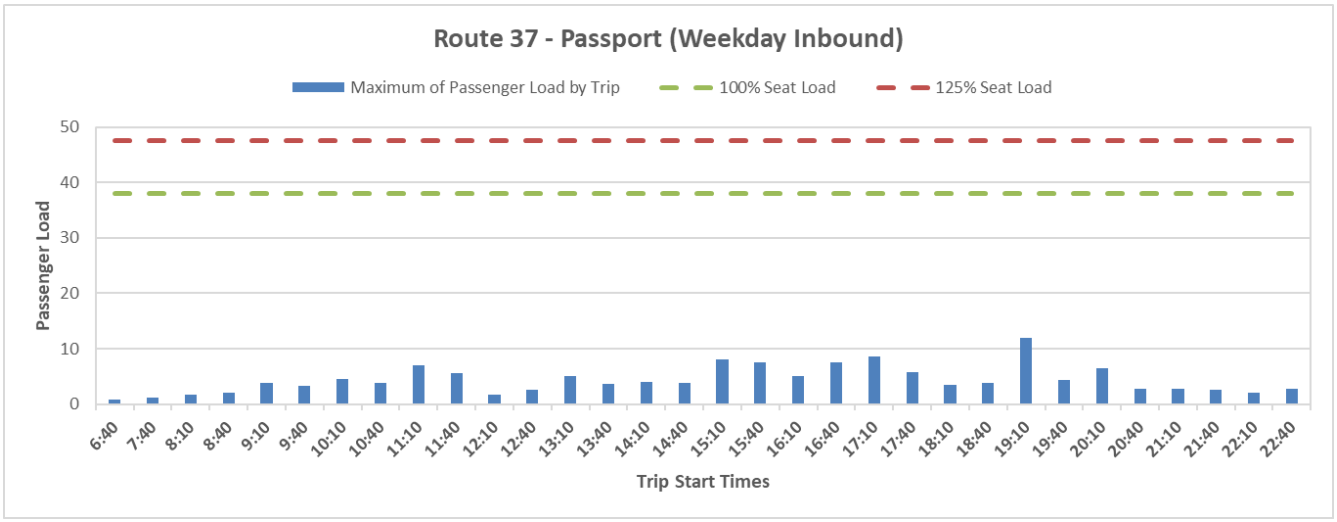


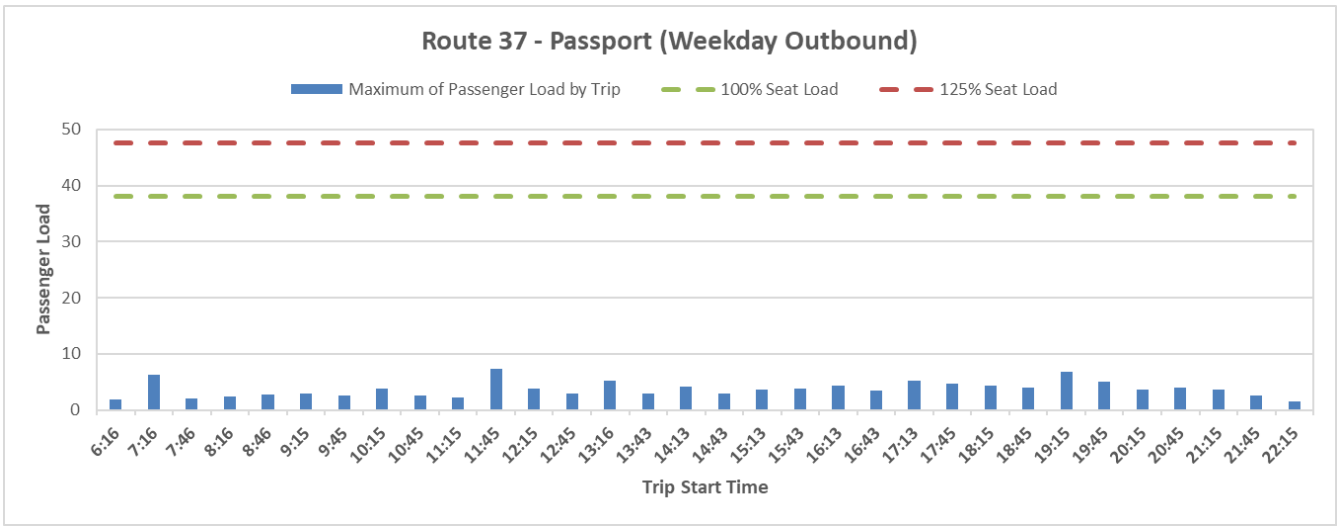
Route 23 – Cherry Ave / Paramount



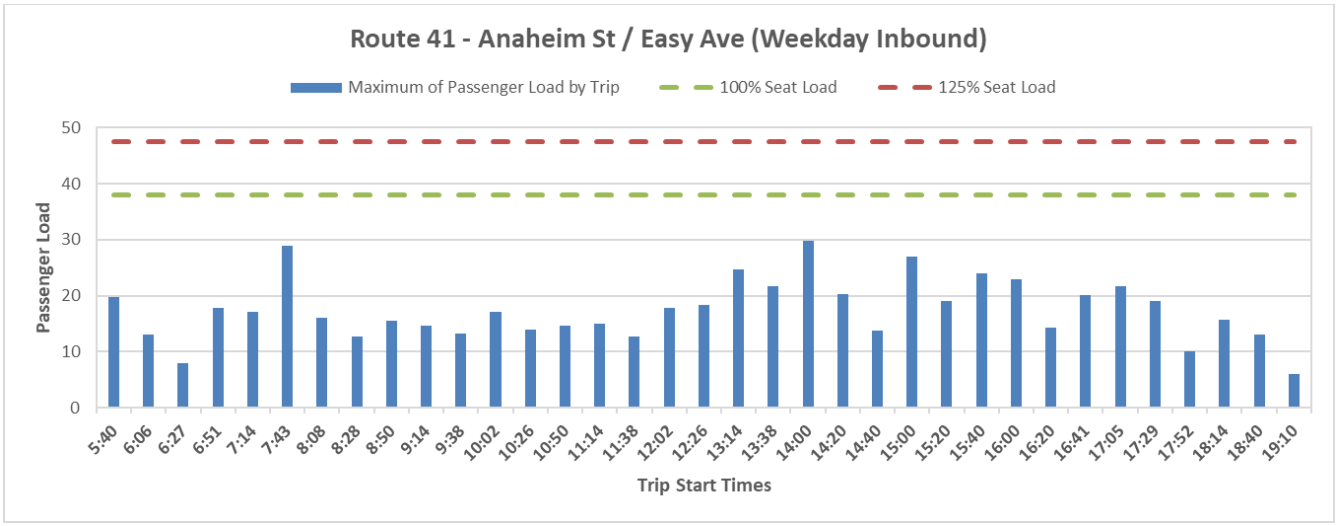


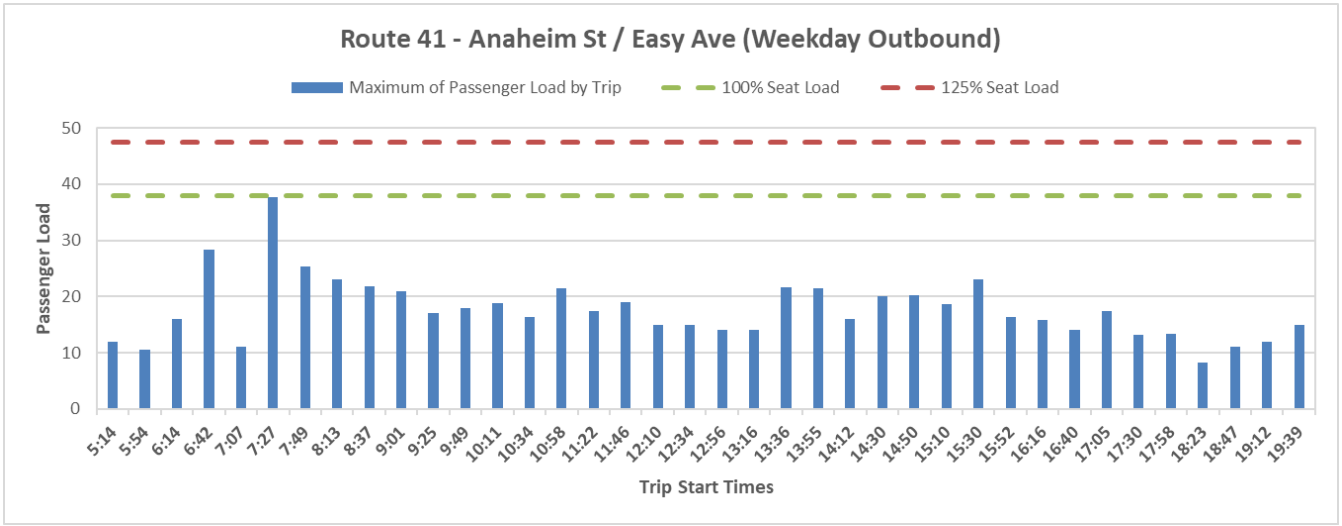
Route 37 – Passport



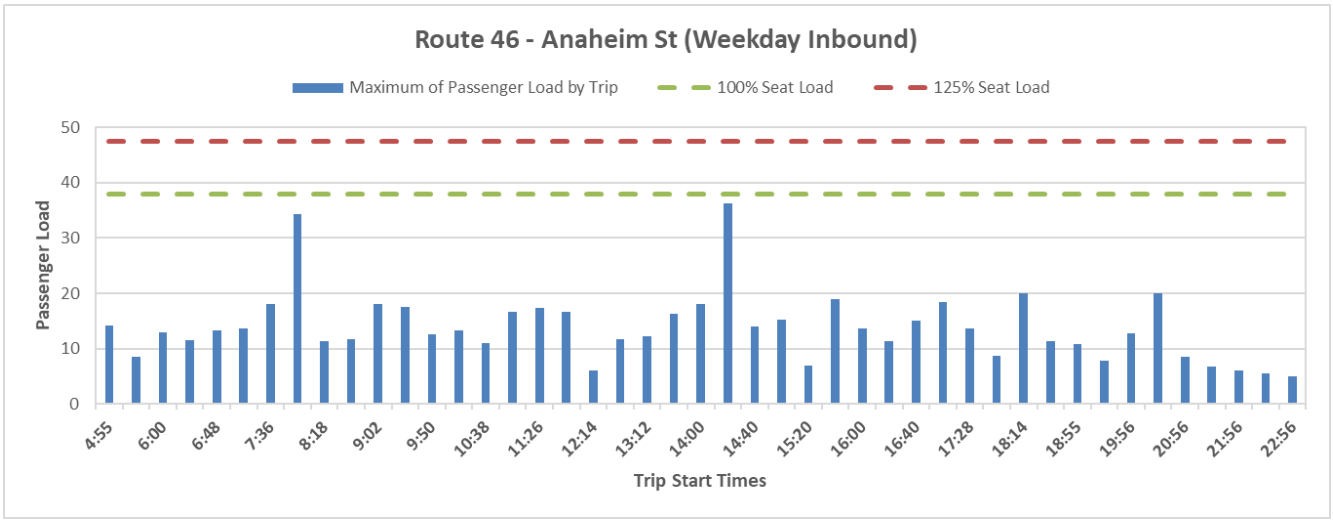


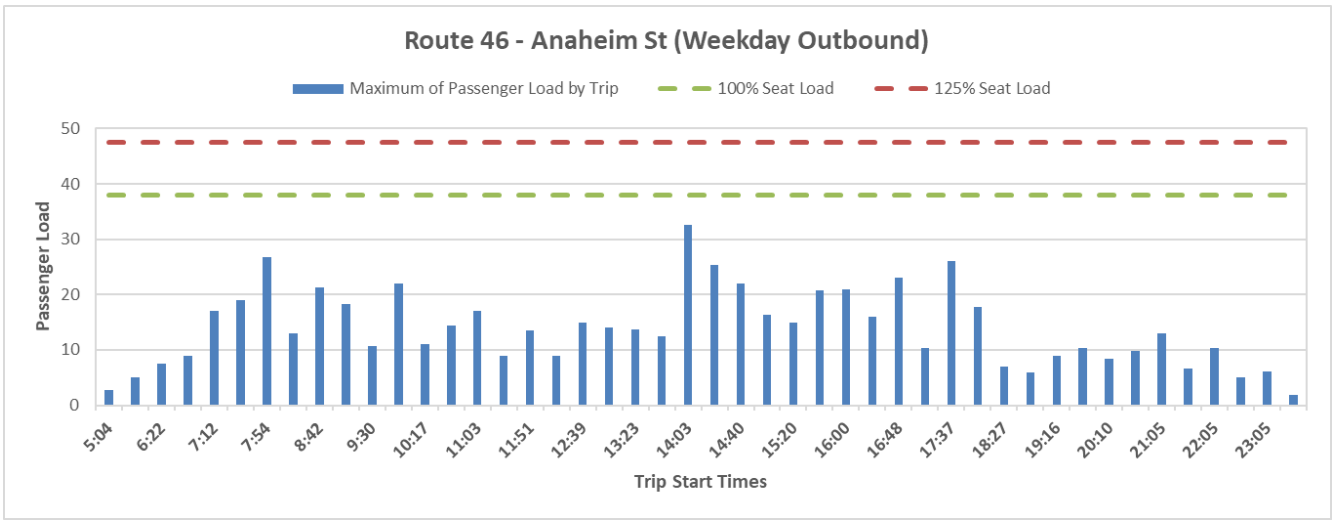
Route 41 – Anaheim St / Easy Ave



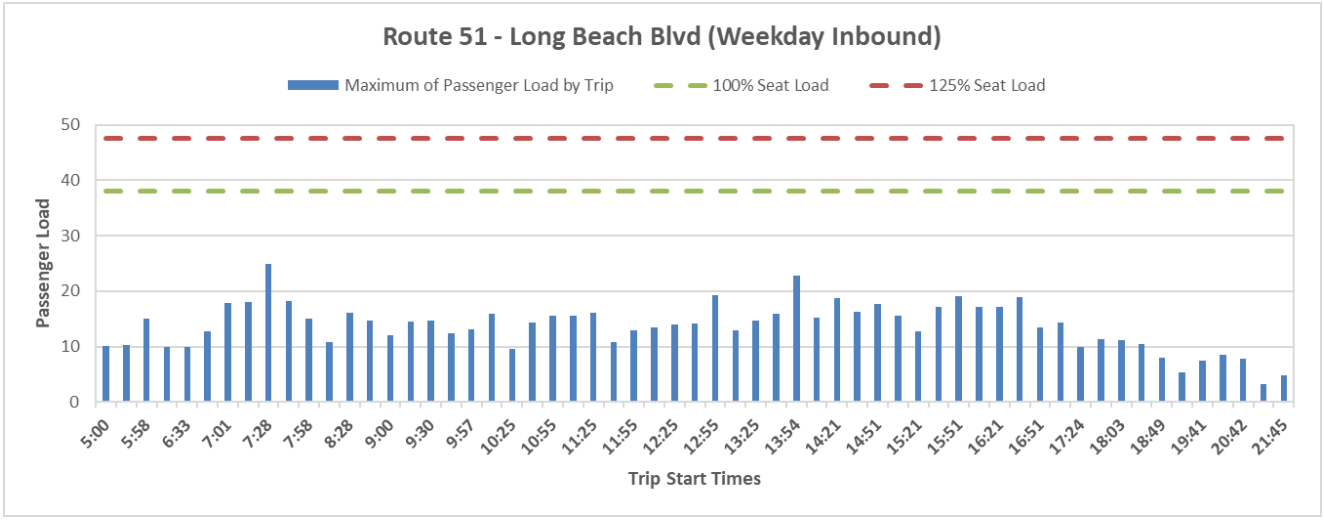


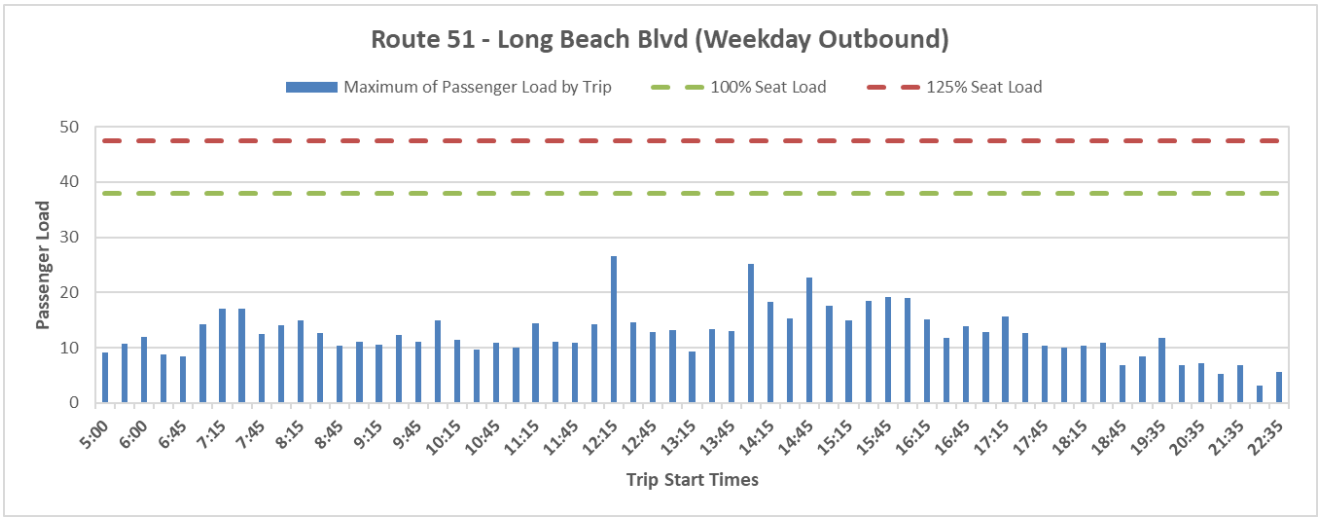
Route 46 – Anaheim St



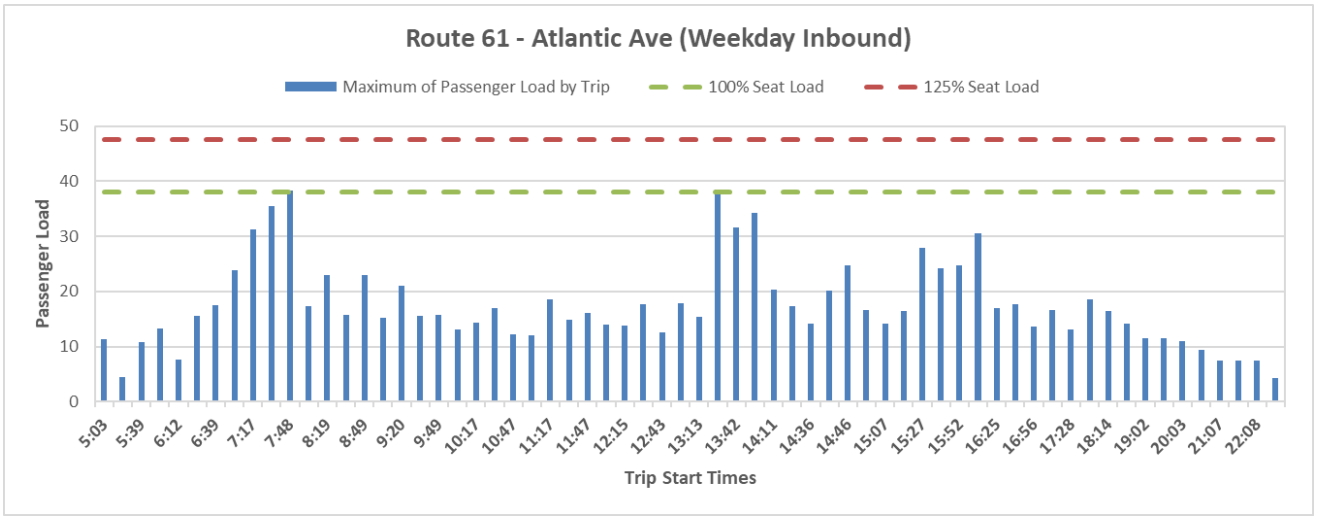


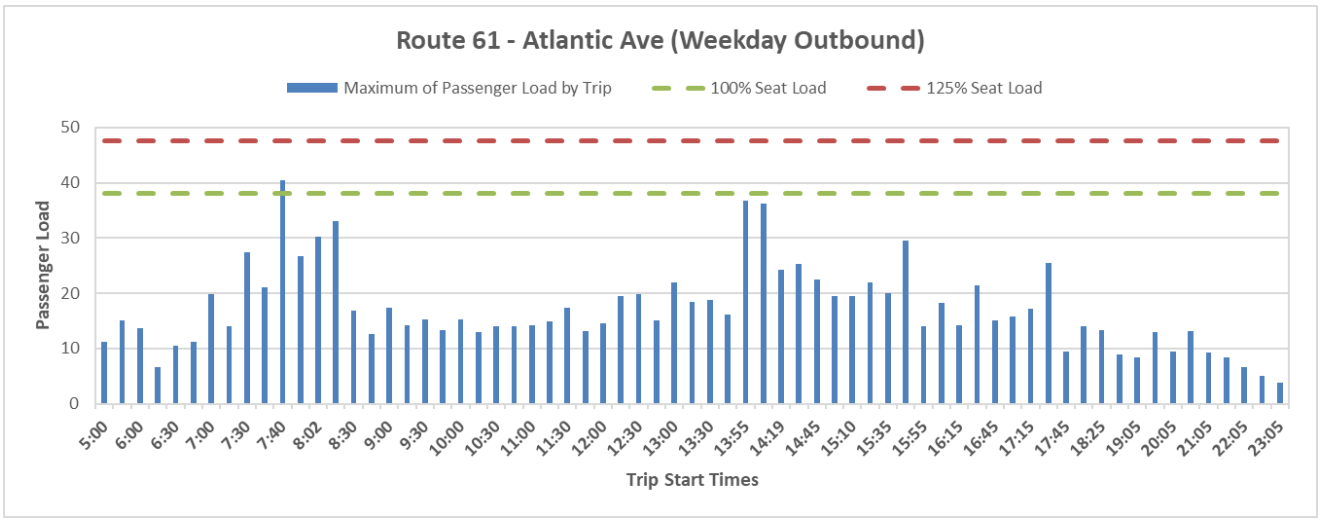
Route 51 – Long Beach Blvd



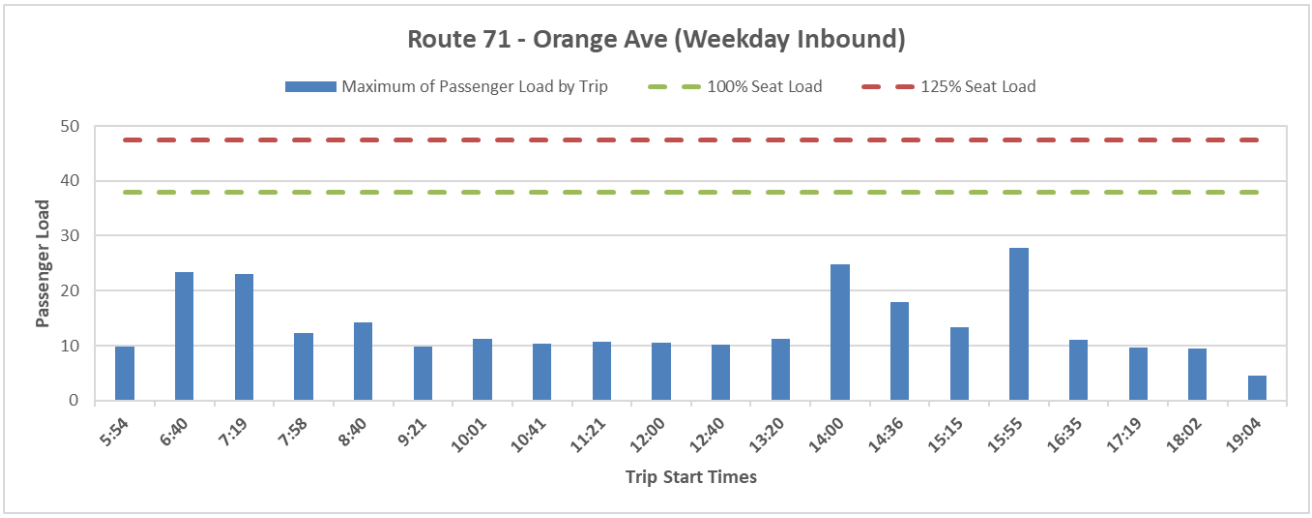


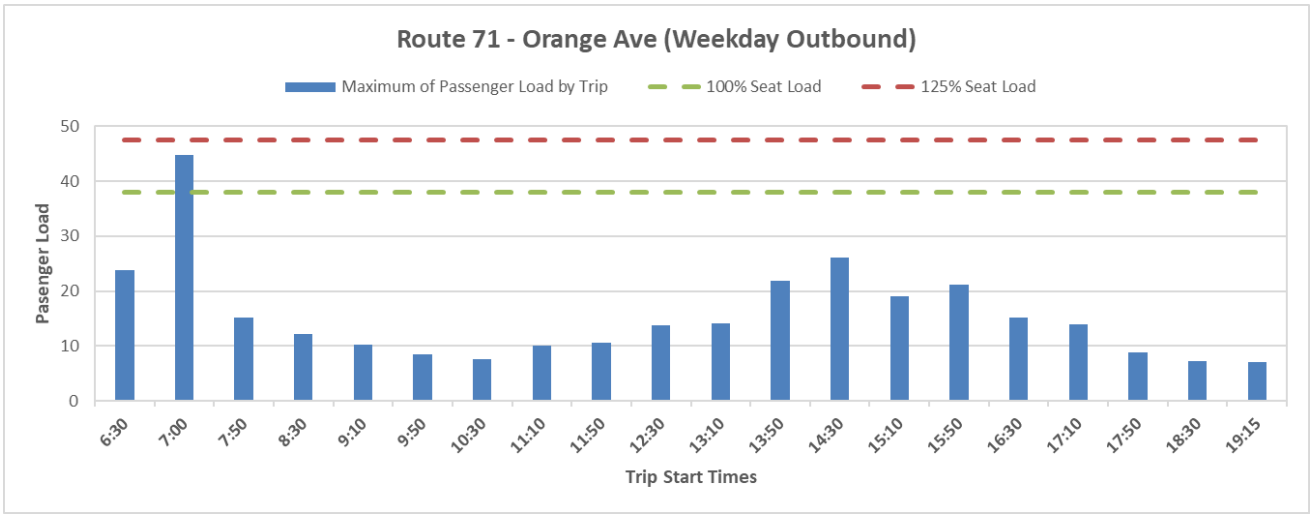
Route 61 – Atlantic Ave



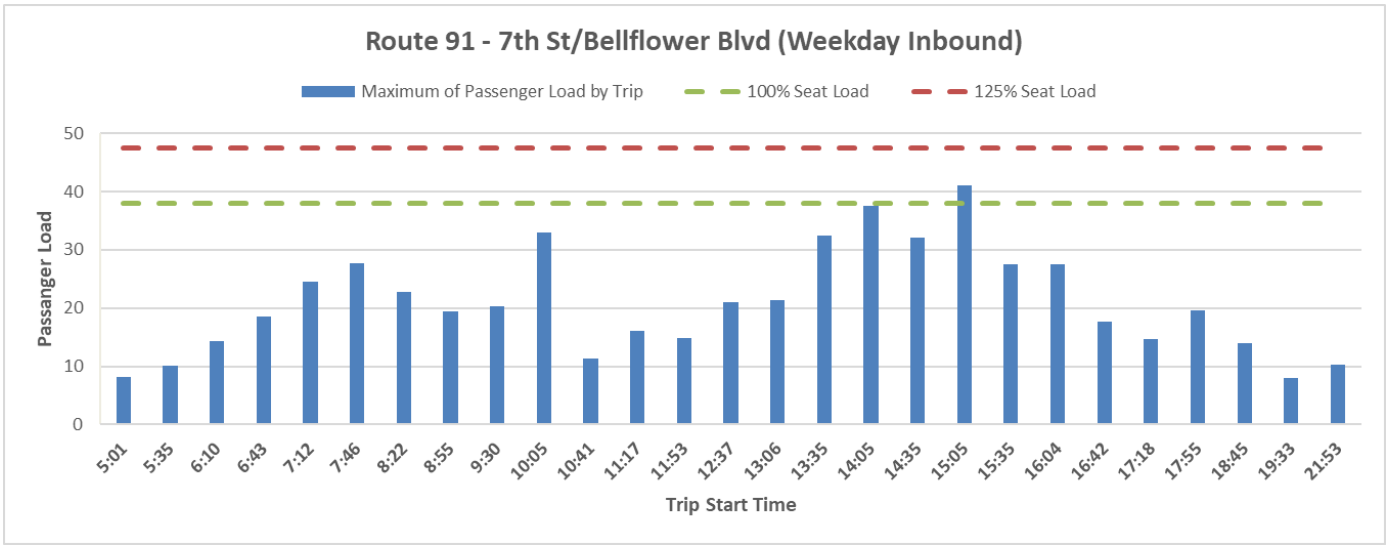


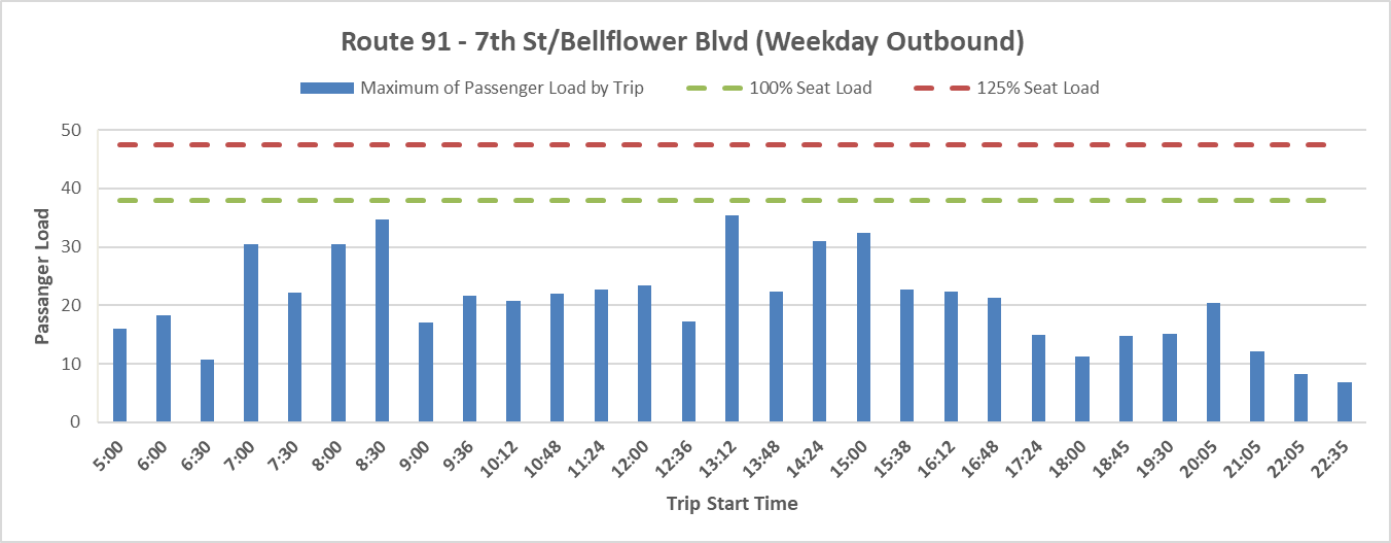
Route 71 – Orange Ave



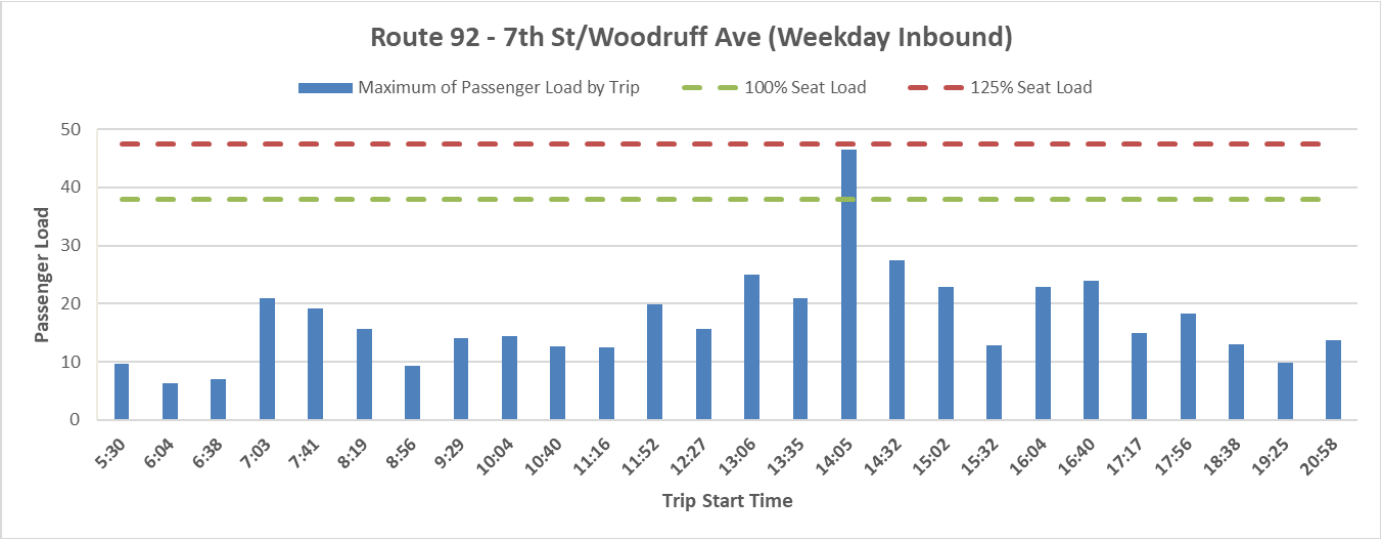


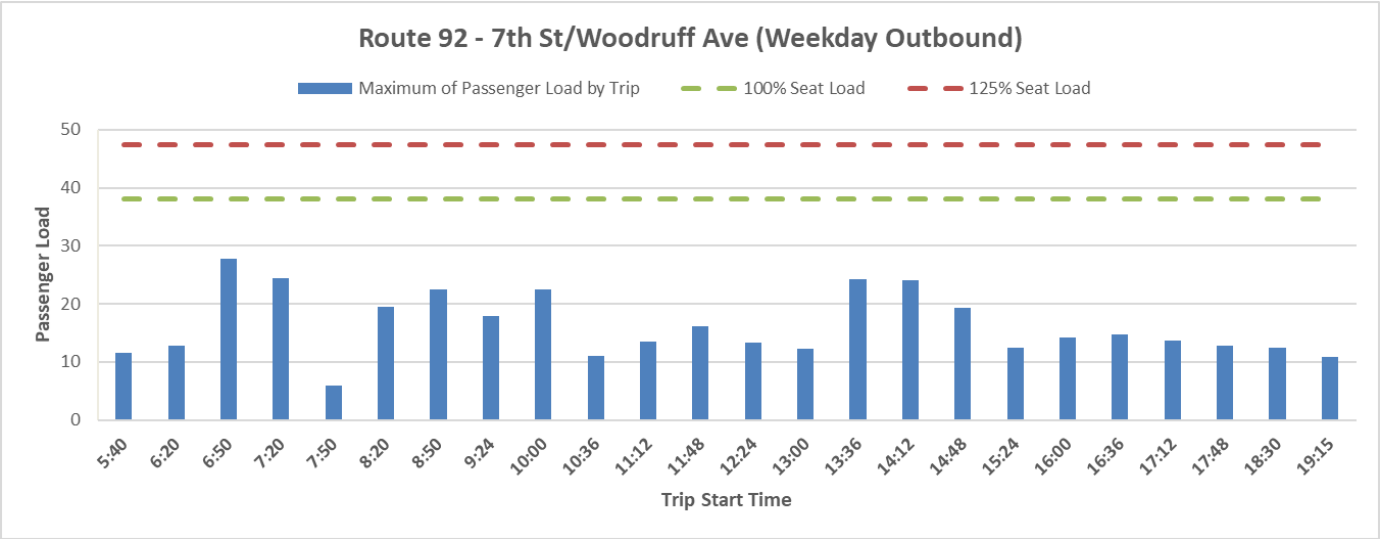
Route 91 – 7th St / Bellflower Blvd



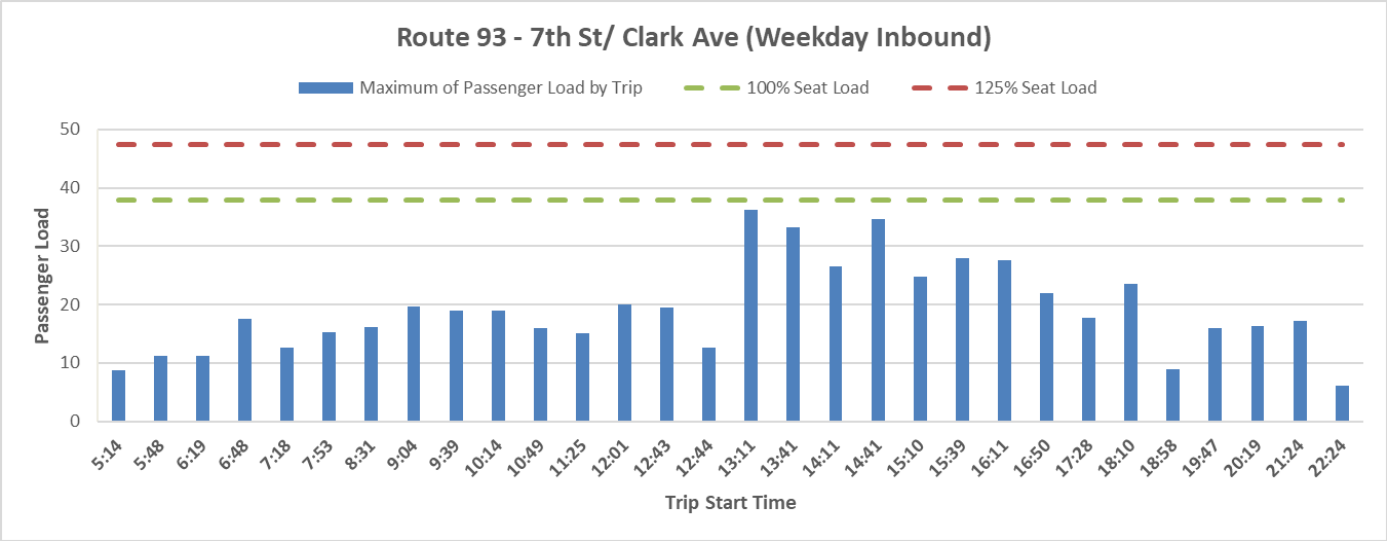


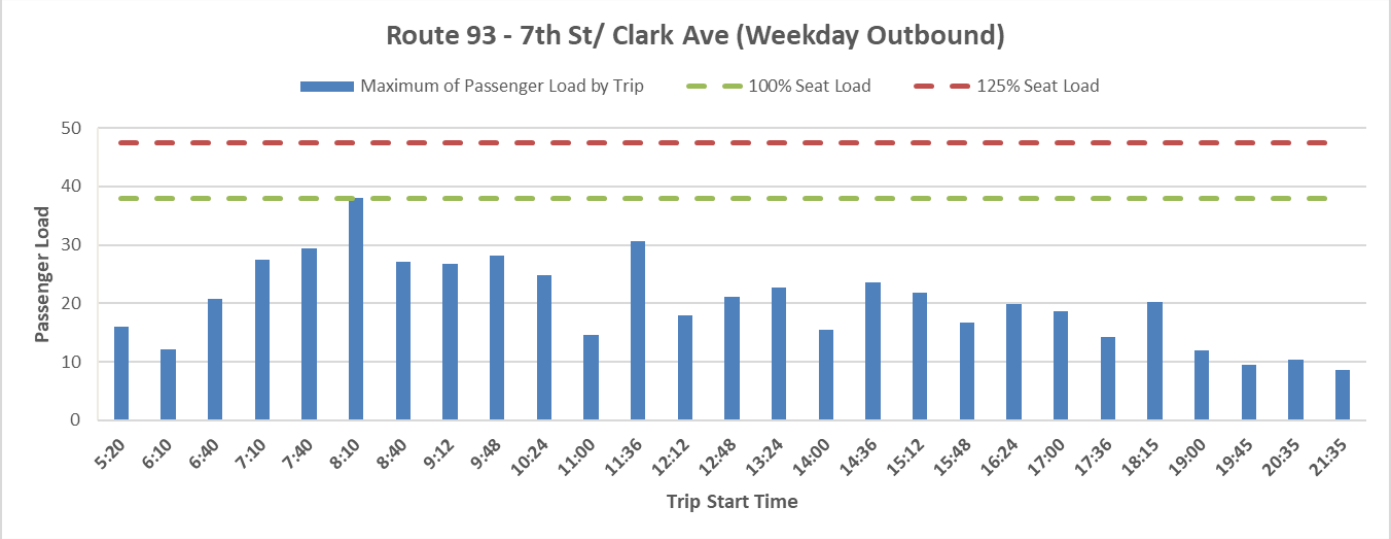
Route 92 – 7th St / Woodruff Ave



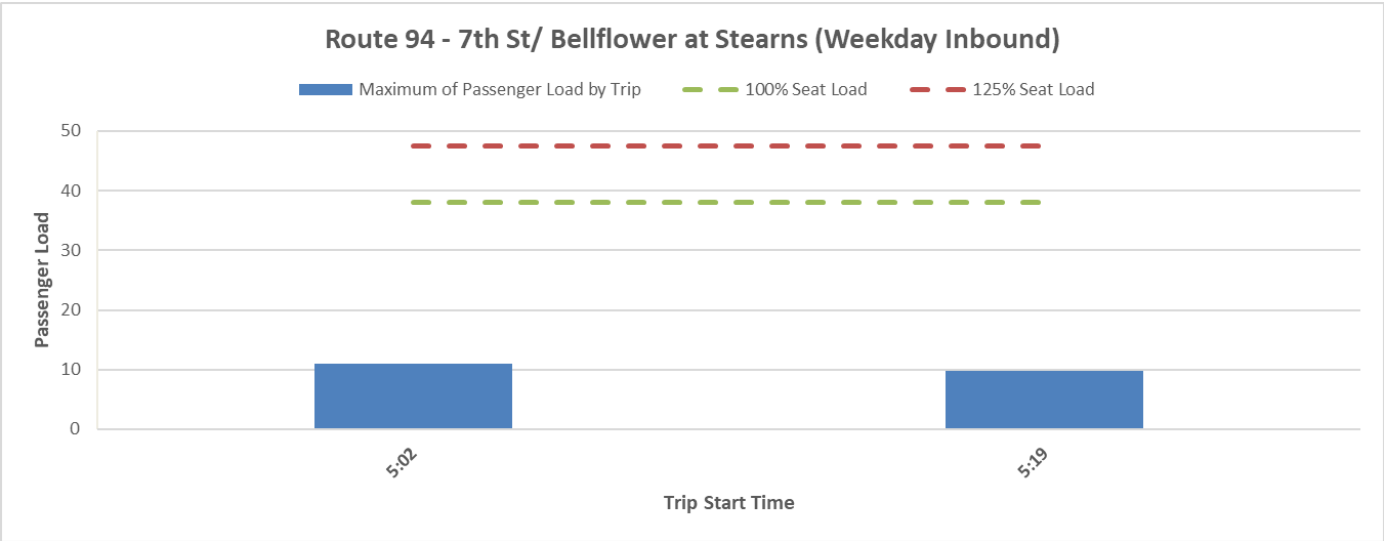


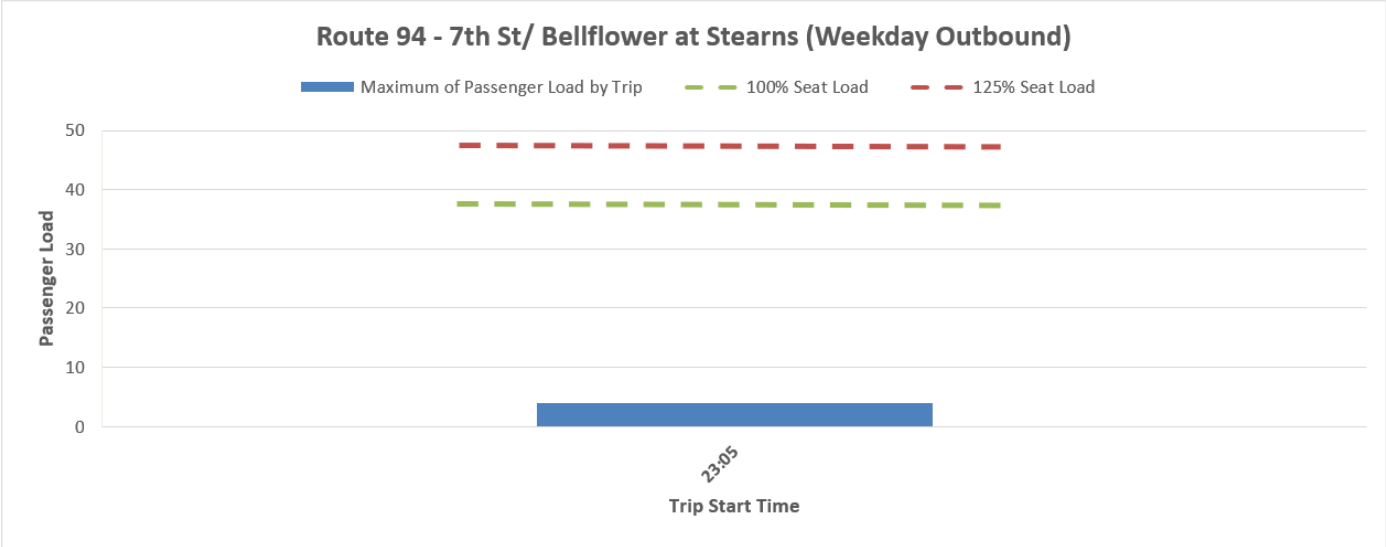
Route 93 – 7th St / Clark Ave



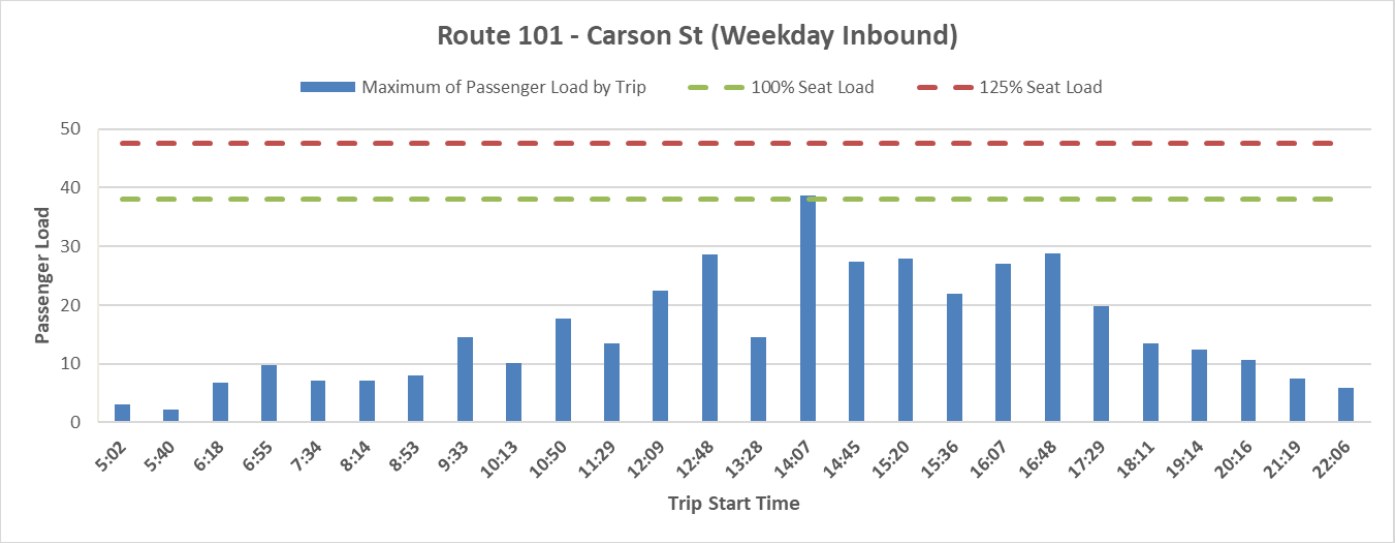


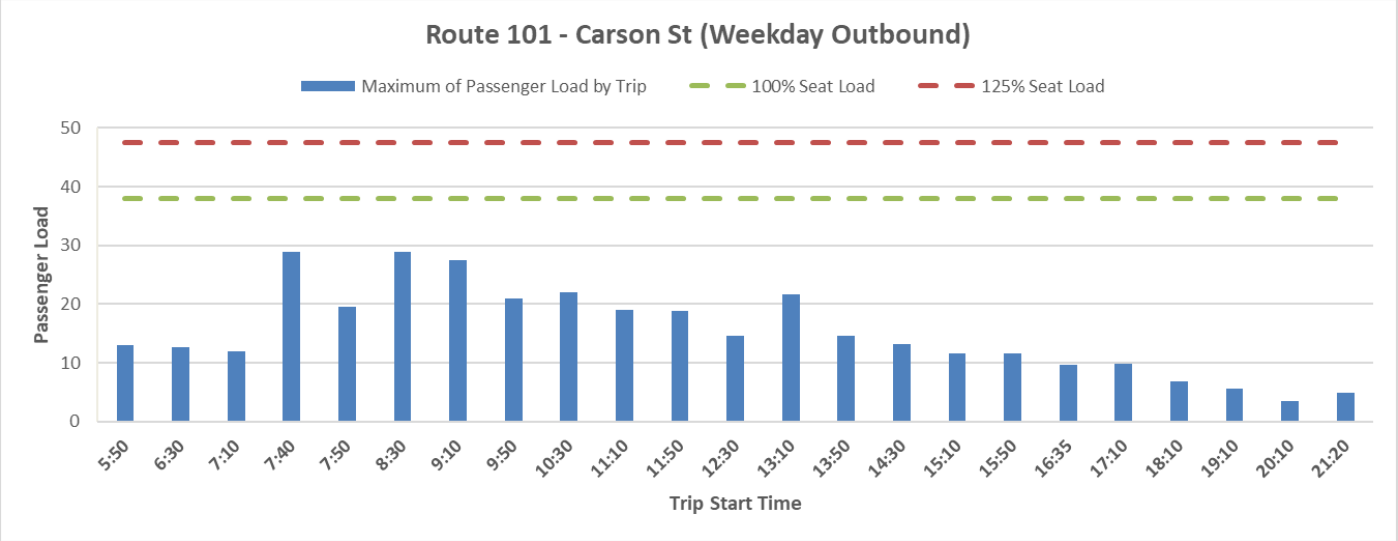
Route 94 – 7th St / Bellflower at Stearns



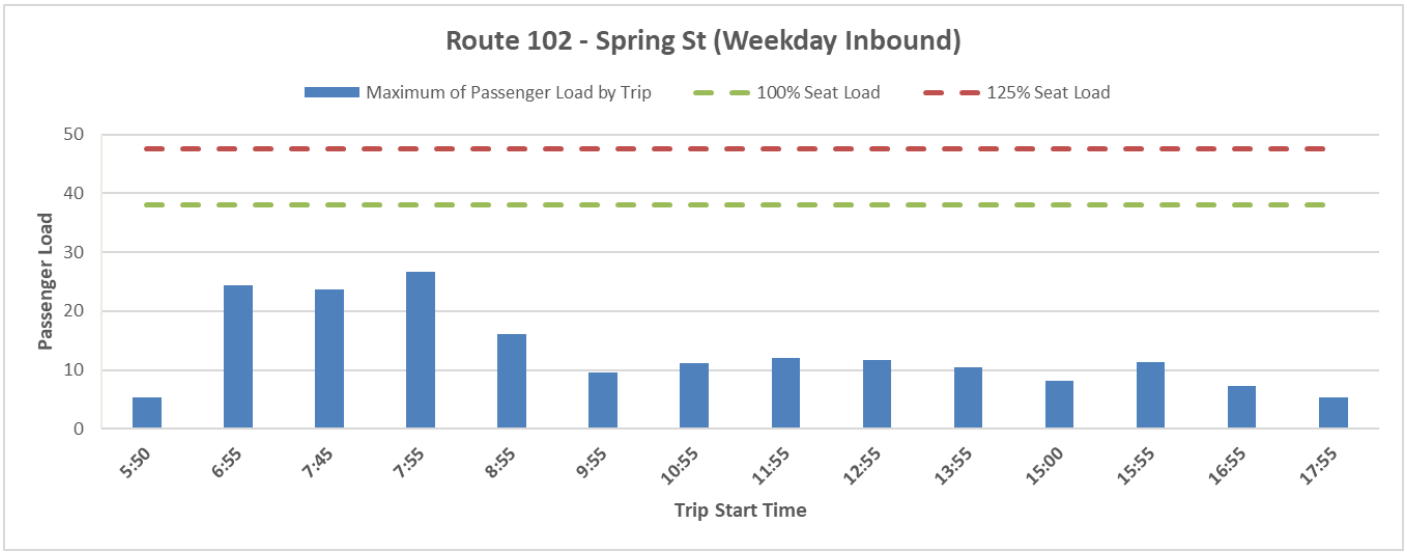


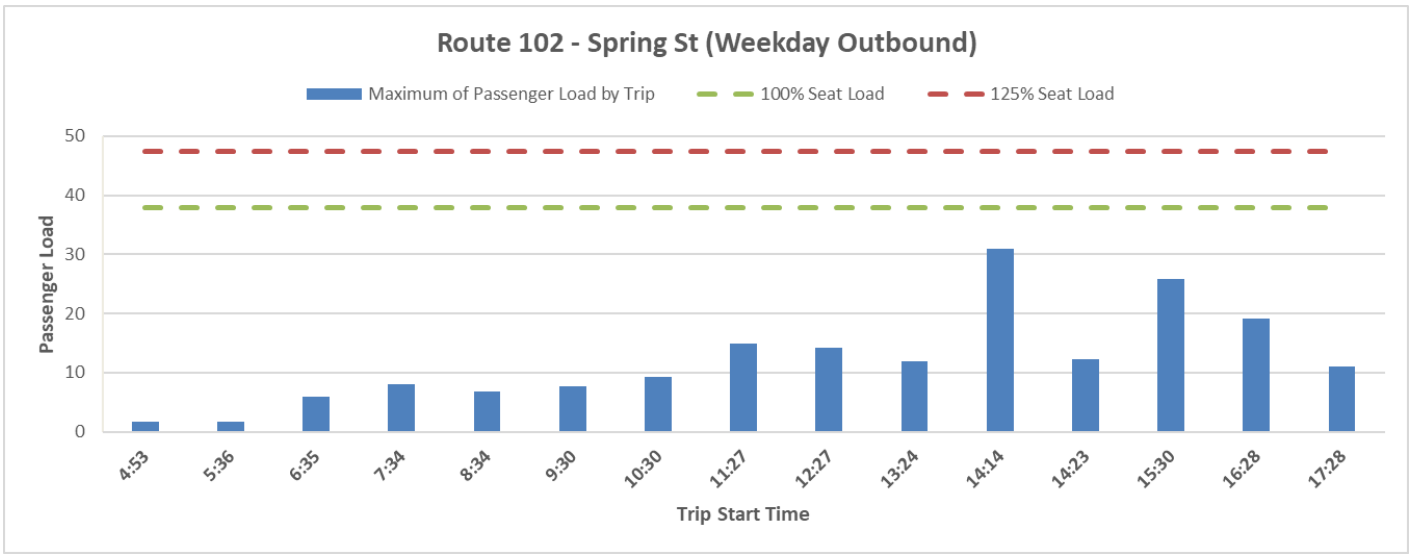
Route 101 – Carson St



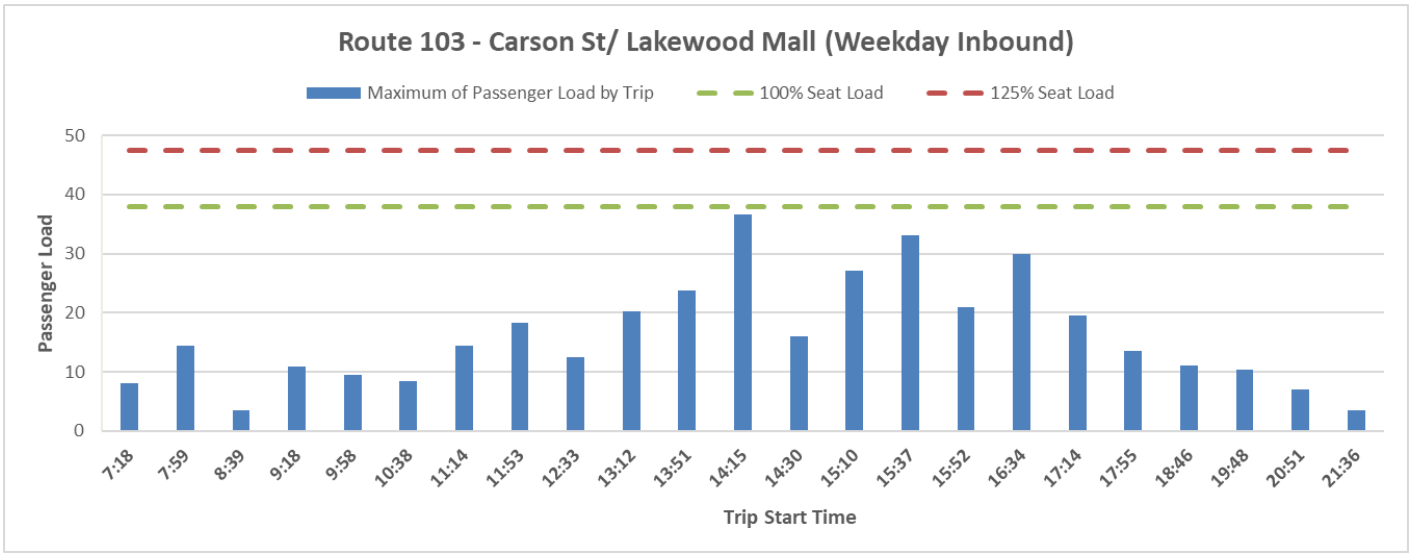


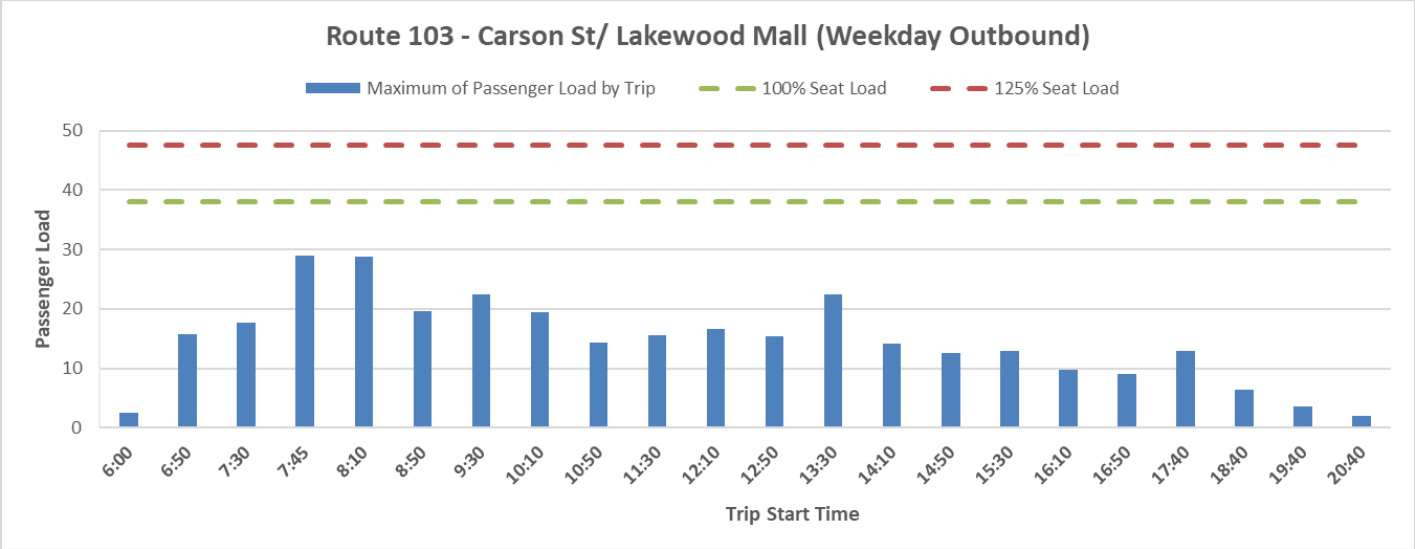
Route 102 – Spring St



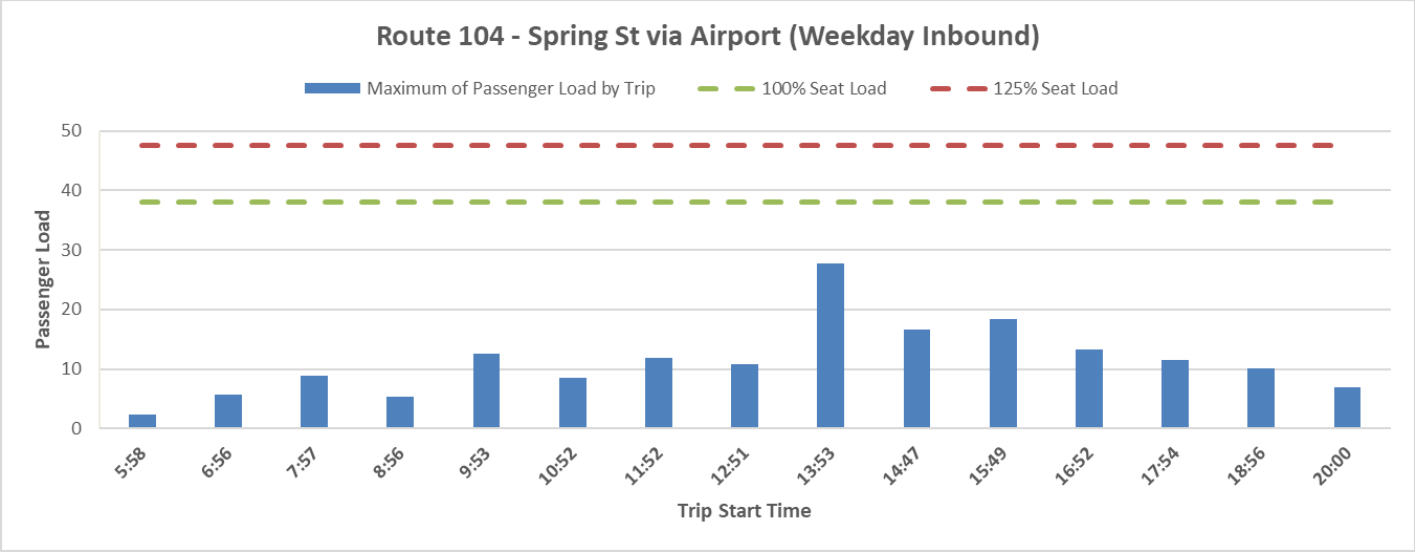


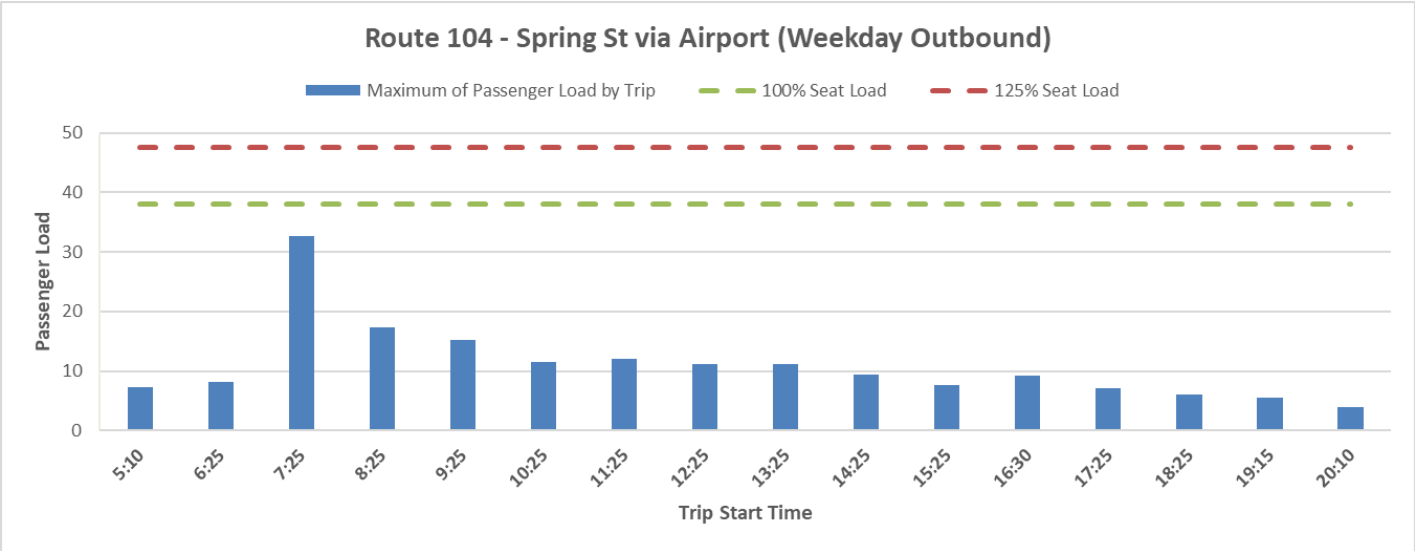
Route 103 – Carson St / Lakewood Mall



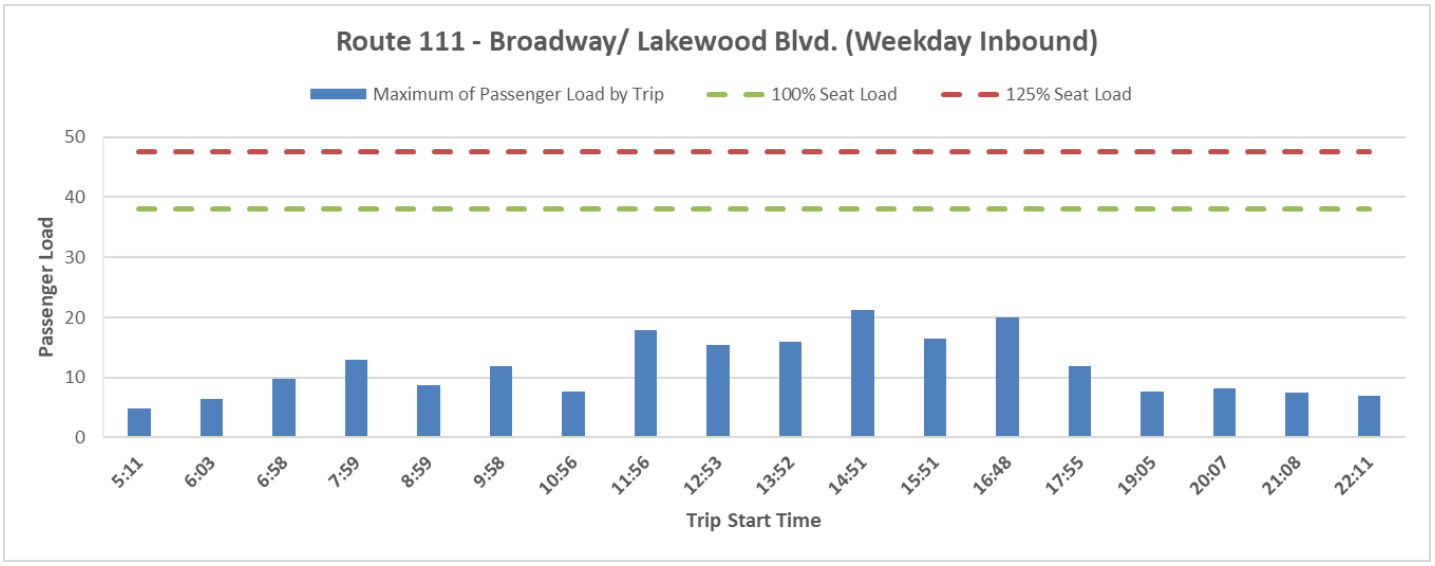


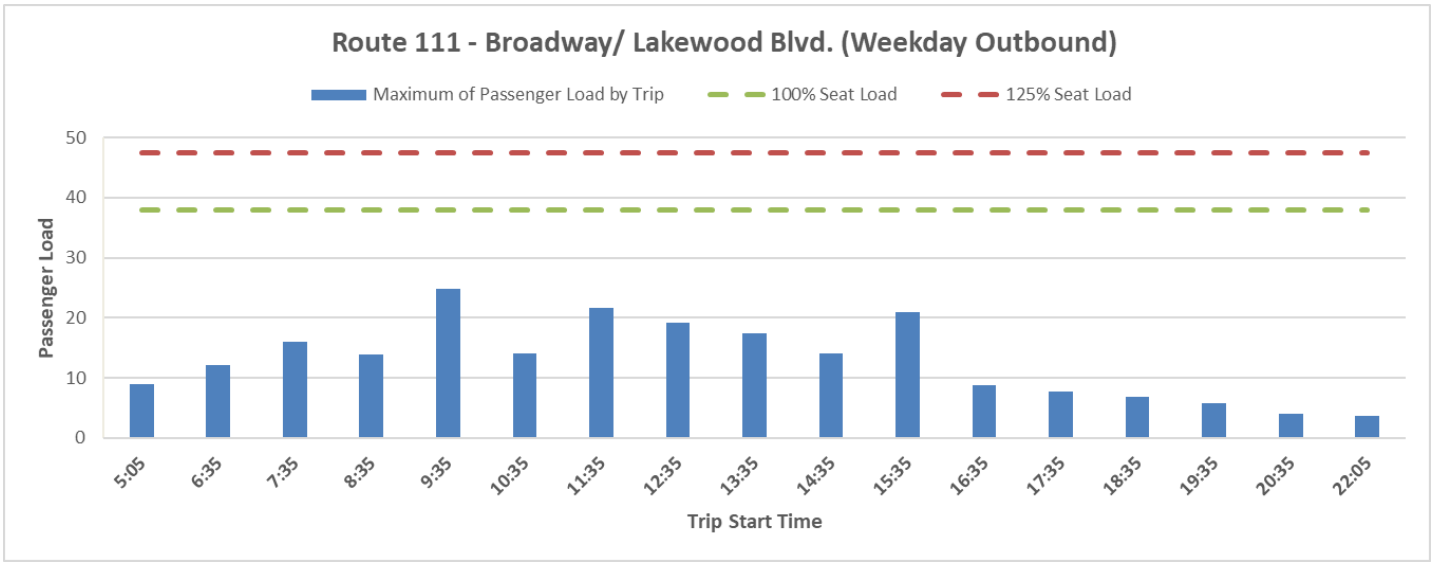
Route 104 – Spring St via Airport



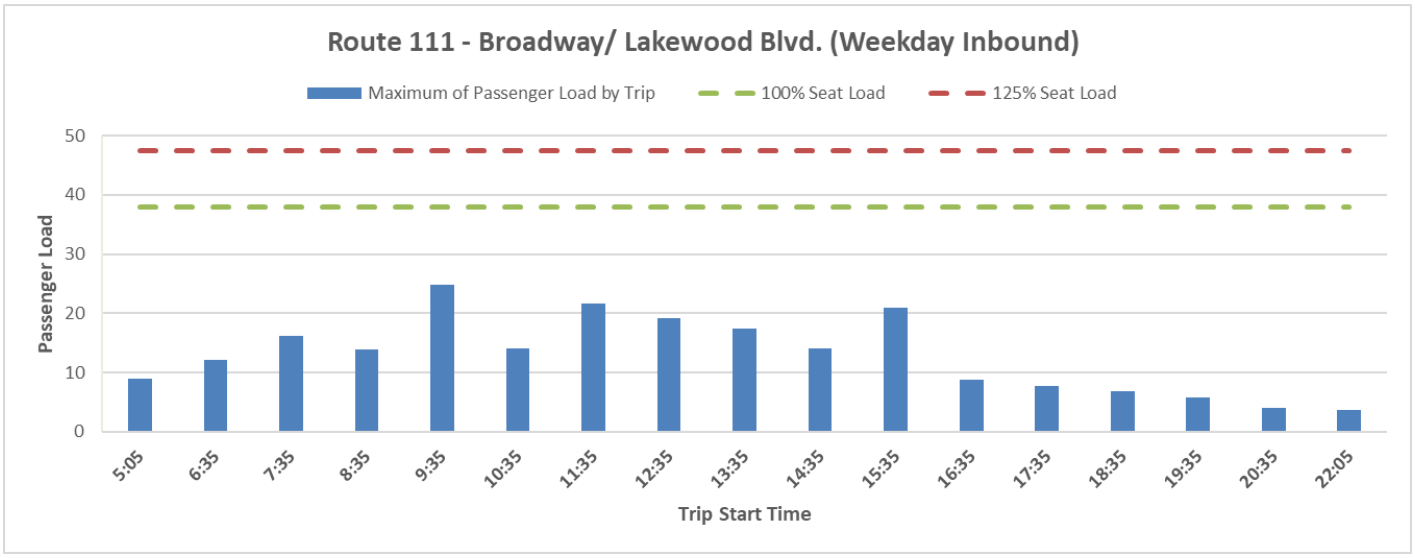


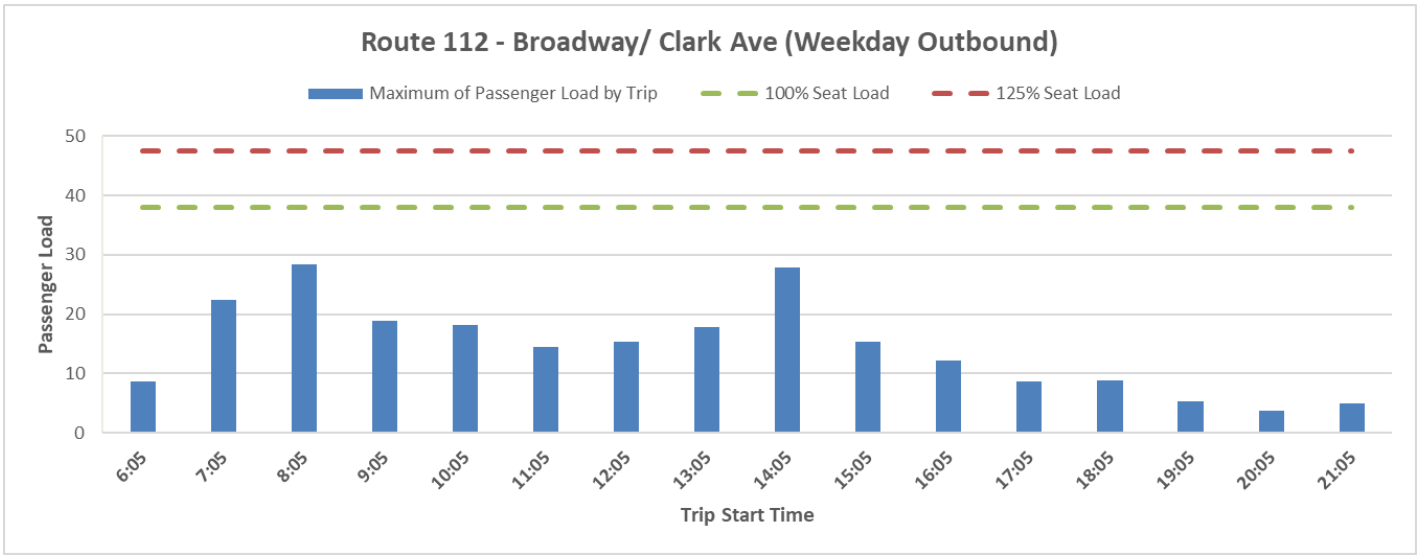
Route 111 – Broadway / Lakewood Blvd



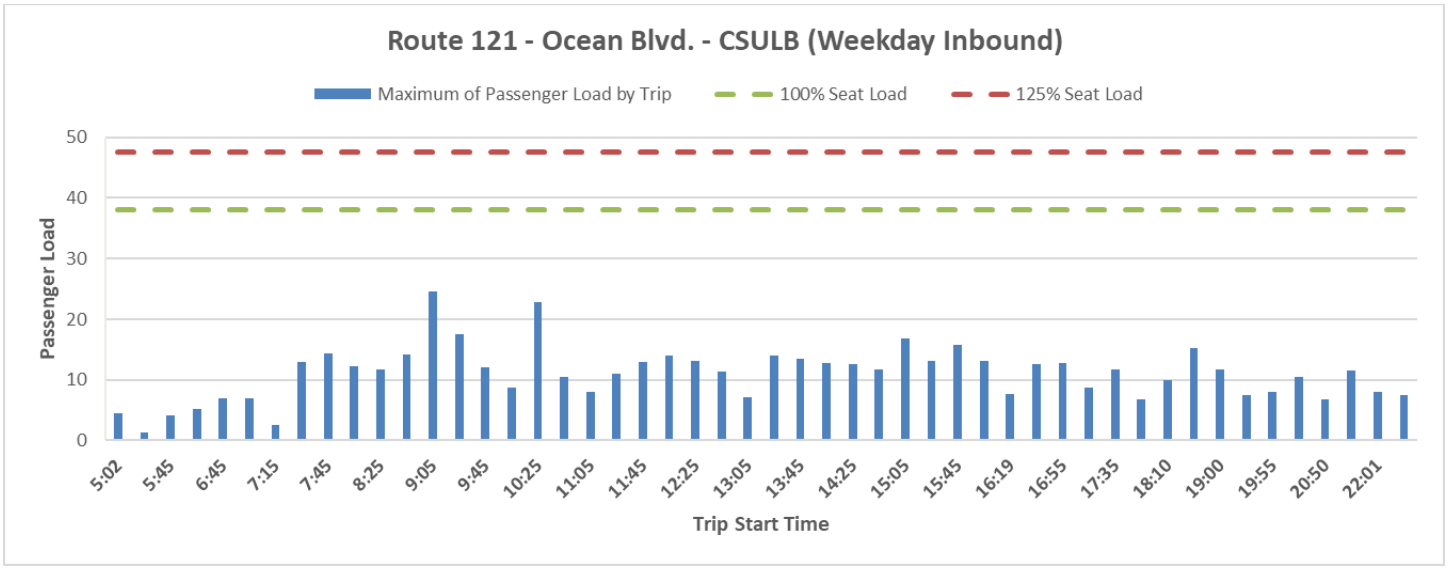


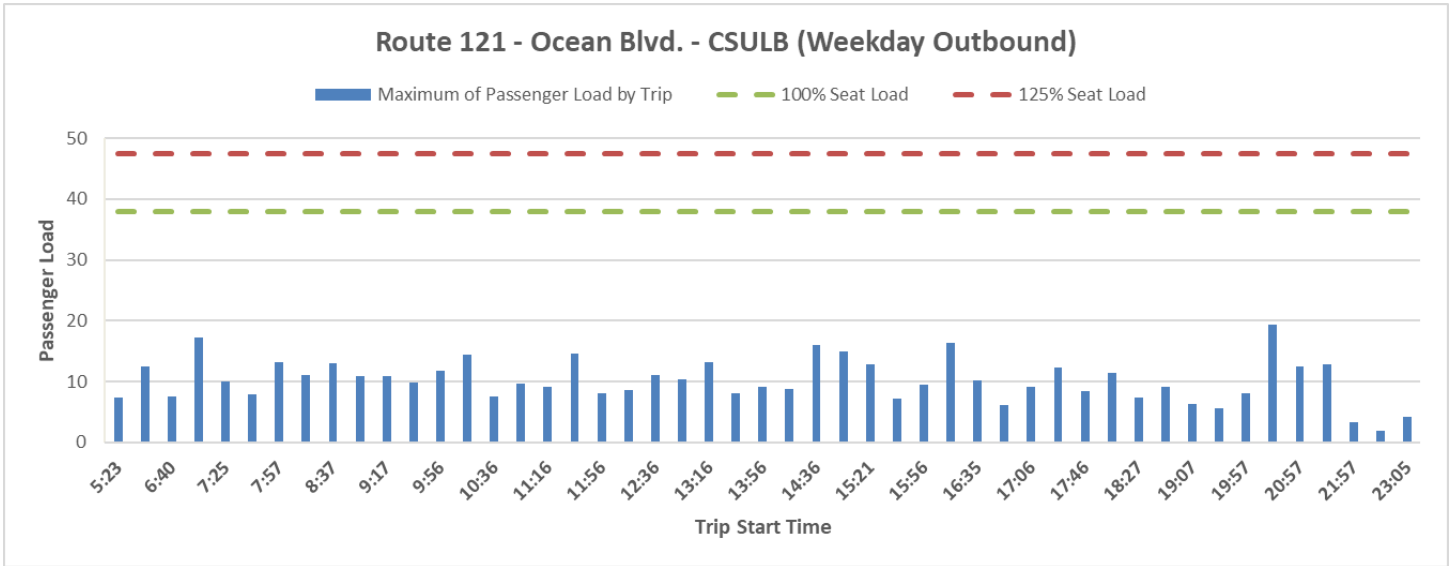
Route 112 – Broadway / Clark Ave



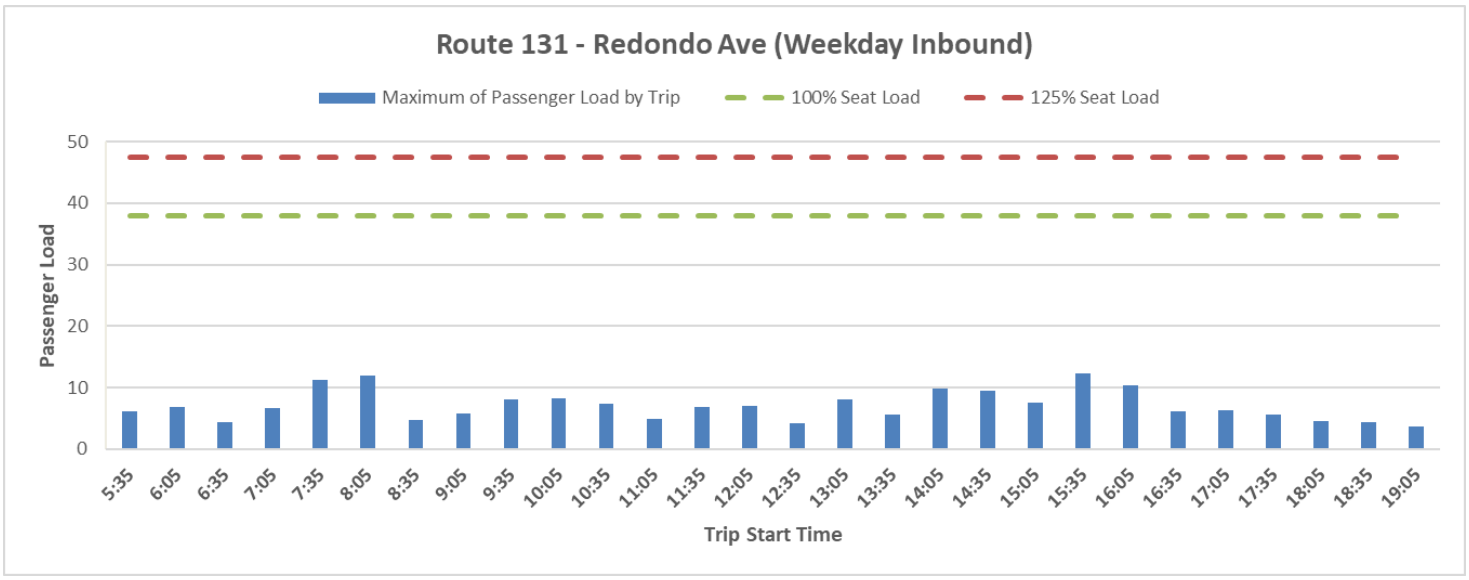


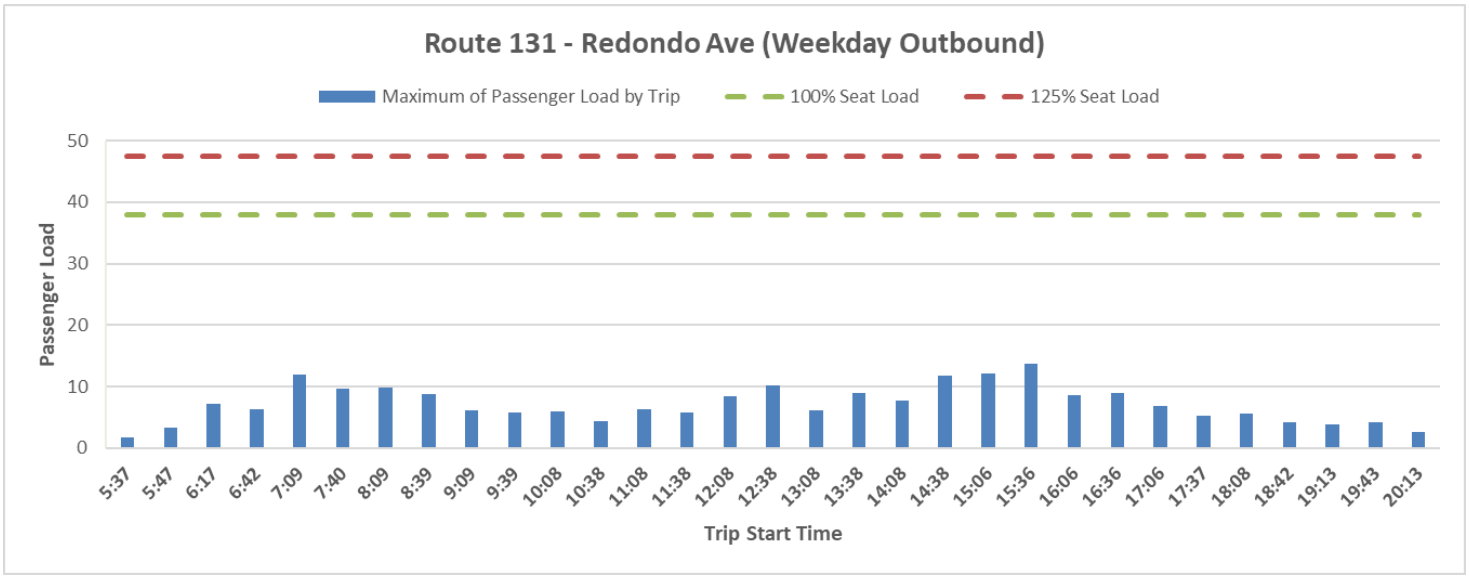
Route 121 – Ocean Blvd - CSULB



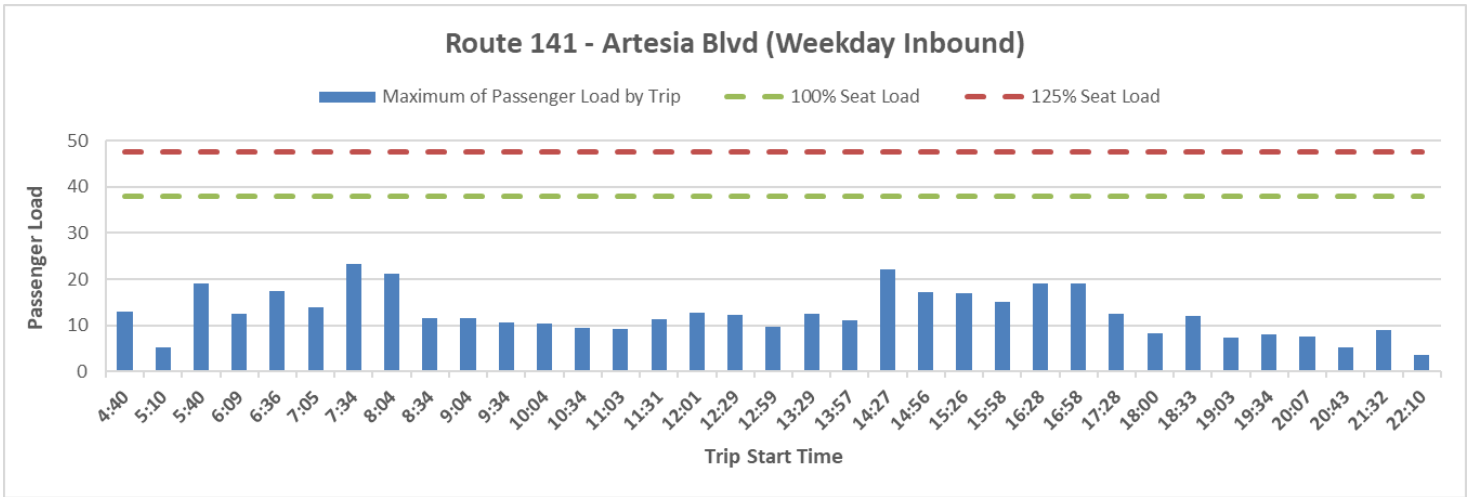


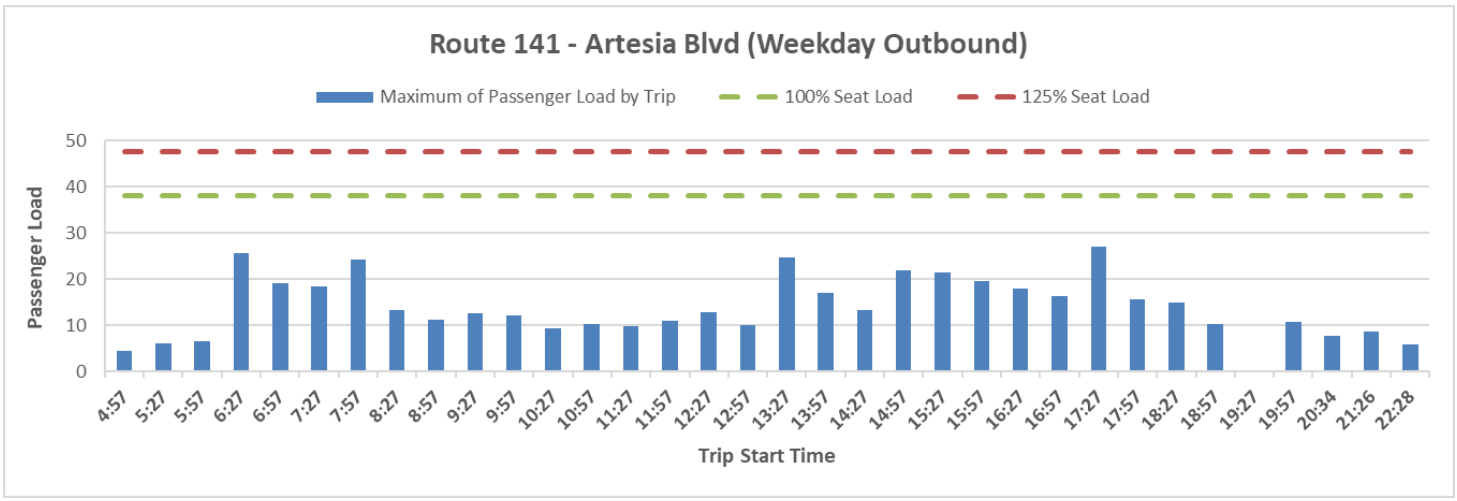
Route 131 – Redondo Ave



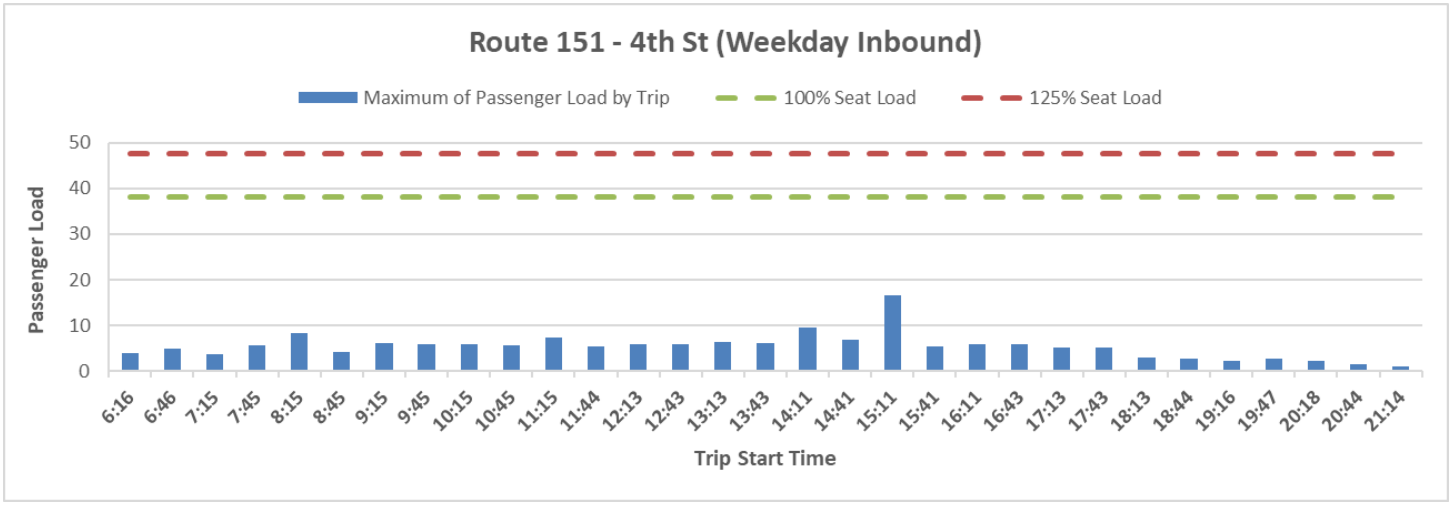


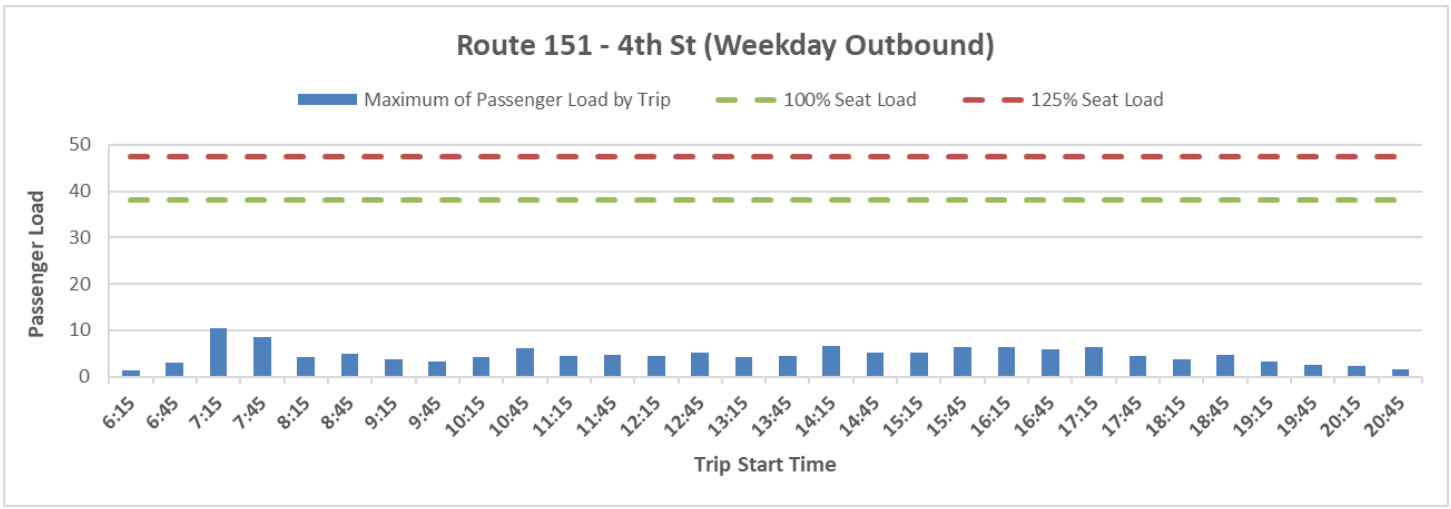
Route 141 – Artesia Blvd



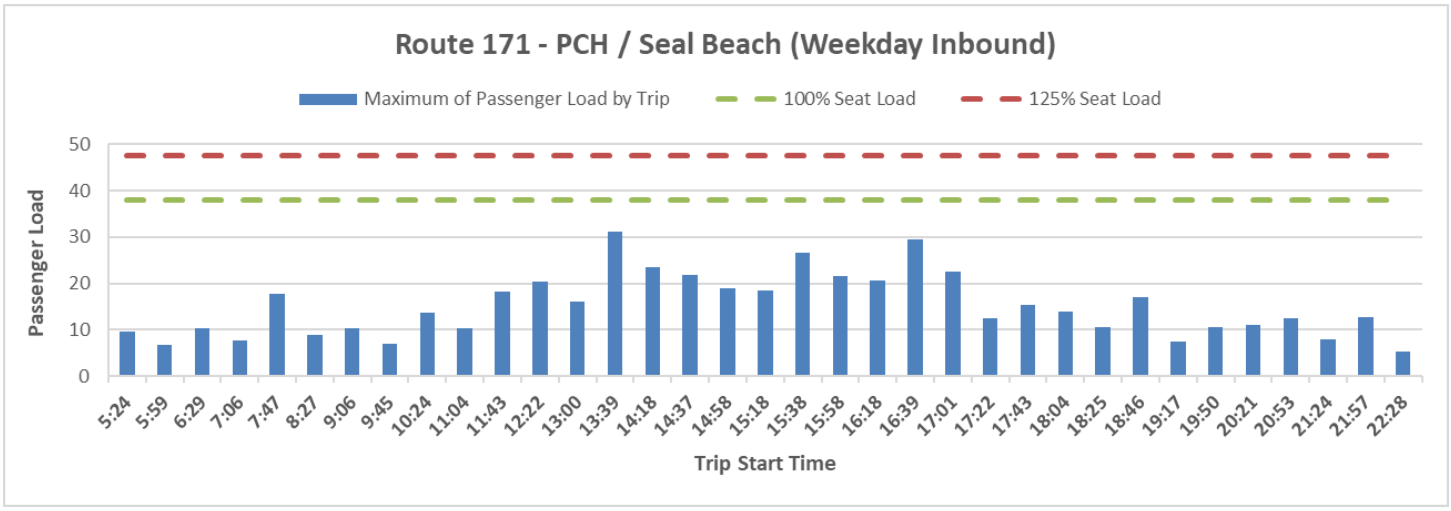


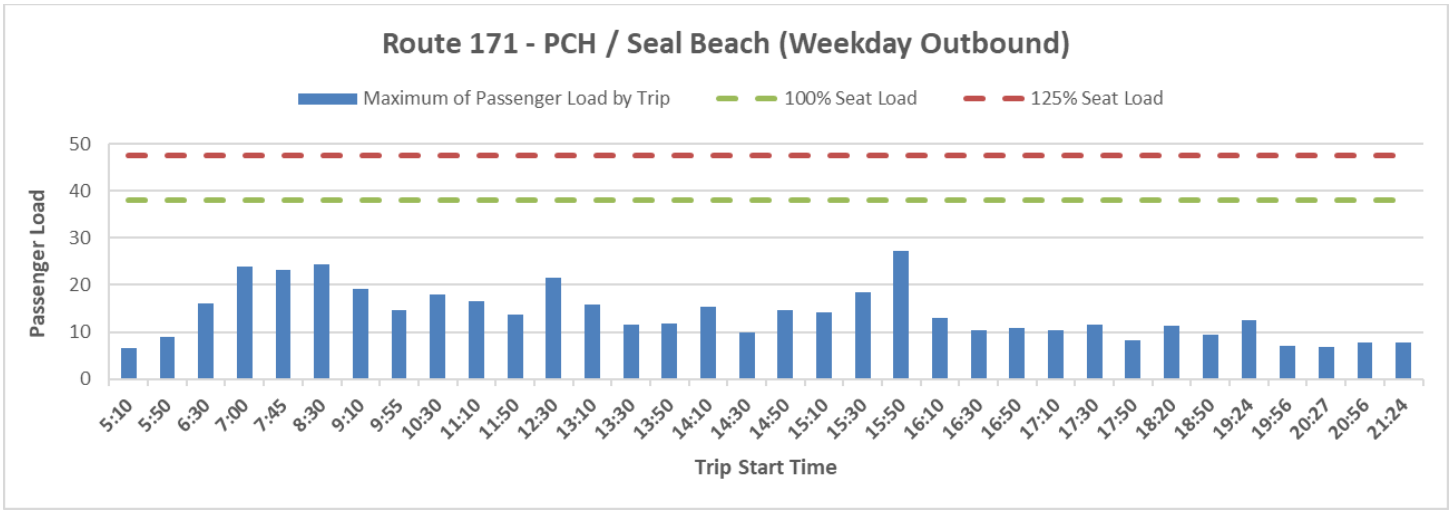
Route 151 – 4th St



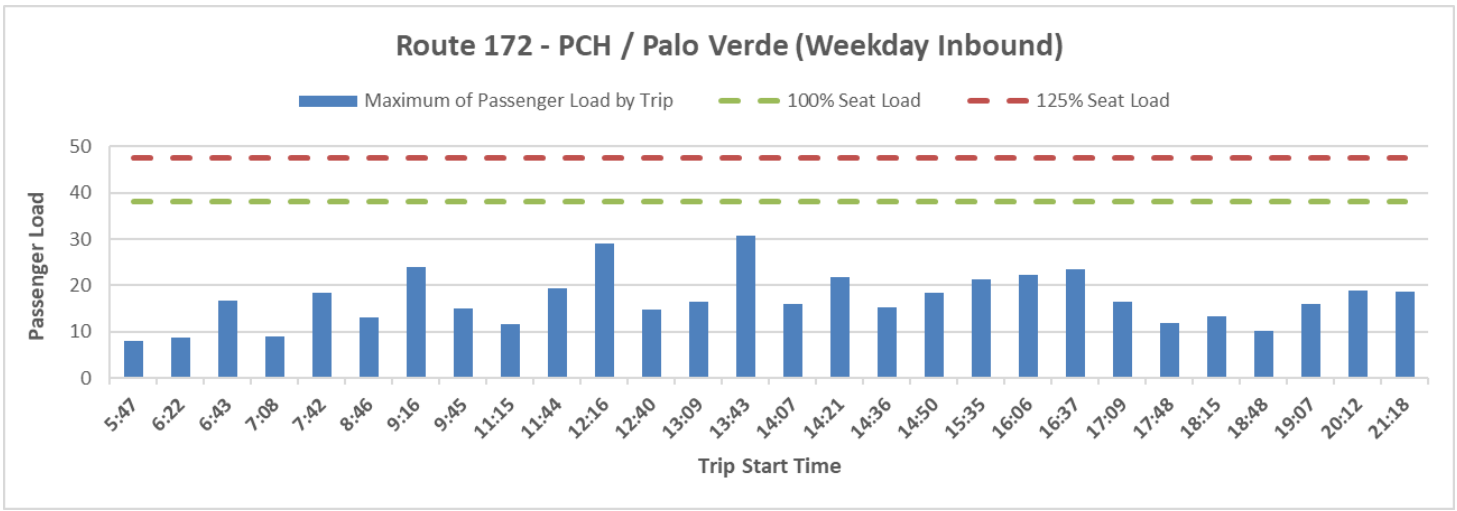


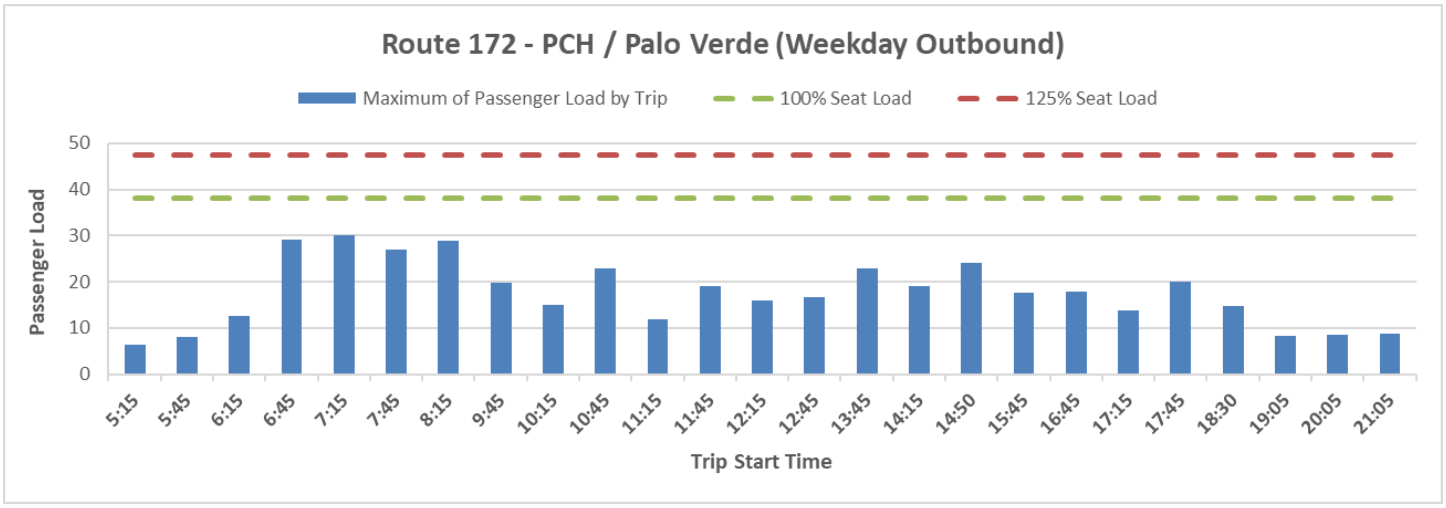
Route 171 – PCH / Seal Beach



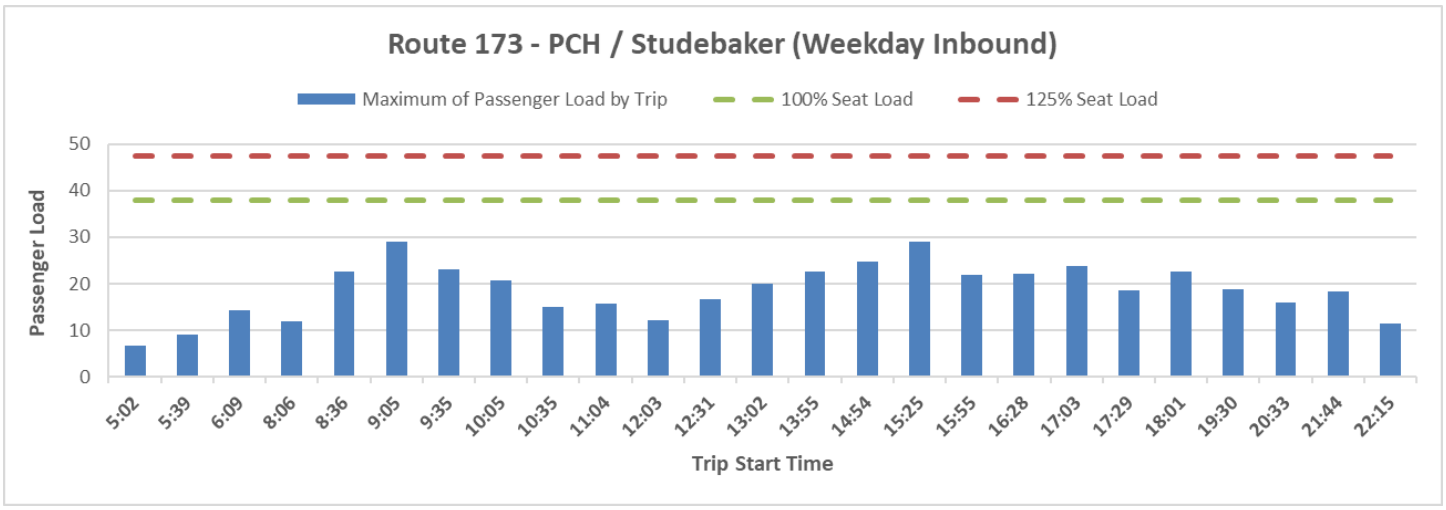


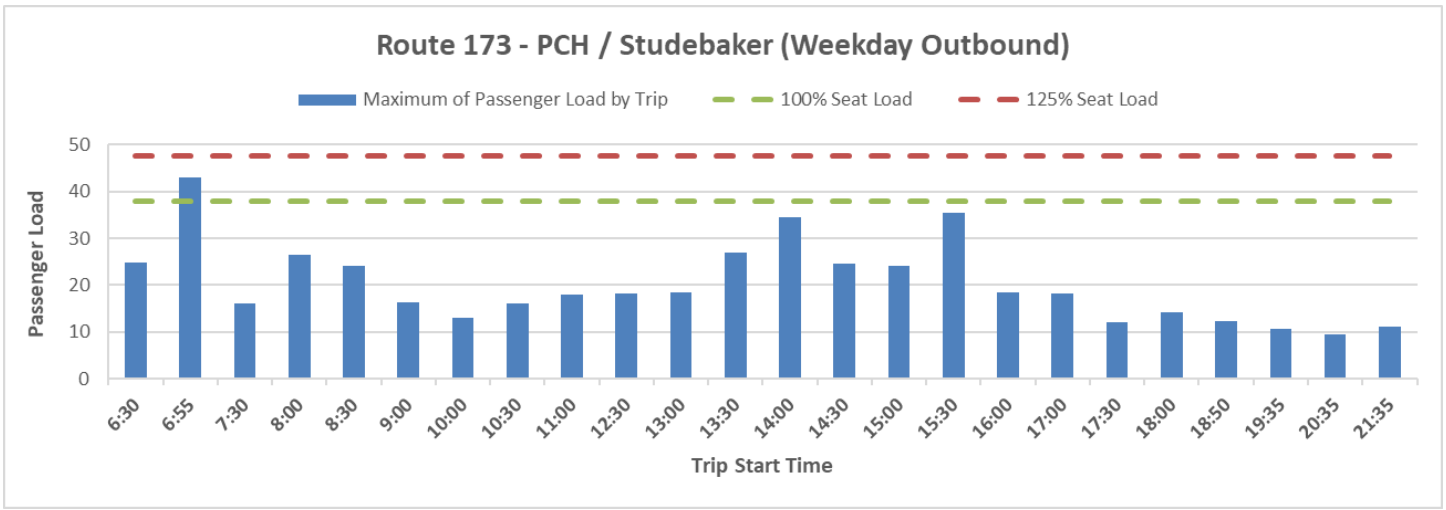
Route 172 – PCH / Palo Verde



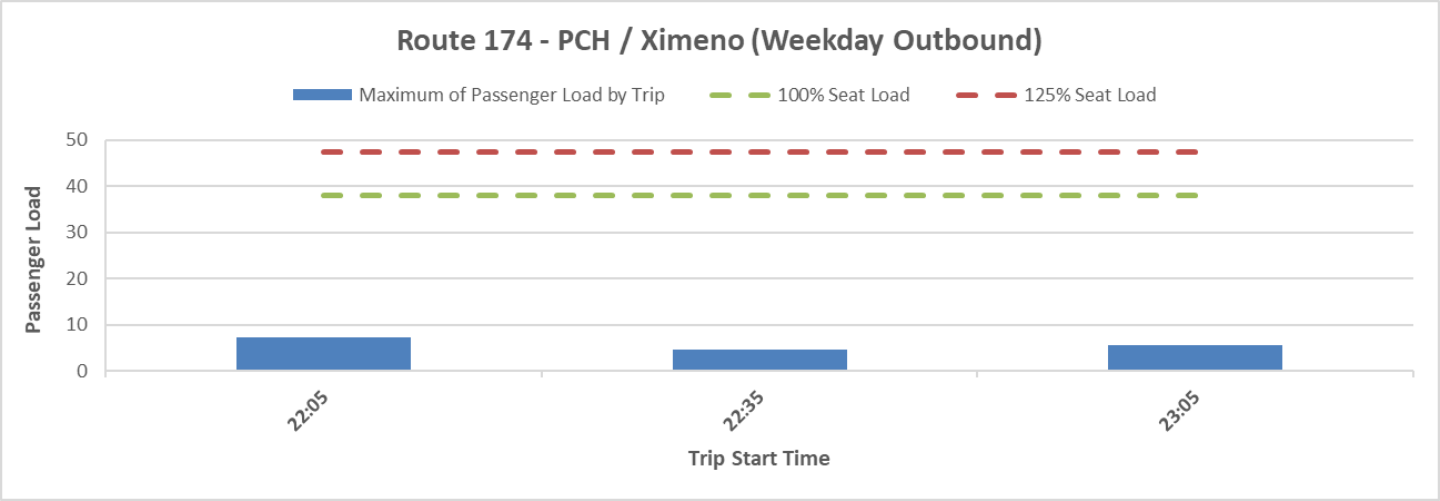


Route 173 – PCH / Studebaker

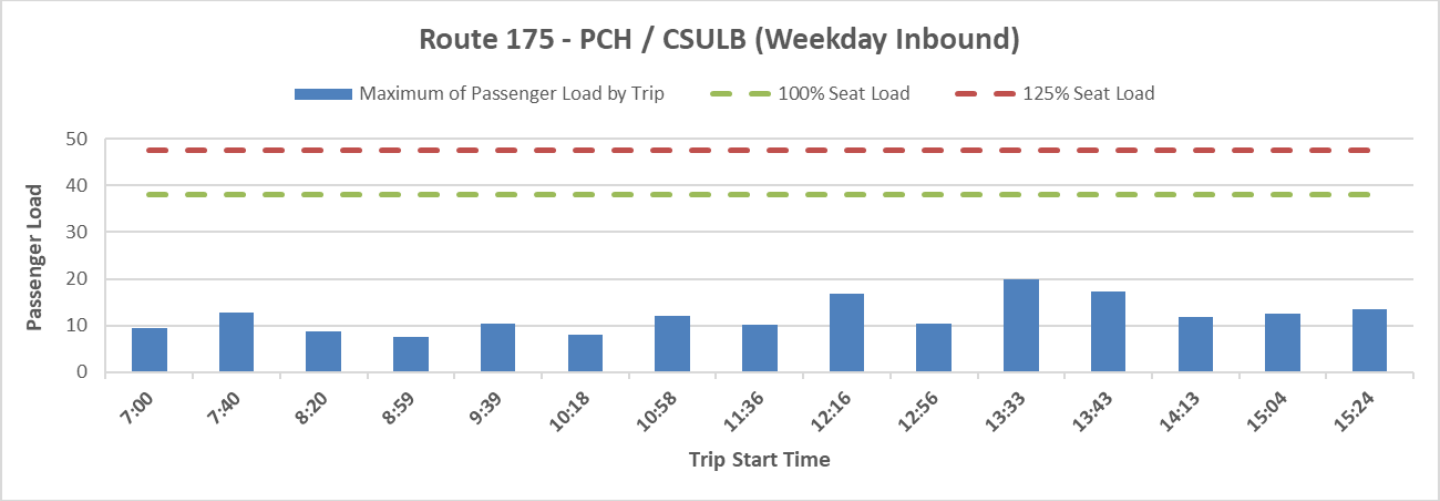


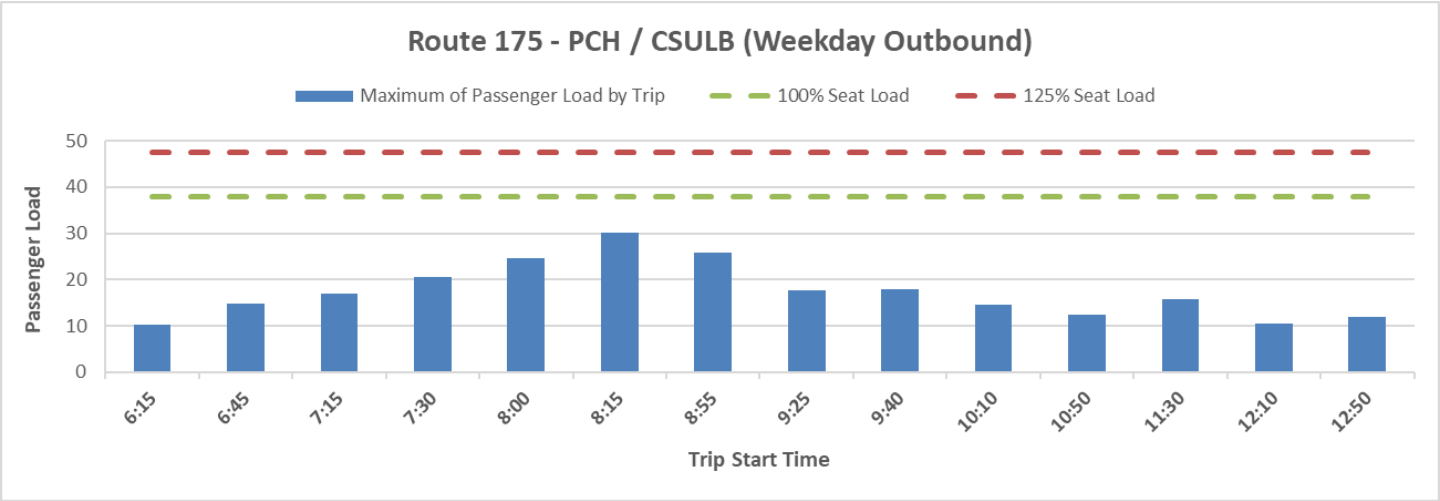


Route 174 – PCH / Ximeno *--> NO INBOUND DATA

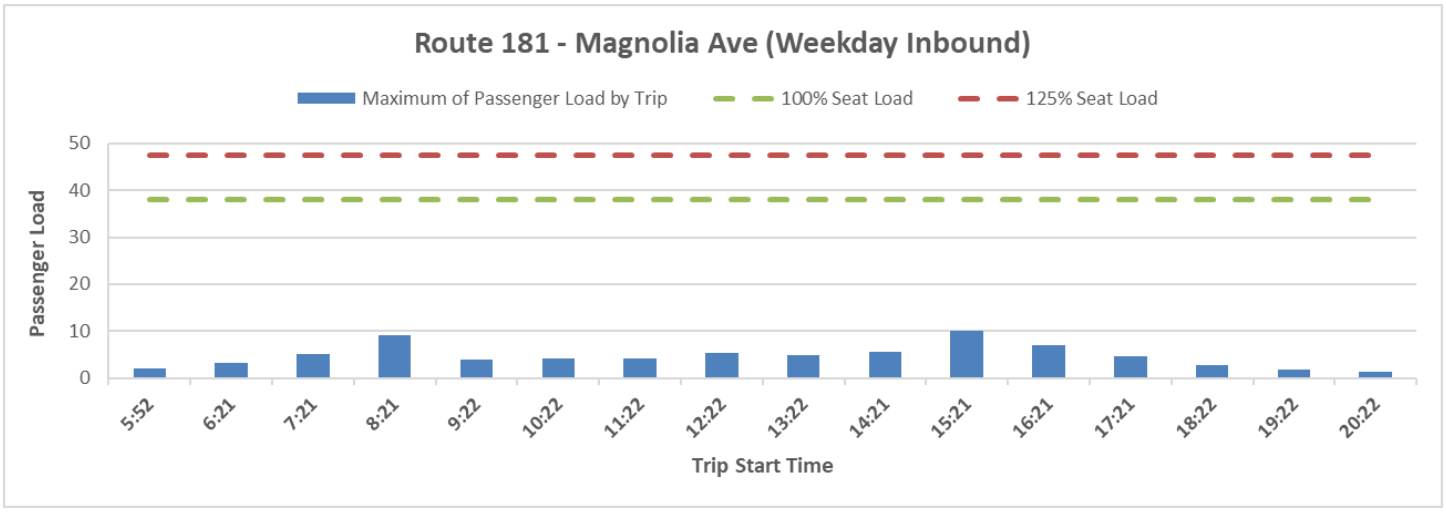


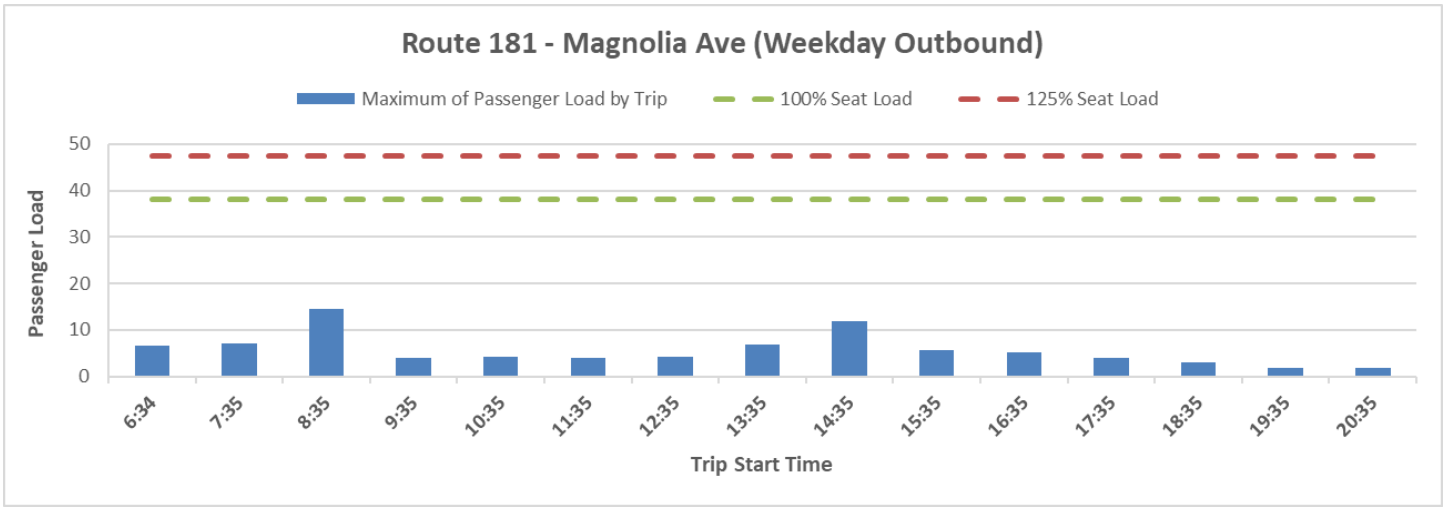
Route 175 – PCH / CSULB



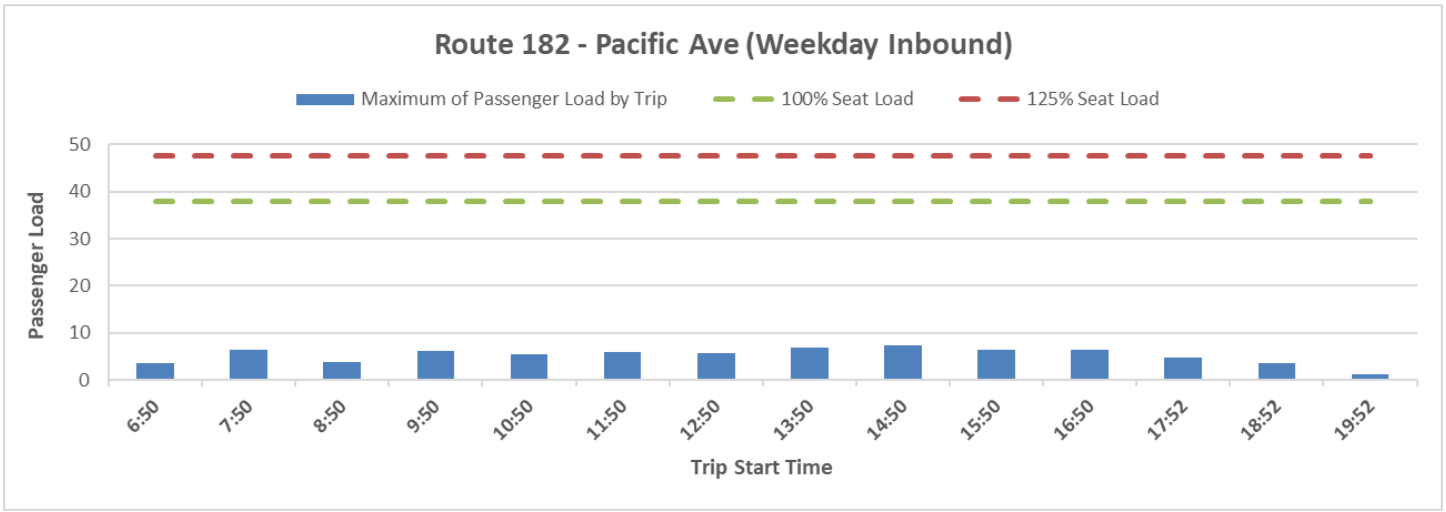


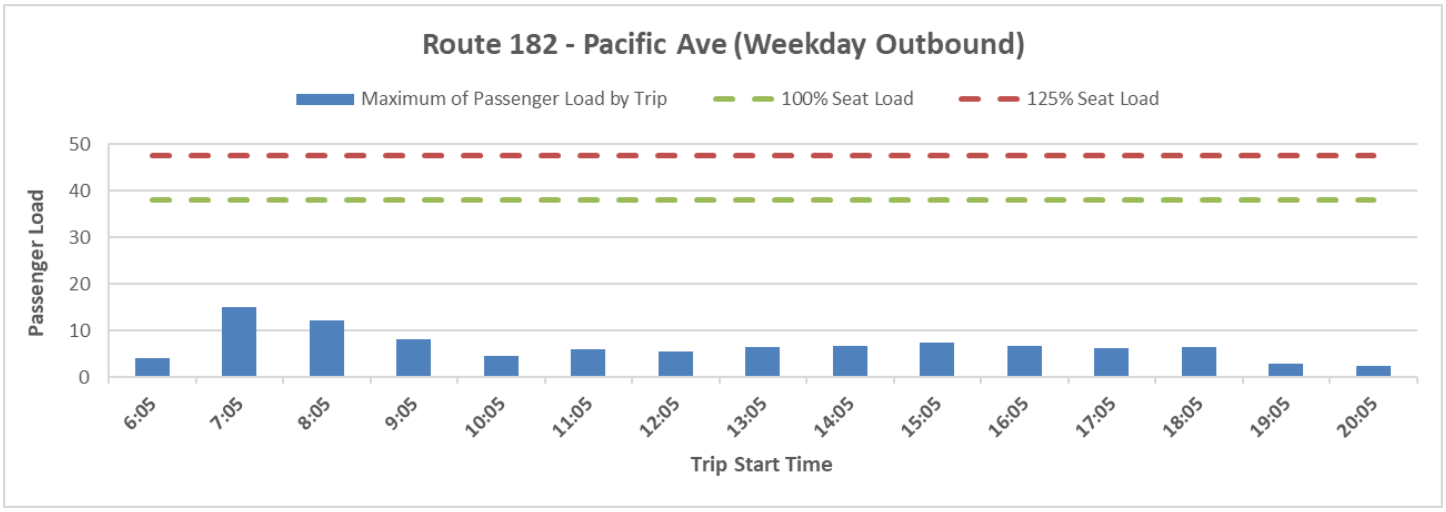
Route 181 – Magnolia Ave



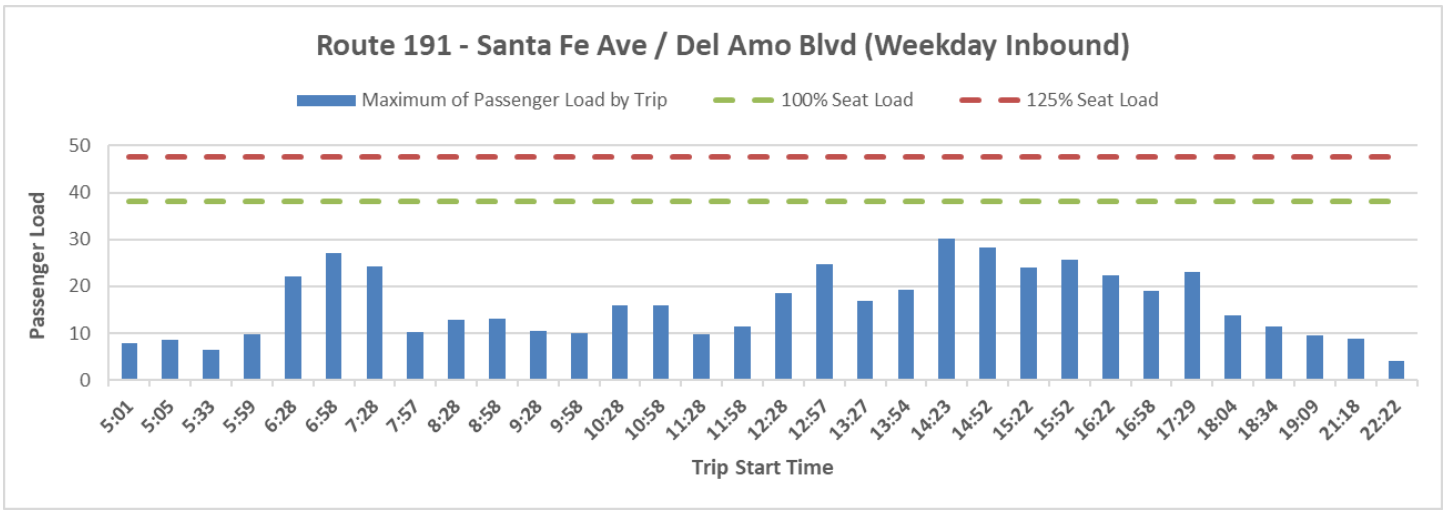


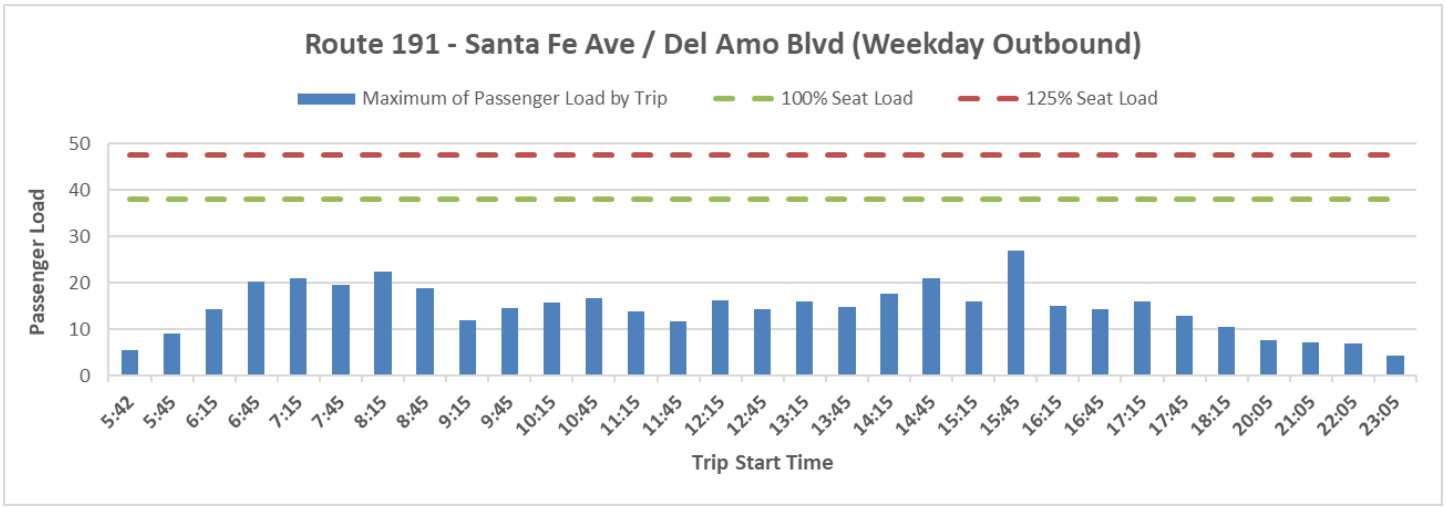
Route 182 – Pacific Ave



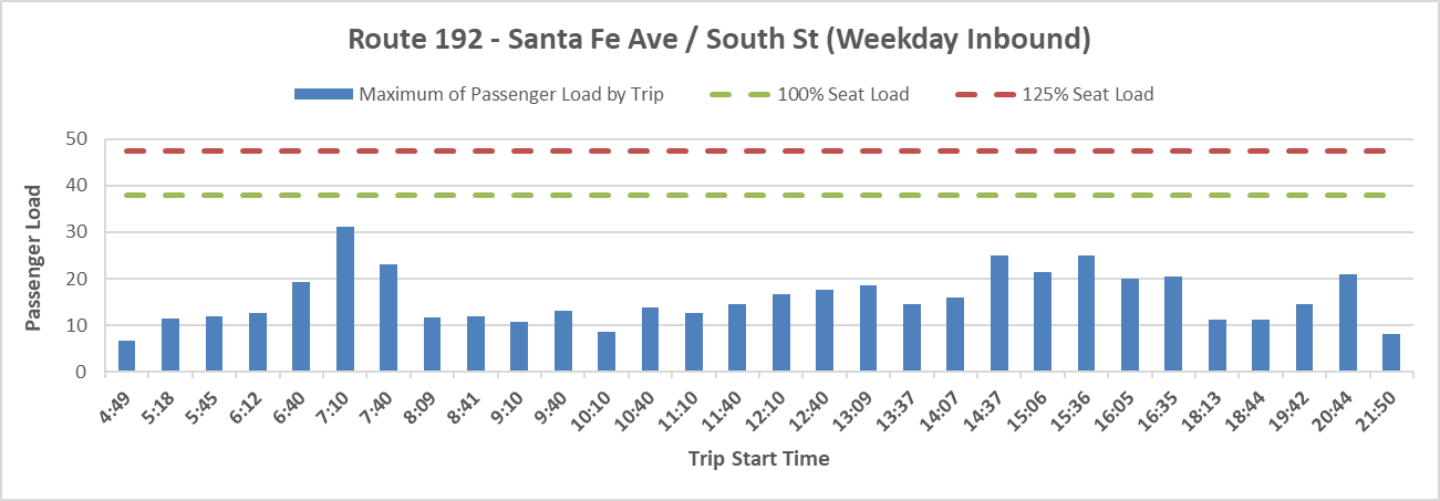


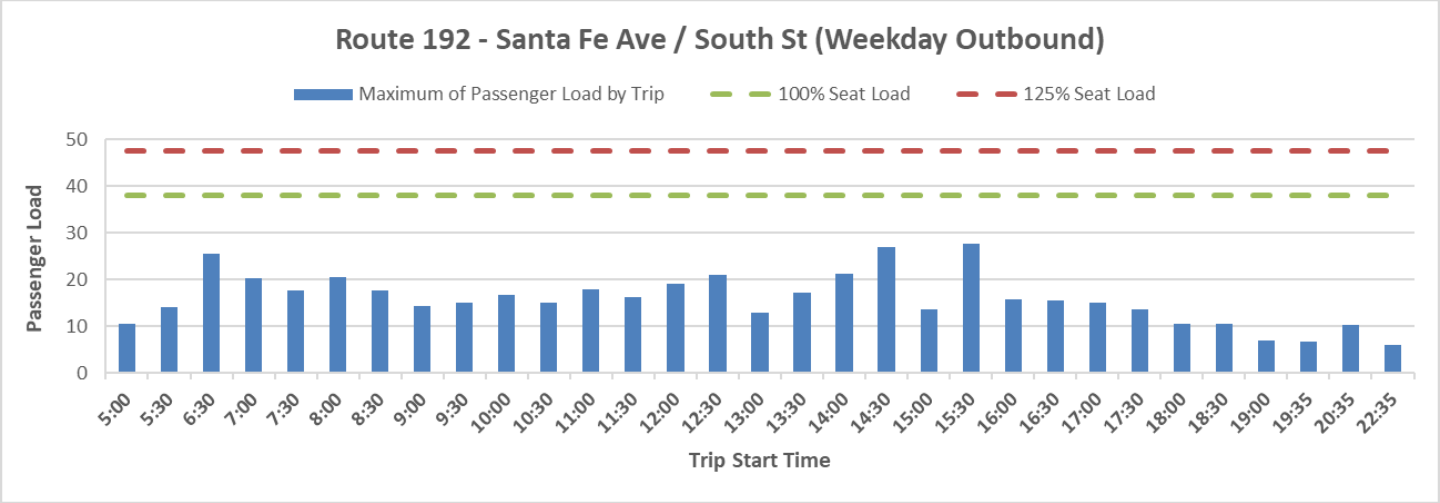
Route 191 – Santa Fe Ave / Del Amo Blvd



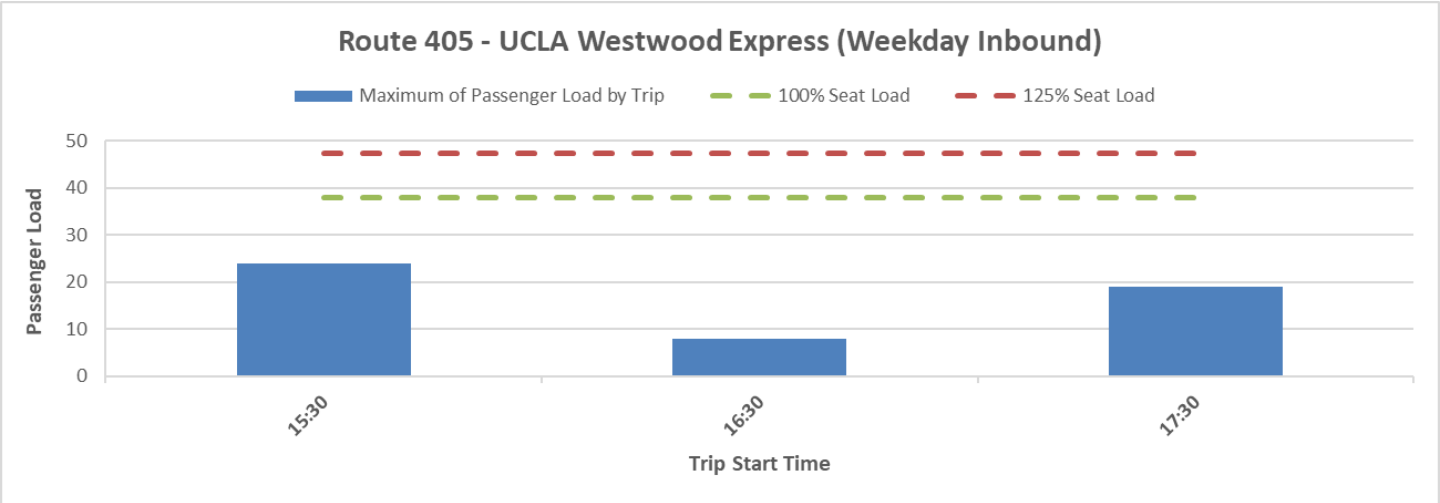


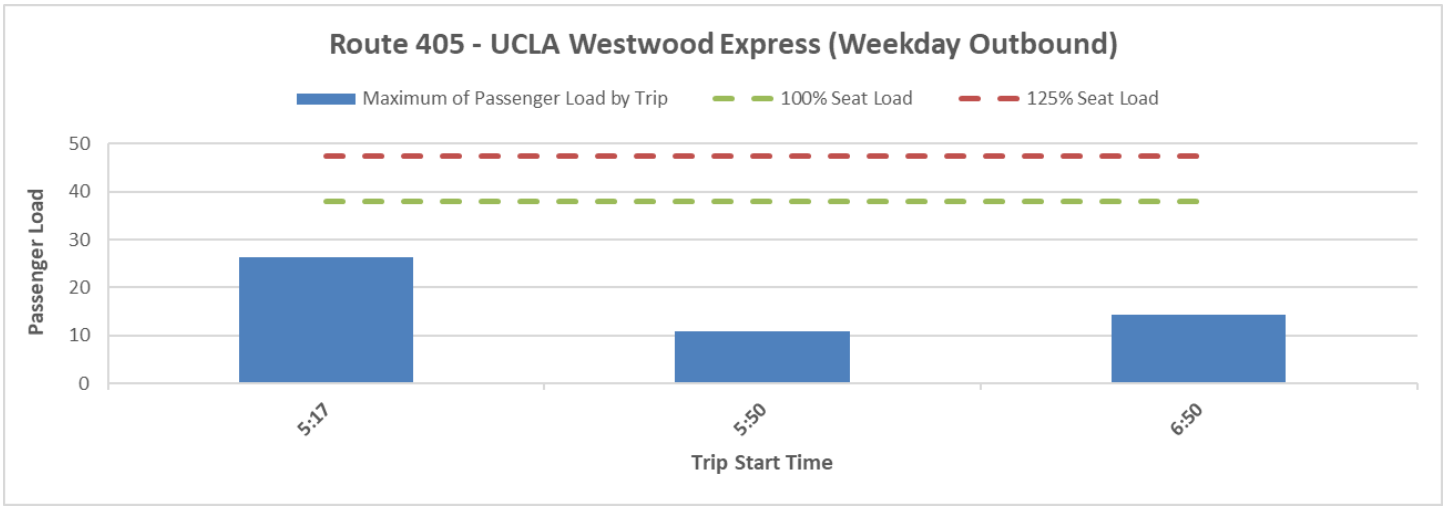
Route 192 – Santa Fe Ave / South St





Route 405 – UCLA Westwood Express




Route 405 - UCLA Westwood Express (Weekday Outbound)
Maximum of Passenger Load by Trip
100% Seat Load
125% Seat Load
Passenger Load
50
40
30
20
10
0
5:17
5:50
6:50
Trip Start Time

[This Page Is Left Intentionally Blank]

Appendix H

On-Time Performance Report

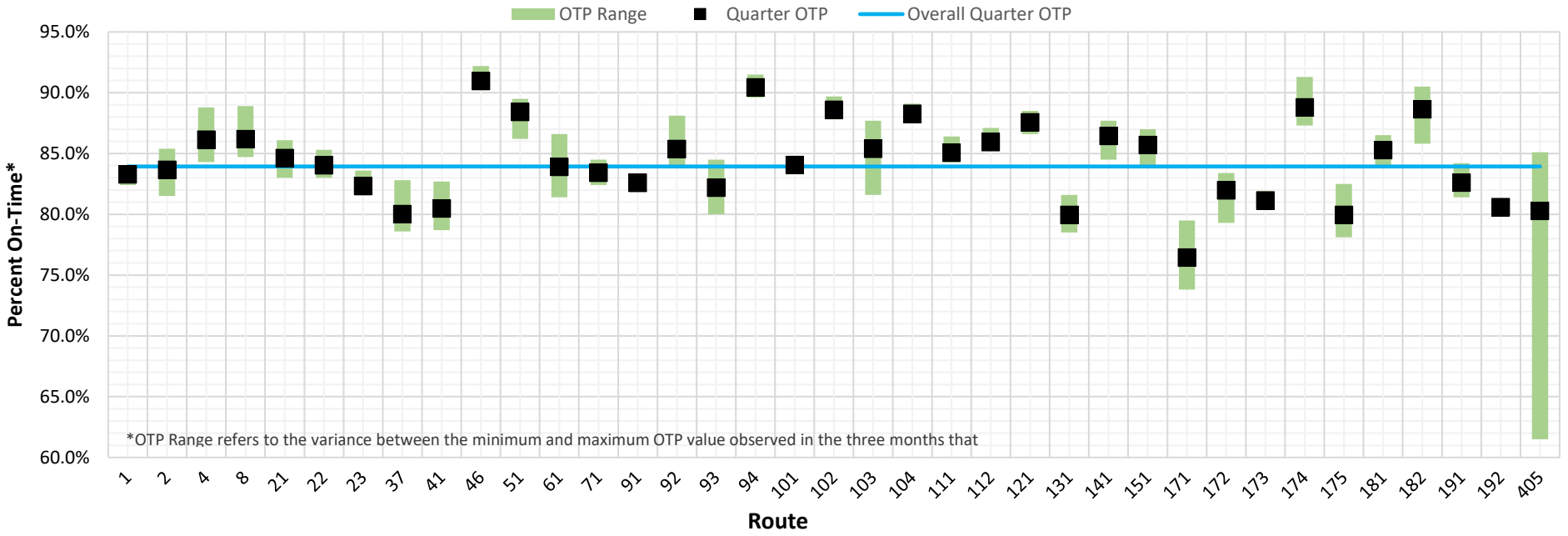
Quarter 3 – FY 2025

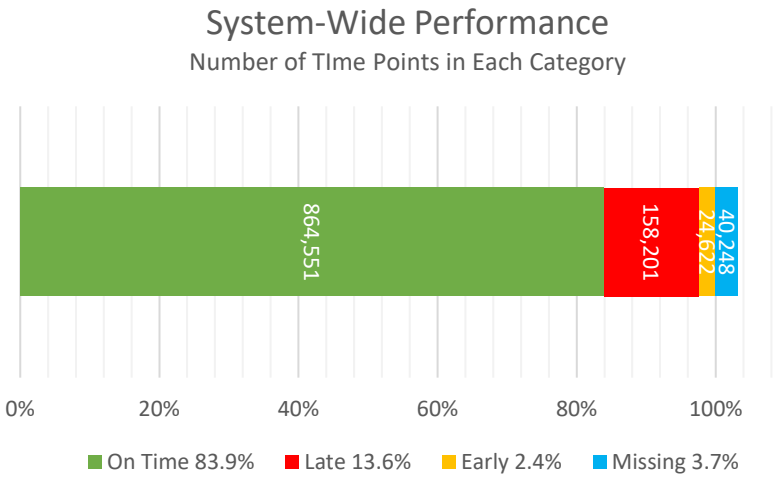
QUARTERLY ON-TIME PERFORMANCE REPORT

FY 2025 – 3rd Quarter (EOL Adjustment)

January to March 2025

Quarter On-Time Performance by Route

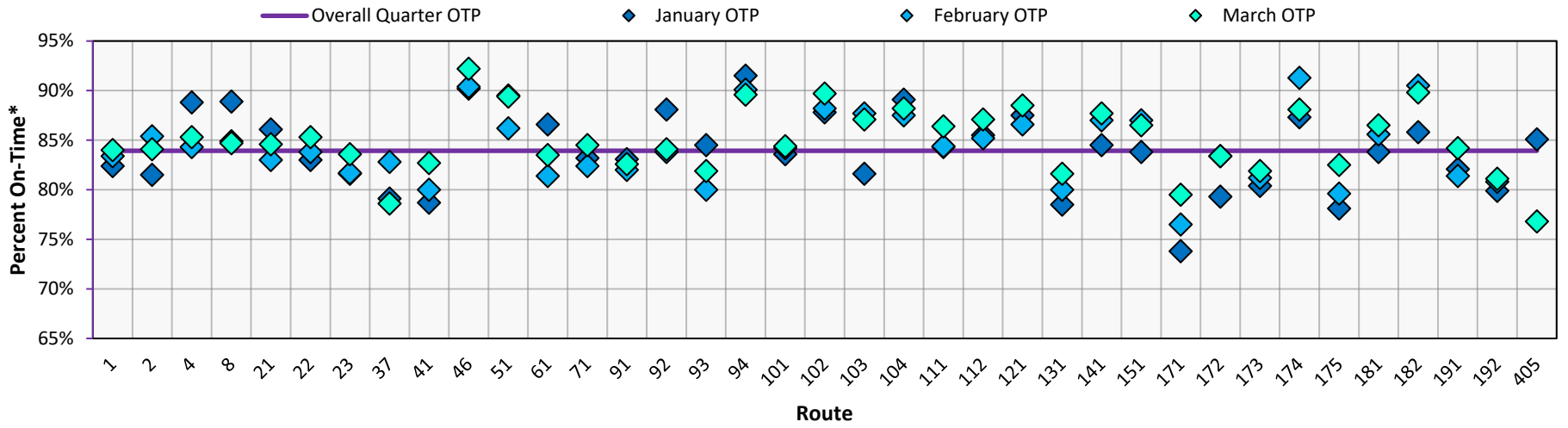




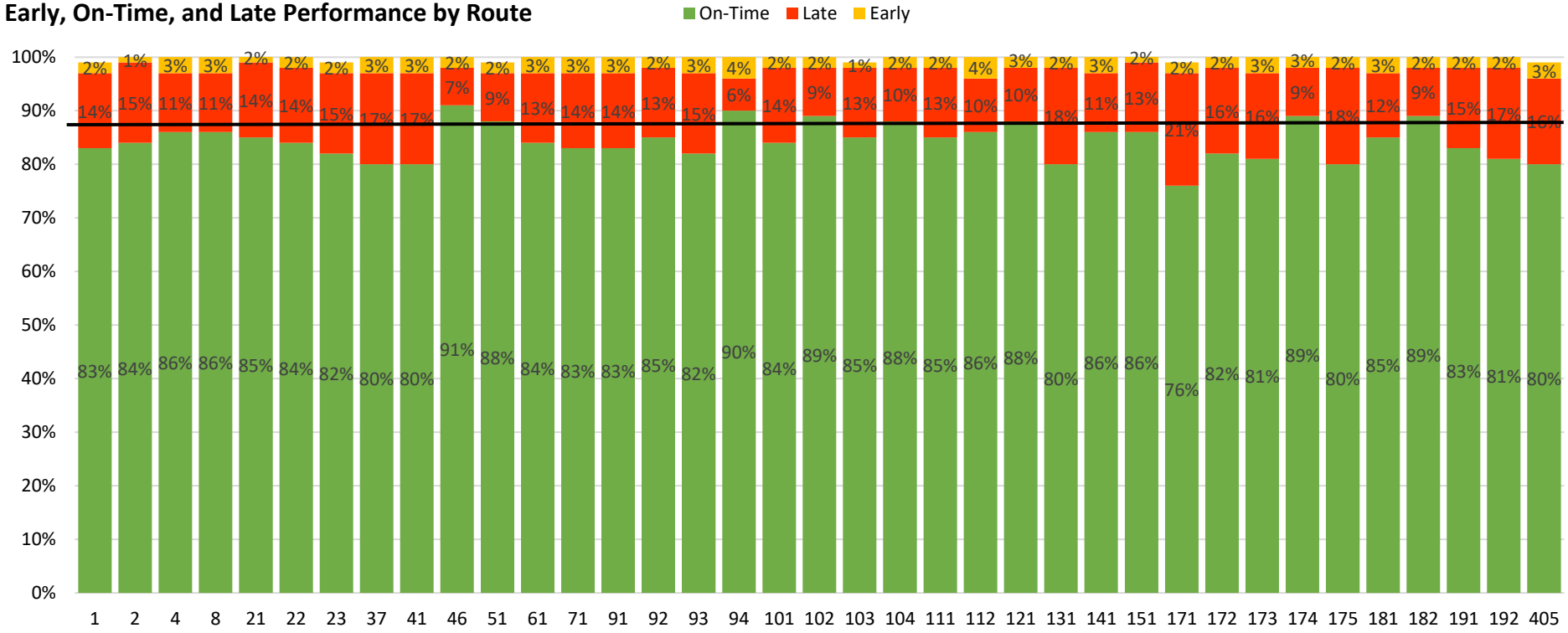
	January	February	March	Quarter Total	Quarterly Percent (excluding Missing)
Early	10,405	7,531	6,917	24,853	2.4%
On Time	292,486	267,741	299,142	859,369	83.9%
Late	47,254	45,616	46,825	139,695	13.6%
Actual	350,145	320,888	352,884	1,023,917	100.0%

	January	February	March	Quarter Total	Quarterly Percent (including Missing)
Missing	12,244	11,527	10,362	34,133	3.2%
On Time	292,486	267,741	299,142	859,369	81.2%
Total	362,389	332,415	363,246	1,058,050	100.0%

Monthly On-Time Performance by Route



Early, On-Time, and Late Performance by Route



On-Time Performance Ranking By Route

Quarter 3 - FY 2025

		January 2025	February 2025	March 2025	
	Route	Percent on Time	Percent on Time	Percent On Time*	Quarter total
Above Target	46 - Anaheim St	90.2%	90.4%	92.2%	91.0%
	94 - 7th St	91.5%	90.1%	89.6%	90.4%
	174 - PCH / Ximeno	87.3%	91.3%	88.1%	88.8%
	182 - Pacific	85.8%	90.5%	89.8%	88.6%
	102 - Spring St	87.8%	88.2%	89.7%	88.6%
	51 - Long Beach Blvd	89.5%	86.2%	89.4%	88.4%
	104 - Spring St via Airport	89.1%	87.5%	88.2%	88.3%
	121 - Ocean Blvd - CSULB - Outer Circle	87.5%	86.6%	88.5%	87.6%
	141 - Artesia Blvd	84.5%	87.0%	87.7%	86.5%
	8 - Carson - Wardlow - Harbor UCLA	88.9%	84.9%	84.7%	86.2%
	4 - Carson - Harbor UCLA - Del Amo Station	88.8%	84.3%	85.3%	86.1%
	112 - Broadway / Clark	85.5%	85.2%	87.1%	85.9%
	151 - 4th St	83.8%	87.0%	86.5%	85.7%
	103 - Carson St / Lakewood Mall	81.6%	87.7%	87.1%	85.4%
	92 - 7th St / Woodruff	88.1%	83.8%	84.1%	85.4%
	181 - Magnolia	83.8%	85.6%	86.5%	85.3%
	111 - Broadway / Lakewood	84.3%	84.4%	86.4%	85.1%
Near Target	21 - Cherry	86.1%	83.0%	84.6%	84.6%
	101 - Carson St	83.6%	84.2%	84.4%	84.1%
	22 - Cherry / Downey	83.0%	83.8%	85.3%	84.0%
	61 - Atlantic Ave	86.6%	81.4%	83.5%	83.9%
	2 - Carson - CSUDH - Southwest Carson	81.5%	85.4%	84.1%	83.6%
	71 - Alamitos / Orange	83.2%	82.4%	84.5%	83.4%
	1 - Del Amo - CSUDH	82.4%	83.4%	84.0%	83.3%
	191 - Santa Fe / Del Amo	82.1%	81.4%	84.2%	82.6%
	91 - 7th St / Bellflower	83.1%	82.0%	82.6%	82.6%
	23 - Cherry / Paramount	81.6%	81.7%	83.6%	82.3%
	93 - 7th St / Clark	84.5%	80.0%	81.9%	82.2%
	172 - PCH / Palo Verde	79.3%	83.4%	83.4%	82.0%
	173 - PCH / Studebaker	80.4%	81.2%	81.9%	81.1%
	192 - Santa Fe / South St	79.9%	80.8%	81.1%	80.6%
	41 - Anaheim St / Easy Ave	78.7%	80.0%	82.7%	80.5%
	405 - UCLA / Westwood Express	85.1%	61.5%	76.8%	80.3%
	37 - Passport	79.1%	82.8%	78.6%	80.0%
Below Target	131 - Redondo Ave	78.5%	80.0%	81.6%	79.9%
	175 - PCH / CSULB	78.1%	79.6%	82.5%	79.9%
	171 - PCH / Seal Beach	73.8%	76.5%	79.5%	76.5%
	Total	**83.5%**	**83.4%**	**84.8%**	**83.9%**

*Excludes missings from calculations

Appendix I

Service Frequency and Hours of Operation

LONG BEACH TRANSIT

Appendix I: Service Frequency and Hours of Operation

Route Service Characteristics & Span of Service

Route	Weekday			Saturday/Sunday		
	Headway		Span of Service	Headway		Span of Service
	Peak *(5am-6pm)*	Evening *(after 6pm)*		Peak *(5am-6pm)*	Evening *(after 6pm)*	
1	40	40	5:25 AM - 8:29 PM	40/60	40/60	6:45 AM - 8:20 PM
2*	40	40	5:40 AM - 8:24 PM	40	-	10:05 AM - 5:56 PM
4*	40	40	5:11 AM - 8:49 PM	40	-	10:10 AM - 5:50 PM
8*	40	40	5:00 AM - 8:10 PM	40	-	10:45 AM - 5:55 PM
21/22/23	15	20/30	5:00 AM - 11:42 PM	20	20/30	5:06 AM - 11:44 PM
37 Passport**	30	30	6:20 AM - 11:01 PM	30	30	6:18 AM - 11:01 PM
41/46	10/12	10/15/30	4:55 AM - 11:50 PM	15	20/30	5:07 AM - 11:51 PM
51	15	15/20/30	5:00 AM - 11:11 PM	20	30	4:45 AM - 11:07 PM
61	15	15/20/30	5:00 AM - 11:42 PM	20	20/30	5:05 AM - 11:39 PM
71	30	40	5:55 AM - 8:14 PM	45	45	6:18 AM - 8:10 PM
91/92/93/94**	12	15/30	5:00 AM - 11:34 PM	20	20/30	5:05 AM - 11:36 PM
101/103	20	30	4:58 AM - 10:45 PM	20/40	40	5:50 AM - 8:05 PM
102/104	30	30	4:54 AM - 8:56 PM	60	-	6:49 AM - 7:25 PM
111/112	30	30/60	5:05 AM - 10:56 PM	30	30/60	5:05 AM - 10:57 PM
121	20	20/30	5:02 AM - 11:50 PM	30	30	5:02 AM - 11:50 PM
131	30	30	5:40 AM - 9:00 PM	40	40	6:50 AM - 8:45 PM
141	30	30	4:43 AM - 10:50 PM	30/60	60	4:54 AM - 10:31 PM
151	30	30	6:15 AM - 9:31 PM	30	30	6:15 AM - 9:33 PM
171/175**	20	20/30	5:09 AM - 11:11 PM	45	60	6:58 AM - 11:10 PM
172/173/174	15	20/30	4:59 AM - 11:29 PM	15/30	30	5:03 AM - 11:31 PM
181	60	60	5:52 AM - 9:02 PM	60	60	6:00 AM - 8:54 PM
182	60	60	6:10 AM - 8:30 PM	60	60	6:00 AM - 8:18 PM
191/192	15	15/20/30	4:49 AM - 11:45 PM	20	20/30	5:05 AM - 11:50 PM
405 - UCLA***	6 trips: 5:17 AM Outbound & 7:20 PM Inbound			*no weekend service*		

* Routes 2, 4 and 8 operates Monday-Saturday only

** Route 37 operates Friday, Saturday and Sunday

***Routes 92, 93, 102, 175 and 405 operate on weekdays only

Appendix J

Transit Access Analysis - Major Destinations



Destination	Travel Time (Mins)	Travel Distance (Miles)	Average Speed (Miles/Hour)	Number of Transfer	Total Cost	Cost per mile
1st Street Transit Gallery	45	7.1	6.3	0.3	$1.44	$0.41
Metro Pacific Coast Highway Station	40.1	7.5	5.3	0.8	$2.28	$0.46
Metro Norwalk Station	36	7.6	4.8	0.7	$2.28	$0.43
Average	40	7.4	5.5	0.6	$2.00	$0.44

Destination	Travel Time (Mins)	Travel Distance (Miles)	Average Speed (Miles/Hour)	Number of Transfer	Total Cost	Cost per mile
1st Street Transit Gallery	45	7.1	6.3	0.3	$1.44	$0.41
Metro Pacific Coast Highway Station	40.1	7.5	5.3	0.8	$2.28	$0.46
Metro Norwalk Station	36	7.6	4.8	0.7	$2.28	$0.43
Average	40	7.4	5.5	0.6	$2.00	$0.44

Non-Minority Summary Table

Destination	Travel Time (Mins)	Travel Distance (Miles)	Average Speed (Miles/Hour)	Number of Transfer	Total Cost	Cost per mile
1st Street Transit Gallery	45	9	5.6	0	$1.44	$0.24
Metro Pacific Coast Highway Station	38	5.8	6.5	0.5	$1.94	$0.40
Metro Norwalk Station	55	10.7	5.1	1.3	$3.19	$0.31
Average	46	8.5	5.7	0.6	$2.19	$0.32

Minority Summary Table

Destination	Travel Time (Mins)	Travel Distance (Miles)	Average Speed (Miles/Hour)	Number of Transfer	Total Cost	Cost per mile
1st Street Transit Gallery	45	7.1	6.3	0.3	$1.44	$0.41
Metro Pacific Coast Highway Station	40.1	7.5	5.3	0.8	$2.28	$0.46
Metro Norwalk Station	36	7.6	4.8	0.7	$2.28	$0.43
Average	40	7.4	5.5	0.6	$2.00	$0.44

Census Tract	Bus stop location	Total population	Minority %	Low income %	Travel Time (mins)	Travel Distance (Miles)	Number of transfers	Total Cost	Cost per mile
5720.01	Wardlow Rd & Orange Ave	6,254	54.0	4.5	58	10.6	2	$ 4.75	$ 0.45
5708	South & Bellflower	5,313	61.2	4.3	40	6.3	1	$ 2.50	$ 0.40
5775.04	Ocean & 2nd St	1,372	22.7	7.6	57	14.6	1	$ 3.00	$ 0.21
5771	3rd St & Redondo Ave	7,452	43.4	12.1	52	14.3	2	$ 4.25	$ 0.30
5700.01	South St & Bellflower	4,746	68.5	8.4	33	6.3	1	$ 2.50	$ 0.40
5739.02	Wardlow & Norwalk	2,212	39.8	8.3	65	9.7	1	$ 2.50	$ 0.26
5718	Pacific Ave & San Antonio Dr	3,240	57.1	6.0	82	12.2	2	$ 3.75	$ 0.31
5745	Palo Vere Ave & Stearns St	6,744	40.3	1.9	62	9.6	1	$ 2.50	$ 0.26
5776.02	Park & 4th St	3,229	32.0	6.3	45	12.9	1	$ 3.00	$ 0.23
	Average	4,507	46.6	6.6	55	10.7	1.3	$ 2.19	$ 0.31

71,286,metro c line
192,173
371, 44,2704,107
331,90,metro 107
191,173
102,173
91,192,173
172,173
90,107

Census Tract	Bus stop location	Total population	Minority %	Low income %	Travel Time (mins)	Travel Distance (Miles)	Number of transfers	Total Cost	Cost per mile
5720.01	Wardlow Rd & Orange Ave	6,254	54.0	4.5	58	10.6	2	$ 4.75	$ 0.45
5708	South & Bellflower	5,313	61.2	4.3	40	6.3	1	$ 2.50	$ 0.40
5775.04	Ocean & 2nd St	1,372	22.7	7.6	57	14.6	1	$ 3.00	$ 0.21
5771	3rd St & Redondo Ave	7,452	43.4	12.1	52	14.3	2	$ 4.25	$ 0.30
5700.01	South St & Bellflower	4,746	68.5	8.4	33	6.3	1	$ 2.50	$ 0.40
5739.02	Wardlow & Norwalk	2,212	39.8	8.3	65	9.7	1	$ 2.50	$ 0.26
5718	Pacific Ave & San Antonio Dr	3,240	57.1	6.0	82	12.2	2	$ 3.75	$ 0.31
5745	Palo Vere Ave & Stearns St	6,744	40.3	1.9	62	9.6	1	$ 2.50	$ 0.26
5776.02	Park & 4th St	3,229	32.0	6.3	45	12.9	1	$ 3.00	$ 0.23
	Average	4,507	46.6	6.6	55	10.7	1.3	$ 3.19	$ 0.31

Census Tract	Bus stop location	Total population	Minority %	Low income %	Travel Time (mins)	Travel Distance (Miles)	Number of transfers	Total Cost	Cost per mile
5720.01	Wardlow Rd & Orange Ave	6,254	54.0	4.5	58	10.6	2	$ 4.75	$ 0.45
5708	South & Bellflower	5,313	61.2	4.3	40	6.3	1	$ 2.50	$ 0.40
5775.04	Ocean & 2nd St	1,372	22.7	7.6	57	14.6	1	$ 3.00	$ 0.21
5771	3rd St & Redondo Ave	7,452	43.4	12.1	52	14.3	2	$ 4.25	$ 0.30
5700.01	South St & Bellflower	4,746	68.5	8.4	33	6.3	1	$ 2.50	$ 0.40
5739.02	Wardlow & Norwalk	2,212	39.8	8.3	65	9.7	1	$ 2.50	$ 0.26
5718	Pacific Ave & San Antonio Dr	3,240	57.1	6.0	82	12.2	2	$ 3.75	$ 0.31
5745	Palo Vere Ave & Stearns St	6,744	40.3	1.9	62	9.6	1	$ 2.50	$ 0.26
5776.02	Park & 4th St	3,229	32.0	6.3	45	12.9	1	$ 3.00	$ 0.23
	Average	4,507	46.6	6.6	55	10.7	1.3	$ 2.19	$ 0.31

71,286,metro c line
192,173
371, 44,2704,107
331,90,metro 107
191,173
102,173
91,192,173
172,173
90,107

Census Tract	Bus stop location	Total population	Minority %	Low income %	Travel Time (mins)	Travel Distance (Miles)	Number of transfers	Total Cost	Cost per mile
5720.01	Wardlow Rd & Orange Ave	6,254	54.0	4.5	58	10.6	2	$ 4.75	$ 0.45
5708	South & Bellflower	5,313	61.2	4.3	40	6.3	1	$ 2.50	$ 0.40
5775.04	Ocean & 2nd St	1,372	22.7	7.6	57	14.6	1	$ 3.00	$ 0.21
5771	3rd St & Redondo Ave	7,452	43.4	12.1	52	14.3	2	$ 4.25	$ 0.30
5700.01	South St & Bellflower	4,746	68.5	8.4	33	6.3	1	$ 2.50	$ 0.40
5739.02	Wardlow & Norwalk	2,212	39.8	8.3	65	9.7	1	$ 2.50	$ 0.26
5718	Pacific Ave & San Antonio Dr	3,240	57.1	6.0	82	12.2	2	$ 3.75	$ 0.31
5745	Palo Vere Ave & Stearns St	6,744	40.3	1.9	62	9.6	1	$ 2.50	$ 0.26
5776.02	Park & 4th St	3,229	32.0	6.3	45	12.9	1	$ 3.00	$ 0.23
	Average	4,507	46.6	6.6	55	10.7	1.3	$ 3.19	$ 0.31

Census Tract	Bus stop location	Total population	Minority %	Low income %	Travel Time (mins)	Travel Distance (Miles)	Number of transfers	Total Cost	Cost per mile
5434	Avalon & Del amo	3,599	95.7	10	33	7.4	1	$3.00	$0.41
5437.03	Sepulveda & Main	4,207	91.2	5.3	39	6.1	0	$1.25	$0.20
5533	Rosecrans & Lakewood	3,829	87.9	5.8	60	10.8	1	$2.50	$0.23
5536.02	Rosecrans & Paramount	5,026	97.5	4	56	9.6	1	$2.50	$0.26
5769.04	7th & Orizaba	3,098	66.8	23.9	32	3.4	1	$2.50	$0.74
5543.01	Downey Ave & 68th St	3,418	86.8	12.8	52	8.3	1	$2.50	$0.30
5552.12	Norwalk & 226th	5,609	88.2	14.2	52	9.3	1	$2.50	$0.27
5723.01	Santa Fe & 223rd	3,809	92.5	19.6	29	12.2	1	$2.50	$0.20
5754.01	Anaheim & Pacific	4,259	94.0	24.0	8	0.8	0	$1.25	$1.56
	Average	4,095	89.0	13.3	40.1	7.5	0.8	$2.28	$0.46

Census Tract	Bus stop location	Total population	Minority %	Low income %	Travel Time (mins)	Travel Distance (Miles)	Number of transfers	Total Cost	Cost per mile
5700.03	South & Clark NW	3,836	56.9	3.8	52	8.5	1	$2.50	$0.29
5710	Del Amo Blvd & Palo Verde Ave	5,598	48.5	4.4	42	8.7	0	$1.25	$0.14
5748	PCH & 7th St	3,182	37.2	11.6	38	4.2	0	$1.25	$0.30
5712.01	Carson & Lakewood Blvd	3,819	48.4	4.5	39	5.6	1	$2.50	$0.45
5715.04	Cherry Ave & Del Amo Blvd	5,045	65.6	12.01	37	5.1	1	$2.50	$0.49
5720.01	Wardlow Rd & Orange Ave	6,254	54.0	4.3	26	2.8	1	$2.50	$0.89
5737	Carson St & Palo Verde Ave	5,423	56.7	3.7	40	7.8	0	$1.25	$0.16
5742.02	Willow St & Lakewood Blvd	3,265	54.6	5.7	36	4.2	1	$2.50	$0.60
5745	Palo Verde Ave & Stearns St	3,128	70.2	1.9	32	5.1	0	$1.25	$0.25
	Average	4,394	54.7	5.77	38	5.8	0.6	$1.94	$0.40

Census Tract	Bus stop location	Total Population	Minority %	Low income %	Travel Time (mins)	Travel Distance (Miles)	Number of transfers	Total Cost	Cost per mile
5544.06	Summerset & Woodruff	4,771	74.4	5.3	86	15.2	0	$1.25	$ 0.08
5709.01	South St & Woodruff Ave	5709.01	62.9	5.9	63	11.8	0	$1.25	$ 0.11
5776.06	7th & PCH	3,875	41.2	8.6	29	4.6	0	$1.25	$ 0.27
5719	Carson & Atlantic	5,971	54.9	54.9	34	5	0	$1.25	$ 0.25
5711.02	Bellflower & Harvey	3,617	61.3	6.1	54	8.45	1	$3.00	$ 0.36
5544.05	Artesia & Woodruff	3,573	73.8	15.7	71	13	0	$1.25	$ 0.10
5767	2nd & Junipero	4,163	49.5	8.8	20	1.84	0	$1.25	$ 0.68
5734.01	Willow St & Redondo Ave	3,058	69.2	23	36	6.4	0	$1.25	$ 0.20
5700.01	Woodruff & Allington	4,746	68.5	8.4	66	12.4	0	$1.25	$ 0.10
	Average	4,222	61.7	15.19	51	9	0	$1.44	$ 0.24

[This Page Is Left Intentionally Blank]

Appendix K

Board of Directors' Reports and Resolutions

[This Page Is Left Intentionally Blank]

Appendix K-1

Approval of Title VI Program



[This Page Is Left Intentionally Blank]

Appendix K-2

Fare Equity Analysis and Potential Fare Change



LONG BEACH TRANSIT

Memorandum

August 6, 2018

To: Long Beach Transit Board of Directors

From: Kenneth A. McDonald, President and CEO

CC: Debra A. Johnson, Deputy CEO

Subject: Summary of Fare Equity Analysis Next Steps

As a follow up to the memorandum dated May 3, 2018 (see attached), LBT completed the fare equity analysis requirements by the Federal Transit Administration (FTA) under Title VI of the Civil Rights Act of 1964. The analysis focused on ensuring equity and charging the reduced fare of 60 cents for all eligible customers with disabilities.

According to federal guidelines, transit agencies must offer a reduced fare to comply with the requirement under 49 CFR Part 609.23 for applicants of federal financial assistance under section 5307. This includes customers who meet ADA and age criteria.

LBT has been following the reduced fare requirements with the exception of allowing customers using wheelchairs and customers with visual impairments to ride LBT for free. Additionally, LBT's fare equity analysis explored a cost reduction for LBT's student monthly pass.

LBT received acknowledgement from FTA that its fare equity analysis has been reviewed. The next steps for LBT's consideration prior to adopting and implementing a fare change for customers using wheelchairs; customers with visual impairments; and, students are listed below.

Activity	Timeline
• Community Outreach activities to inform public of proposed changes • Public Hearing; collateral material; social media, etc.	Four to six weeks
• Staff recommendation presented to the Board of Directors which would include public outreach comments and fare equity analysis results • Formal Adoption by Board of Directors • Determine Implementation Date	Eight weeks
• Implementation of mitigation efforts outlined in fare equity analysis to assist minority and low income customers that could potential be impacted	Four to eight weeks
• Community Outreach to inform public of implementation schedule; special emphasis on the targeted demographics	10 weeks

I will keep you updated on developments.

Thank you.

Attachment

Appendix L

Customer Satisfaction Survey
&
Community Value Survey



Fall 2024
Long Beach Transit
Customer Satisfaction Survey
Final Report
February 3, 2025

ETC INSTITUTE



Contents

Section 1: Executive Summary 3

Section 2: Charts and Graphs. 9

Section 3: National Benchmarks. 42

Section 4: Tabular Data 51

Section 5: Survey Instrument 77



1 Executive Summary

2024 Long Beach Transit Customer Satisfaction Survey *Executive Summary*

Overview

In the Fall of 2024, Long Beach Transit (LBT) that operates bus and paratransit service in the Long Beach, CA area conducted a Customer Satisfaction Survey to analyze customer opinions regarding all aspects of service. The survey design satisfies multiple objectives, including measuring overall satisfaction and understanding rider behavior. The goal to collect a minimum of 500 completed surveys from bus customers was met, and the overall results for the sample of 500 riders have a precision of at least +/- 4.9 at the 95% level of confidence. The main purpose of the survey was to identify who rides LBT buses, how they ride, and why they ride.

Methodology

The Customer Satisfaction Survey was administered by ETC Institute's team of trained surveyors. Survey collection was conducted via paper intercepts onboard LBT buses, as well as at LBT stations and bus stops. Surveys were followed by a quick rider debrief to confirm that each question was answered to the best of the rider's ability. A detailed sampling plan was developed and closely followed based on each line's daily ridership numbers provided by LBT, so survey results were adequately proportionate with route usage. The survey collection sampling plan is provided below.

LBT Customer Satisfaction Survey
Onboard Sampling Plan

Weekday Goal	400
Weekend Goal	100
Overall	500

	Average Weekday		Survey Goals	
Route	**Weekday**	**Weekend**	***Weekday***	***Weekend***
1	356	494	2	1
2	216		1	
4	424		3	
8	175		1	
21	949	1556	7	2
22	2,448	3618	17	5
23	1,033	1541	7	2
41	3,210	3353	22	5
46	2,029	3618	14	5
51	3,567	4838	25	7
61	6,028	6909	42	10
71	1,453	1523	10	2
91	3,081	4120	21	6

92	1,864		13	
93	2,523		18	
94	34	2496	0	4
101	1,340	1443	9	2
102	635		4	
103	1,518	1237	11	2
104	614	948	4	1
111	945	1529	7	2
112	1,164	1344	8	2
121	2,161	3508	15	5
131	922	921	6	1
141	1,536	1576	11	2
151	456	765	3	1
171	2,330	2965	16	4
172	2,740	3537	19	5
173	3,746	5403	26	8
174	37	183	0	0
175	851		6	
181	365	429	3	1
182	365	582	3	1
191	3,087	3820	21	6
192	3,369	4460	23	6
Total	**57570**	**68716**	**400**	**100**

The following pages of the report contain a summary of the major findings from the survey; the full Customer Satisfaction Survey Report includes the following:

- Charts and graphs depicting the results of the survey (Section 2)
- Benchmarks comparing results from LBT to national survey results (Section 3)
- Tabular data of survey results (Section 4)
- A copy of the survey instrument (Section 5)

Customer Demographic Characteristics

- **Race/Ethnicity, Age, and Gender.** Almost half of respondents (45%) identified their race/ethnicity as Hispanic, Spanish, or Latino/a/x. The second largest group of respondents described themselves as Black or African American (26%), with White or Caucasian being fourteen percent (14%). Thirty-four percent of respondents (34%) were between 18 and 29 years old, nineteen percent (19%) were between 30 and 39 years old, and seventeen percent (17%) were between than 50 and 64 years old. Fifty-four percent of respondents (50%) identify as male, and forty-eight percent (48%) identify as female.

- **Household Size and Income.** Twenty-five percent of respondents (25%) live alone. Twenty-two percent of respondents (22%) live with one other individual, and Sixteen percent (16%) live with two other individuals. The largest annual household income group for respondents was less than $25,000 (53%), followed by $25,000 to $49,999 (27%), and $50,000 to $74,999 (15%).

Customer Transportation Habits and Customer Service Usage

- **Ridership.** Seventy-one percent of respondents (71%) indicated that they are dependent on using LBT's buses for travel to and from their destination. Of the Twenty-nine percent (29%) that are not dependent on LBT's buses, Half of Participants (50%) selected, "The bus comes so often it's just as convenient as walking or driving", and twenty-eight percent (28%) said selected "I want to save money on gas/parking/other car expenses." Eight percent of respondents (8%) indicated that they ride because it's better for the environment.

- **Typical Customer Transportation.** More than half of respondents (51%) ride the bus at least five days per week. Twenty-two percent of respondents (22%) ride the bus three to four days per week, and thirteen percent (13%) ride the bus one to two days per week. Respondents were asked to select what primary purpose they most frequently ride the buses. Forty-five percent of respondents (45%) selected work, twenty percent (20%) selected school, and twelve percent (12%) selected shopping/groceries/errands.

- **Customer Service.** Twenty-three percent of respondents (23%) had contacted LBT with a question, concern, or complaint in the previous three months. Of those, Seventy-four percent (74%) said that their issue was resolved. Eighty-four percent of these respondents (84%) agree that customer service representatives are helpful and courteous.

Customer Opinions About LBT's Services

- **Agreement with Statements Regarding LBT's Services.** Respondents were asked to rate on a scale of one to five how much they agree with 17 statements regarding LBT'S services, with five meaning "Strongly Agree," and one meaning "Strongly Disagree." The three most agreed with statements ("Strongly Agree" and "Agree" answers) were "The buses operate on the days that I need them" (91%), "LBT provides access to key public service destinations" (91%), and "The LBT system provides value to the community" (90%).

- **Top Customer Importance Factors.** Respondents were next asked to rank the top three most important statements to them from the same list of 17 statements regarding LBT's services in the previous question. The three most selected statements by riders were "The bus usually runs on time" (37%), "I feel safe from crime & harassment while on the bus" (26%), and "The bus is clean" (20%).

- **I-S Analysis.** Importance-Satisfaction Analysis compares respondents' rankings of importance with each statement to how satisfied they are with that statement. Statements are then categorized into four groups based on the findings: "Nice to Haves" – lower importance/higher satisfaction, "Strengths to Maintain" – higher importance/higher satisfaction, "Lower Priority" – lower importance/lower satisfaction, and "Areas of Opportunity" – higher importance/lower satisfaction. One statement was placed in the "Strengths to Maintain" quadrant, meaning riders feel that they have above average importance while being delivered satisfying results. The statement is listed below:

    - "The bus gets me to my destination in a reasonable amount of time"

  The four statements, categorized as "Areas of Opportunity," meaning they are important to riders but have comparatively lower satisfaction levels, are listed below:

    - "The bus usually runs on time"
    - "I feel safe from crime & harassment while on the bus"
    - "The bus is clean"
    - "I feel safe from crime & harassment while waiting for the bus"

National Benchmarks

- **Benchmark Description.** ETC Institute's benchmark survey data comes from a national panel of transit riders drawn from surveys within the past five years across all 50 states (more than 80 transit systems). Results were monitored to ensure distribution in proportion to population size of each transit system's region (i.e. the largest percentage of respondents were from California transit systems).

- **Net Promoter Score.** Net Promoter Score poses the question, "Using a 10-point scale, where 10 means 'Very Likely,' and 0 means 'Not Likely At All,' how likely would you be to recommend LBT's bus service to a friend, colleague, or family member?" Respondents who answer nine or ten are categorized as "Promoters," those who answer seven or eight are "Passives," and those who answer a number less than seven are "Detractors." The score itself is calculated by subtracting the percentage of Detractors from the percentage of Promoters. LBT's bus service received a Net Promoter Score of 50. This is significantly higher than the National Average score for transit services of -21.

- **Overall Satisfaction.** LBT's riders appear to be generally very satisfied with the bus service. When asked how satisfied they were with LBT's bus service overall, eighty-six percent of respondents (86%) answered "Very Satisfied" or "Satisfied." This is twenty-eight percent higher (+28%) than the National Average of fifty-eight percent (58%).

- **Agreement with Statements Regarding LBT's Services.** All 17 of LBT's agreement statements in which ETC has national benchmark data ranked higher than the National Average ("Strongly Agree" and "Agree" answers). Listed below are the statements that were rated at least 15 percentage points higher than their National Average comparisons.

    - "The bus is clean" – 75% vs. 38% (+37%)
    - "The bus routes are conveniently located for me" – 88% vs. 52% (+36%)
    - "The bus usually runs on time" – 75% vs. 48% (+31%)
    - "The bus gets me to my destination in a reasonable amount of time" – 85% vs. 59% (+26%)
    - "I feel safe from crime & harassment while waiting for the bus" – 61% vs. 35% (+26%)
    - "The price of the fares is reasonable" – 86% vs. 62% (+24%)
    - "I feel safe from crime & harassment while on the bus" – 65% vs. 42% (+23%)
    - "The buses operate at the times that I need them" – 83% vs. 62% (+21%)
    - "LBTs provides value to the community" – 91% vs. 70% (+21%)
    - "Private entities, non-profits, & local governments should consider increasing funding to improve the quality and/or expand the LBT service" – 85% vs. 65% (+20%)
    - "The frequency of service is satisfactory" – 76% vs. 57% (+19%)

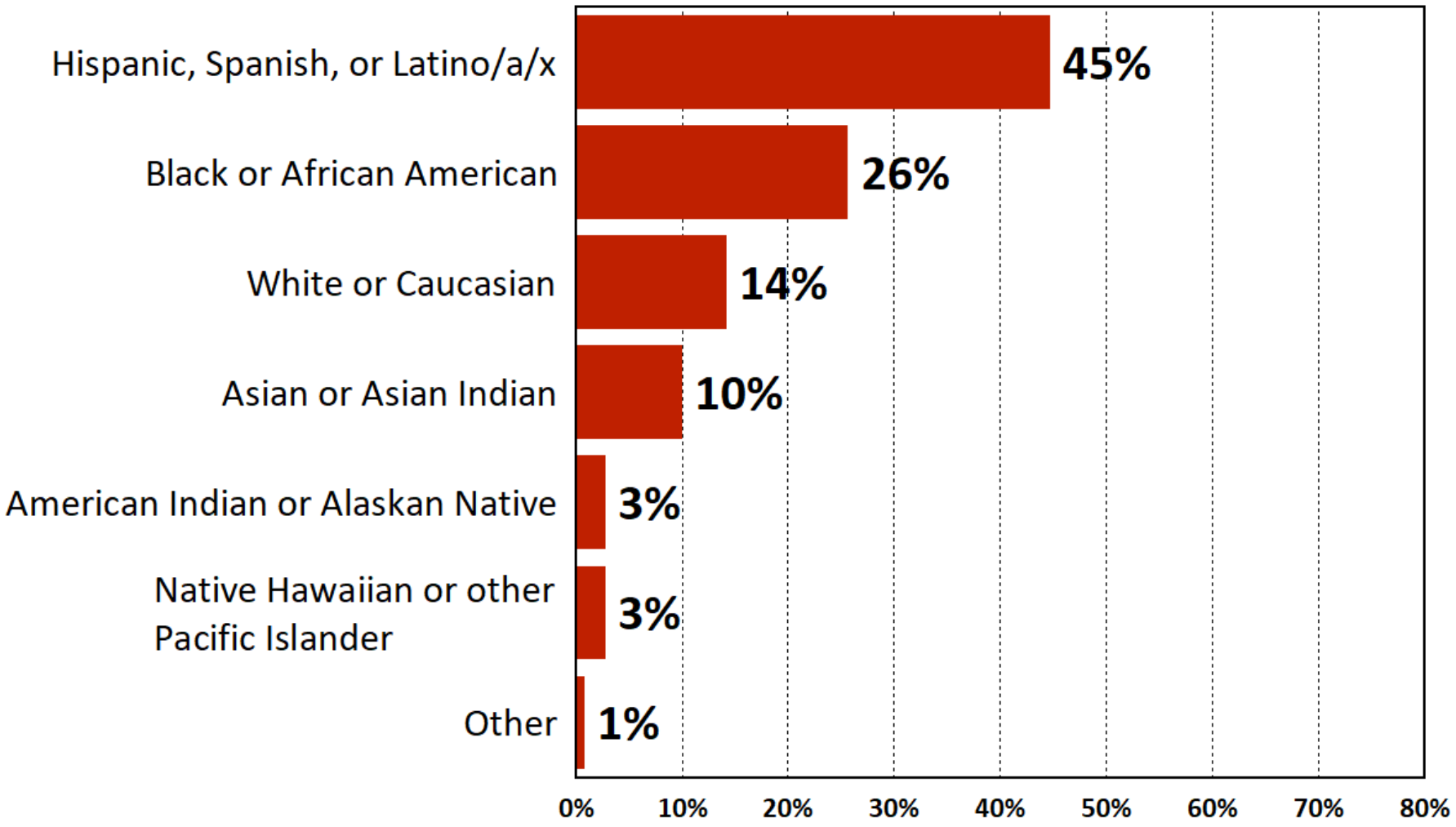
- The following section lists the charts and graphs for each survey question broken down into three categories: Key Characteristics of Customers, Customer Transportation Characteristics, and Customer Opinions.

2 Charts & Graphs

KEY CHARACTERISTICS OF CUSTOMERS

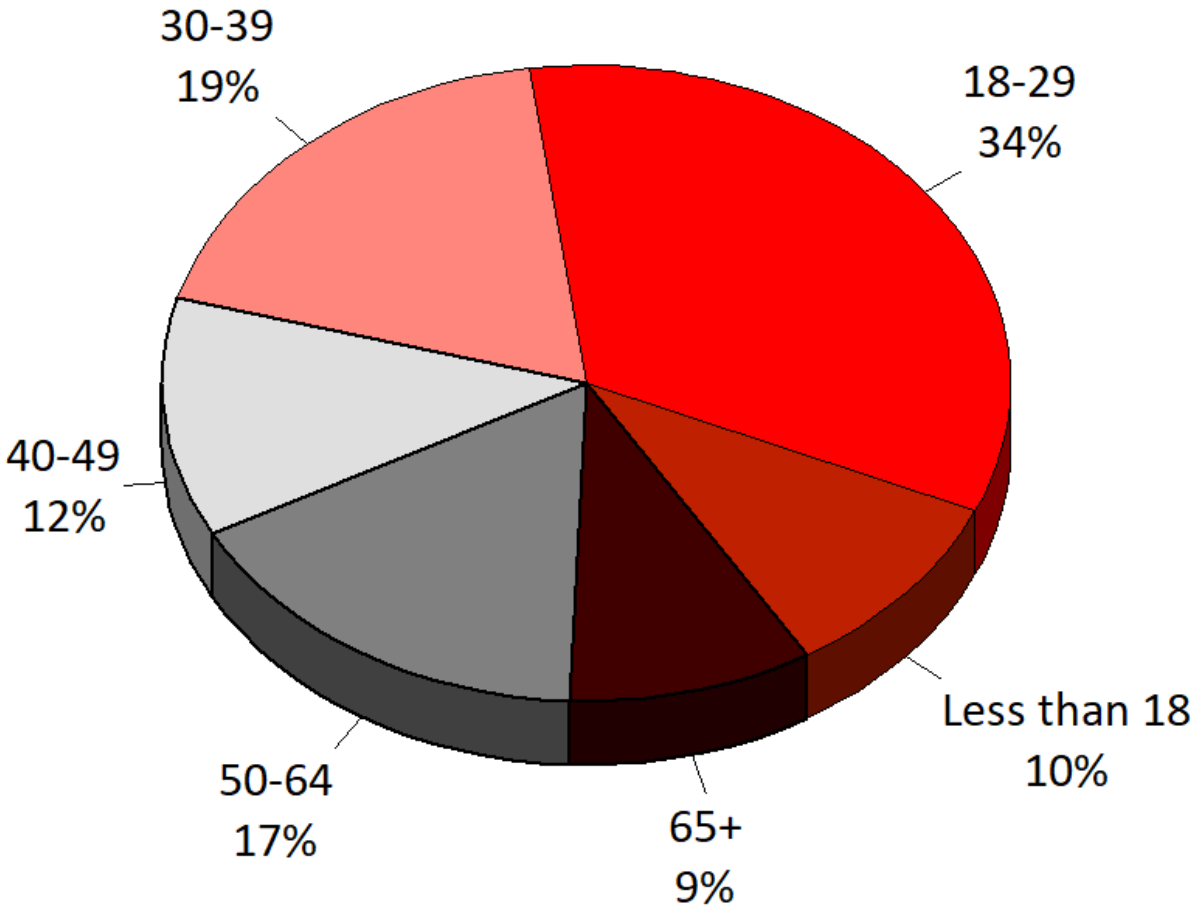
Which of the following best describes your race/ethnicity?

by percentage of respondents (excluding "prefer not to say")



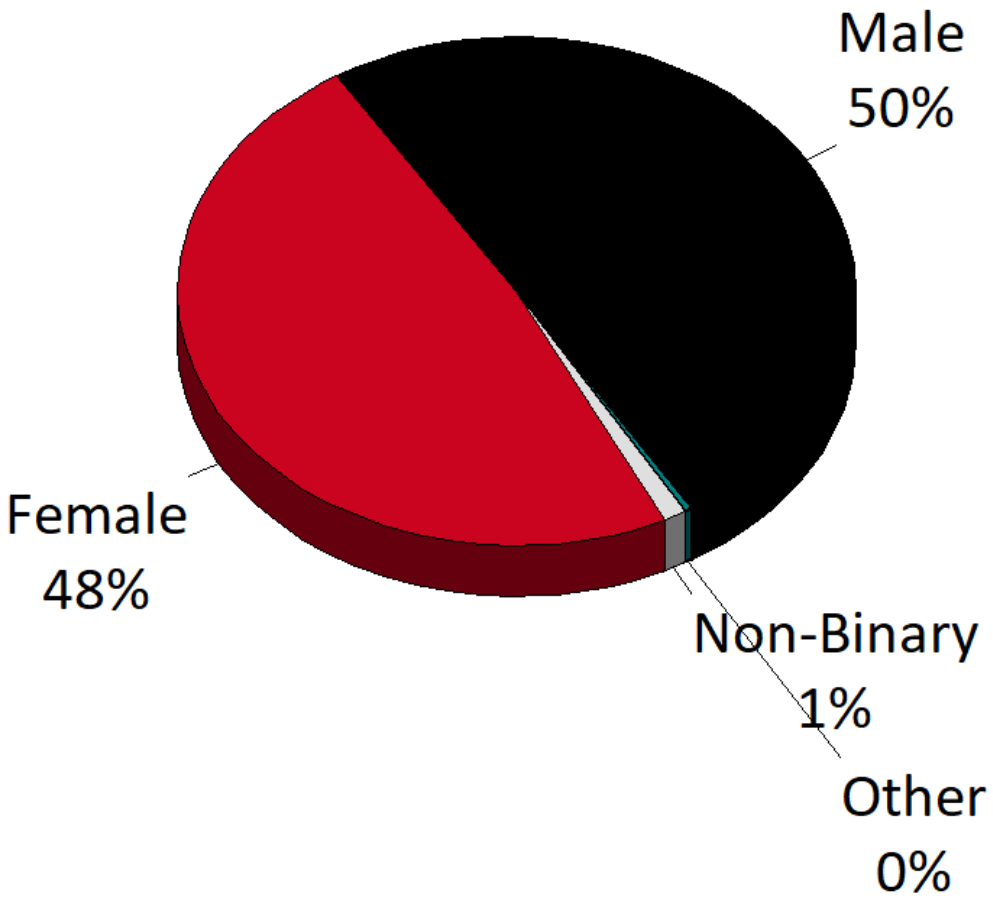
What is your age?

by percentage of respondents (excluding "not provided")



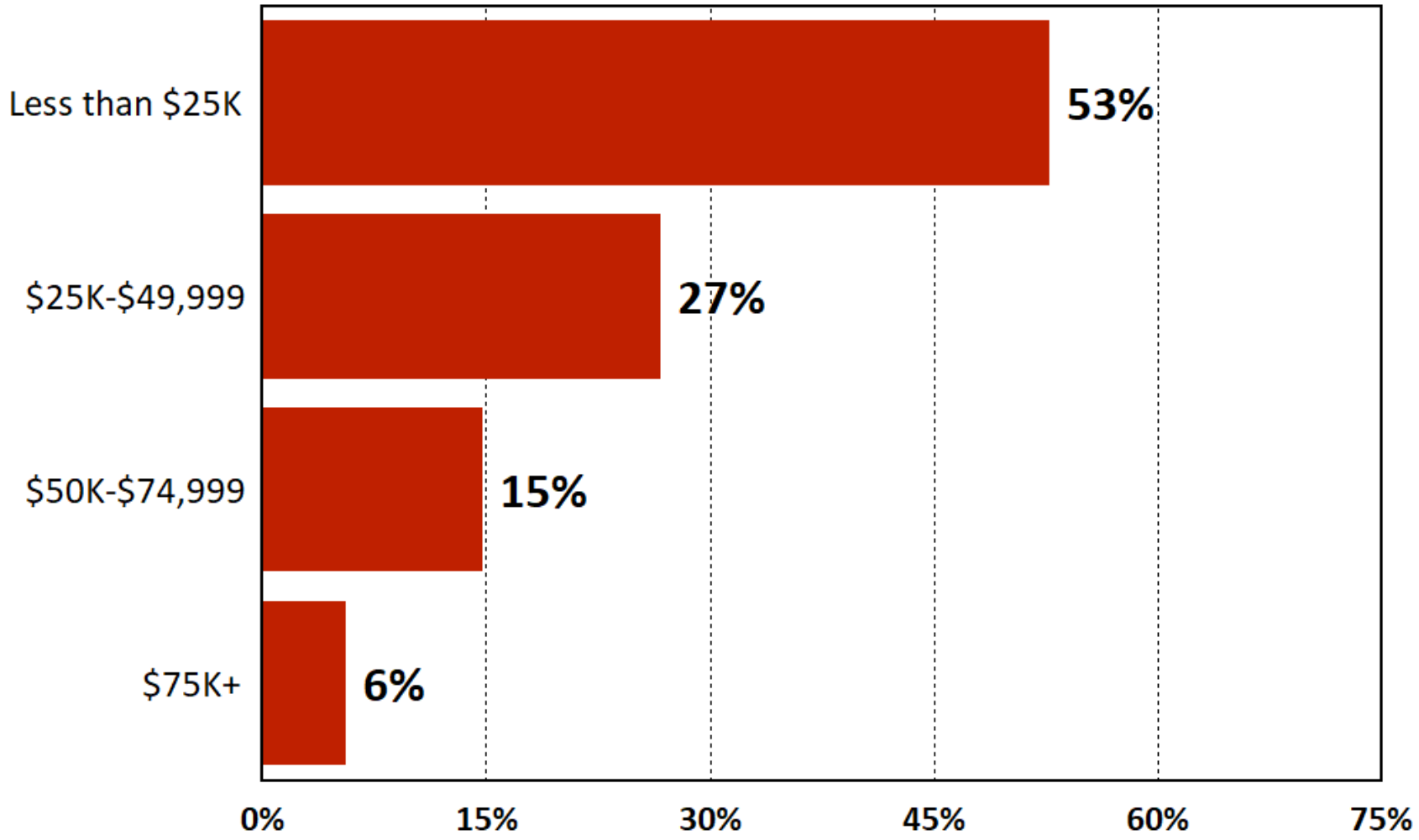
What is your gender?

by percentage of respondents (excluding "not provided")



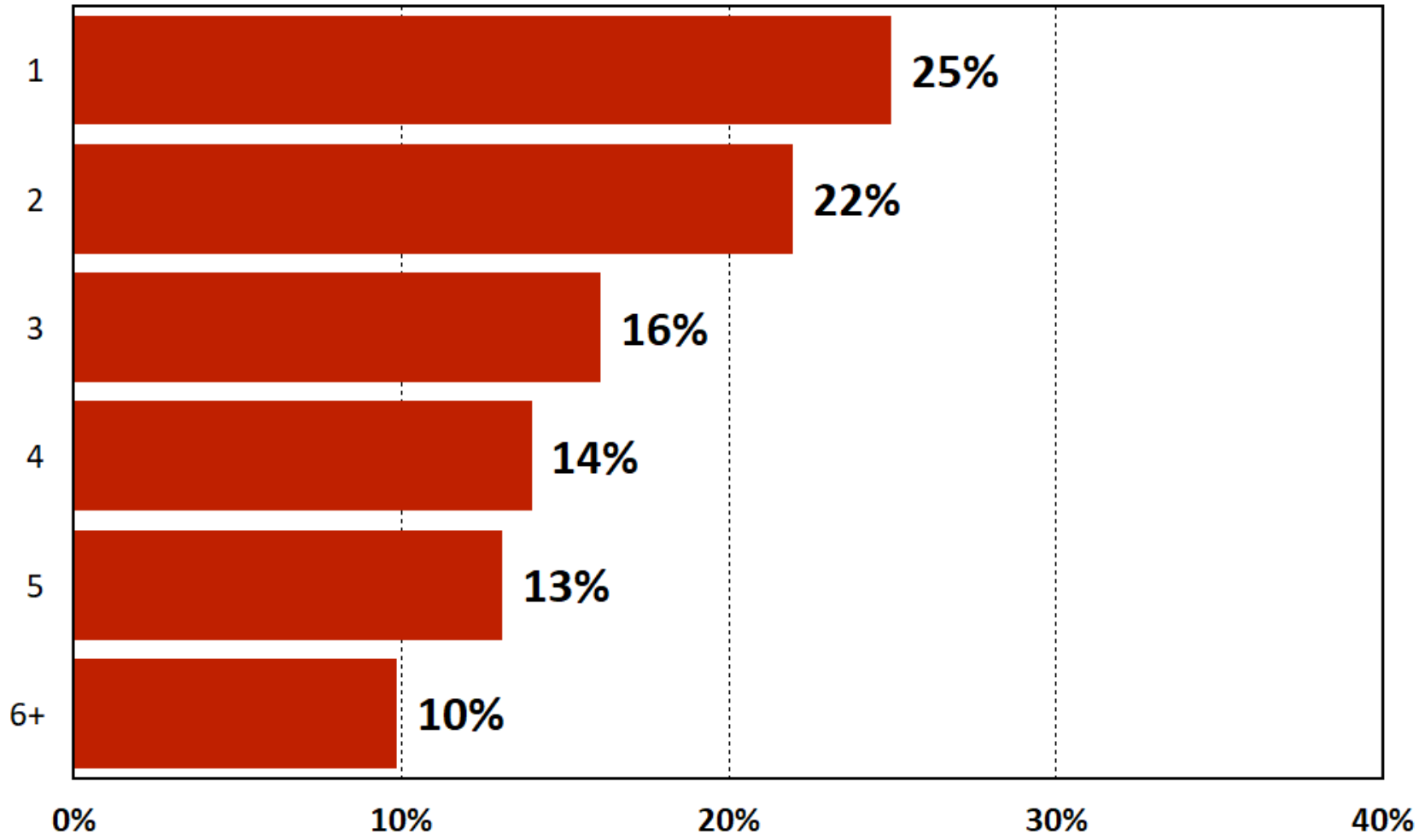
Which category best describes your total annual household income?

by percentage of respondents (excluding "not provided")



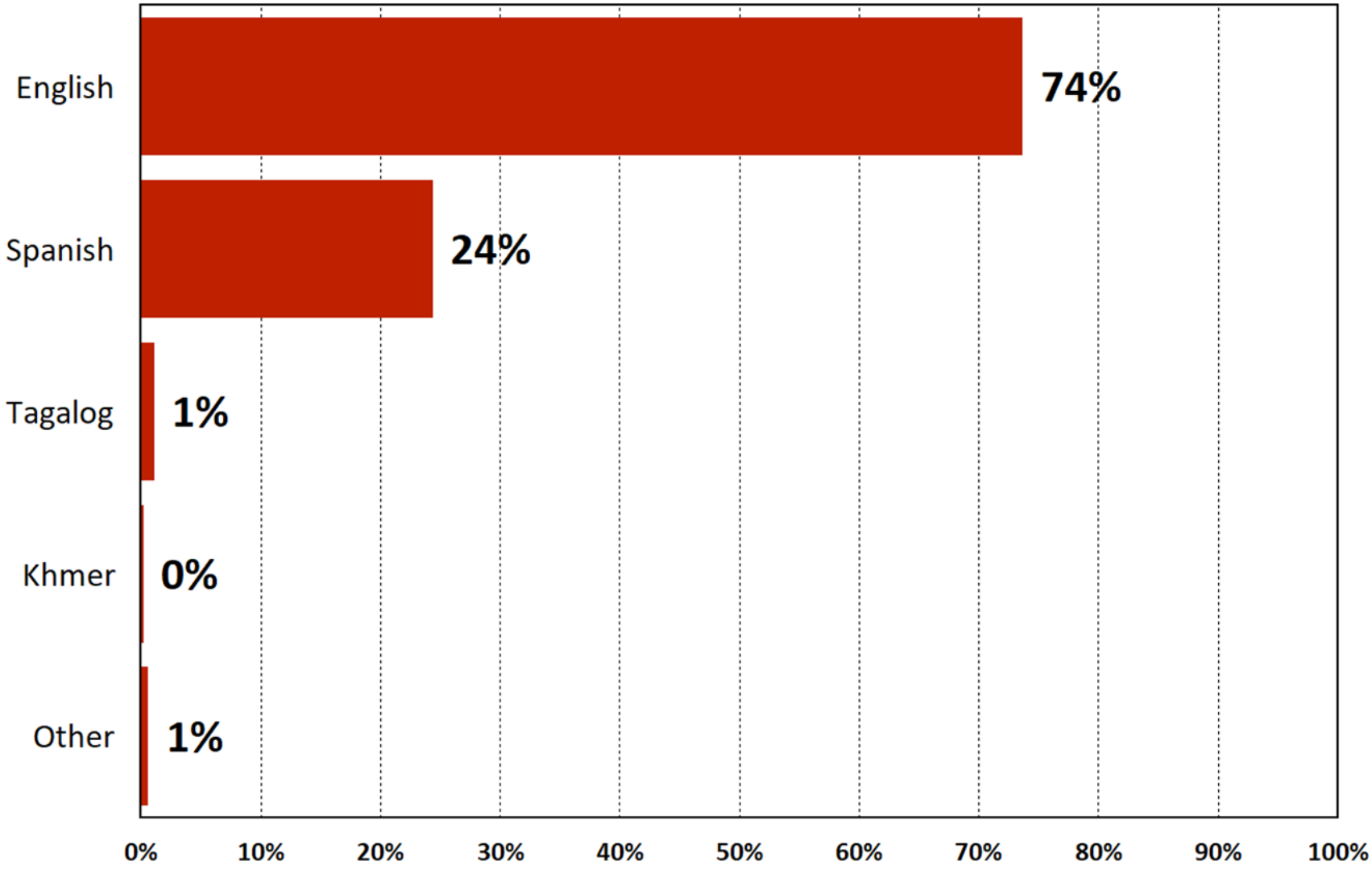
Including yourself, how many people live in your household?

by percentage of respondents (excluding "not provided")



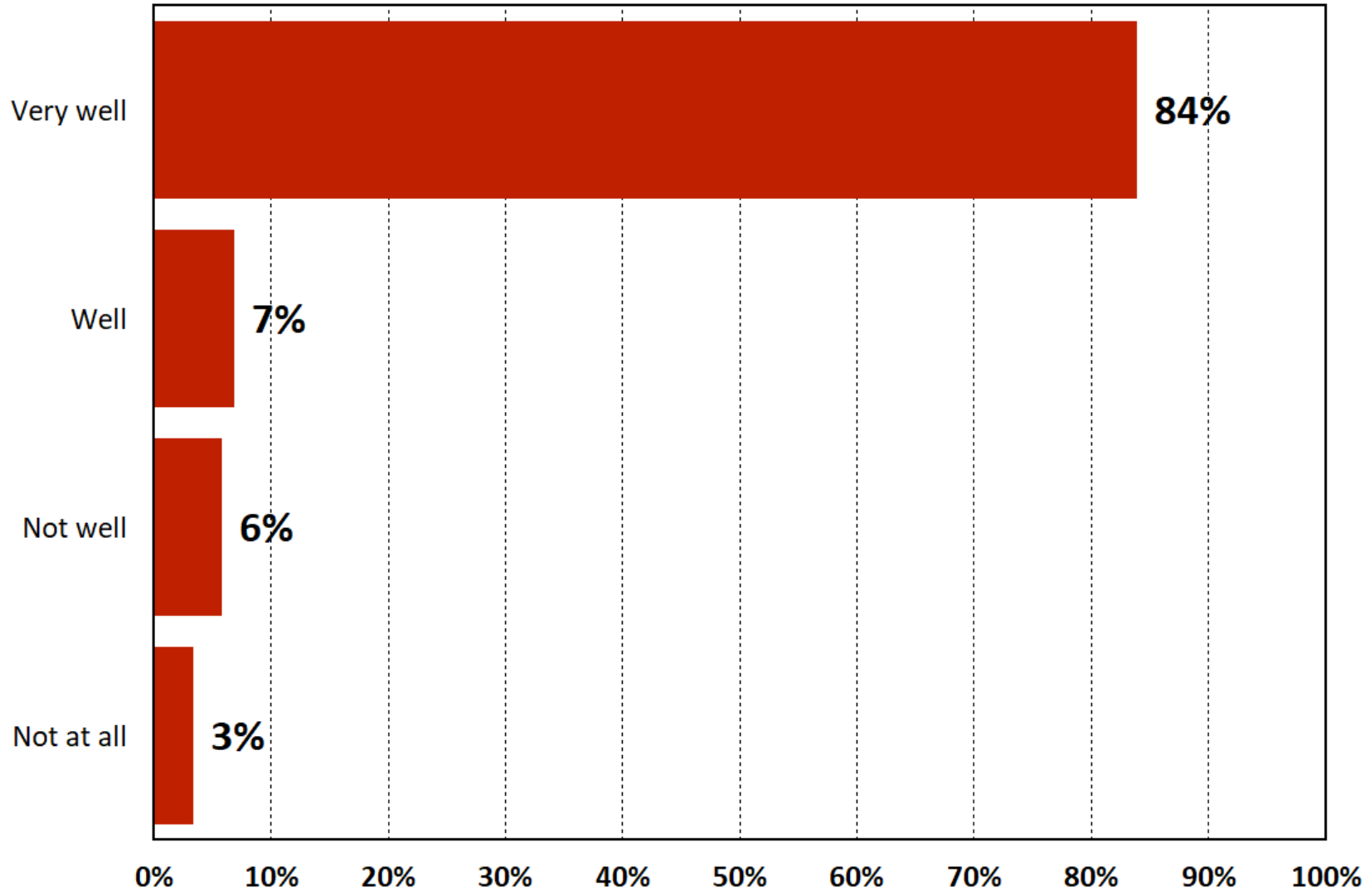
Do you speak a language other than English at home?

by percentage of respondents (excluding "not provided")



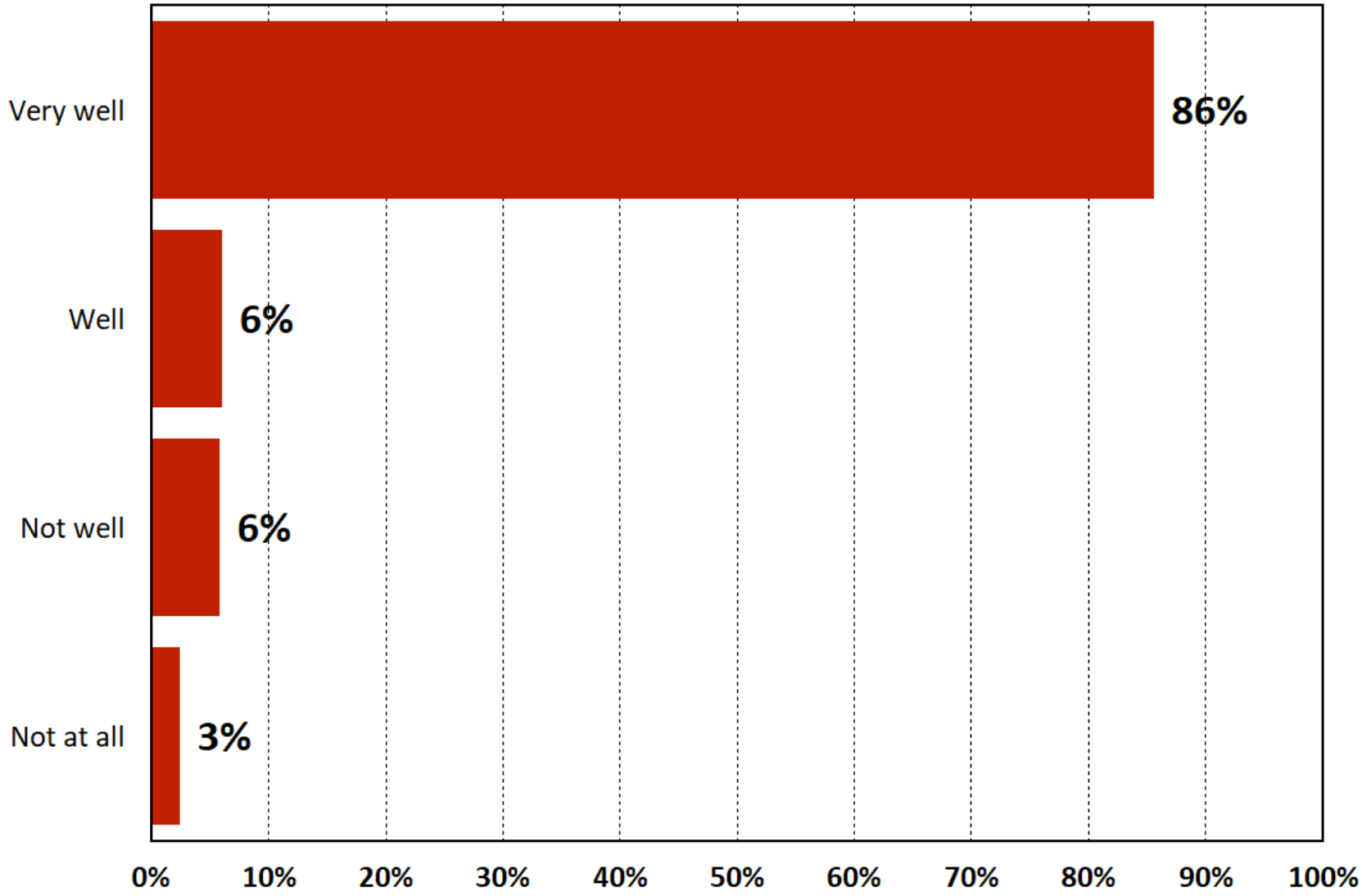
How well do you read English?

by percentage of respondents who indicated that they read English



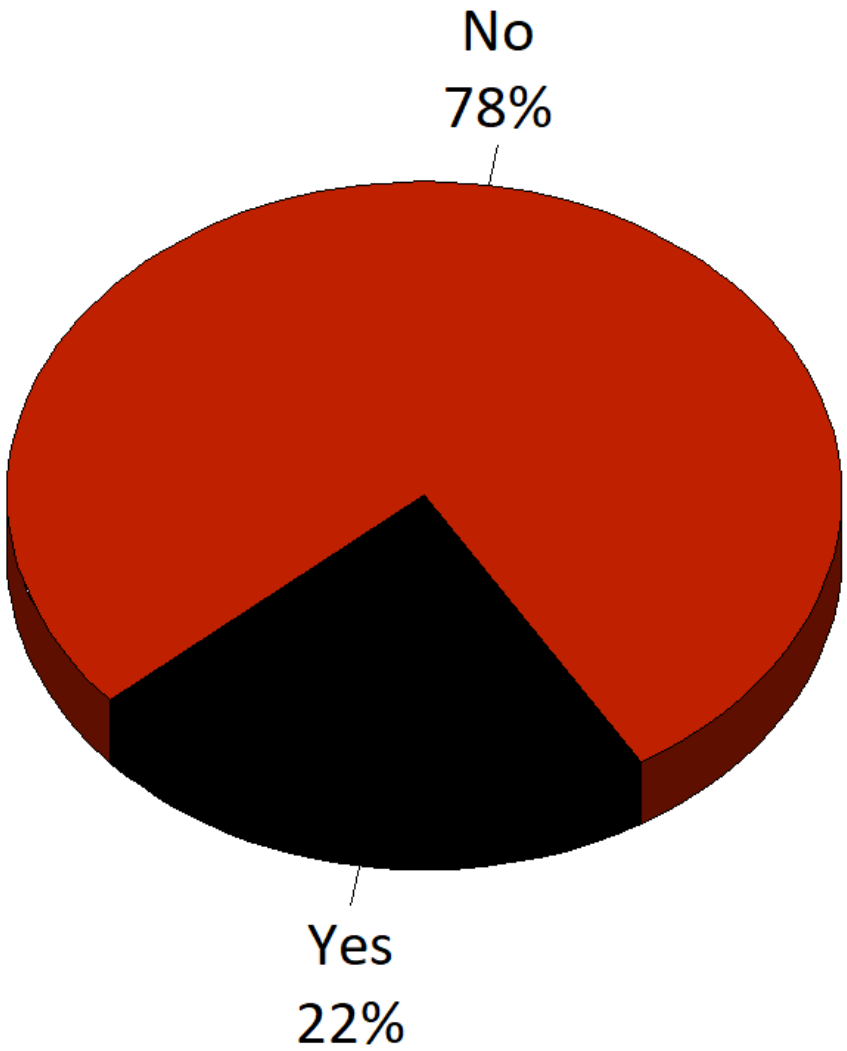
How well do you understand English?

by percentage of respondents who indicated that they understand English



Do you consider yourself to have any disabilities?

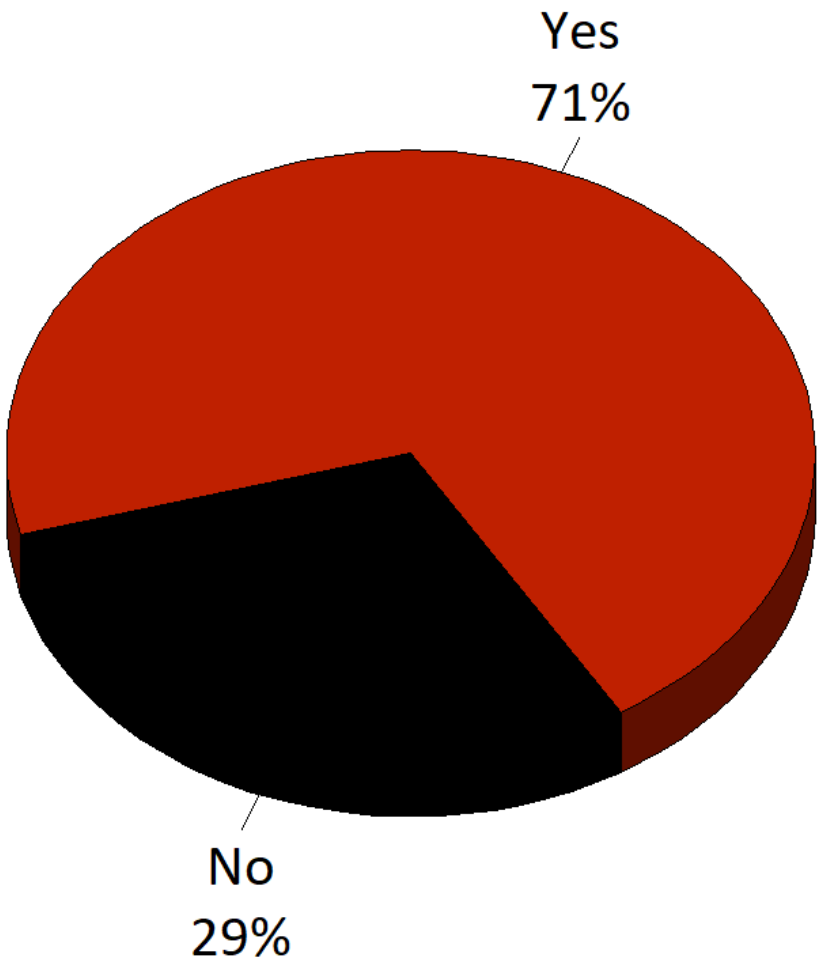
by percentage of respondents who indicated that they have a disability



CUSTOMER TRANSPORTATION CHARACTERISTICS

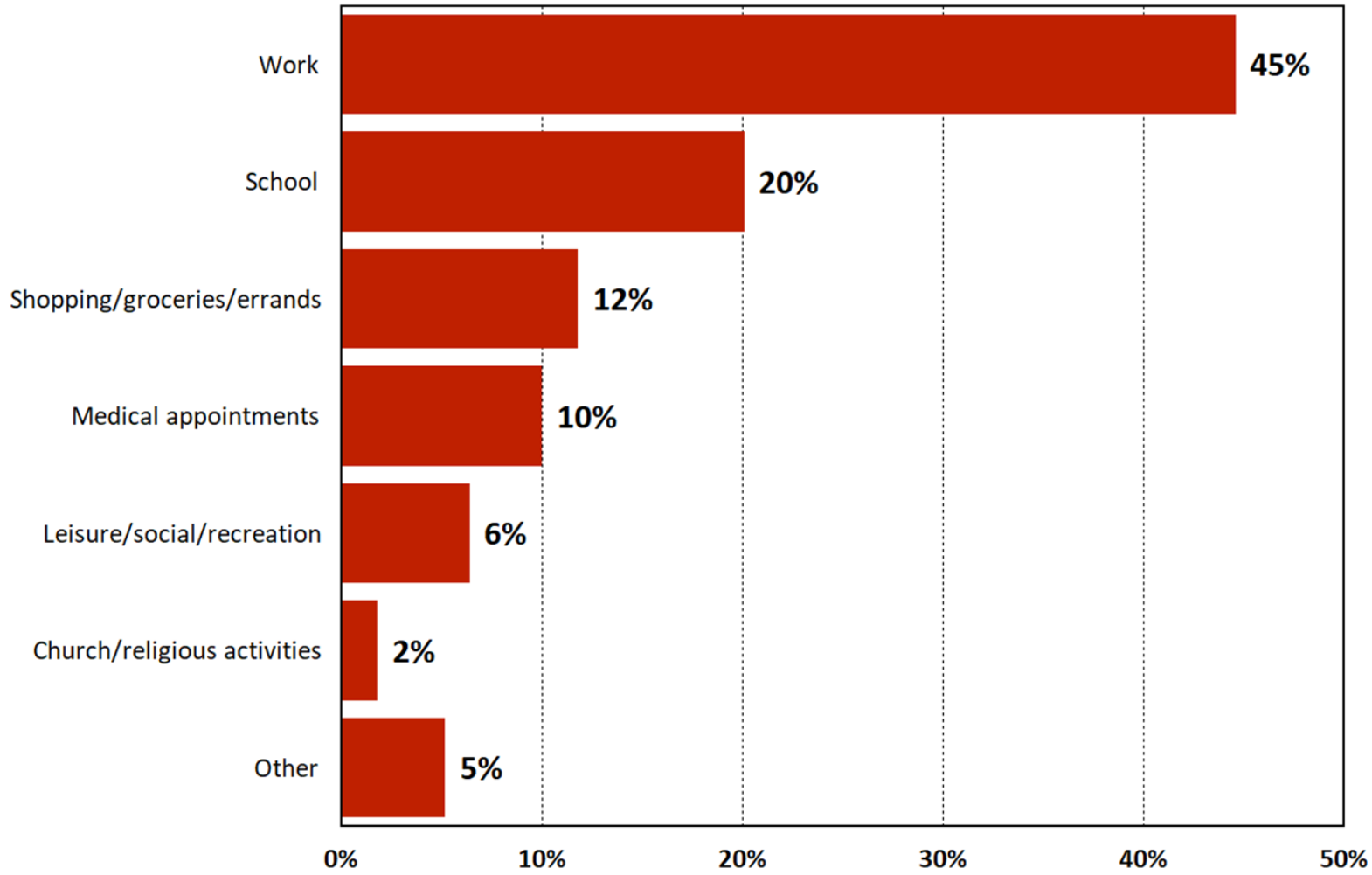
Is LBT your only option for travel to/from the destination you were traveling to?

by percentage of respondents (excluding "not provided")



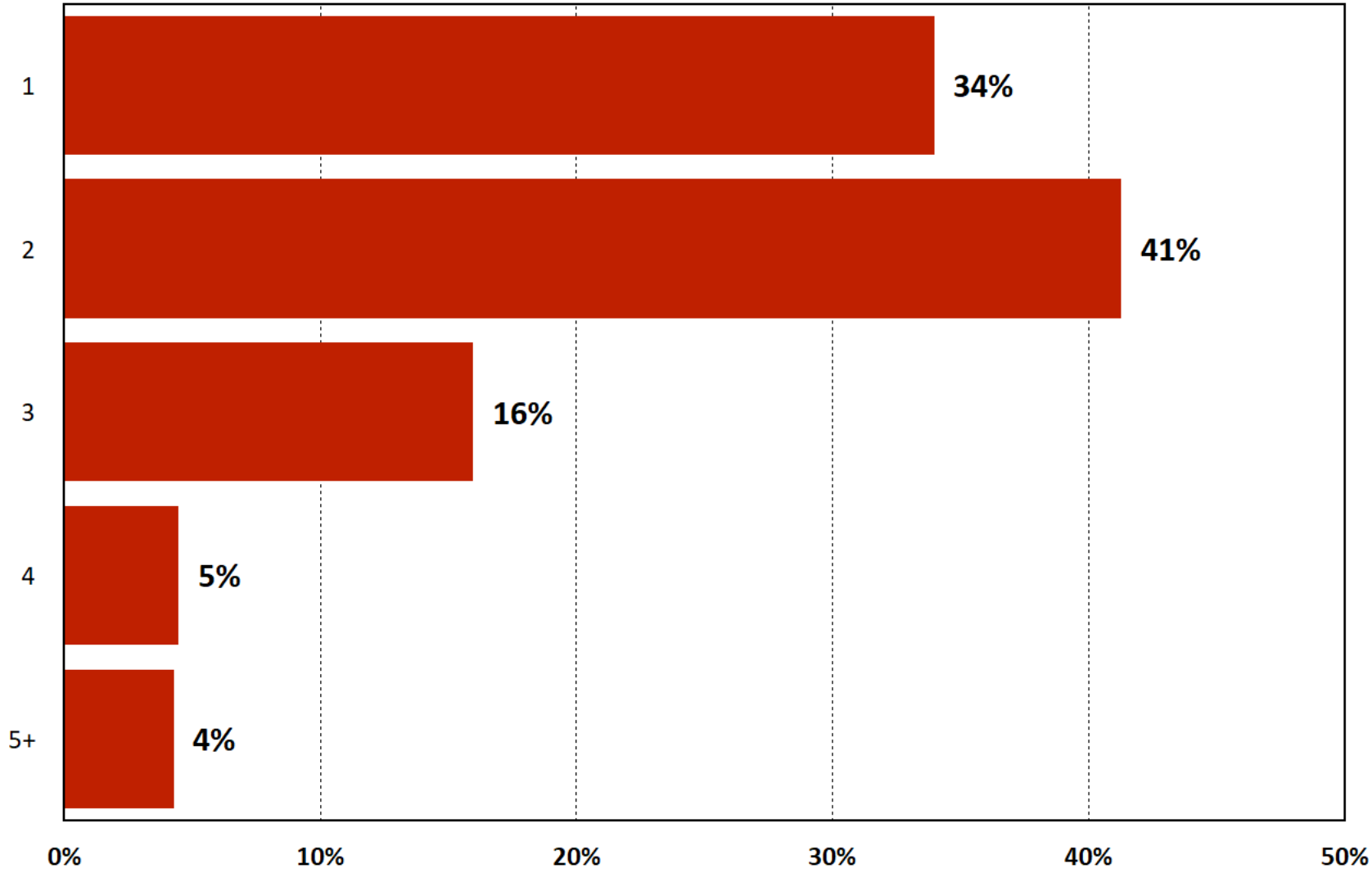
For what primary purpose do you ride LBT buses most frequently?

by percentage of respondents (excluding "not provided")



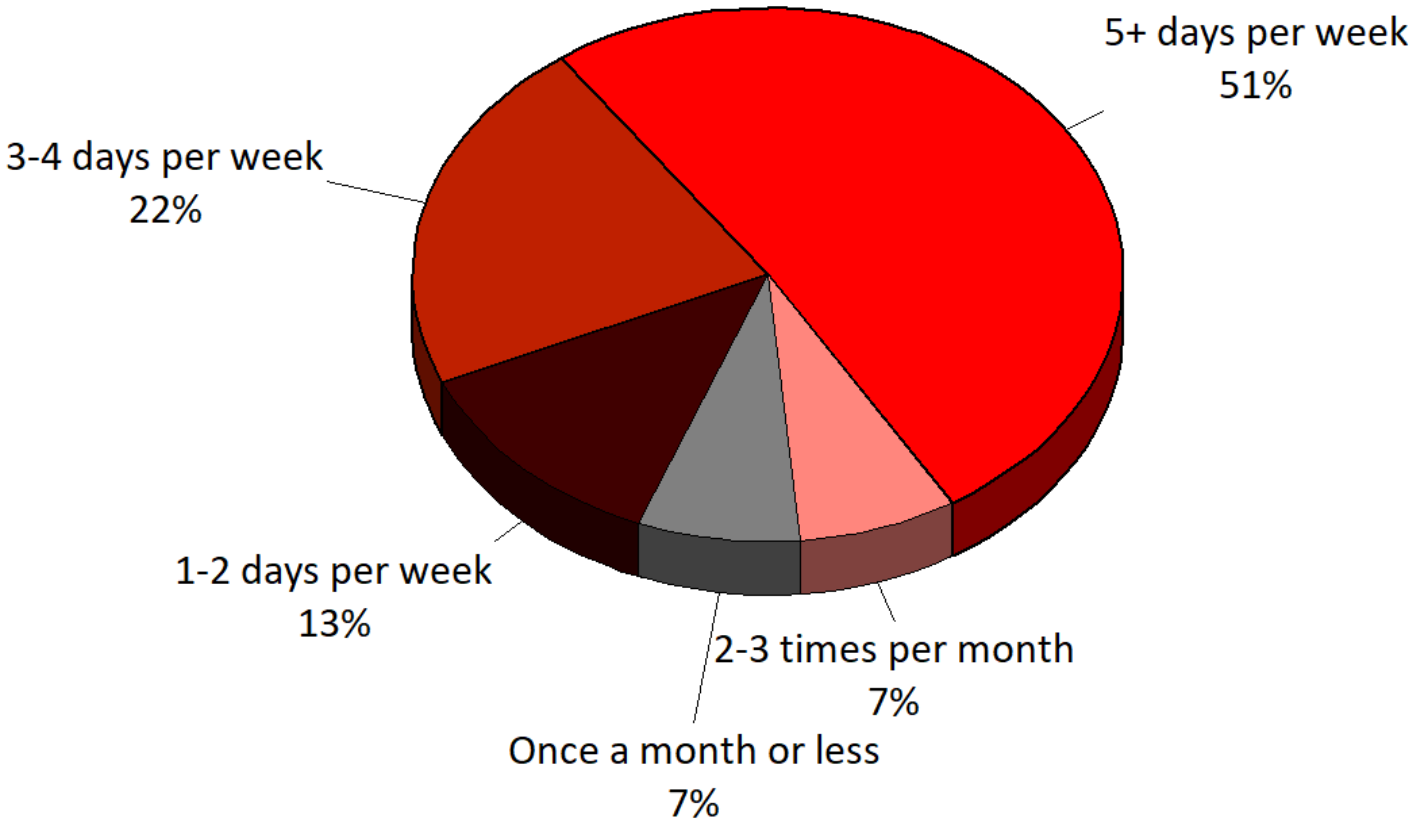
How many transfers to other LBT buses did/will you use to complete this trip?

by percentage of respondents (excluding "not provided")



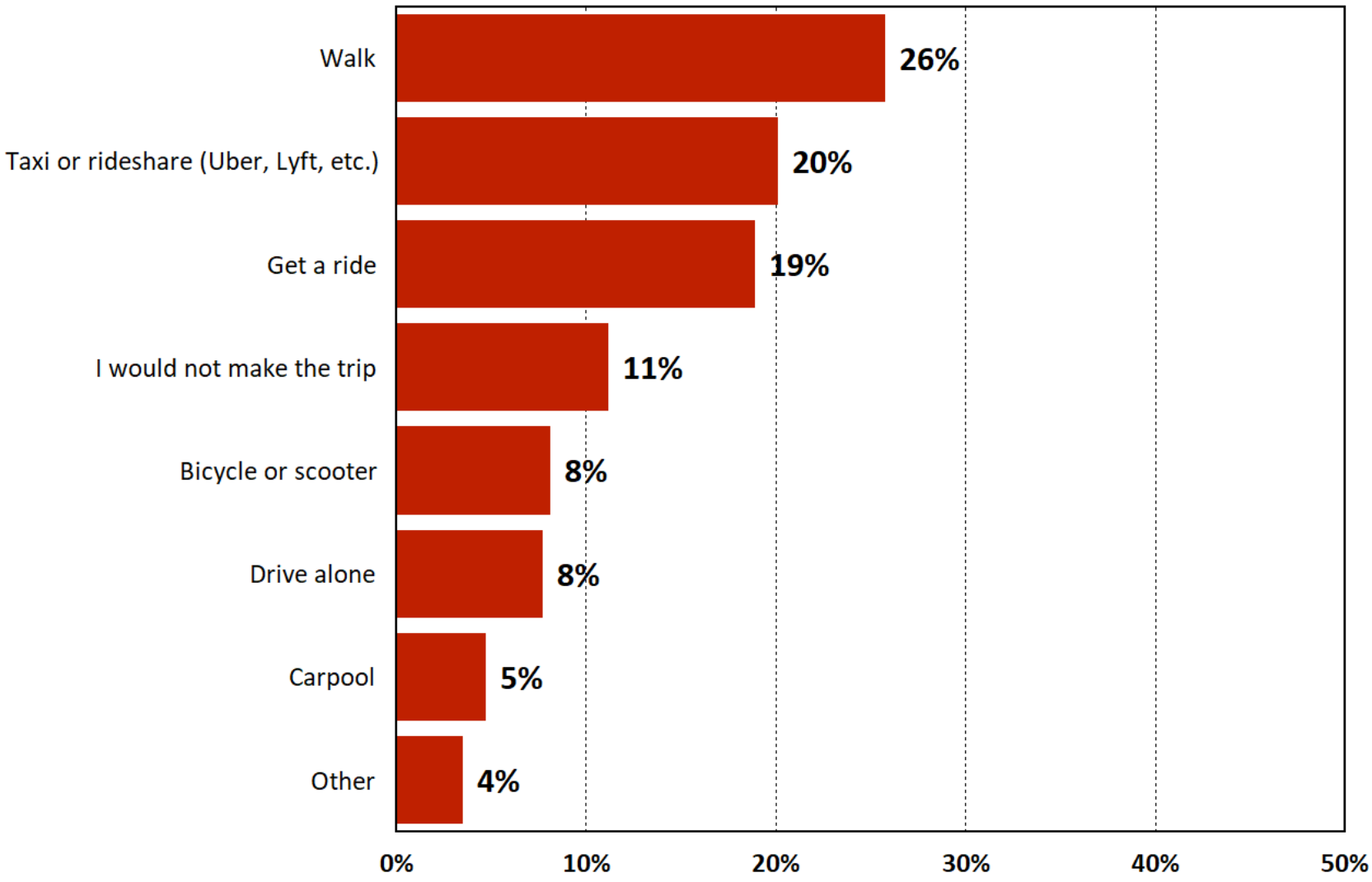
How often do you use LBT services?

by percentage of respondents (excluding "not provided")



How would you make this kind of trip if transit service were not available?

by percentage of respondents (excluding "not provided")



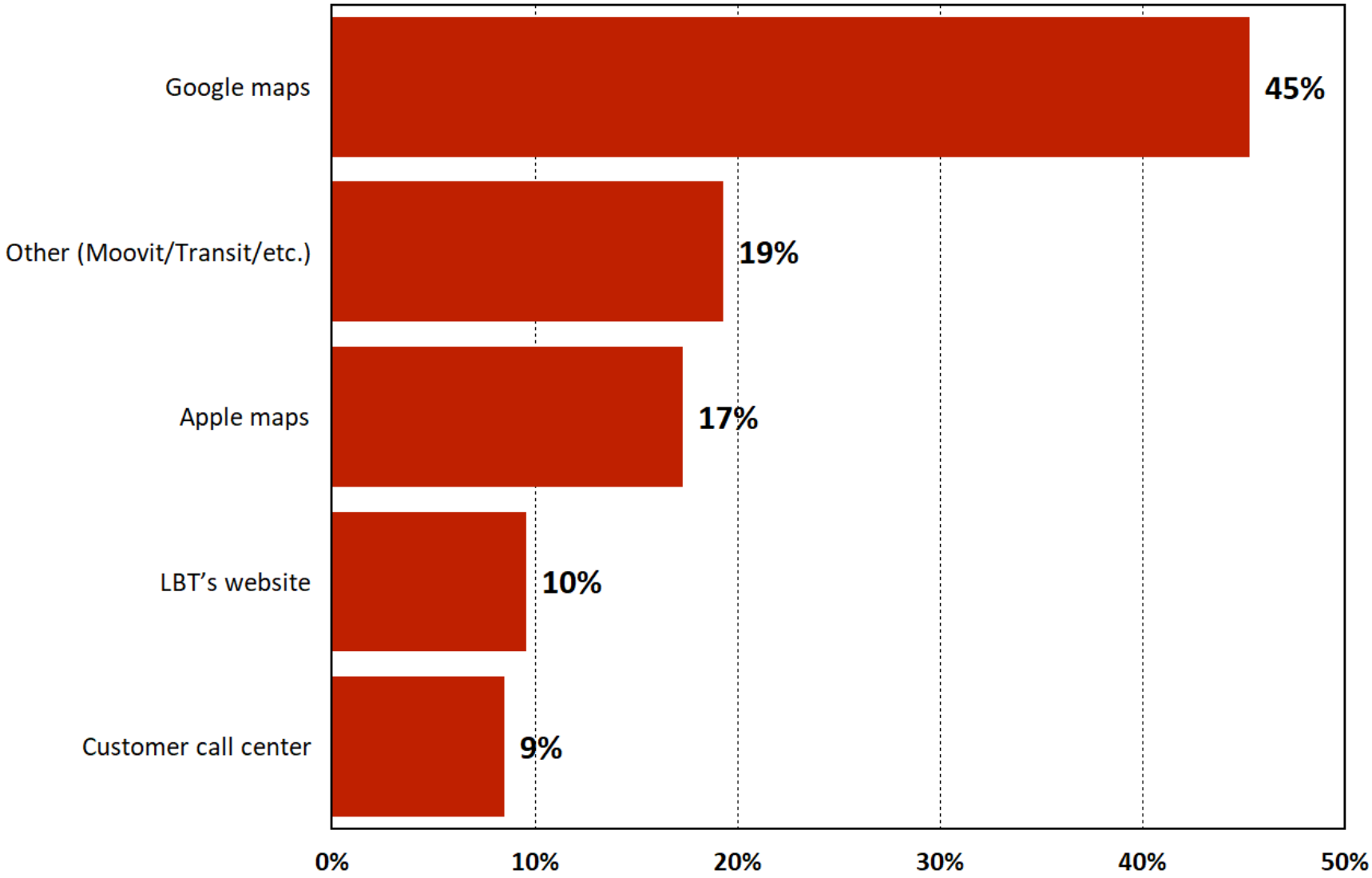
Do you own a cell phone with internet access?

by percentage of respondents (without "not provided")

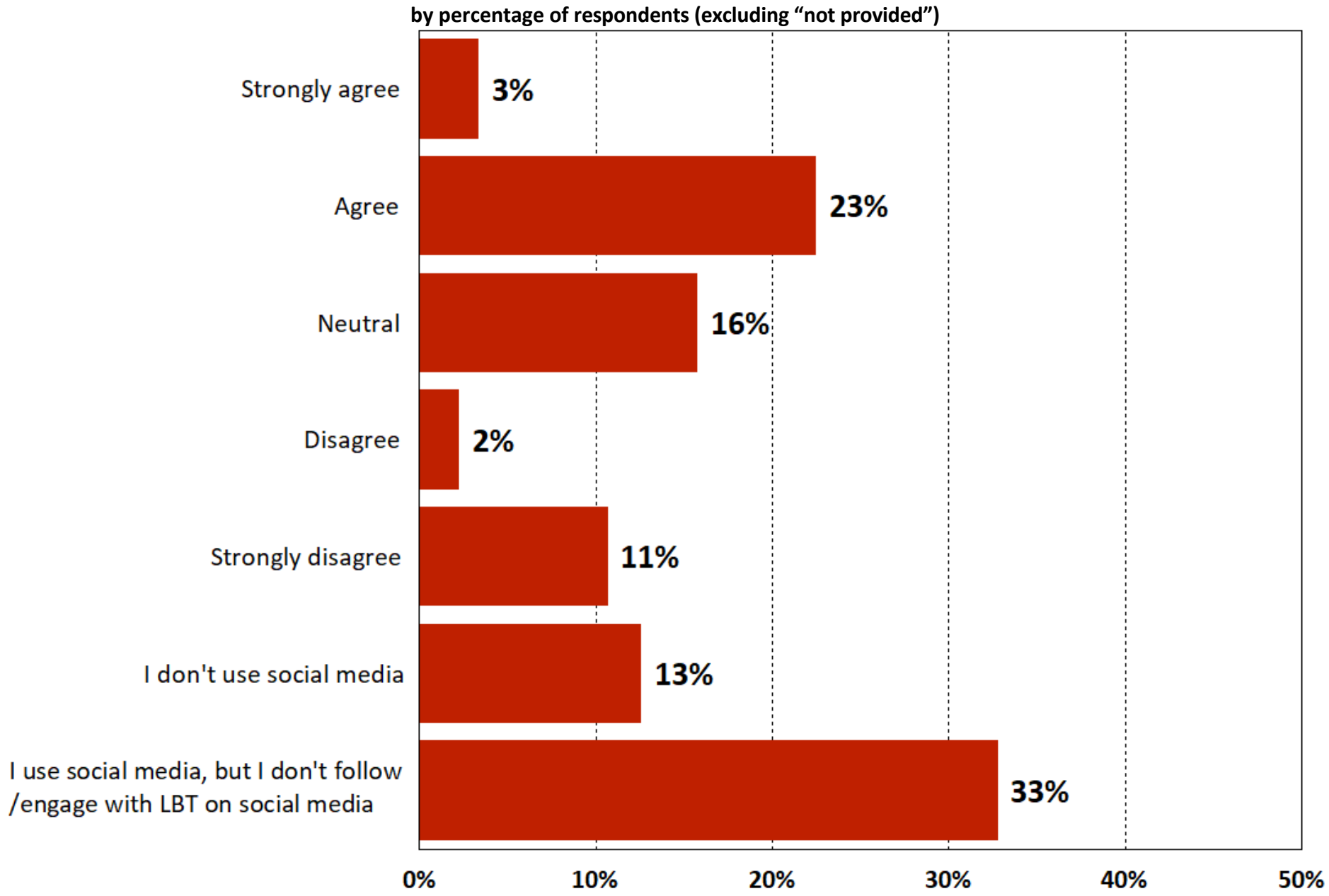


What is your preferred way to plan your trips on LBT?

by percentage of respondents (excluding "not provided")

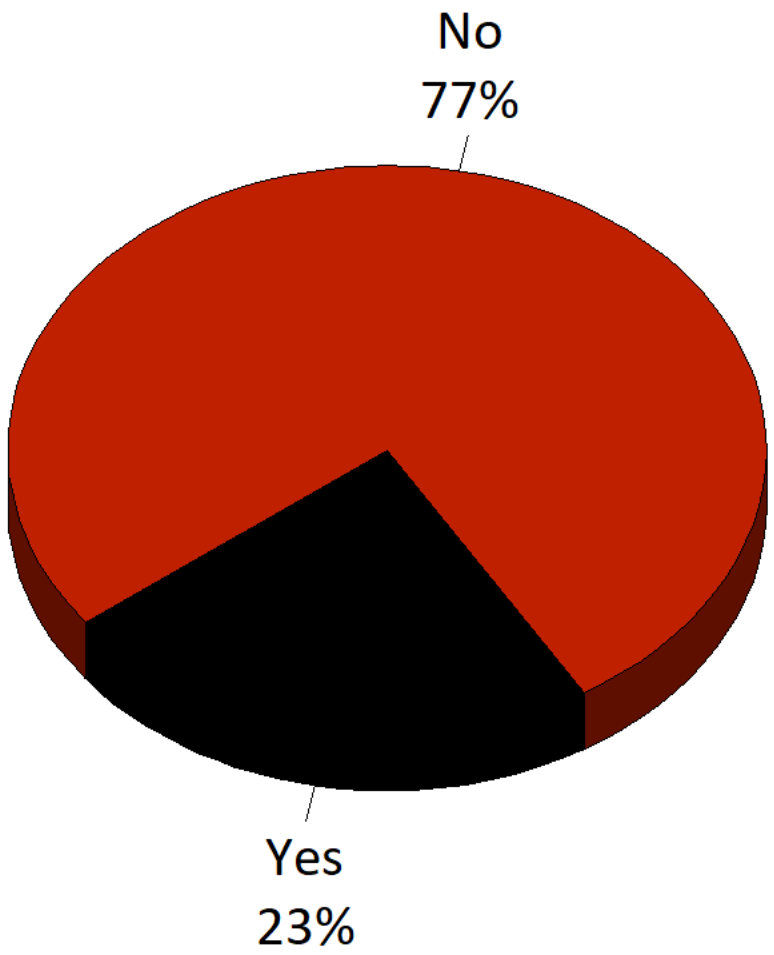


LBT provides useful content on social media



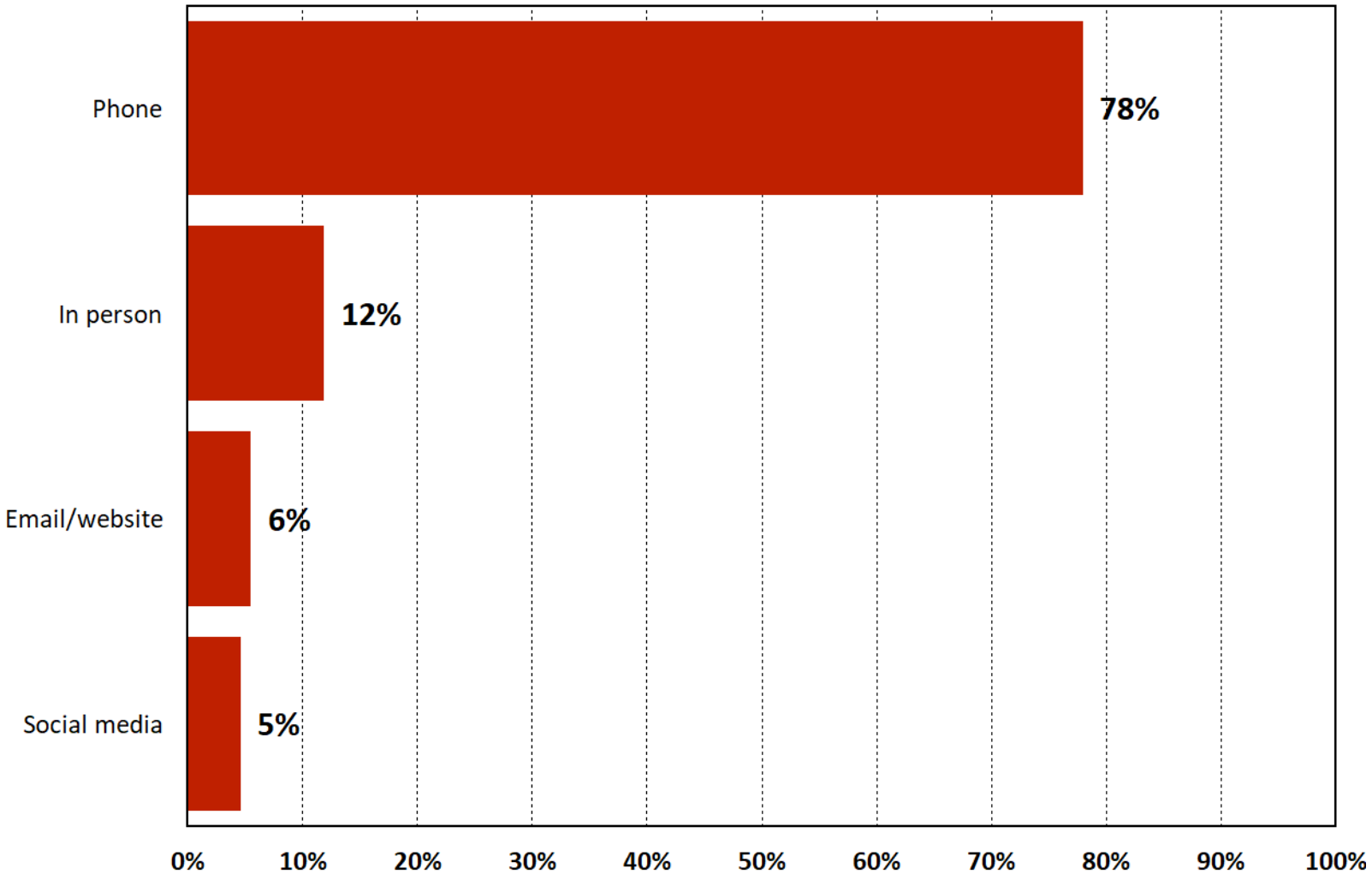
Have you contacted LBT's customer service with a question, concern, or complaint in last 3 months

by percentage of respondents (excluding "not provided")



What method do you use to contact LBT's customer service

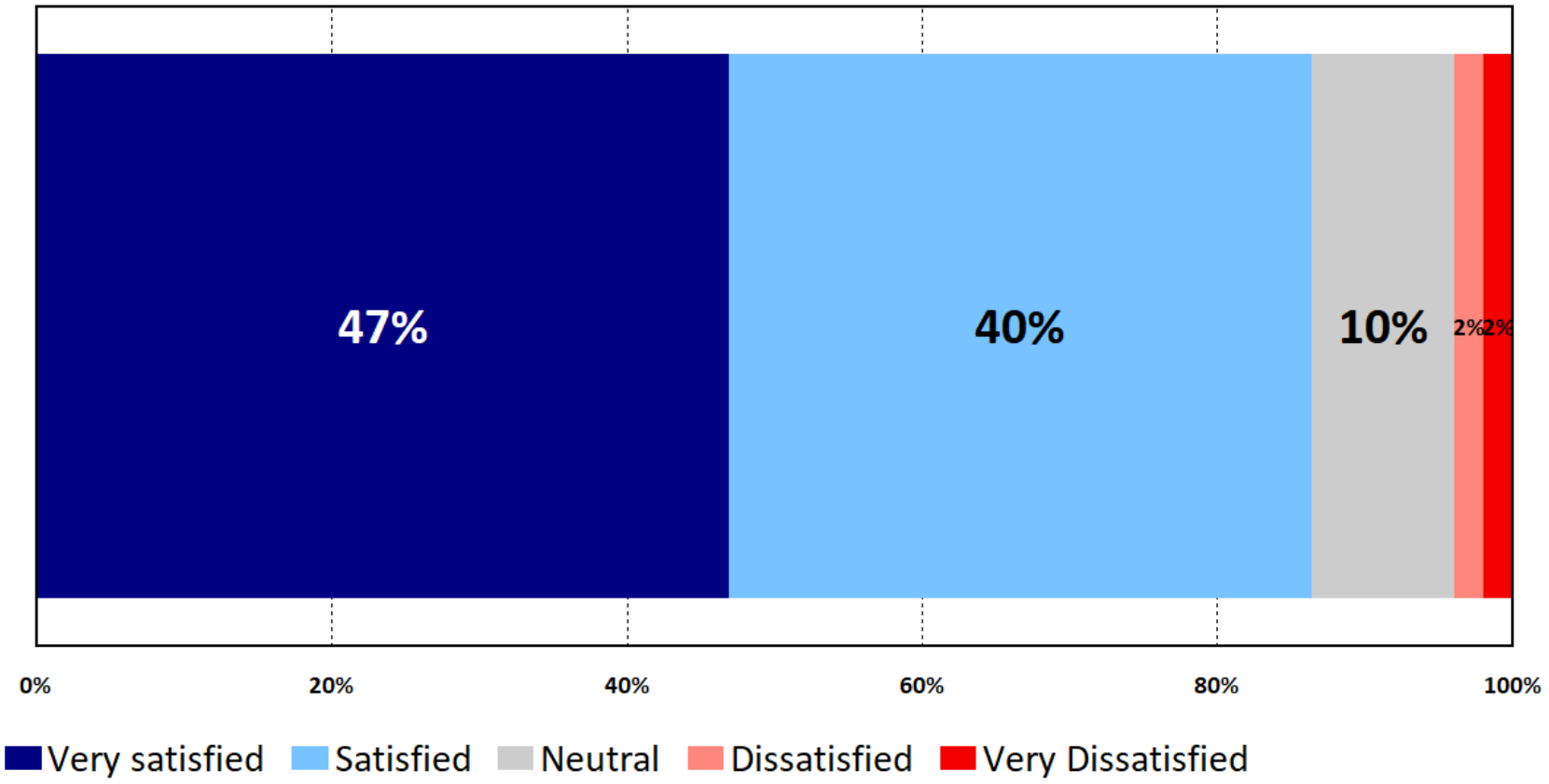
by percentage of respondents who have contacted customer service (excluding "not provided")



CUSTOMER OPINIONS

How satisfied are you overall with the bus service?

by percentage of respondents (excluding "not provided")

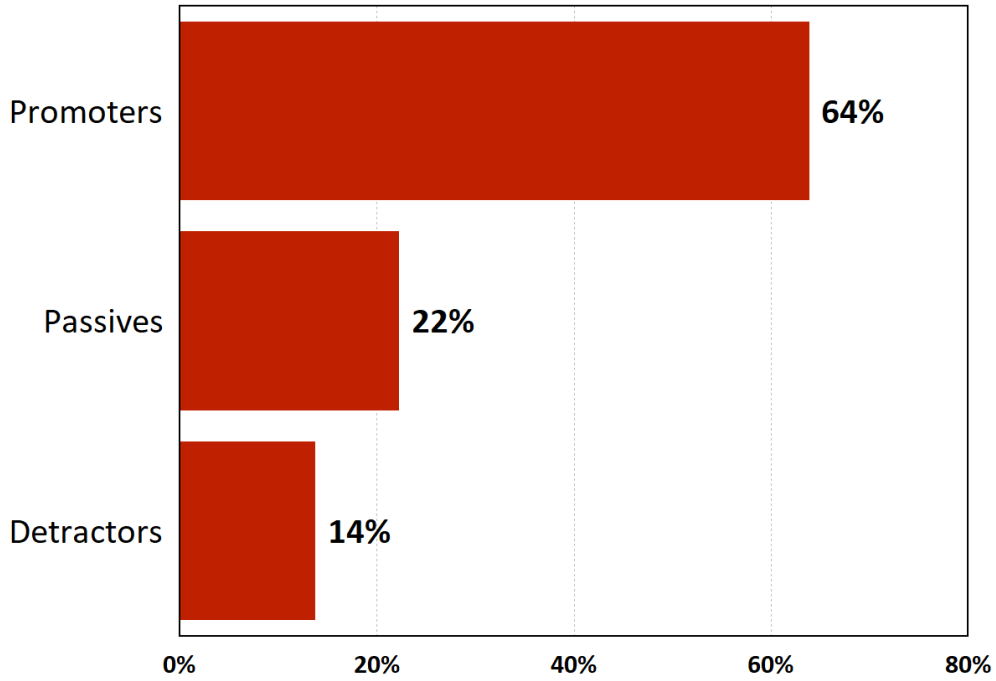


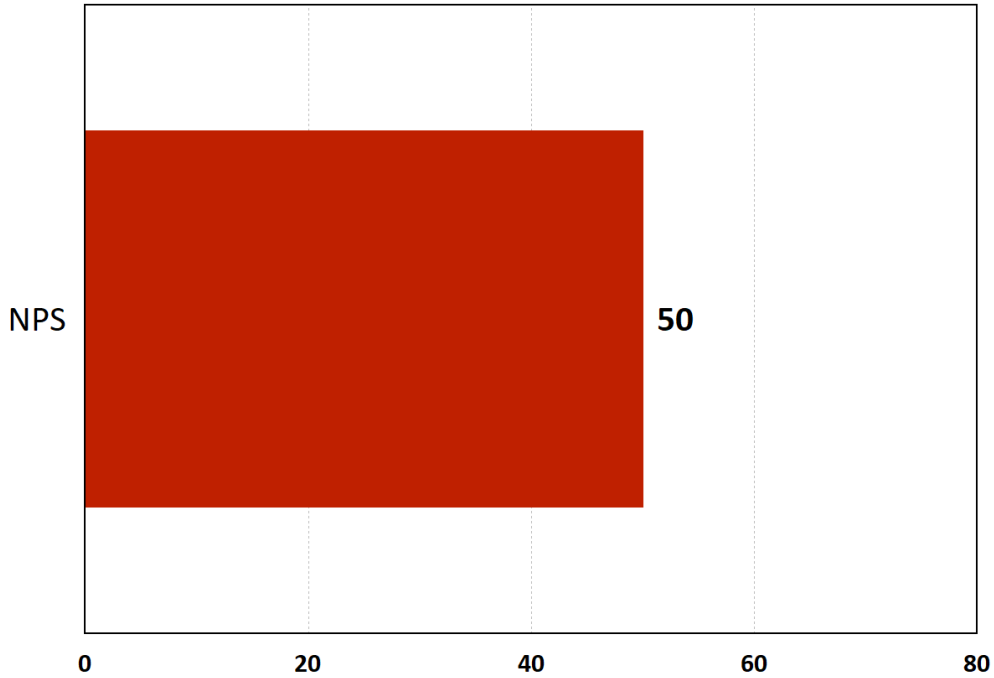
NET PROMOTER SCORE

Using a 10-point scale, where 10 means "Very Likely," and 0 means "Not Likely At All," how likely would you be to recommend LBT's bus service to a friend, colleague, or family member?

"Promoter" = 10-9 "Passive" = 8-7 "Detractor" = 6-0

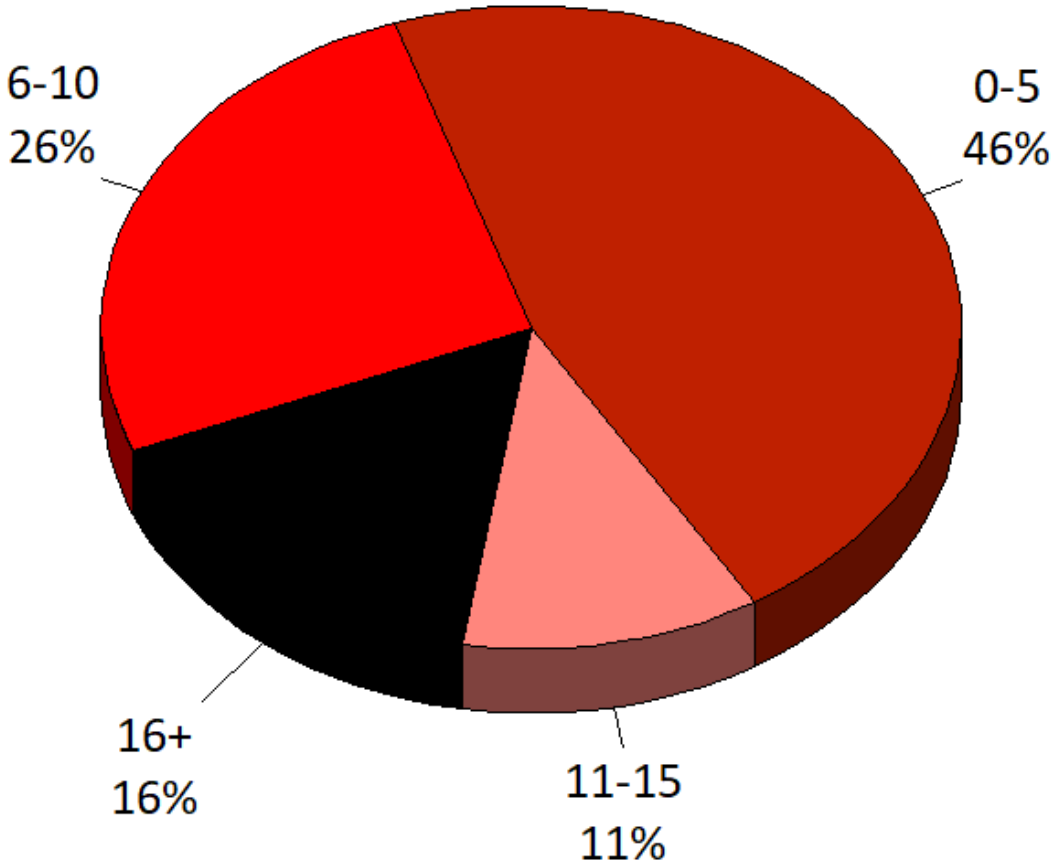
Net Promoter Score is the number of "Promoters" minus the number of "Detractors."





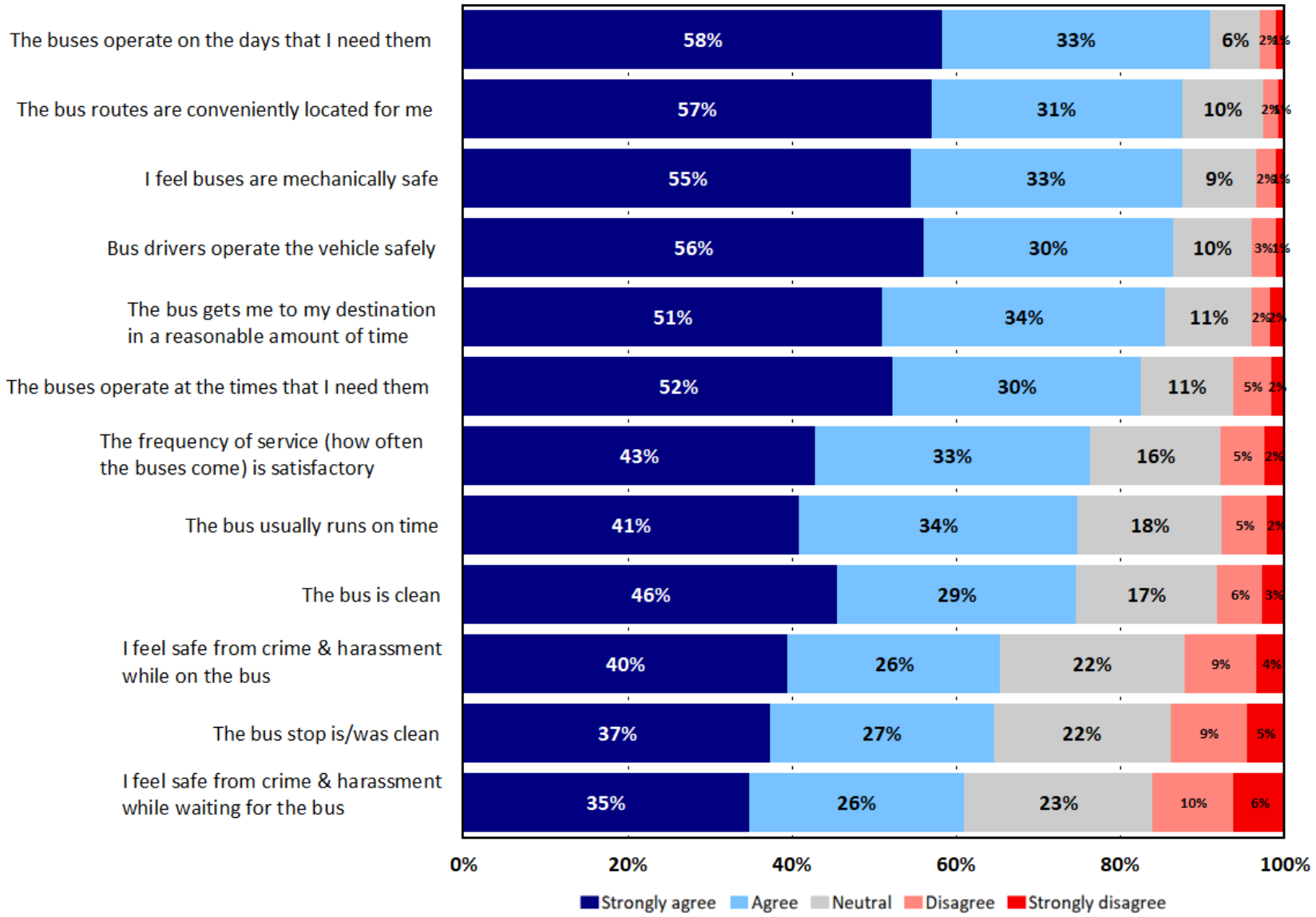
How many minutes is acceptable for a bus to arrive beyond its scheduled time?

by percentage of respondents (excluding "not provided")



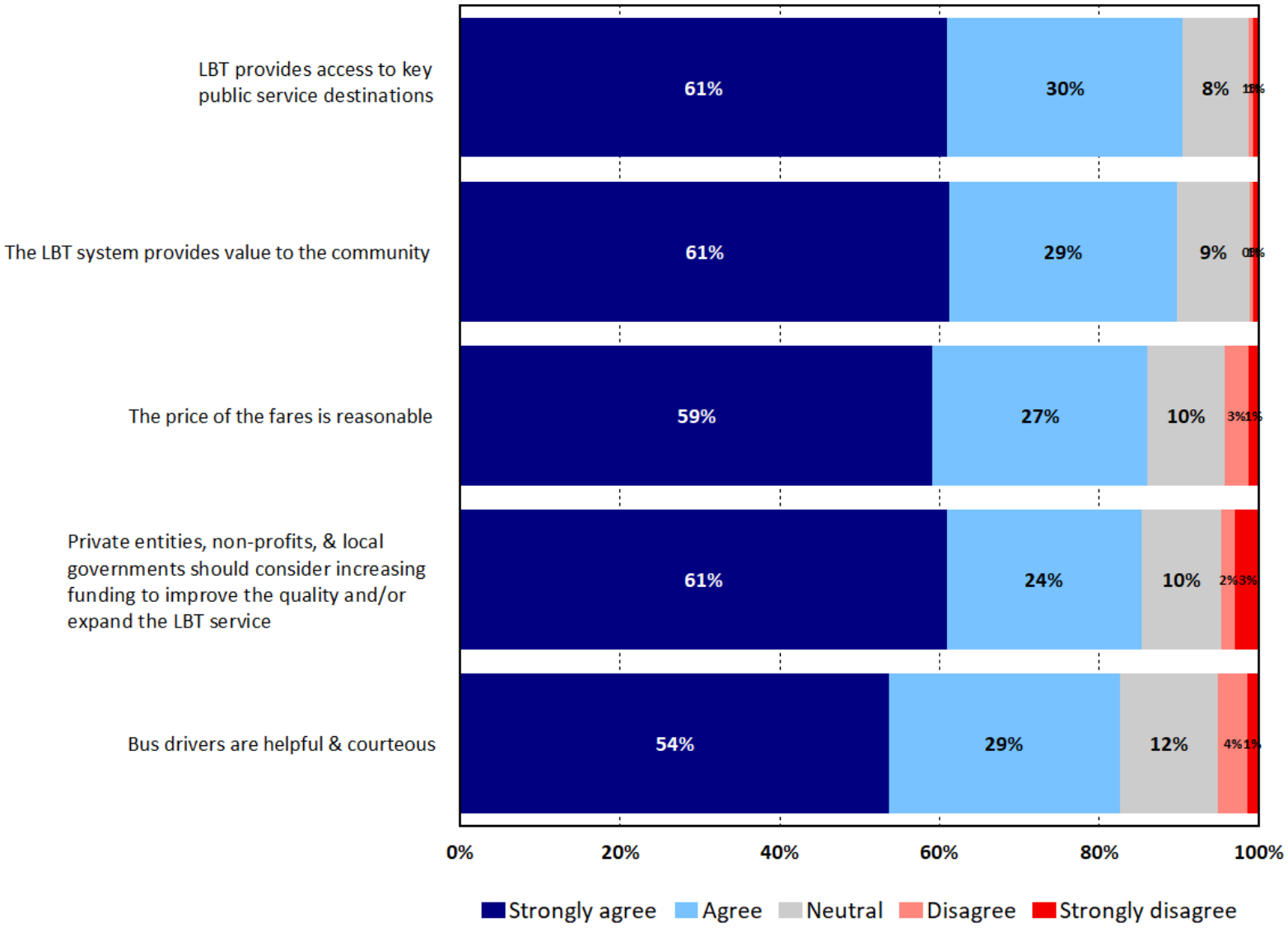
Please rate your agreement with the following statements.

by percentage of respondents (excluding "not provided")



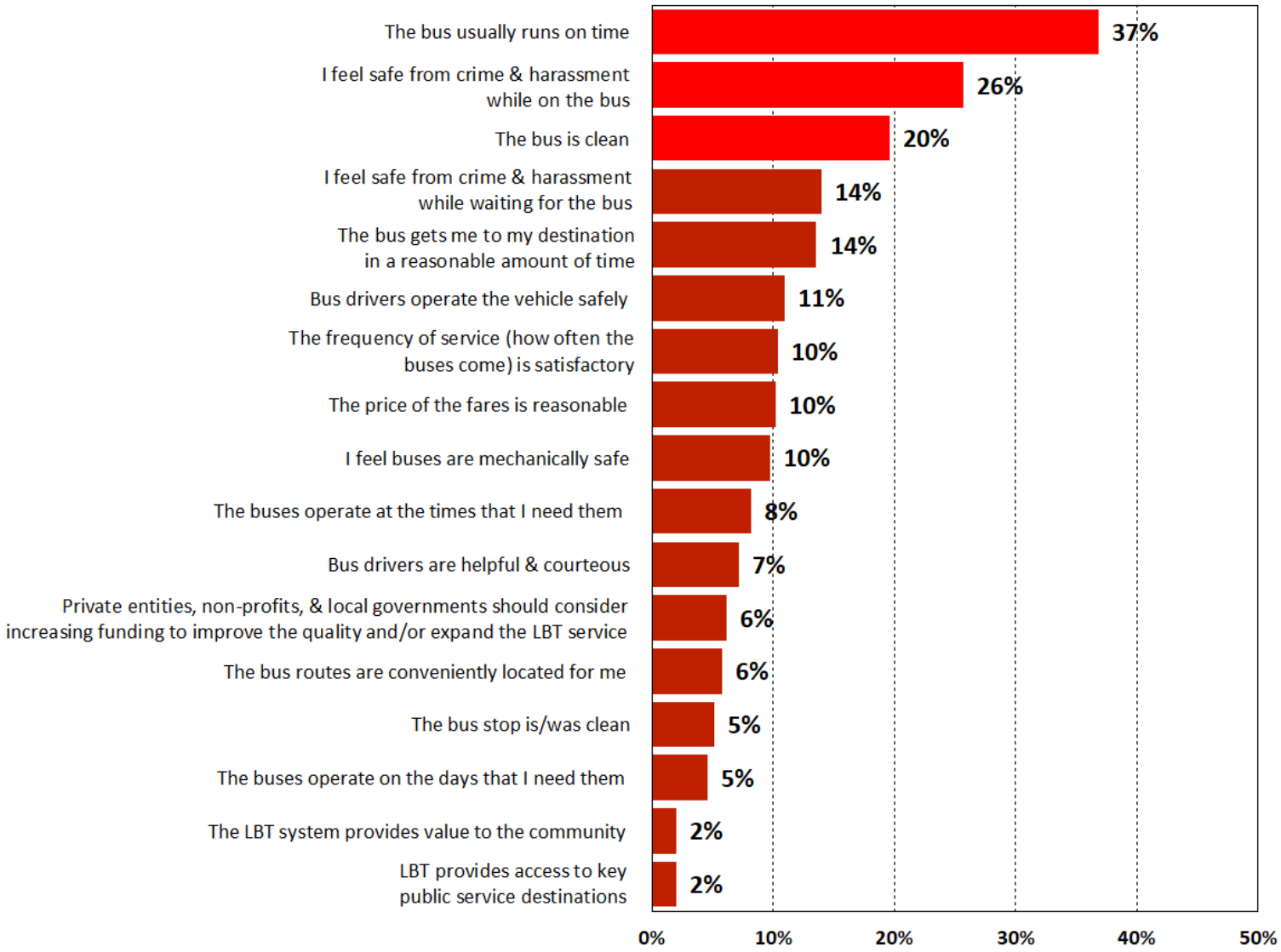
Please rate your agreement with the following statements. (Cont.)

by percentage of respondents (excluding "not provided")



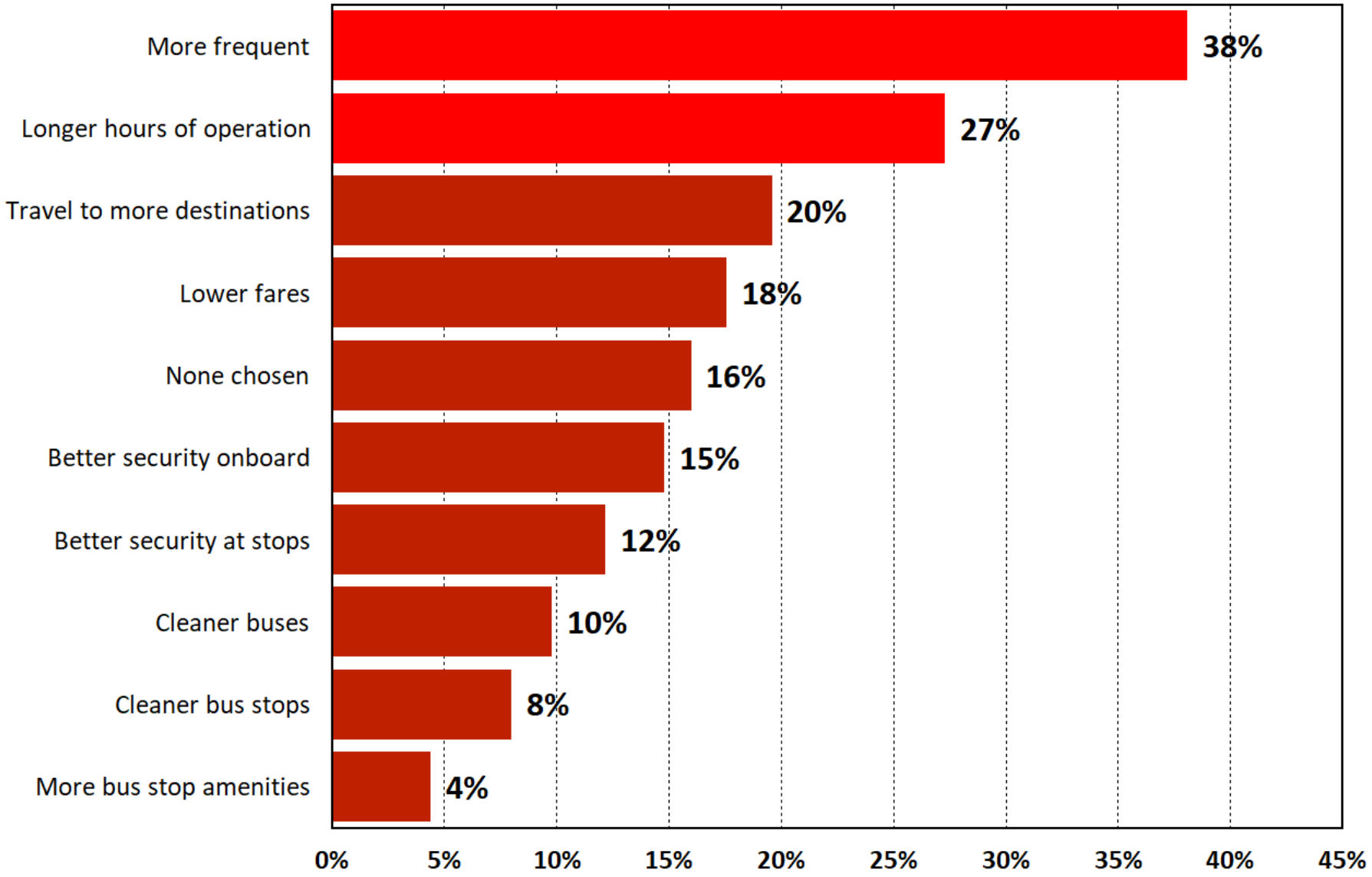
Which three items from the previous question do you think are most important?

by percentage of respondents who selected each item as first, second, or third most important



What are the top TWO most important changes LBT could make to enhance your customer experience?

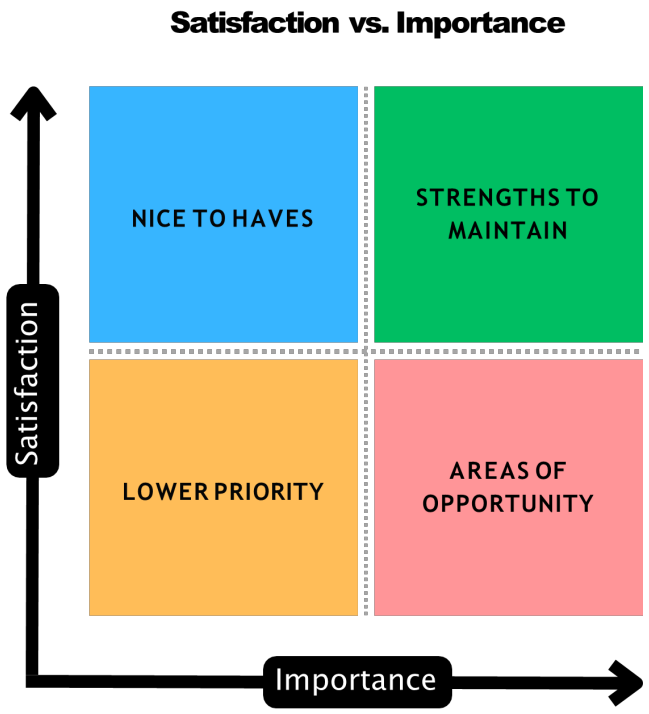
by percentage of respondents who selected each item as first or second most important change



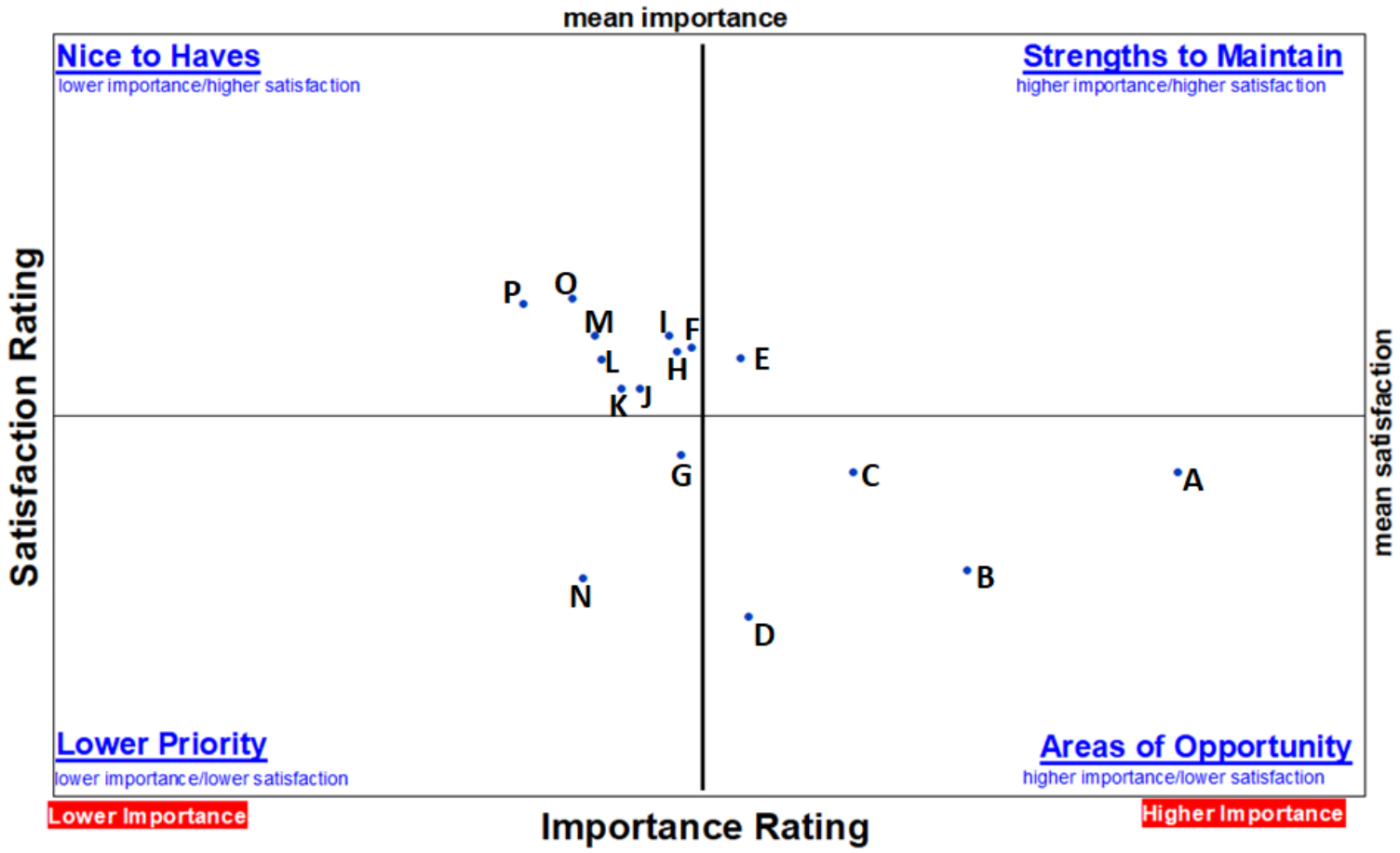
Importance-Satisfaction (I-S) Analysis

The Key Driver Analysis takes each area of service and compares its customer importance ranking against its customer satisfaction level. The graph is divided into four actional quadrants:

1. **Lower Priority** - This quadrant contains areas of service that have lower importance rankings and lower satisfaction levels. Although these have lower satisfaction levels, they are less important to customers and will have a smaller impact on overall customer satisfaction.
2. **Nice to Haves** - This quadrant contains areas of service that have lower importance rankings and higher satisfaction levels. Although customers are highly satisfied in these areas, these areas are less important to customers and will have a smaller impact on overall customer satisfaction.
3. **Areas of Opportunity** - This quadrant contains areas of service that have higher importance rankings and lower satisfaction levels. These areas are ranked as highly important to customers and will have a larger impact on overall customer satisfaction as the service is improved and satisfaction is raised.
4. **Strengths to Maintain** - This quadrant contains areas of service that have higher importance rankings and higher satisfaction levels. Customers find these areas of high importance and are highly satisfied with the level of service. These satisfaction levels should be maintained in order to continue positive overall customer satisfaction.



Importance-Satisfaction (I-S) Analysis

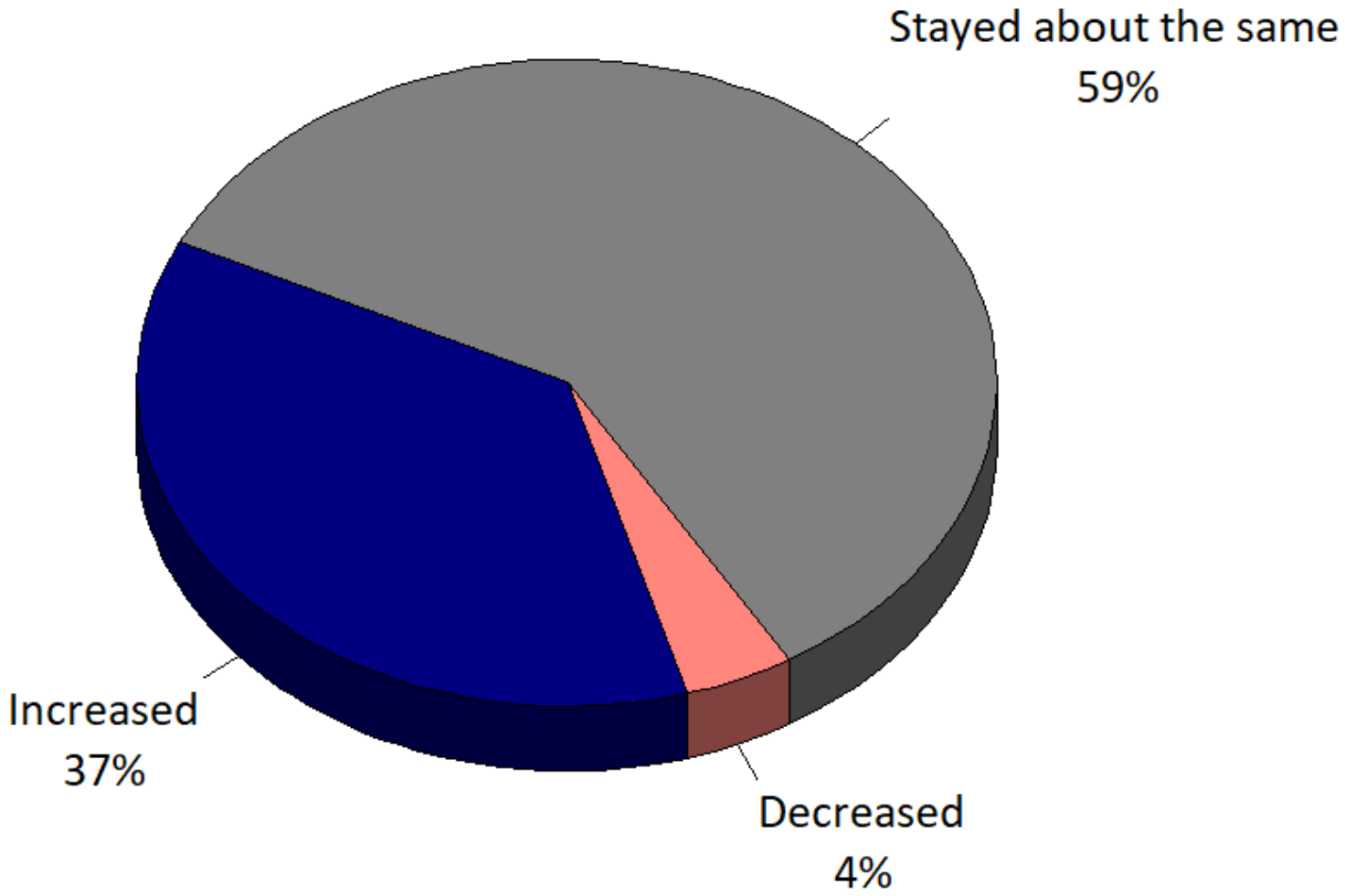


Source: ETC Institute (2023)

A. The bus usually runs on time
B. I feel safe from crime & harassment while on the bus
C. The bus is clean
D. I feel safe from crime & harassment while waiting for the bus
E. The bus gets me to my destination in a reasonable amount of time
F. Bus drivers operate the vehicle safely
G. The frequency of service (how often the buses come) is satisfactory
H. The price of the fares is reasonable
I. I feel buses are mechanically safe
J. The buses operate at the times that I need them
K. Bus drivers are helpful & courteous
L. Private entities, non-profits, & local governments should consider increasing funding to improve the quality and/or expand the LBT service
M. The bus routes are conveniently located for me
N. The bus stop is/was clean
O. The buses operate on the days that I need them
P. LBT provides access to key public service destinations

What has your satisfaction with LBT's service in past year become:

by percentage of respondents (excluding "not provided")





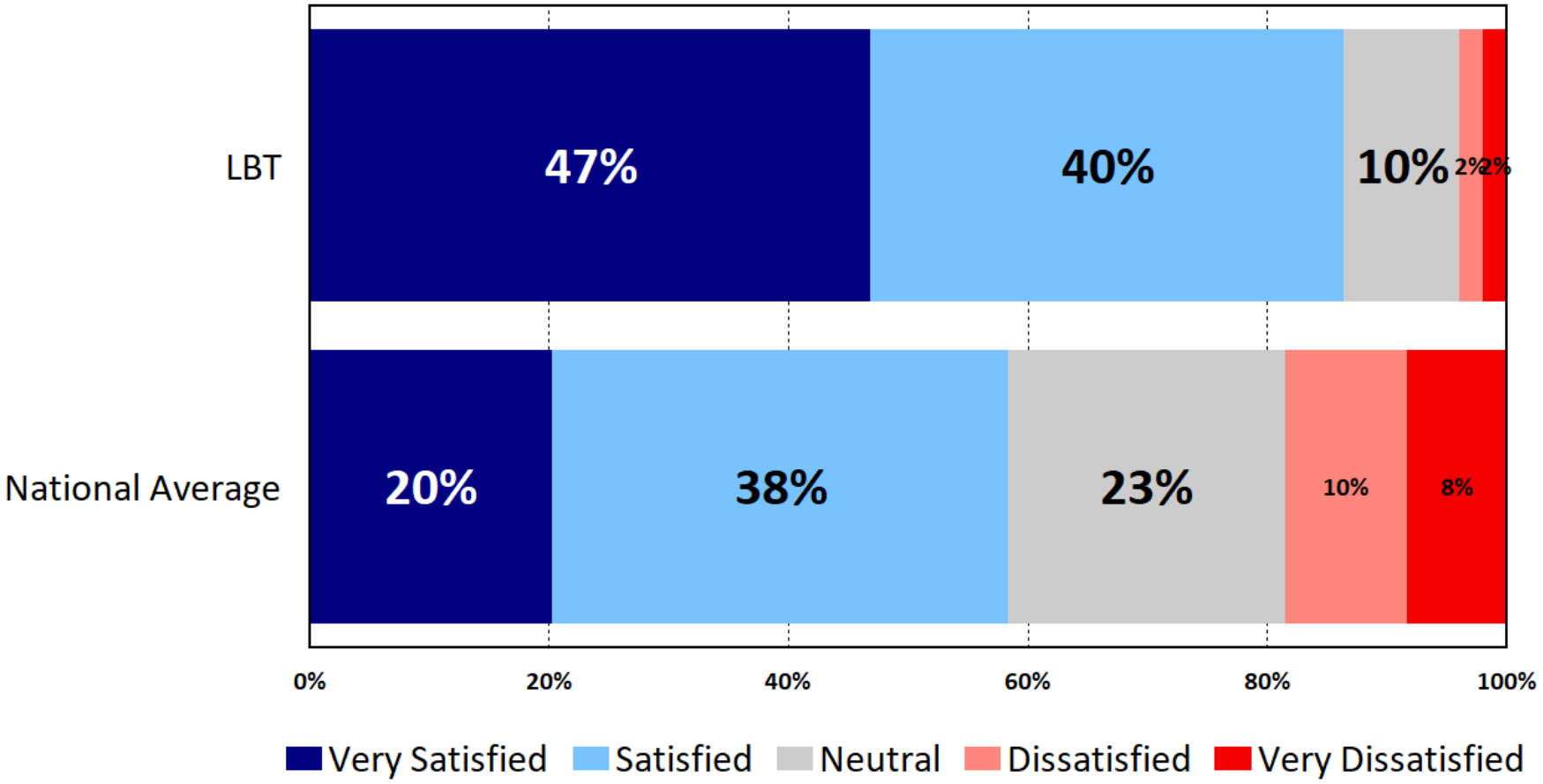
3 Benchmarks

NATIONAL BENCHMARKS

Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with LBT is not authorized without written consent from ETC Institute.

How satisfied are you with LBT's bus service?

by percentage of respondents (excluding "not provided")

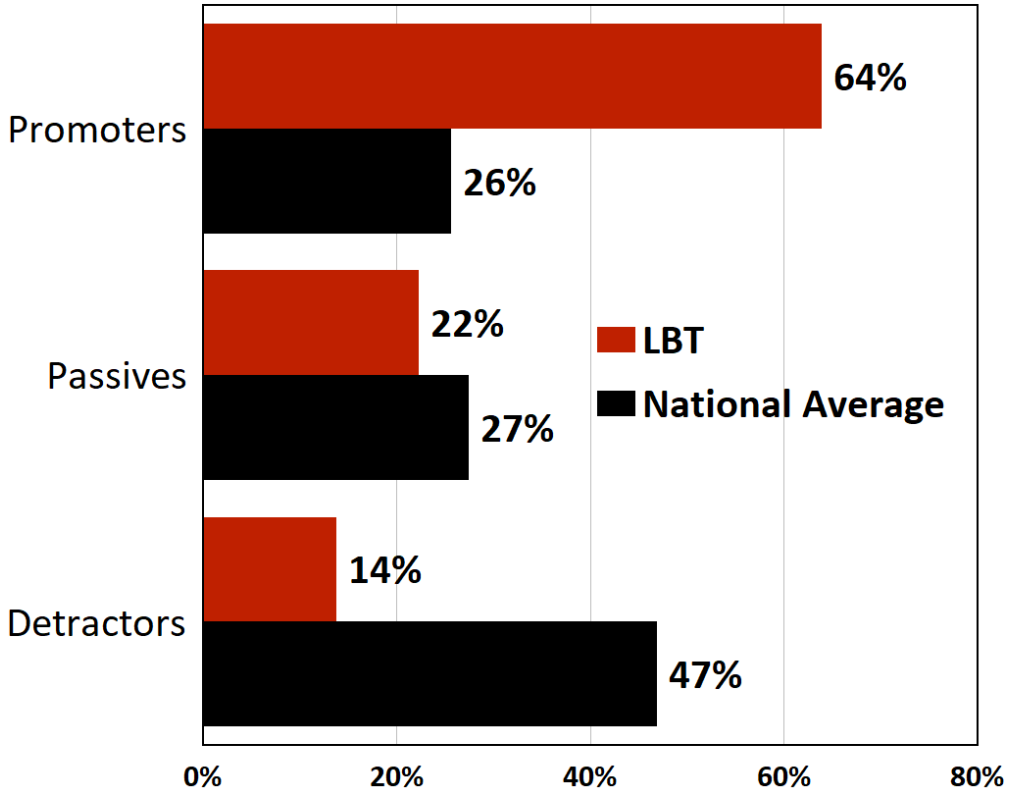


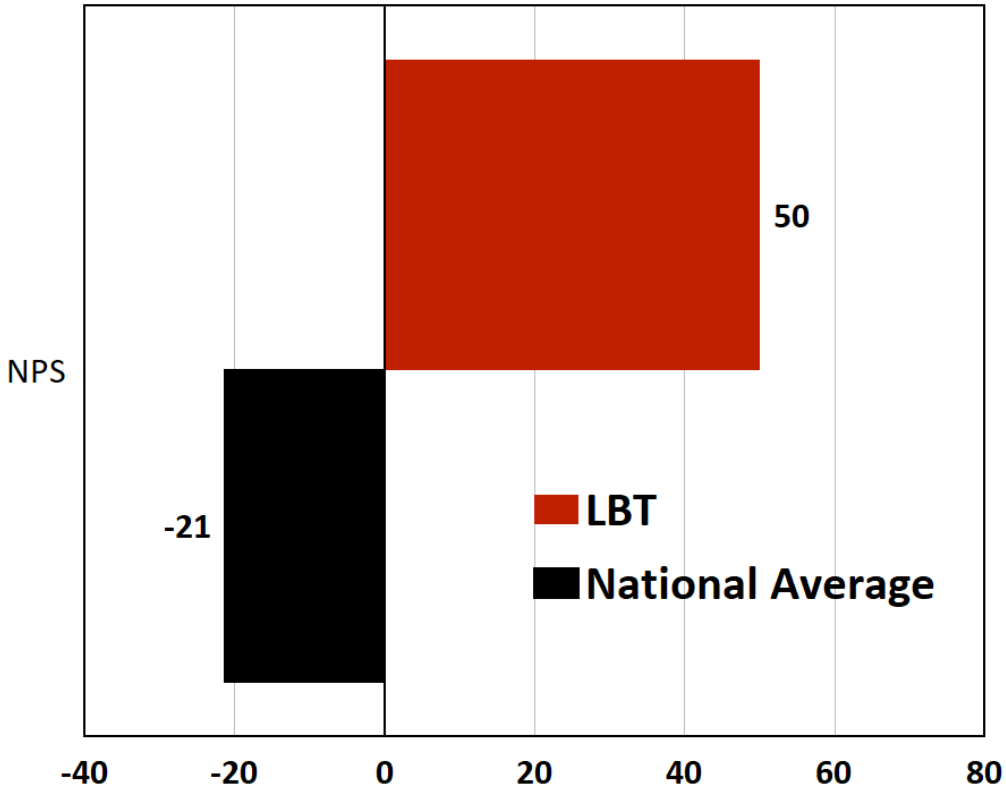
NET PROMOTER SCORE

Using a 10-point scale, where 10 means "Very Likely," and 0 means "Not Likely At All," how likely would you be to recommend LBT's bus service to a friend, colleague, or family member?

"Promoter" = 10-9 "Passive" = 8-7 "Detractor" = 6-0

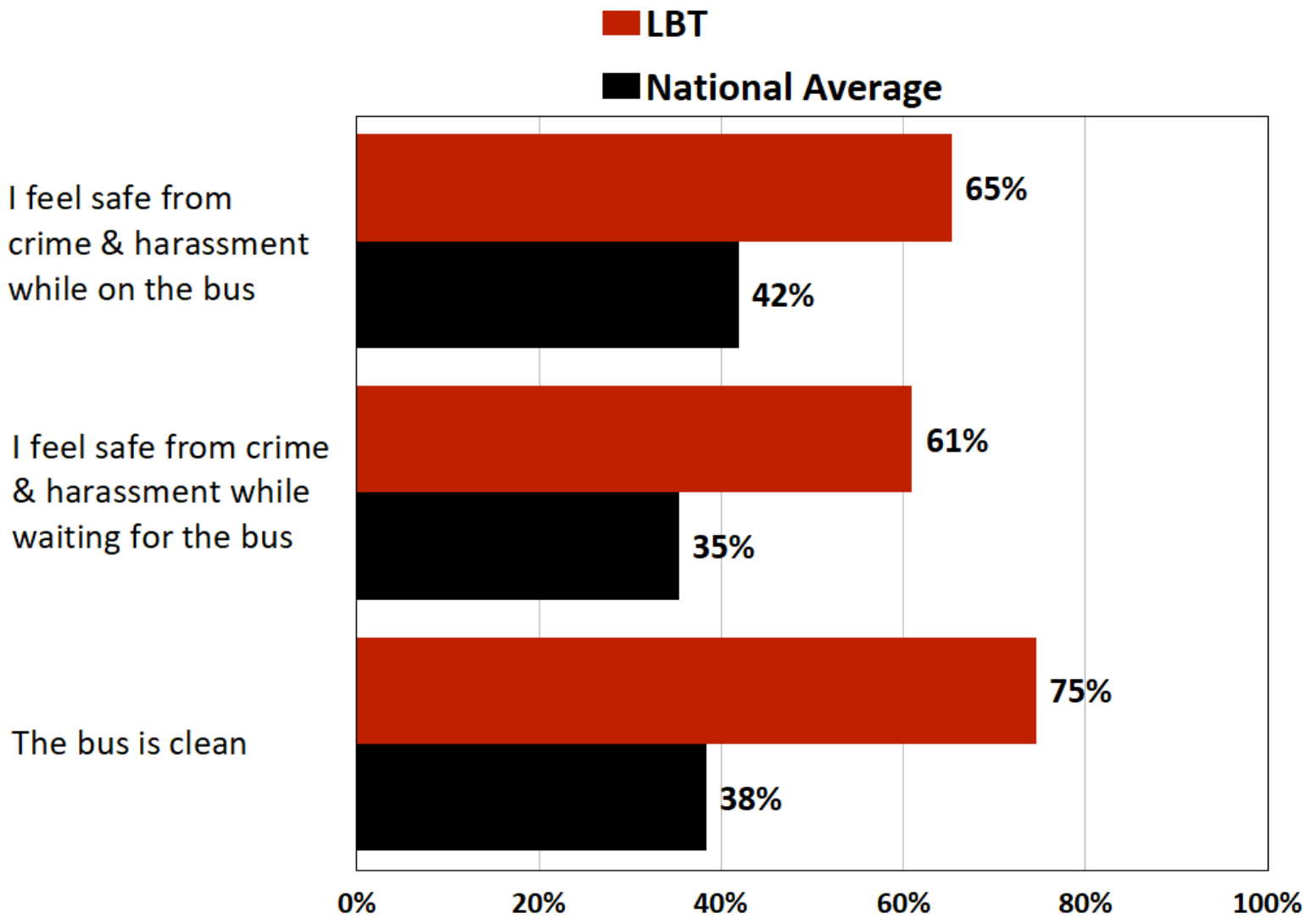
Net Promoter Score is the number of "Promoters" minus the number of "Detractors."





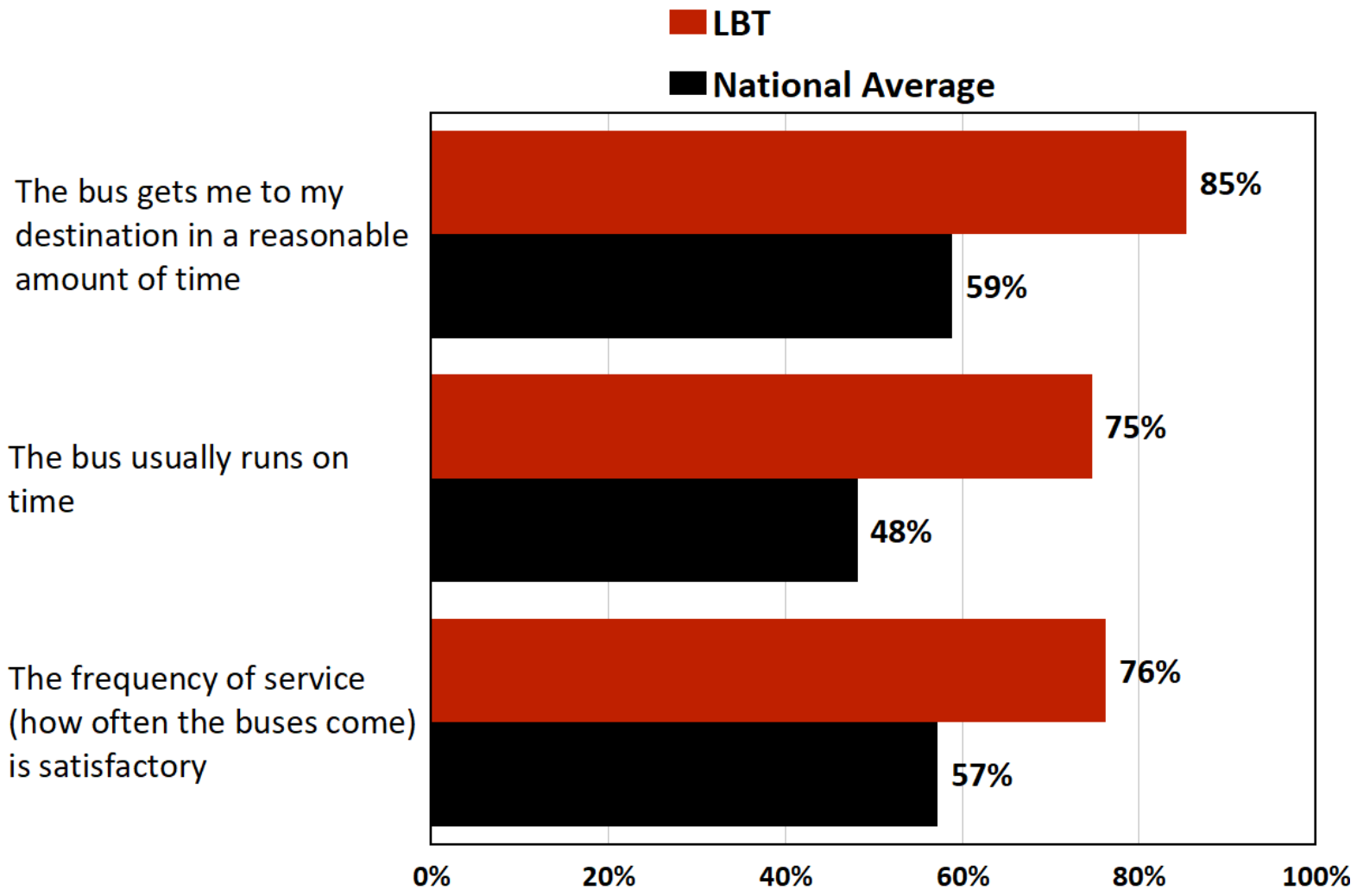
How much do you agree with the following statements about LBT?

by percentage of respondents who selected “Strongly Agree" or "Agree" (excluding "not provided”)



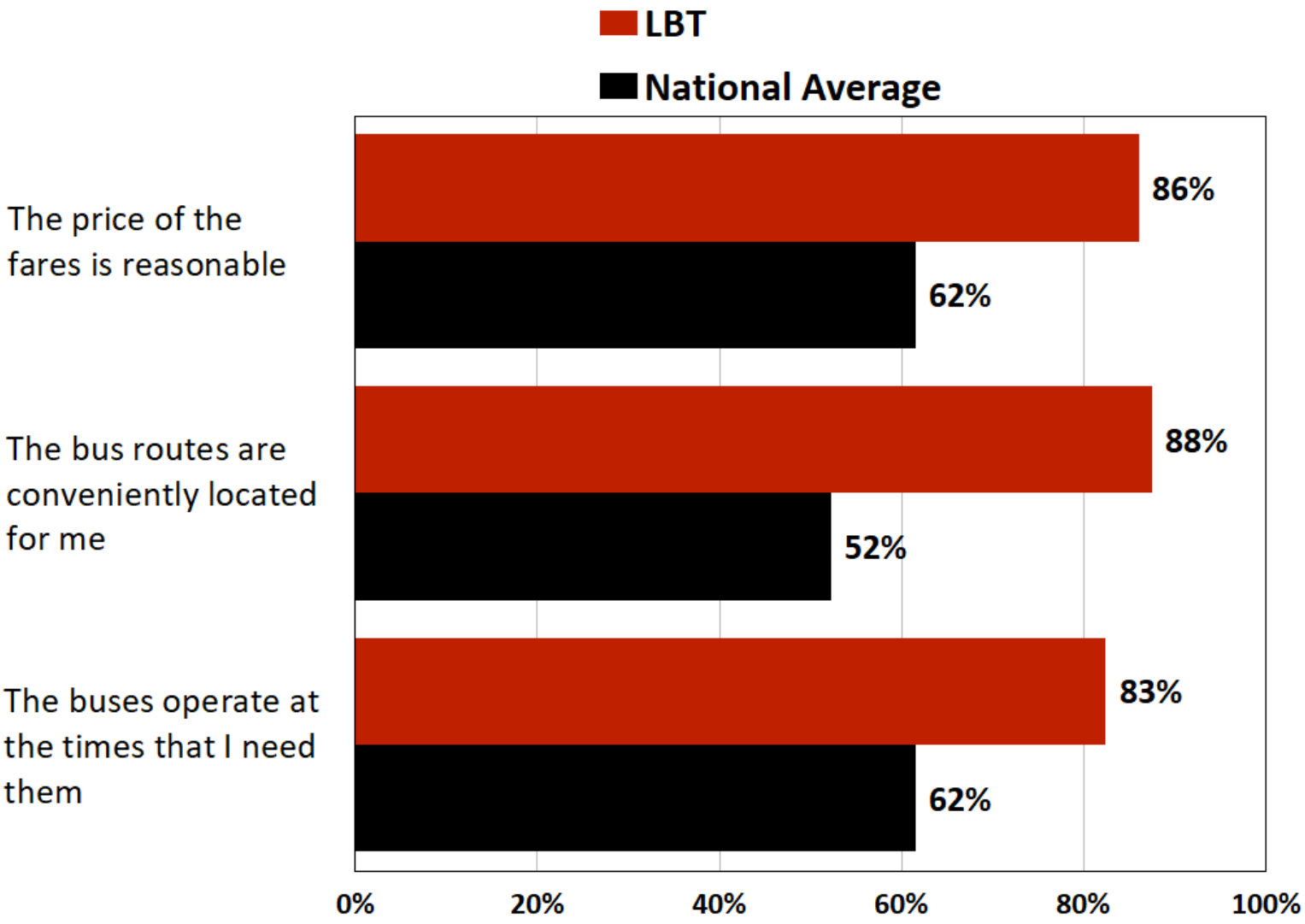
How much do you agree with the following statements about LBT?

by percentage of respondents who selected “Strongly Agree" or "Agree" (excluding "not provided”)



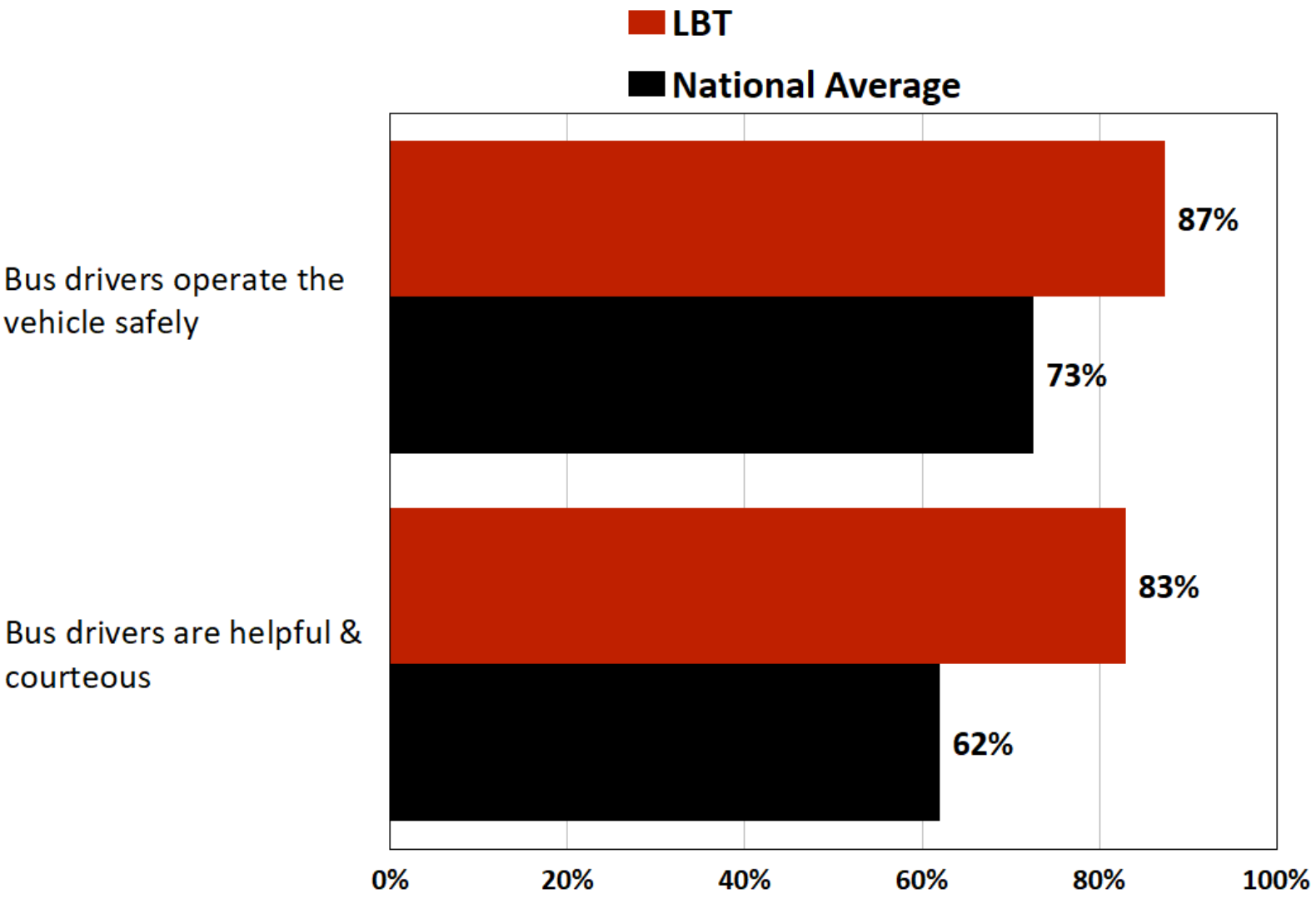
How much do you agree with the following statements about LBT?

by percentage of respondents who selected “Strongly Agree" or "Agree" (excluding "not provided”)



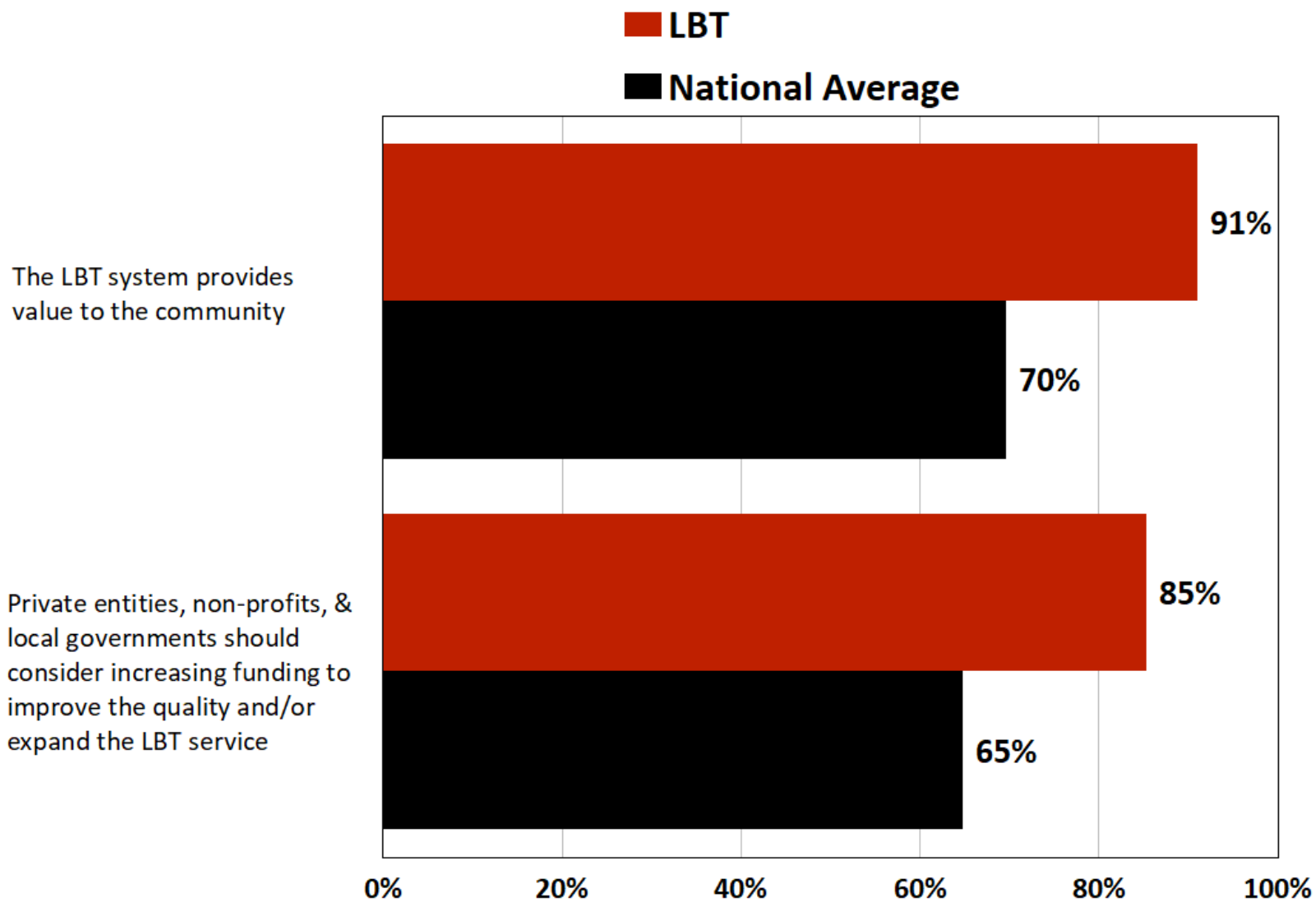
How much do you agree with the following statements about LBT?

by percentage of respondents who selected “Strongly Agree" or "Agree" (excluding "not provided”)



How much do you agree with the following statements about LBT?

by percentage of respondents who selected “Strongly Agree" or "Agree" (excluding "not provided”)





4 Tabular Data

Q1. Is LBT your only option for travel to/from the destination you were traveling to when you received the survey invitation?

Q1. Is LBT your only option for travel to/from the destination you were traveling to	Number	Percent
Yes	348	69.5 %
No	145	28.9 %
Not provided	8	1.6 %
Total	501	100.0 %

WITHOUT NOT PROVIDED

Q1. Is LBT your only option for travel to/from the destination you were traveling to when you received the survey invitation? (without "not provided")

Q1. Is LBT your only option for travel to/from the destination you were traveling to	Number	Percent
Yes	348	70.6 %
No	145	29.4 %
Total	493	100.0 %

Q2. If you do have other options (such as walking, getting a ride, or driving a car), what is the #1 reason you choose to use LBT services?

Q2. Top 1 reason you choose to use LBT services if you have other options	Number	Percent
The bus comes so often it's just as convenient as walking or driving	72	49.7 %
It's better for the environment	12	8.3 %
I want to save money on gas/parking/other car expenses	41	28.3 %
I can work or read on the bus/train	7	4.8 %
I want to be able to drink/have fun without worrying about driving	3	2.1 %
I want to support public transportation	10	6.9 %
Total	145	100.0 %

Q3. How often do you use LBT services?

Q3. How often do you use LBT services	Number	Percent
Once a month or less	35	7.0 %
2-3 times per month	35	7.0 %
1-2 days per week	62	12.4 %
3-4 days per week	106	21.2 %
5+ days per week	250	49.9 %
Not provided	13	2.6 %
Total	501	100.0 %

WITHOUT NOT PROVIDED

Q3. How often do you use LBT services? (without "not provided")

Q3. How often do you use LBT services	Number	Percent
Once a month or less	35	7.2 %
2-3 times per month	35	7.2 %
1-2 days per week	62	12.7 %
3-4 days per week	106	21.7 %
5+ days per week	250	51.2 %
Total	488	100.0 %

Q4. For what primary purpose do you ride LBT buses most frequently?

Q4. For what primary purpose do you ride LBT buses most frequently	Number	Percent
Work	222	44.3 %
School	100	20.0 %
Medical appointments	50	10.0 %
Leisure/social/recreation	32	6.4 %
Shopping/groceries/errands	59	11.8 %
Church/religious activities	9	1.8 %
Other	26	5.2 %
Not provided	3	0.6 %
Total	501	100.0 %

WITHOUT NOT PROVIDED

Q4. For what primary purpose do you ride LBT buses most frequently? (without "not provided")

Q4. For what primary purpose do you ride LBT buses most frequently	Number	Percent
Work	222	44.6 %
School	100	20.1 %
Medical appointments	50	10.0 %
Leisure/social/recreation	32	6.4 %
Shopping/groceries/errands	59	11.8 %
Church/religious activities	9	1.8 %
Other	26	5.2 %
Total	498	100.0 %

Q4-7. Other:

Q4-7. Other	Number	Percent
All of the above	7	28.0 %
Everything	5	20.0 %
Gym	2	8.0 %
Shopping	1	4.0 %
Getting around	1	4.0 %
Car and shop	1	4.0 %
Auto repairs	1	4.0 %
Personal meetings	1	4.0 %
Nursing home visit	1	4.0 %
Visiting family	1	4.0 %
Family	1	4.0 %
To go to LAX	1	4.0 %
Different reasons	1	4.0 %
Movies	1	4.0 %
Total	25	100.0 %

Q5. Will/did you make a transfer to another Bus service (such as LA Metro) or vehicle on this trip?

Q5. Will/did you make a transfer to another Bus service or vehicle on this trip	Number	Percent
Yes	243	48.5 %
No	236	47.1 %
Not provided	22	4.4 %
Total	501	100.0 %

WITHOUT NOT PROVIDED

Q5. Will/did you make a transfer to another Bus service (such as LA Metro) or vehicle on this trip? (without "not provided")

Q5. Will/did you make a transfer to another Bus service or vehicle on this trip	Number	Percent
Yes	243	50.7 %
No	236	49.3 %
Total	479	100.0 %

Q6. How many transfers to other LBT buses did/will you use to complete this trip?

Q6. How many transfers to other LBT buses did/ will you use to complete this trip	Number	Percent
1	136	27.1 %
2	165	32.9 %
3	64	12.8 %
4	18	3.6 %
5+	17	3.4 %
Not provided	101	20.2 %
Total	501	100.0 %

WITHOUT NOT PROVIDED

Q6. How many transfers to other LBT buses did/will you use to complete this trip? (without "not provided")

Q6. How many transfers to other LBT buses did/ will you use to complete this trip	Number	Percent
1	136	34.0 %
2	165	41.3 %
3	64	16.0 %
4	18	4.5 %
5+	17	4.3 %
Total	400	100.0 %

Q7. If transit service were not available, how would you make this kind of trip?

Q7. How would you make this kind of trip if transit service were not available	Number	Percent
Drive alone	38	7.6 %
Walk	127	25.3 %
Get a ride	93	18.6 %
Carpool	23	4.6 %
Other	17	3.4 %
Taxi or rideshare (Uber, Lyft, etc.)	99	19.8 %
Bicycle or scooter	40	8.0 %
I would not make the trip	55	11.0 %
Not provided	9	1.8 %
Total	501	100.0 %

WITHOUT NOT PROVIDED

Q7. If transit service were not available, how would you make this kind of trip? (without "not provided")

Q7. How would you make this kind of trip if transit service were not available	Number	Percent
Drive alone	38	7.7 %
Walk	127	25.8 %
Get a ride	93	18.9 %
Carpool	23	4.7 %
Other	17	3.5 %
Taxi or rideshare (Uber, Lyft, etc.)	99	20.1 %
Bicycle or scooter	40	8.1 %
I would not make the trip	55	11.2 %
Total	492	100.0 %

Q8. Please indicate your level of agreement with each statement:

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q8-1. I feel LBT has provided adequate information about their services	50.9%	24.2%	15.0%	2.2%	1.4%	6.4%
Q8-2. Overall, LBT's communications materials & information about services & schedules are of a high quality	46.3%	24.2%	16.8%	3.4%	1.8%	7.6%
Q8-3. If LBT experiences service disruptions, I am adequately informed	34.5%	23.0%	20.4%	9.8%	4.8%	7.6%
Q8-4. It is easy to find out if the buses are running on schedule	45.7%	21.2%	14.6%	6.8%	4.0%	7.8%
Q8-5. Information about route schedules & maps is accurate	49.1%	23.0%	14.0%	3.6%	1.8%	8.6%
Q8-6. Information about route schedules & maps is easily available	51.5%	22.6%	14.2%	2.0%	2.8%	7.0%
Q8-7. I feel informed about scheduled service changes	39.7%	21.4%	19.4%	8.8%	3.6%	7.2%

WITHOUT DON'T KNOW

Q8. Please indicate your level of agreement with each statement: (without "don't know")

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q8-1. I feel LBT has provided adequate information about their services	54.4%	25.8%	16.0%	2.3%	1.5%
Q8-2. Overall, LBT's communications materials & information about services & schedules are of a high quality	50.1%	26.1%	18.1%	3.7%	1.9%
Q8-3. If LBT experiences service disruptions, I am adequately informed	37.4%	24.8%	22.0%	10.6%	5.2%
Q8-4. It is easy to find out if the buses are running on schedule	49.6%	22.9%	15.8%	7.4%	4.3%
Q8-5. Information about route schedules & maps is accurate	53.7%	25.1%	15.3%	3.9%	2.0%
Q8-6. Information about route schedules & maps is easily available	55.4%	24.2%	15.2%	2.1%	3.0%
Q8-7. I feel informed about scheduled service changes	42.8%	23.0%	20.9%	9.5%	3.9%

Q9. Do you own a cell phone with internet access?

Q9. Do you own a cell phone with internet access	Number	Percent
Yes	458	91.4 %
No	22	4.4 %
Not provided	21	4.2 %
Total	501	100.0 %

WITHOUT NOT PROVIDED

Q9. Do you own a cell phone with internet access? (without "not provided")

Q9. Do you own a cell phone with internet access	Number	Percent
Yes	458	95.4 %
No	22	4.6 %
Total	480	100.0 %

Q10. What is your preferred way to plan your trips on LBT?

Q10. What is your preferred way to plan your trips on LBT	Number	Percent
LBT's website	46	9.2 %
Apple maps	83	16.6 %
Google maps	218	43.5 %
Customer call center	41	8.2 %
Other (Moovit/Transit/etc.)	93	18.6 %
Not provided	20	4.0 %
Total	501	100.0 %

WITHOUT NOT PROVIDED

Q10. What is your preferred way to plan your trips on LBT? (without "not provided")

Q10. What is your preferred way to plan your trips on LBT	Number	Percent
LBT's website	46	9.6 %
Apple maps	83	17.3 %
Google maps	218	45.3 %
Customer call center	41	8.5 %
Other (Moovit/Transit/etc.)	93	19.3 %
Total	481	100.0 %

Q11. Please indicate your level of agreement with the statement: "LBT provides useful content on social media."

Q11. LBT provides useful content on social media	Number	Percent
Strongly disagree	51	10.2 %
Disagree	11	2.2 %
Neutral	75	15.0 %
Agree	107	21.4 %
Strongly agree	16	3.2 %
I don't use social media	60	12.0 %
I use social media, but I don't follow/engage with LBT on social media	156	31.1 %
Not provided	25	5.0 %
Total	501	100.0 %

WITHOUT NOT PROVIDED

Q11. Please indicate your level of agreement with the statement: "LBT provides useful content on social media." (without "not provided")

Q11. LBT provides useful content on social media	Number	Percent
Strongly disagree	51	10.7 %
Disagree	11	2.3 %
Neutral	75	15.8 %
Agree	107	22.5 %
Strongly agree	16	3.4 %
I don't use social media	60	12.6 %
I use social media, but I don't follow/engage with LBT on social media	156	32.8 %
Total	476	100.0 %

Q12. Have you contacted LBT's customer service with a question, concern, or complaint in the last 3 months?

Q12. Have you contacted LBT's customer service with a question, concern, or complaint in last 3 months	Number	Percent
Yes	113	22.6 %
No	371	74.1 %
Not provided	17	3.4 %
Total	501	100.0 %

WITHOUT NOT PROVIDED

Q12. Have you contacted LBT's customer service with a question, concern, or complaint in the last 3 months? (without "not provided")

Q12. Have you contacted LBT's customer service with a question, concern, or complaint in last 3 months	Number	Percent
Yes	113	23.3 %
No	371	76.7 %
Total	484	100.0 %

Q13. What method do you use to contact LBT's customer service?

Q13. What method do you use to contact LBT's customer service	Number	Percent
Phone	85	75.2 %
Email/website	6	5.3 %
Social media	5	4.4 %
In person	13	11.5 %
Not provided	4	3.5 %
Total	113	100.0 %

WITHOUT NOT PROVIDED

Q13. What method do you use to contact LBT's customer service? (without "not provided")

Q13. What method do you use to contact LBT's customer service	Number	Percent
Phone	85	78.0 %
Email/website	6	5.5 %
Social media	5	4.6 %
In person	13	11.9 %
Total	109	100.0 %

Q14(1,2). Please indicate your level of agreement with the following statements.

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q14-1. My question, concern, or complaint was resolved	49.6%	16.8%	10.6%	7.1%	5.3%	10.6%
Q14-2. LBT's customer service representatives are courteous	60.2%	12.4%	12.4%	0.0%	1.8%	13.3%

WITHOUT NOT PROVIDED

Q14(1,2). Please indicate your level of agreement with the following statements. (without "don't know")

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q14-1. My question, concern, or complaint was resolved	55.4%	18.8%	11.9%	7.9%	5.9%
Q14-2. LBT's customer service representatives are courteous	69.4%	14.3%	14.3%	0.0%	2.0%

Q14-1a. (if answered 5 or 4 to Question 14-1) Please indicate your level of agreement with the statement: "The resolution was provided in a timely fashion."

	Strongly agree	Agree	Neutral	Disagree	Don't know
Q14-1a. The resolution was provided in a timely fashion	66.7%	24.0%	6.7%	1.3%	1.3%

WITHOUT DON'T KNOW

Q14-1a. (if answered 5 or 4 to Question 14-1) Please indicate your level of agreement with the statement: "The resolution was provided in a timely fashion." (without "don't know")

	Strongly agree	Agree	Neutral	Disagree
Q14-1a. The resolution was provided in a timely fashion	67.6%	24.3%	6.8%	1.4%

Q15. Please rate your overall satisfaction with LBT's service.

Q15. Your overall satisfaction with LBT's service	Number	Percent
Very satisfied	228	45.5 %
Satisfied	192	38.3 %
Neutral	47	9.4 %
Dissatisfied	9	1.8 %
Very dissatisfied	10	2.0 %
Not provided	15	3.0 %
Total	501	100.0 %

WITHOUT NOT PROVIDED

Q15. Please rate your overall satisfaction with LBT's service. (without "not provided")

Q15. Your overall satisfaction with LBT's service	Number	Percent
Very satisfied	228	46.9 %
Satisfied	192	39.5 %
Neutral	47	9.7 %
Dissatisfied	9	1.9 %
Very dissatisfied	10	2.1 %
Total	486	100.0 %

Q16. In the past year, my satisfaction with LBT has:

Q16. What has your satisfaction with LBT's service in past year become	Number	Percent
Increased	167	33.3 %
Stayed about the same	271	54.1 %
Decreased	19	3.8 %
I don't know	44	8.8 %
Total	501	100.0 %

WITHOUT DON'T KNOW

Q16. In the past year, my satisfaction with LBT has: (without "don't know")

Q16. What has your satisfaction with LBT's service in past year become	Number	Percent
Increased	167	36.5 %
Stayed about the same	271	59.3 %
Decreased	19	4.2 %
Total	457	100.0 %

Q17. On a scale of 0-10, with 10 indicating "Very Likely," and 0 indicating "Not at all Likely," how likely are you to recommend riding an LBT bus to a friend or neighbor?

	Very likely	9	8	7	6	5	4	3	2	1	Not at all likely	Not provided
Q17. How likely are you to recommend riding an LBT bus to a friend or neighbor	44.9%	12.4%	13.2%	6.8%	3.8%	5.2%	1.0%	0.6%	0.6%	0.4%	0.8%	10.4%

WITHOUT NOT PROVIDED

Q17. On a scale of 0-10, with 10 indicating "Very Likely," and 0 indicating "Not at all Likely," how likely are you to recommend riding an LBT bus to a friend or neighbor? (without "not provided")

	Very likely	9	8	7	6	5	4	3	2	1	Not at all likely
Q17. How likely are you to recommend riding an LBT bus to a friend or neighbor	50.1%	13.8%	14.7%	7.6%	4.2%	5.8%	1.1%	0.7%	0.7%	0.4%	0.9%

Q18. How many minutes do you feel is acceptable for a bus to arrive beyond its scheduled time?

Q18. How many minutes is acceptable for a bus to arrive beyond its scheduled time	Number	Percent
0-5	167	33.3 %
6-10	94	18.8 %
11-15	40	8.0 %
16+	59	11.8 %
Not provided	141	28.1 %
Total	501	100.0 %

WITHOUT NOT PROVIDED

Q18. How many minutes do you feel is acceptable for a bus to arrive beyond its scheduled time? (without "not provided")

Q18. How many minutes is acceptable for a bus to arrive beyond its scheduled time	Number	Percent
0-5	167	46.4 %
6-10	94	26.1 %
11-15	40	11.1 %
16+	59	16.4 %
Total	360	100.0 %

Q19. CUSTOMER IMPRESSION. Please indicate your level of agreement with the following statements:

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q19-1. The bus usually runs on time	37.9%	31.3%	16.4%	5.0%	2.0%	7.4%
Q19-2. I feel buses are mechanically safe	49.7%	30.1%	8.2%	2.2%	1.0%	8.8%
Q19-3. I feel safe from crime & harassment while on the bus	35.9%	23.6%	20.4%	8.0%	3.2%	9.0%
Q19-4. I feel safe from crime & harassment while waiting for the bus	30.9%	23.4%	20.4%	8.8%	5.6%	11.0%
Q19-5. The frequency of service (how often the buses come) is satisfactory	38.7%	30.1%	14.4%	4.8%	2.2%	9.8%
Q19-6. The bus gets me to my destination in a reasonable amount of time	46.1%	31.1%	9.6%	2.0%	1.6%	9.6%
Q19-7. The bus routes are conveniently located for me	51.5%	27.5%	9.0%	1.6%	0.8%	9.6%
Q19-8. The buses operate on the days that I need them	52.7%	29.5%	5.4%	1.8%	1.0%	9.6%
Q19-9. The buses operate at the times that I need them	47.3%	27.3%	10.2%	4.2%	1.4%	9.6%
Q19-10. The bus is clean	41.1%	26.3%	15.6%	5.0%	2.4%	9.6%
Q19-11. The bus stop is/was clean	33.7%	24.6%	19.4%	8.4%	4.2%	9.8%
Q19-12. Bus drivers operate the vehicle safely	50.3%	27.3%	8.6%	2.6%	1.0%	10.2%
Q19-13. Bus drivers are helpful & courteous	48.7%	26.1%	11.2%	3.4%	1.2%	9.4%

Q19. CUSTOMER IMPRESSION. Please indicate your level of agreement with the following statements:

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q19-14. The price of the fares is reasonable	53.5%	24.4%	8.8%	2.6%	1.2%	9.6%
Q19-15. The LBT system provides value to the community	55.3%	25.7%	8.2%	0.4%	0.6%	9.8%
Q19-16. LBT provides access to key public service destinations	54.1%	26.1%	7.4%	0.4%	0.6%	11.4%
Q19-17. Private entities, non-profits, & local governments should consider increasing funding to improve the quality and/or expand the LBT service	53.7%	21.4%	8.8%	1.6%	2.6%	12.0%

WITHOUT DON'T KNOW

Q19. CUSTOMER IMPRESSION. Please indicate your level of agreement with the following statements: (without "don't know")

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q19-1. The bus usually runs on time	40.9%	33.8%	17.7%	5.4%	2.2%
Q19-2. I feel buses are mechanically safe	54.5%	33.0%	9.0%	2.4%	1.1%
Q19-3. I feel safe from crime & harassment while on the bus	39.5%	25.9%	22.4%	8.8%	3.5%
Q19-4. I feel safe from crime & harassment while waiting for the bus	34.8%	26.2%	22.9%	9.9%	6.3%
Q19-5. The frequency of service (how often the buses come) is satisfactory	42.9%	33.4%	15.9%	5.3%	2.4%
Q19-6. The bus gets me to my destination in a reasonable amount of time	51.0%	34.4%	10.6%	2.2%	1.8%
Q19-7. The bus routes are conveniently located for me	57.0%	30.5%	9.9%	1.8%	0.9%
Q19-8. The buses operate on the days that I need them	58.3%	32.7%	6.0%	2.0%	1.1%
Q19-9. The buses operate at the times that I need them	52.3%	30.2%	11.3%	4.6%	1.5%
Q19-10. The bus is clean	45.5%	29.1%	17.2%	5.5%	2.6%
Q19-11. The bus stop is/ was clean	37.4%	27.2%	21.5%	9.3%	4.6%
Q19-12. Bus drivers operate the vehicle safely	56.0%	30.4%	9.6%	2.9%	1.1%

WITHOUT NOT PROVIDED

Q19. CUSTOMER IMPRESSION. Please indicate your level of agreement with the following statements: (without "don't know")

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q19-13. Bus drivers are helpful & courteous	53.7%	28.9%	12.3%	3.7%	1.3%
Q19-14. The price of the fares is reasonable	59.2%	26.9%	9.7%	2.9%	1.3%
Q19-15. The LBT system provides value to the community	61.3%	28.5%	9.1%	0.4%	0.7%
Q19-16. LBT provides access to key public service destinations	61.0%	29.5%	8.3%	0.5%	0.7%
Q19-17. Private entities, non-profits, & local governments should consider increasing funding to improve the quality and/or expand the LBT service	61.0%	24.3%	10.0%	1.8%	2.9%

Q20. Which THREE of the items listed in Question 19 do you think are the MOST IMPORTANT for you as a user of public transportation?

Q20. Top choice	Number	Percent
The bus usually runs on time	118	23.6 %
I feel buses are mechanically safe	22	4.4 %
I feel safe from crime & harassment while on the bus	63	12.6 %
I feel safe from crime & harassment while waiting for the bus	11	2.2 %
The frequency of service (how often the buses come) is satisfactory	16	3.2 %
The bus gets me to my destination in a reasonable amount of time	15	3.0 %
The bus routes are conveniently located for me	8	1.6 %
The buses operate on the days that I need them	7	1.4 %
The buses operate at the times that I need them	11	2.2 %
The bus is clean	31	6.2 %
The bus stop is/was clean	11	2.2 %
Bus drivers operate the vehicle safely	6	1.2 %
Bus drivers are helpful & courteous	8	1.6 %
The price of the fares is reasonable	8	1.6 %
The LBT system provides value to the community	5	1.0 %
LBT provides access to key public service destinations	1	0.2 %
Private entities, non-profits, & local governments should consider increasing funding to improve the quality and/or expand the LBT service	10	2.0 %
None chosen	150	29.9 %
Total	501	100.0 %

Q20. Which THREE of the items listed in Question 19 do you think are the MOST IMPORTANT for you as a user of public transportation?

Q20. 2nd choice	Number	Percent
The bus usually runs on time	38	7.6 %
I feel buses are mechanically safe	22	4.4 %
I feel safe from crime & harassment while on the bus	42	8.4 %
I feel safe from crime & harassment while waiting for the bus	34	6.8 %
The frequency of service (how often the buses come) is satisfactory	22	4.4 %
The bus gets me to my destination in a reasonable amount of time	21	4.2 %
The bus routes are conveniently located for me	12	2.4 %
The buses operate on the days that I need them	8	1.6 %
The buses operate at the times that I need them	9	1.8 %
The bus is clean	30	6.0 %
The bus stop is/was clean	9	1.8 %
Bus drivers operate the vehicle safely	27	5.4 %
Bus drivers are helpful & courteous	11	2.2 %
The price of the fares is reasonable	13	2.6 %
The LBT system provides value to the community	3	0.6 %
LBT provides access to key public service destinations	4	0.8 %
Private entities, non-profits, & local governments should consider increasing funding to improve the quality and/or expand the LBT service	7	1.4 %
None chosen	189	37.7 %
Total	501	100.0 %

Q20. Which THREE of the items listed in Question 19 do you think are the MOST IMPORTANT for you as a user of public transportation?

Q20. 3rd choice	Number	Percent
The bus usually runs on time	29	5.8 %
I feel buses are mechanically safe	5	1.0 %
I feel safe from crime & harassment while on the bus	24	4.8 %
I feel safe from crime & harassment while waiting for the bus	25	5.0 %
The frequency of service (how often the buses come) is satisfactory	14	2.8 %
The bus gets me to my destination in a reasonable amount of time	32	6.4 %
The bus routes are conveniently located for me	9	1.8 %
The buses operate on the days that I need them	8	1.6 %
The buses operate at the times that I need them	21	4.2 %
The bus is clean	37	7.4 %
The bus stop is/was clean	6	1.2 %
Bus drivers operate the vehicle safely	22	4.4 %
Bus drivers are helpful & courteous	17	3.4 %
The price of the fares is reasonable	30	6.0 %
The LBT system provides value to the community	2	0.4 %
LBT provides access to key public service destinations	5	1.0 %
Private entities, non-profits, & local governments should consider increasing funding to improve the quality and/or expand the LBT service	14	2.8 %
None chosen	201	40.1 %
Total	501	100.0 %

Q20. Which THREE of the items listed in Question 19 do you think are the MOST IMPORTANT for you as a user of public transportation? (top 3)

Q20. Top choice	Number	Percent
The bus usually runs on time	185	36.9 %
I feel buses are mechanically safe	49	9.8 %
I feel safe from crime & harassment while on the bus	129	25.7 %
I feel safe from crime & harassment while waiting for the bus	70	14.0 %
The frequency of service (how often the buses come) is satisfactory	52	10.4 %
The bus gets me to my destination in a reasonable amount of time	68	13.6 %
The bus routes are conveniently located for me	29	5.8 %
The buses operate on the days that I need them	23	4.6 %
The buses operate at the times that I need them	41	8.2 %
The bus is clean	98	19.6 %
The bus stop is/was clean	26	5.2 %
Bus drivers operate the vehicle safely	55	11.0 %
Bus drivers are helpful & courteous	36	7.2 %
The price of the fares is reasonable	51	10.2 %
The LBT system provides value to the community	10	2.0 %
LBT provides access to key public service destinations	10	2.0 %
Private entities, non-profits, & local governments should consider increasing funding to improve the quality and/or expand the LBT service	31	6.2 %
None chosen	150	29.9 %
Total	1113	

Q21. What are the top TWO most important changes LBT could make to enhance your customer experience?

Q21. Top choice	Number	Percent
More frequent	171	34.1 %
Longer hours of operation	81	16.2 %
Travel to more destinations	45	9.0 %
Lower fares	39	7.8 %
Better security onboard	34	6.8 %
Better security at stops	20	4.0 %
Cleaner buses	16	3.2 %
Cleaner bus stops	10	2.0 %
More bus stop amenities	5	1.0 %
None chosen	80	16.0 %
Total	501	100.0 %

Q21. What are the top TWO most important changes LBT could make to enhance your customer experience?

Q21. 2nd choice	Number	Percent
More frequent	20	4.0 %
Longer hours of operation	56	11.2 %
Travel to more destinations	53	10.6 %
Lower fares	49	9.8 %
Better security onboard	40	8.0 %
Better security at stops	41	8.2 %
Cleaner buses	33	6.6 %
Cleaner bus stops	30	6.0 %
More bus stop amenities	17	3.4 %
None chosen	162	32.3 %
Total	501	100.0 %

Q21. What are the top TWO most important changes LBT could make to enhance your customer experience? (top 2)

Q21. Top choice	Number	Percent
More frequent	191	38.1 %
Longer hours of operation	137	27.3 %
Travel to more destinations	98	19.6 %
Lower fares	88	17.6 %
Better security onboard	74	14.8 %
Better security at stops	61	12.2 %
Cleaner buses	49	9.8 %
Cleaner bus stops	40	8.0 %
More bus stop amenities	22	4.4 %
None chosen	80	16.0 %
Total	840	

Q22. What is your age?

Q22. Your age	Number	Percent
Less than 18	46	9.2 %
18-29	156	31.1 %
30-39	87	17.4 %
40-49	56	11.2 %
50-64	77	15.4 %
65+	43	8.6 %
Prefer not to say	36	7.2 %
Total	501	100.0 %

WITHOUT PREFER NOT TO SAY

Q22. What is your age? (without "prefer not to say")

Q22. Your age	Number	Percent
Less than 18	46	9.9 %
18-29	156	33.5 %
30-39	87	18.7 %
40-49	56	12.0 %
50-64	77	16.6 %
65+	43	9.2 %
Total	465	100.0 %

Q23. What is your gender?

Q23. Your gender	Number	Percent
Male	231	46.1 %
Female	222	44.3 %
Non-Binary	5	1.0 %
Other	2	0.4 %
Prefer not to say	41	8.2 %
Total	501	100.0 %

WITHOUT PERFER NOT TO SAY

Q23. What is your gender? (without "prefer not to say")

Q23. Your gender	Number	Percent
Male	231	50.2 %
Female	222	48.3 %
Non-Binary	5	1.1 %
Other	2	0.4 %
Total	460	100.0 %

Q23-4. Self-describe your gender:

Q23-4. Self-describe your gender	Number	Percent
Asexual	1	50.0 %
Gender fluid	1	50.0 %
Total	2	100.0 %

Q24. What is your race/ethnicity?

Q24. Your race/ethnicity	Number	Percent
Asian or Asian Indian	50	10.0 %
Black or African American	129	25.7 %
American Indian or Alaskan Native	14	2.8 %
White or Caucasian	71	14.2 %
Native Hawaiian or other Pacific Islander	14	2.8 %
Hispanic, Spanish, or Latino/a/x	224	44.7 %
Other	4	0.8 %
Total	506	

Q24-7. Self-describe your race/ethnicity:

Q24-7. Self-describe your race/ethnicity	Number	Percent
Mixed	1	33.3 %
More than one race	1	33.3 %
Bi-racial	1	33.3 %
Total	3	100.0 %

Q25. What is the language spoken in your home most often?

Q25. Language spoken in your home most often	Number	Percent
English	351	70.1 %
Spanish	116	23.2 %
Khmer	1	0.2 %
Tagalog	5	1.0 %
Other	3	0.6 %
Not provided	25	5.0 %
Total	501	100.0 %

WITHOUT NOT PROVIDED

Q25. What is the language spoken in your home most often? (without "not provided")

Q25. Language spoken in your home most often	Number	Percent
English	351	73.7 %
Spanish	116	24.4 %
Khmer	1	0.2 %
Tagalog	5	1.1 %
Other	3	0.6 %
Total	476	100.0 %

Q25-5. Other:

Q25-5. Other	Number	Percent
Japanese	1	33.3 %
Portuguese	1	33.3 %
Korean	1	33.3 %
Total	3	100.0 %

Q26. How well do you read English?

Q26. How well do you read English	Number	Percent
Very well	375	74.9 %
Well	31	6.2 %
Not well	26	5.2 %
Not at all	15	3.0 %
Not provided	54	10.8 %
Total	501	100.0 %

WITHOUT NOT PROVIDED

Q26. How well do you read English? (without "not provided")

Q26. How well do you read English	Number	Percent
Very well	375	83.9 %
Well	31	6.9 %
Not well	26	5.8 %
Not at all	15	3.4 %
Total	447	100.0 %

Q27. How well do you understand English?

Q27. How well do you understand English	Number	Percent
Very well	381	76.0 %
Well	27	5.4 %
Not well	26	5.2 %
Not at all	11	2.2 %
Not provided	56	11.2 %
Total	501	100.0 %

WITHOUT NOT PROVIDED

Q27. How well do you understand English? (without "not provided")

Q27. How well do you understand English	Number	Percent
Very well	381	85.6 %
Well	27	6.1 %
Not well	26	5.8 %
Not at all	11	2.5 %
Total	445	100.0 %

Q28. Do you consider yourself to have any disabilities (physical or mental impairments that substantially limits one or more major life activity)?

Q28. Do you consider yourself to have any disabilities	Number	Percent
Yes	84	16.8 %
No	295	58.9 %
Prefer not to say	122	24.4 %
Total	501	100.0 %

WITHOUT PERFER NOT TO SAY

Q28. Do you consider yourself to have any disabilities (physical or mental impairments that substantially limits one or more major life activity)? (without "prefer not to say")

Q28. Do you consider yourself to have any disabilities	Number	Percent
Yes	84	22.2 %
No	295	77.8 %
Total	379	100.0 %

Q29. Please select the range that includes your household annual income level:

Q29. Your household annual income level	Number	Percent
Less than $25K	178	35.5 %
$25K-$49,999	90	18.0 %
$50K-$74,999	50	10.0 %
$75K+	19	3.8 %
Prefer not to say	164	32.7 %
Total	501	100.0 %

WITHOUT PREFER NOT TO SAY

Q29. Please select the range that includes your household annual income level: (without "prefer not to say")

Q29. Your household annual income level	Number	Percent
Less than $25K	178	52.8 %
$25K-$49,999	90	26.7 %
$50K-$74,999	50	14.8 %
$75K+	19	5.6 %
Total	337	100.0 %

Q30. Including yourself, how many people live in your household?

Q30. How many people live in your household	Number	Percent
1	109	21.8 %
2	96	19.2 %
3	70	14.0 %
4	61	12.2 %
5	57	11.4 %
6+	43	8.6 %
Not provided	65	13.0 %
Total	501	100.0 %

WITHOUT NOT PROVIDED

Q30. Including yourself, how many people live in your household? (without "not provided")

Q30. How many people live in your household	Number	Percent
1	109	25.0 %
2	96	22.0 %
3	70	16.1 %
4	61	14.0 %
5	57	13.1 %
6+	43	9.9 %
Total	436	100.0 %

5 Survey Instrument

SUPERVISOR ONLY

Date: _____ **Route**:

6-9a 9a-1p 1-4p 4-7p After 7p

Long Beach Transit Customer Experience Survey

As a token of appreciation, you will be offered a chance to win 1 of 4 $150 VISA gift cards at the end of the survey.

1. Is LBT your only option for travel to/from the destination you were traveling to when you received the survey invitation?
____(1) Yes *[SKIP TO Q3.]* ____(2) No

2. If you do have other options (such as walking, getting a ride, or driving a car), what is the #1 reason you choose to use LBT services? *[Select one.]*
____(1) The bus comes so often it's just as convenient as walking or driving
____(2) It's better for the environment
____(3) I want to save money on gas/parking/other car expenses
____(4) I can work or read on the bus/train
____(5) I want to be able to drink/have fun without worrying about driving
____(6) I want to support public transportation

3. How often do you use LBT services?
____(1) Once a month or less ____(3) 1-2 days per week ____(5) 5+ days per week
____(2) 2-3 times per month ____(4) 3-4 days per week

4. For what primary purpose do you ride LBT buses most frequently? *[Select one.]*
____(1) Work ____(4) Leisure/social/recreation ____(7) Other (please specify):
____(2) School ____(5) Shopping/groceries/errands _____
____(3) Medical Appointments ____(6) Church/religious activities

5. Will/did you make a transfer to another Bus service (such as LA Metro) or vehicle on this trip? ____(1) Yes ____(2) No

6. How many transfers to other LBT buses did/will you use to complete this trip? Please count the number of routes you rode/will ride if you did/will make a transfer. Number of routes: _____

7. If transit service were not available, how would you make this kind of trip? *[Select one.]*
____(1) Drive alone ____(4) Carpool ____(7) Bicycle or scooter
____(2) Walk ____(5) Other ____(8) I would not make the trip
____(3) Get a ride ____(6) Taxi or rideshare (Uber, Lyft, etc.)

8.	Please indicate your level of agreement with each statement.	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	I feel LBT has provided adequate information about their services	5	4	3	2	1	9
2.	Overall, LBT's communications materials and information about services and schedules are of a high quality	5	4	3	2	1	9
3.	If LBT experiences service disruptions, I am adequately informed	5	4	3	2	1	9
4.	It is easy to find out if the buses are running on schedule	5	4	3	2	1	9
5.	Information about route schedules and maps is accurate	5	4	3	2	1	9
6.	Information about route schedules and maps is easily available	5	4	3	2	1	9
7.	I feel informed about scheduled service changes	5	4	3	2	1	9

9. Do you own a cell phone with internet access? ____(1) Yes ____(2) No

10. What is your preferred way to plan your trips on LBT?
____(1) LBT's web site ____(3) Google maps ____(5) Other (Moovit/Transit/etc)
____(2) Apple maps ____(4) Customer call center

11. LBT provides useful content on social media.
____(1) Strongly disagree ____(4) Agree ____(7) I use social media, but I don't follow/engage with LBT on social media
____(2) Disagree ____(5) Strongly agree
____(3) Neutral ____(6) I don't use social media

12. Have you contacted LBT's customer service with a question, concern, or complaint in the last 3 months?
____(1) Yes ____(2) No *[SKIP TO Q15.]*

13. What method do you use to contact LBT's customer service?
____(1) Phone ____(2) Email/website ____(3) Social media ____(4) In person

14.	Please indicate your level of agreement with the following statements.	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	My question, concern, or complaint was resolved	5	4	3	2	1	9
1a.	(if 5 or 4 on Q14-1) The resolution was provided in a timely fashion	5	4	3	2	1	9
2.	LBT's customer service representatives are courteous	5	4	3	2	1	9

For the next set of questions, think about all of your experiences using LBT's services.

15. Please rate your overall satisfaction with LBT's service.
____(5) Very satisfied ____(4) Satisfied ____(3) Neutral ____(2) Dissatisfied ____(1) Very dissatisfied

16. In the past year, my satisfaction with LBT has:

____(3) Increased ____(2) Stayed about the same ____(1) Decreased ____(9) I don't know

17. On a scale of 0-10, with 10 indicating "Very Likely," and 0 indicating "Not at all Likely," how likely are you to recommend riding an LBT bus to a friend or neighbor?

Very Likely											Not at all Likely
10	9	8	7	6	5	4	3	2	1	1	0

18. How many minutes do you feel is acceptable for a bus to arrive beyond its scheduled time? ____ Minutes

19.	CUSTOMER IMPRESSION. Please rate your agreements:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
01.	The bus usually runs on time	5	4	3	2	1	9
02.	I feel buses are mechanically safe	5	4	3	2	1	9
03.	I feel safe from crime and harassment while on the bus	5	4	3	2	1	9
04.	I feel safe from crime and harassment while waiting for the bus	5	4	3	2	1	9
05.	The frequency of service (how often the buses come) is satisfactory	5	4	3	2	1	9
06.	The bus gets me to my destination in a reasonable amount of time	5	4	3	2	1	9
07.	The bus routes are conveniently located for me	5	4	3	2	1	9
08.	The buses operate on the days that I need them	5	4	3	2	1	9
09.	The buses operate at the times that I need them	5	4	3	2	1	9
10.	The bus is clean	5	4	3	2	1	9
11.	The bus stop is/was clean	5	4	3	2	1	9
12.	Bus drivers operate the vehicle safely	5	4	3	2	1	9
13.	Bus drivers are helpful and courteous	5	4	3	2	1	9
14.	The price of the fares is reasonable	5	4	3	2	1	9
15.	The LBT system provides value to the community	5	4	3	2	1	9
16.	LBT provides access to key public service destinations.	5	4	3	2	1	9
17.	Private entities, non-profits, and local governments should consider increasing funding to improve the quality and/or expand the LBT service	5	4	3	2	1	9

20. Which THREE of the items listed in Question 19 do you think are the MOST IMPORTANT for you as a user of public transportation? *[Write in your answers below using the numbers from the list in Question 19. For example, if "The bus is clean." is the most important then write "10" as your 1st choice.]*

1st: ____ 2nd: ____ 3rd: ____

21. What are the top TWO most important changes LBT could make to enhance your customer experience?

(**1**) More frequent (**4**) Lower fares (**7**) Cleaner buses

(**2**) Longer hours of operation (**5**) Better security onboard (**8**) Cleaner bus stops

(**3**) Travel to more destinations (**6**) Better security at stops (**9**) More bus stop amenities

1st: ____ 2nd: ____

22. What is your age?

____(1) Less than 18 ____(3) 30-39 ____(5) 50-64 ____(7) Prefer not to say

____(2) 18-29 ____(4) 40-49 ____(6) 65 and over

23. What is your gender?

____(1) Male ____(3) Non-Binary ____(5) Prefer not to say

____(2) Female ____(4) Other: _____

24. What is your race/ethnicity? *[Select all that apply.]*

____(1) Asian or Asian Indian ____(5) Native Hawaiian or other Pacific Islander

____(2) Black or African American ____(6) Hispanic, Spanish, or Latino/a/x

____(3) American Indian or Alaskan Native ____(99) Other (please specify): _____

____(4) White or Caucasian

25. What is the language spoken in your home most often? *[Select one.]*

____(1) English ____(3) Khmer ____(5) Other (please specify): _____

____(2) Spanish ____(4) Tagalog

26. How well do you read English? ____(4) Very well ____(3) Well ____(2) Not well ____(1) Not at all

27. How well do you understand English? ____(4) Very well ____(3) Well ____(2) Not well ____(1) Not at all

28. Do you consider yourself to have any disabilities (physical or mental impairments that substantially limits one or more major life activity)? ____(1) Yes ____(2) No ____(3) Prefer not to say

29. Please select the range that includes your household annual income level:

____(1) Less than $25,000 ____(3) $50,000 - $74,999 ____(5) Prefer not to say

____(2) $25,000 - $49,999 ____(4) $75,000 or more

30. Including yourself, how many people live in your household? _____ people

31. Can we invite you to participate in occasional LBT feedback opportunities?

____(1) Yes *[Enter contact information further below.]* ____(2) No

32. Thank you for taking the time to take this survey. Your feedback is very important to LBT. Would you like to be entered into the drawing for a chance to win one of four $150 VISA gift cards?

____(1) Yes *[Enter contact information.]* ____(2) No

Name: _____ Phone: _____ Email: _____

This concludes the survey. Thank you for your time!



Fall 2024

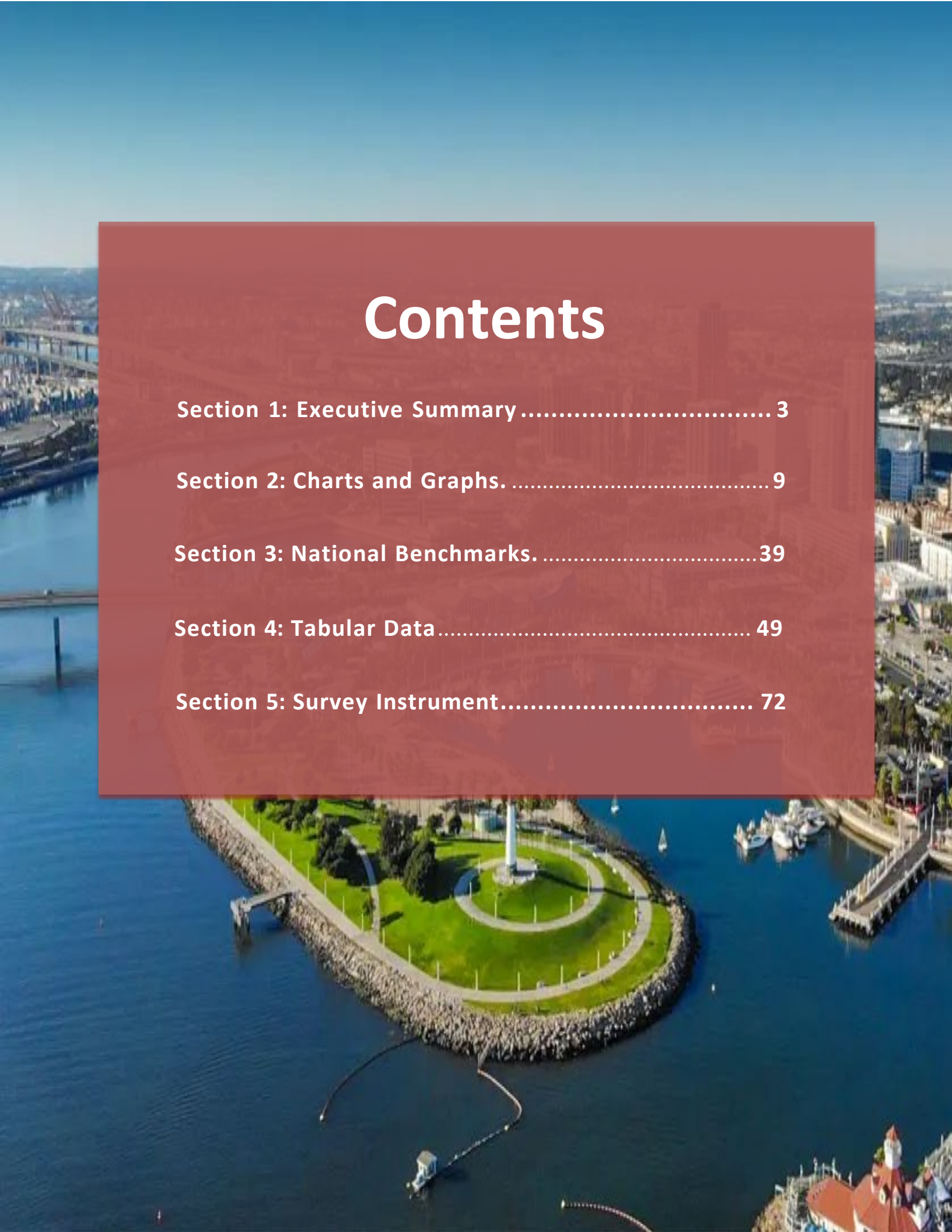
Long Beach Transit

Community Value Survey

Final Report

February 3, 2025

ETC INSTITUTE



Contents

Section 1: Executive Summary 3

Section 2: Charts and Graphs. 9

Section 3: National Benchmarks. 39

Section 4: Tabular Data 49

Section 5: Survey Instrument 72



1 Executive Summary

2024 Long Beach Transit (LBT) Community Value Survey *Executive Summary*

Overview

In the Fall of 2024, Long Beach Transit District (LBT) that operates bus and paratransit service in the Long Beach, CA area conducted a community value survey to collect public opinion on transit issues in the community. The goal was to collect a minimum of 400 completed surveys from residents. The goal was met with 444 completed surveys collected. The overall results for the sample of 444 households have a precision of at least +/- 4.65 at the 95% level of confidence. The main purpose of the survey was to identify public perceptions in order to develop a roadmap for the future to meet the community's needs.

Methodology

The Community Value Survey was administered by ETC Institute through mail to a random selection of households from the Long Beach Transit service area. Surveys were sent out with a cover letter explaining the purpose of the survey and a return-reply envelope to mail the survey back. Respondents also had the option of completing the survey online at LBTCommunityValueSurvey.com. Results were monitored to ensure that survey distribution was closely proportionate to the region's population demographics.

The following pages of the report contain a summary of the major findings from the survey; the full community value survey report includes the following:

- Charts and graphs depicting the results of the survey (Section 2)
- Benchmarks comparing results from LBT to national survey results (Section 3)
- Tabular data of survey results (Section 4)
- A copy of the cover letter and survey instrument (Section 5)

Respondent Characteristics

- **Use of LBT System.** Thirty-two percent of respondents (32%) indicated that they have never ridden on a LBT bus. Nineteen percent of respondents (19%) used to ride LBT but do not anymore. Twelve percent (12%) currently ride once a month or less, and thirty-seven percent (37%) ride more than once a month. Respondents who currently ride LBT buses were asked to select their primary purpose for using public transportation. Thirty-eight percent of riders (38%) indicated that their primary purpose was for work followed by both Leisure/social and Shopping/groceries with twenty-one percent (21%) each. When asked why respondents used to ride LBT bus stopped, the highest selected reason was that it takes too long to long to complete a trip (36%).

- **Transportation and Commuting.** Sixty-five percent of respondents (65%) indicated that they drive their car alone as their primary transportation method to get to their destinations. Twelve percent (12%) primarily use LBT buses, and seven percent (7%) primarily walk.

- **Demographic Characteristics.** Forty-three percent of respondents (43%) indicated that they are Hispanic/Latino with the second largest group being White/Caucasian at forty-two percent (42%). Age of respondents was evenly distributed with groups from 18-65+ years old, with each age group being roughly twenty percent of responses. Forty percent of respondents (40%) have an annual household income of at least $75,000. Thirty-four percent of respondents (34%) have an annual household income of less than $50,000, and fourteen percent (14%) have an annual household income between $50,000-$74,999.

Community Opinions

- **Value of Long Beach Transit.** Eighty-six percent of respondents (86%) agree that LBT is a valuable part of the community. Eighty-one percent of respondents (81%) agree that the community's investment in transit provides value. Seventy-eight percent of respondents (78%) said that LBT is a diverse, equitable, and inclusive community resource. Sixty-one percent of respondents (61%) agree that LBT is valuable to them personally.

- **Agreement with Statements Regarding LBT Services.** Respondents were asked to rate their agreement with fifteen statements about LBT services on a scale of one to five, with five meaning "Extremely Valuable" and 1 meaning "Not at all valuable." Listed below are the twelve statements that rated 75% or higher ("Extremely Valuable" and "Valuable" answers).

    - Providing transportation options to people with special mobility needs, such as senior citizens, people with disabilities, & people who are unable to drive (90%)
    - Providing affordable transportation options (88%)
    - Providing access to educational facilities (85%)
    - Achieving sustainable practices, reducing pollution/carbon footprint (84%)
    - Reducing traffic congestion (82%)
    - Providing a safe transportation alternative (82%)
    - Providing access to medical facilities (81%)
    - Making roads safer for all users (80%)

- Improving quality of life (77%)
- Providing access to places of leisure & recreation (77%)
- Supporting community businesses (76%)
- Providing access to places of employment (75%)

- **Importance Factors.** Respondents were asked to select the top three items most important for LBT to focus on to provide the most value in the community. Listed below are the eight items that were selected as first, second, or third most important by at least 20% of respondents.
    - Providing access to places of employment (43%)
    - Providing transportation options to people with special mobility needs, such as senior citizens, people with disabilities, & people who are unable to drive (33%)
    - Providing affordable transportation options (28%)
    - Providing access to medical facilities (26%)
    - Providing a safe transportation alternative (24%)
    - Providing access to educational facilities (23%)
    - Providing access to places of leisure & recreation (21%)
    - Reducing traffic congestion (20%)

- **I-S Analysis.** Importance-Satisfaction Analysis compares respondents' rankings of importance with each statement to how satisfied they are with that statement. Statements are then categorized into four groups based on the findings: "Nice to Haves" – lower importance/higher satisfaction, "Strengths to Maintain" – higher importance/higher satisfaction, "Lower Priority" – lower importance/lower satisfaction, and "Areas of Opportunity" – higher importance/lower satisfaction. Six statements were placed in the "Strengths to Maintain" quadrant, meaning community members feel that they have above average importance while delivering satisfying results. The six statements are listed below:
    - Providing transportation options to people with special mobility needs, such as senior citizens, people with disabilities, & people who are unable to drive
    - Providing affordable transportation options
    - Providing access to medical facilities
    - Providing a safe transportation alternative
    - Providing access to educational facilities
    - Reducing traffic congestion

Additional Amenities/Features. Respondents were asked to select the top three features or amenities that LBT could add to its current transit service that would make it more appealing for respondents to use public transit. Listed below are the four features or amenities that were selected as the first, second, or third choice by at least 20% of respondents:

- More frequent service (46%)
- More routes to serve places I need to go (28%)
- Better on-time performance, reliable trip times (24%)
- Additional security/fare inspectors (21%)

National Benchmarks

- **Benchmark Description.** ETC Institute's benchmark survey data comes from a national panel of respondents drawn from community transit surveys within the past five years across all 50 states (more than 80 transit systems). Results were monitored to ensure distribution in proportion to population size of each transit system's region (i.e. the largest percentage of respondents were from California transit systems).

- **Net Promoter Score.** Net Promoter Score poses the question, "Using a 10-point scale, where 10 means 'Very Likely,' and 0 means 'Not Likely At All,' how likely would you be to recommend LBT bus service to a friend, colleague, or family member?" Respondents who answer nine or ten are categorized as "Promoters," those who answer seven or eight are "Passives," and those who answer a number less than seven are "Detractors." The score itself is calculated by subtracting the percentage of Detractors from the percentage of Promoters. While 0 may appear to be a low score for Long Beach Transit at face value, it is much higher than the community National Average of -62. Seldom do individuals who are not users of the public transit system provide high ratings for this question.

- **Agreement Statements Regarding LBT Services.** Nearly all of the agreement statements that respondents rated scored higher than their National Average comparisons. Listed below is each item ordered by percentage difference ("Strongly agree" and "Agree" answers) from the National Average:
    - Making roads safer for all users (80% vs. 48% (+32%))
    - Reducing traffic congestion (82% vs. 57% (+25%))
    - Achieving sustainable practices, reducing pollution/carbon footprint (84% vs. 59% (+25%))
    - Improving quality of life (77% vs. 56% (+21%))
    - Attracting & retaining more employment opportunities in the region (72% vs. 51% (+21%))
    - Providing access to places of leisure & recreation (77% vs. 59% (+18%))
    - Providing access to educational facilities (85% vs. 71% (+14%))
    - Providing affordable transportation options (88% vs. 76% (+12%))
    - Providing transportation options to people with special mobility needs, such as senior citizens, people with disabilities, & people who are unable to drive (90% vs. 81% (+9%))
    - Providing access to places of employment (75% vs. 70% (+5%))
    - Providing access to medical facilities (81% vs. 79% (+2%))

- **Overall Value.** Community members feel that LBT provides more overall value than the National Average. Eighty-six percent of respondents (86%) agree that LBT is a valuable part of the community (67% National Average), and sixty-two percent of respondents (62%) agree that LBT is valuable to them personally (30% National Average).

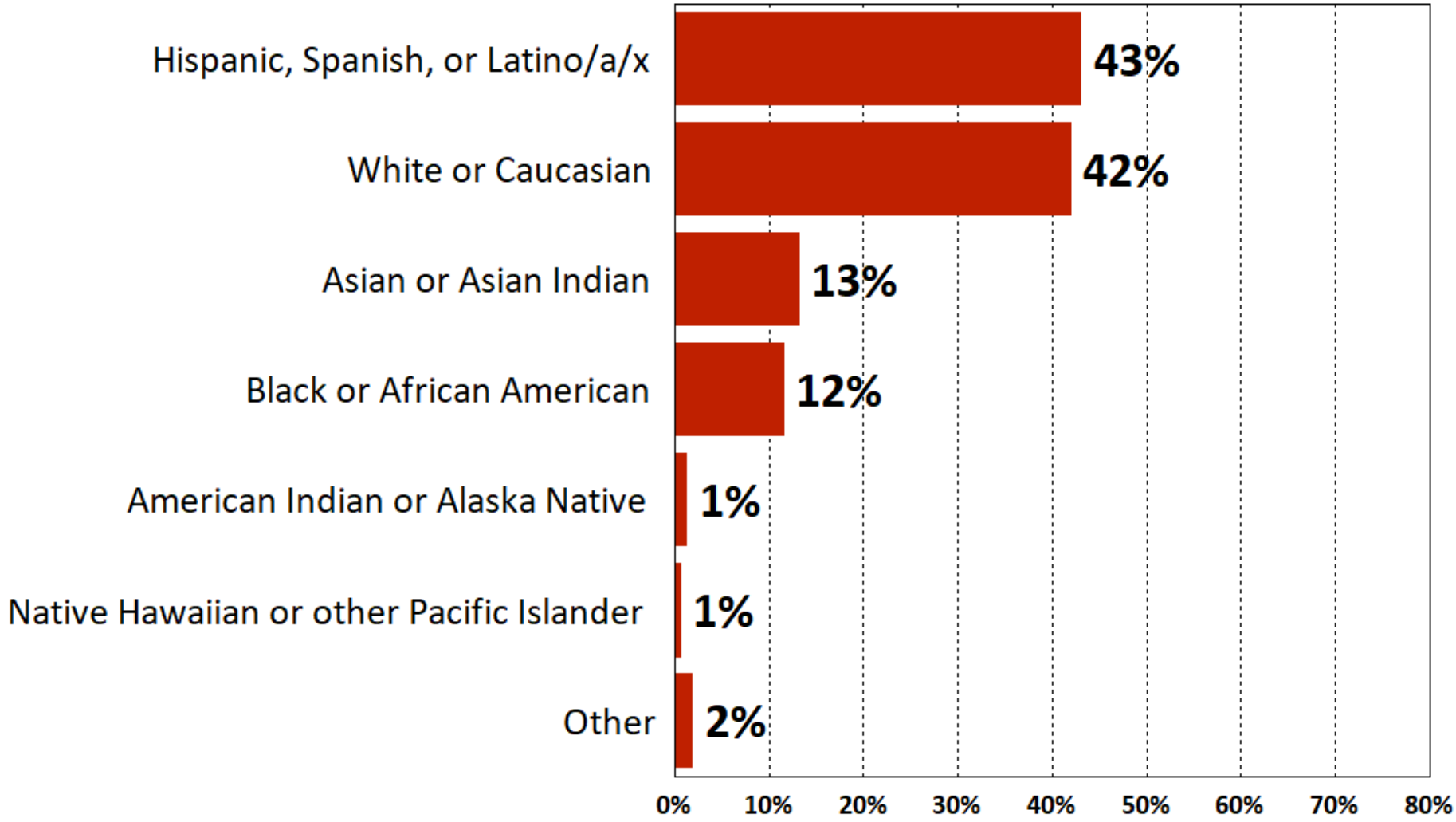
- The following section lists the charts and graphs for each survey question broken down into three categories: Key Characteristics of Respondents, Respondent Transportation Characteristics, and Community Opinions.

2 Charts & Graphs

KEY CHARACTERISTICS OF RESPONDENTS

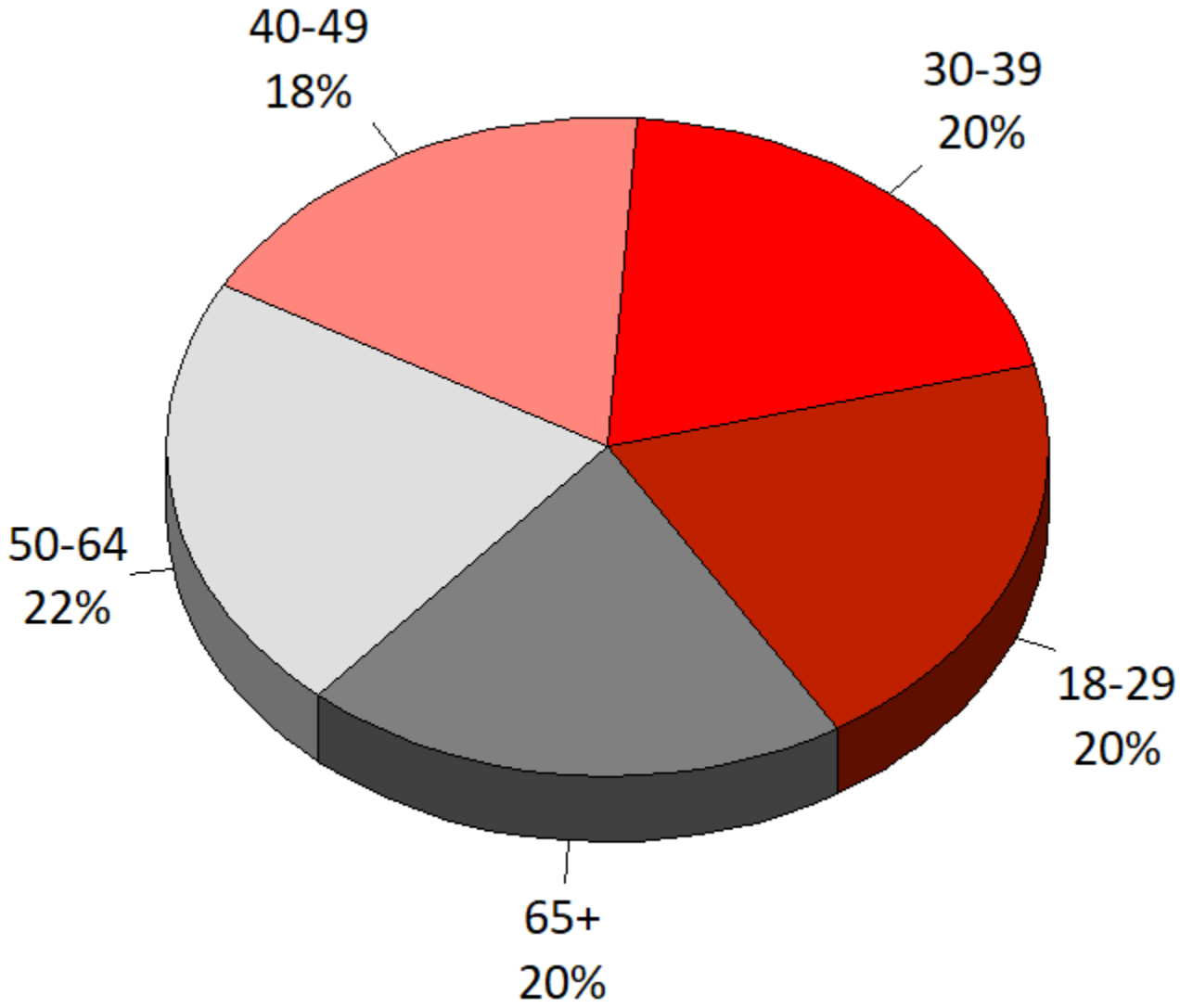
Which of the following best describes your race/ethnicity?

by percentage of respondents (excluding "not provided")



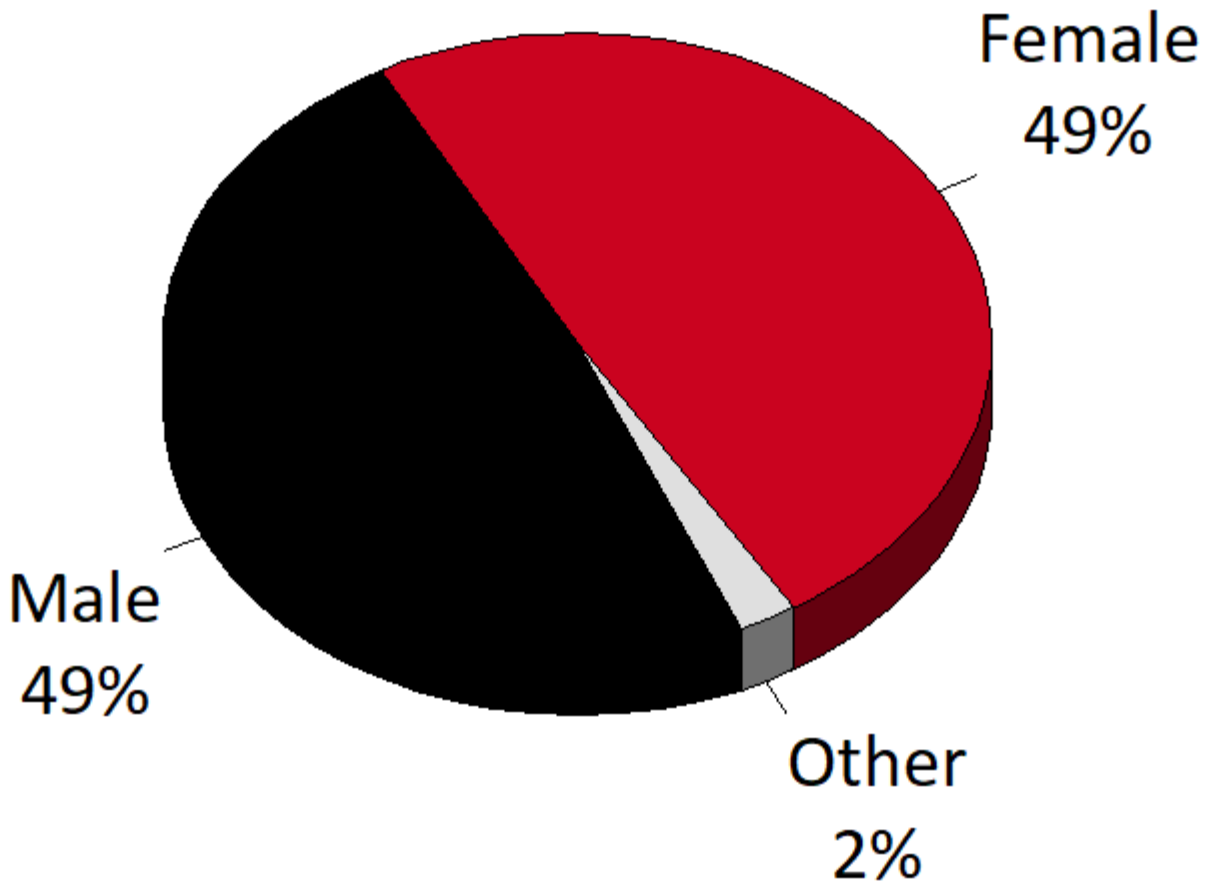
What is your age range?

by percentage of respondents (excluding “prefer not to answer")



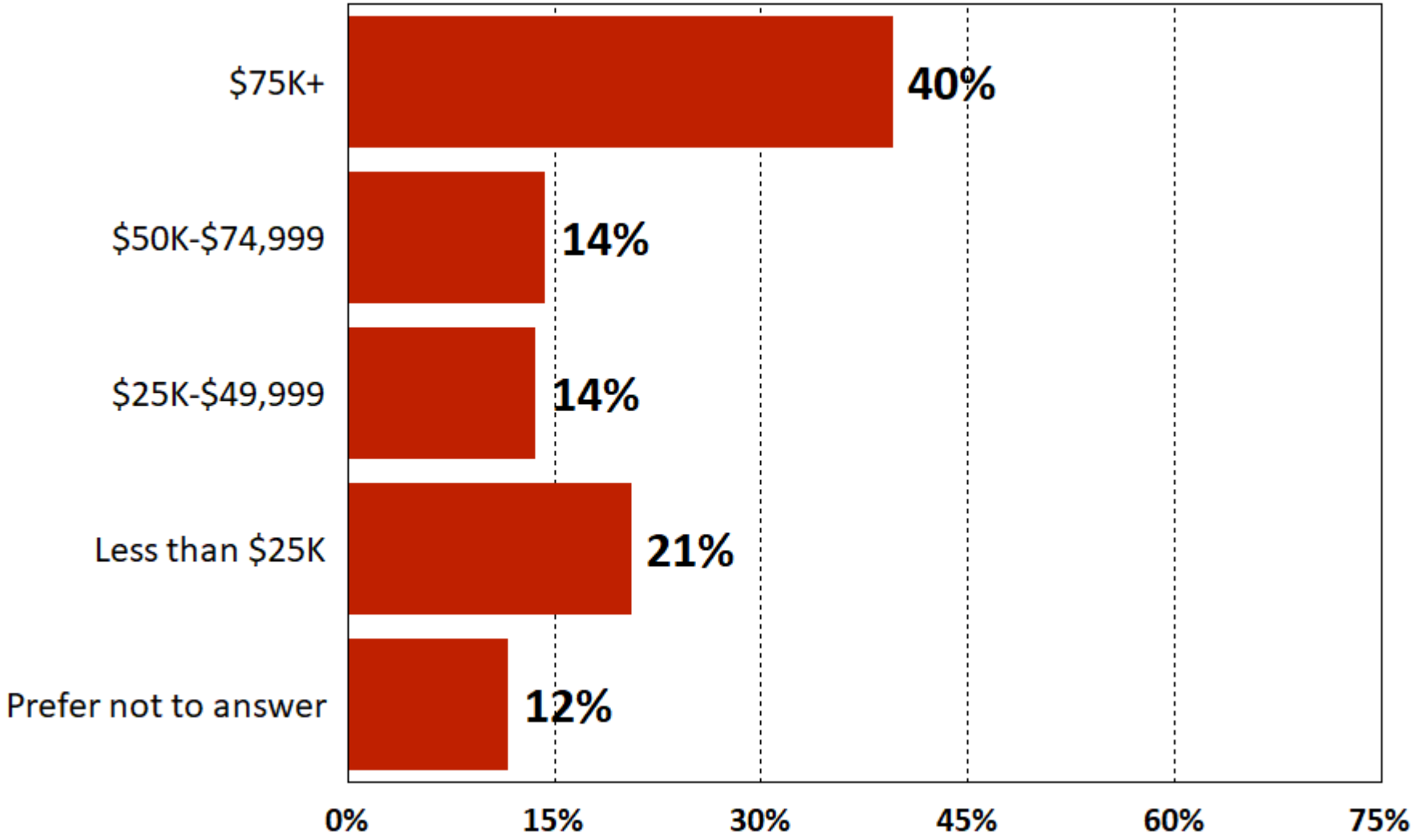
Gender

by percentage of respondents ("not provided")



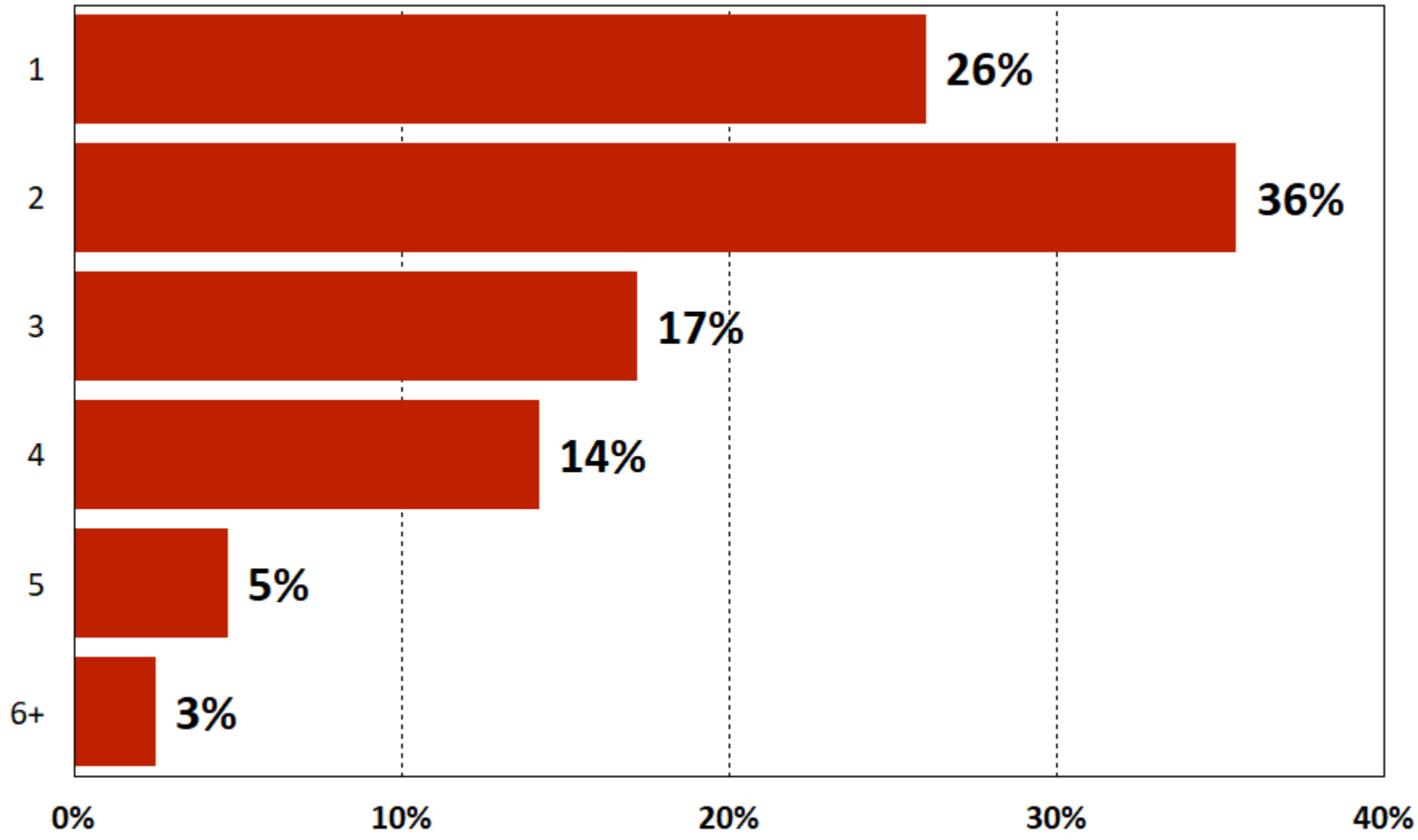
What is your annual household income before taxes?

by percentage of respondents



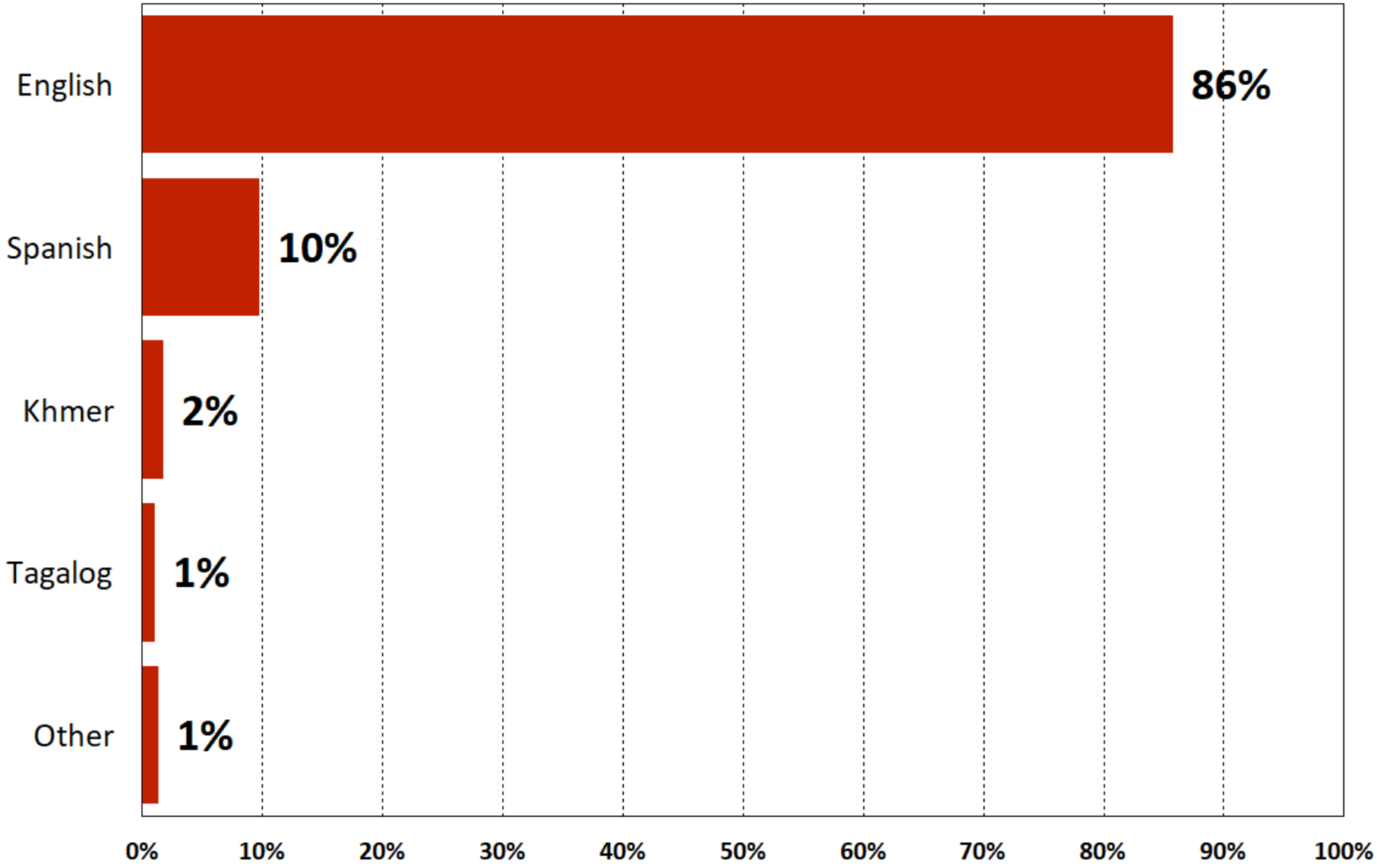
How many people live in your household?

by percentage of respondents (Excluding "not provided")



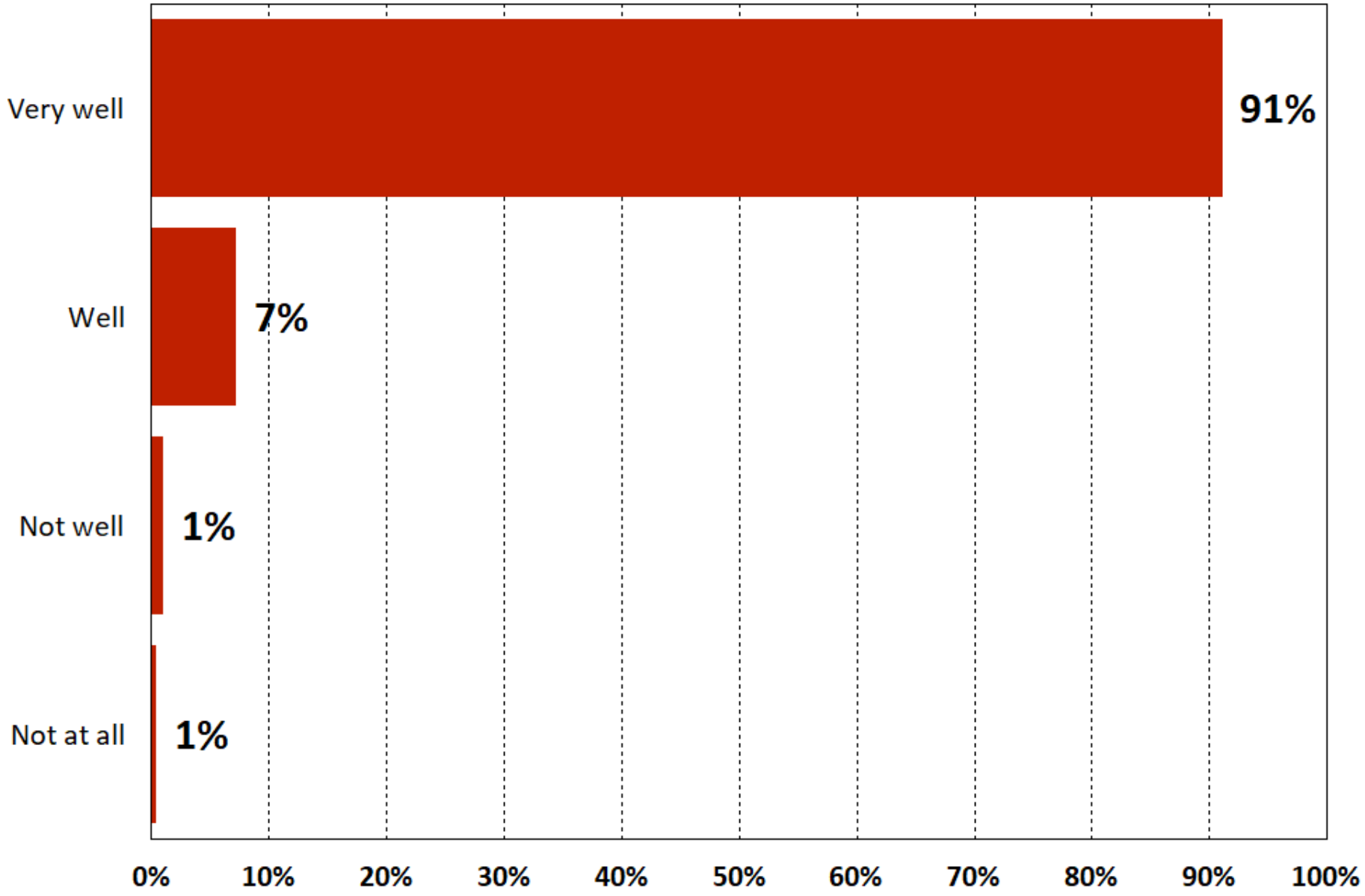
What is the language spoken in your home most often?

by percentage of respondents (Excluding "not provided")



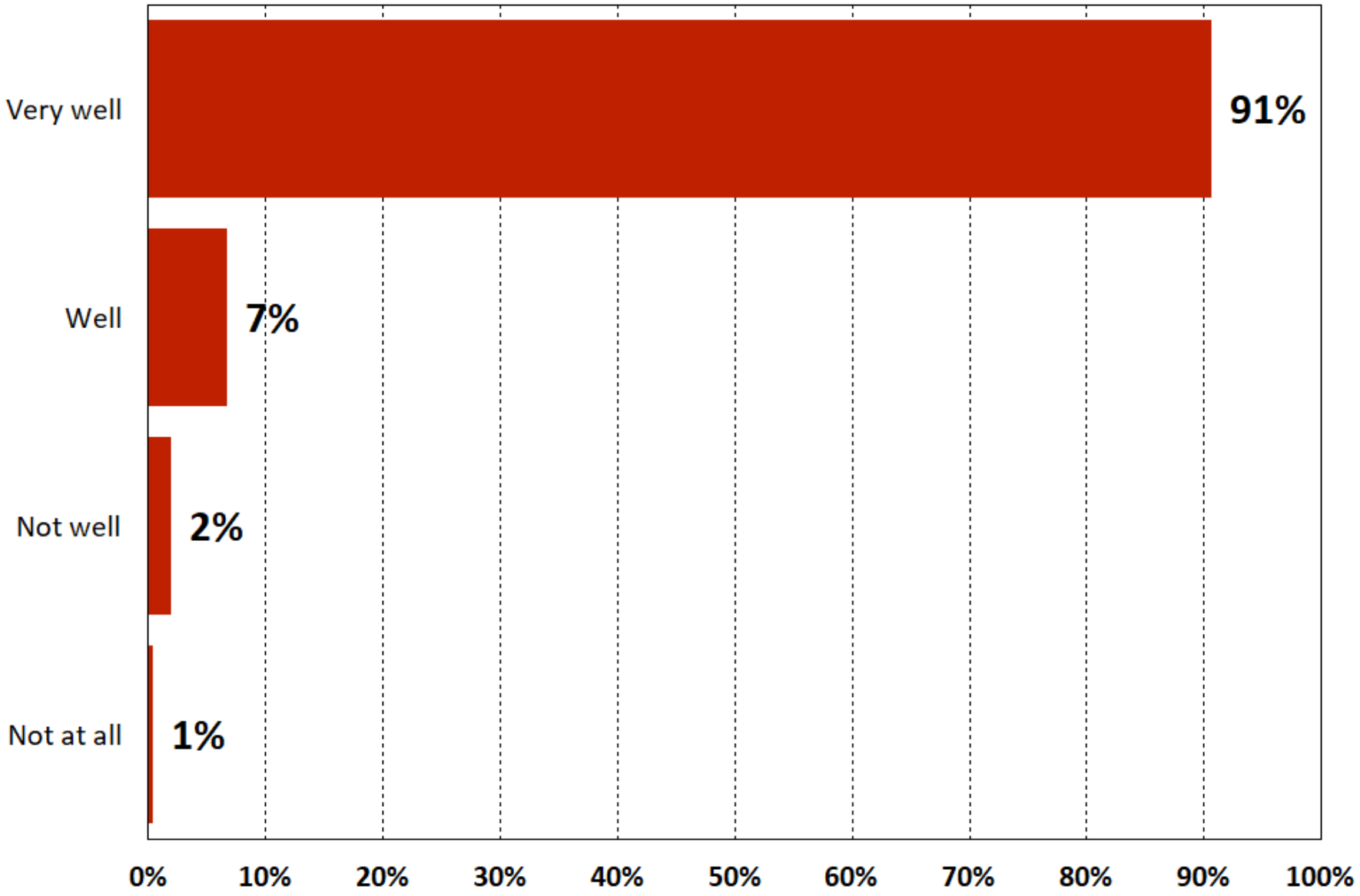
How well do you understand English?

by percentage of respondents who speak a language other than English at home (Excluding "not provided")



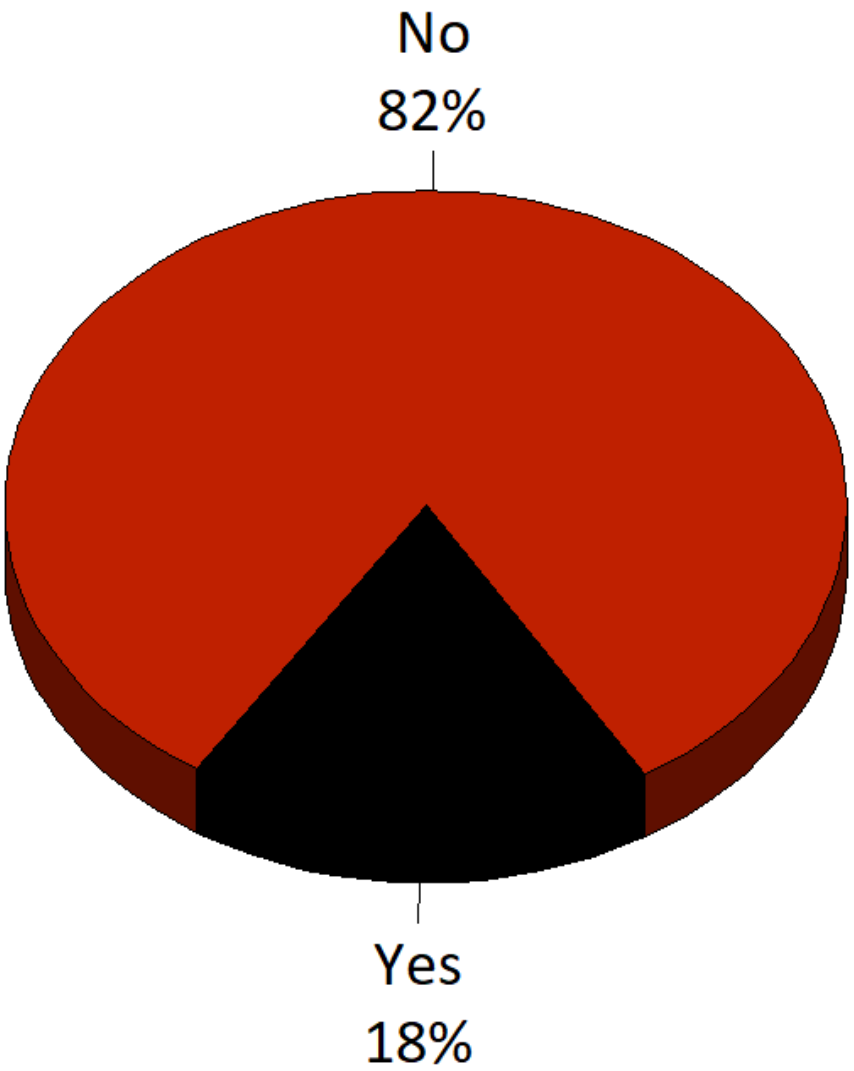
How well do you read English?

by percentage of respondents who speak a language other than English at home (Excluding "not provided")



Do you consider yourself to have any disabilities (physical or mental impairments that substantially limit one or more major life activity)?

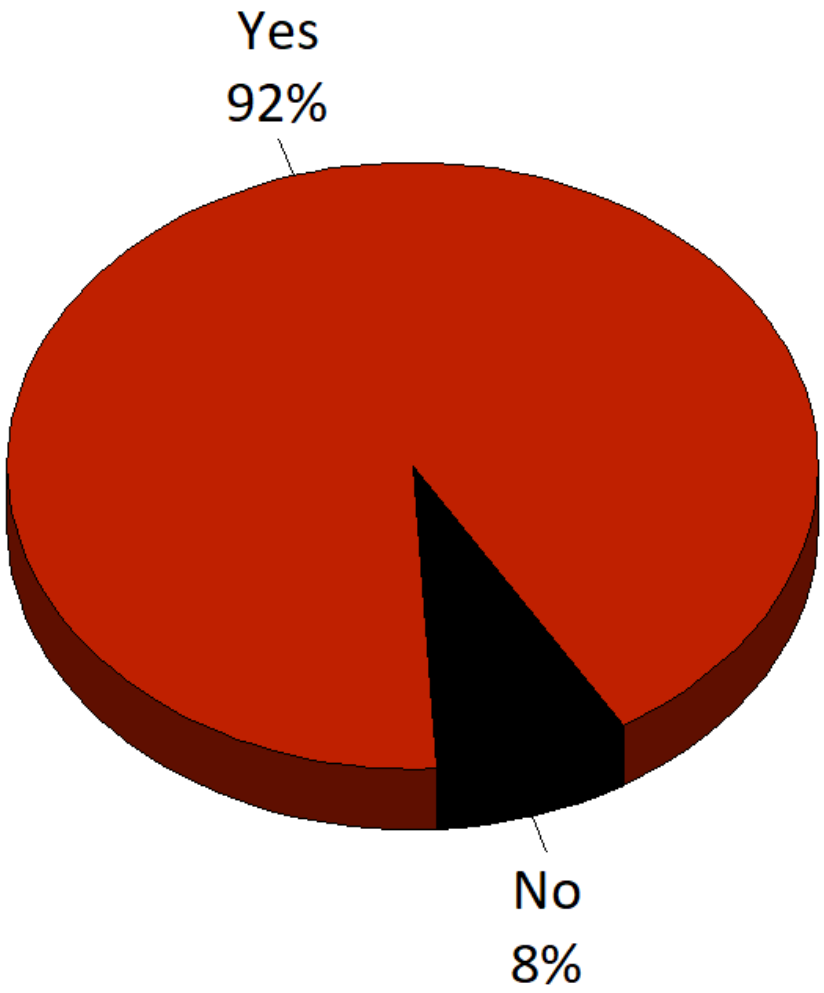
by percentage of respondents (Excluding "not provided")



TRANSPORTATION CHARACTERISTICS

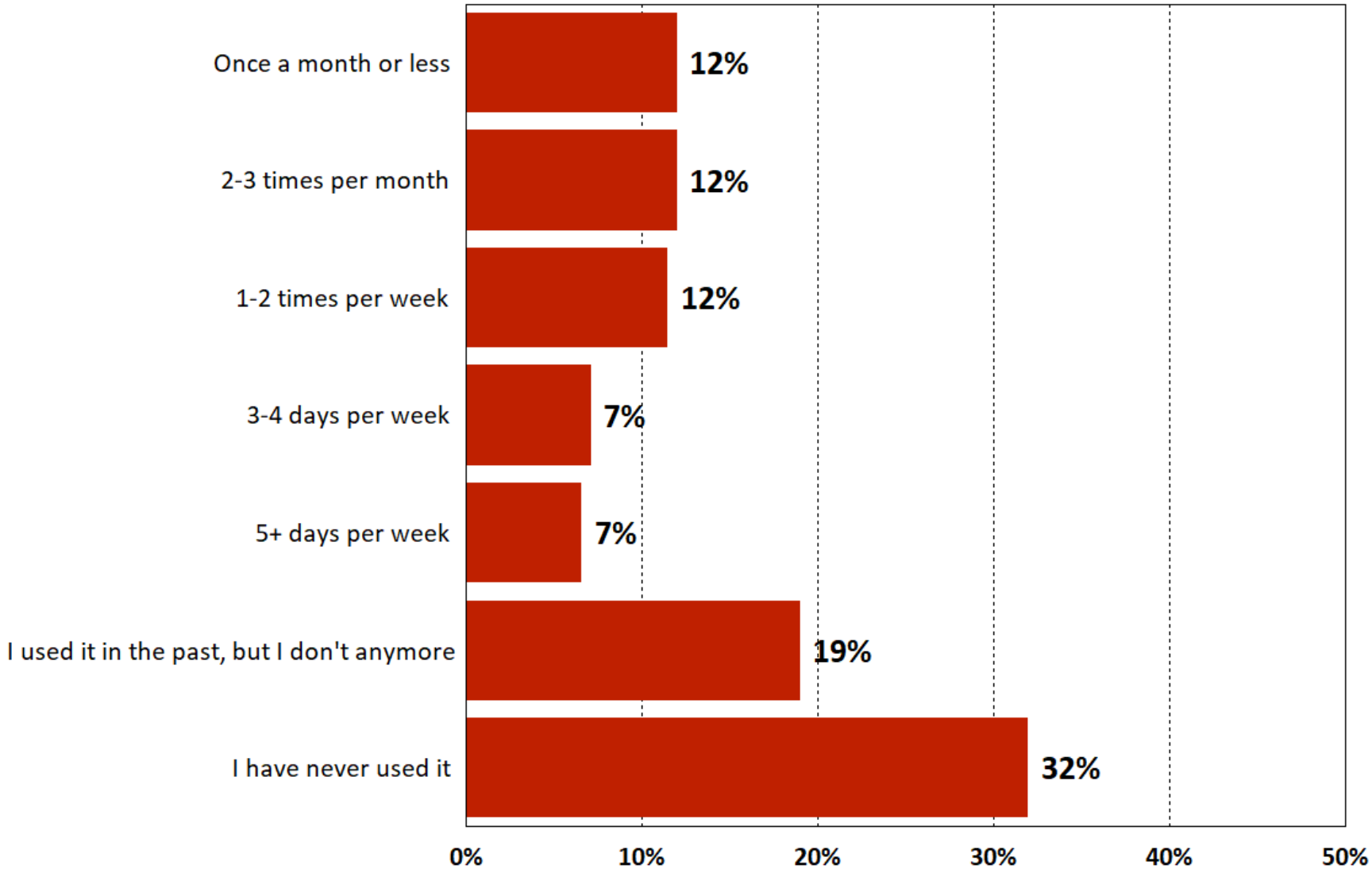
Are you aware of LBT, the public transportation system that operates bus, water taxi, and paratransit services in Long Beach and the surrounding communities?

by percentage of respondents (Excluding "not provided")



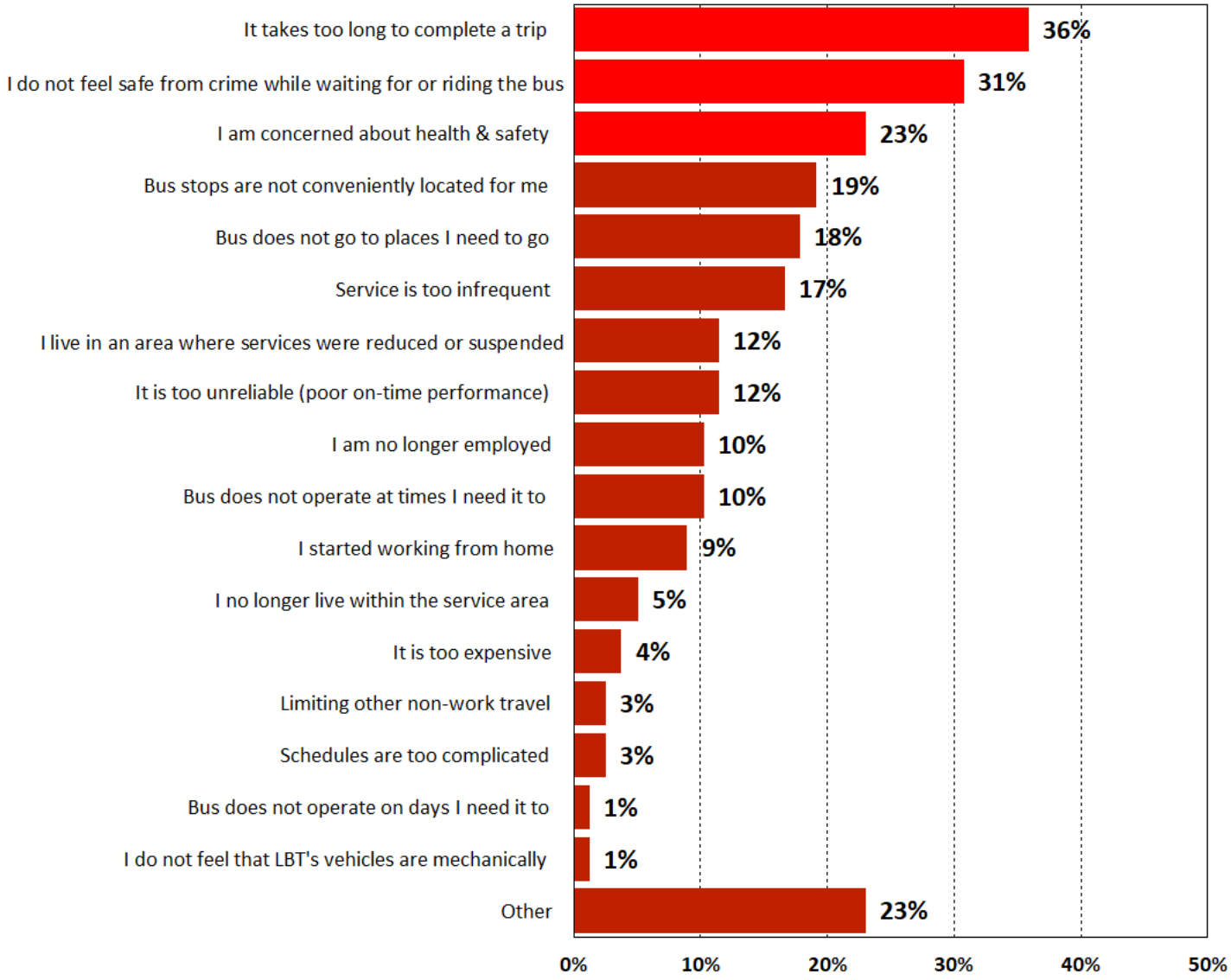
On average, how often do you ride LBT?

by percentage of respondents (Excluding "not provided")



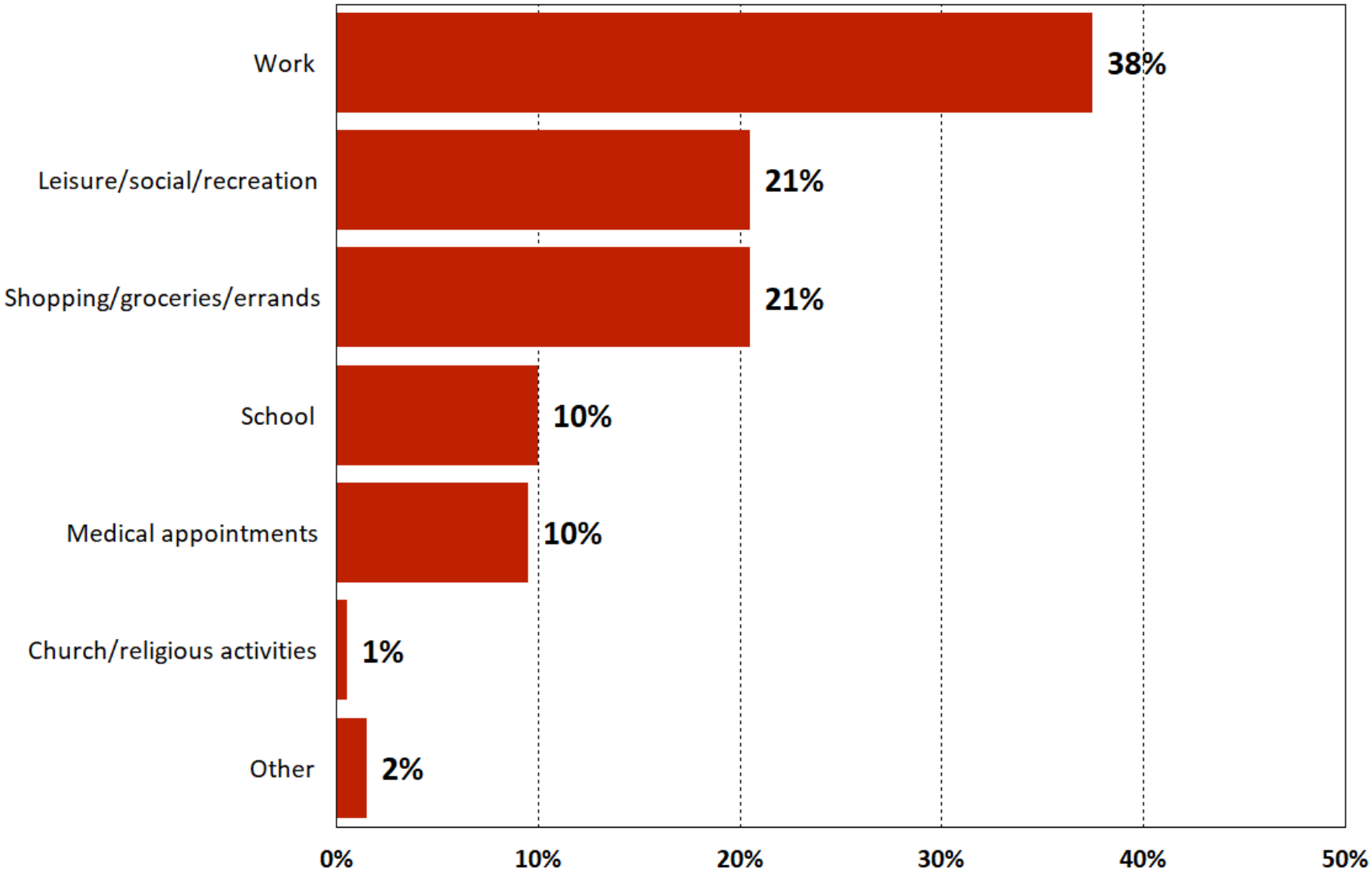
Why did you stop using public transportation?

by percentage of respondents (Excluding "not provided")



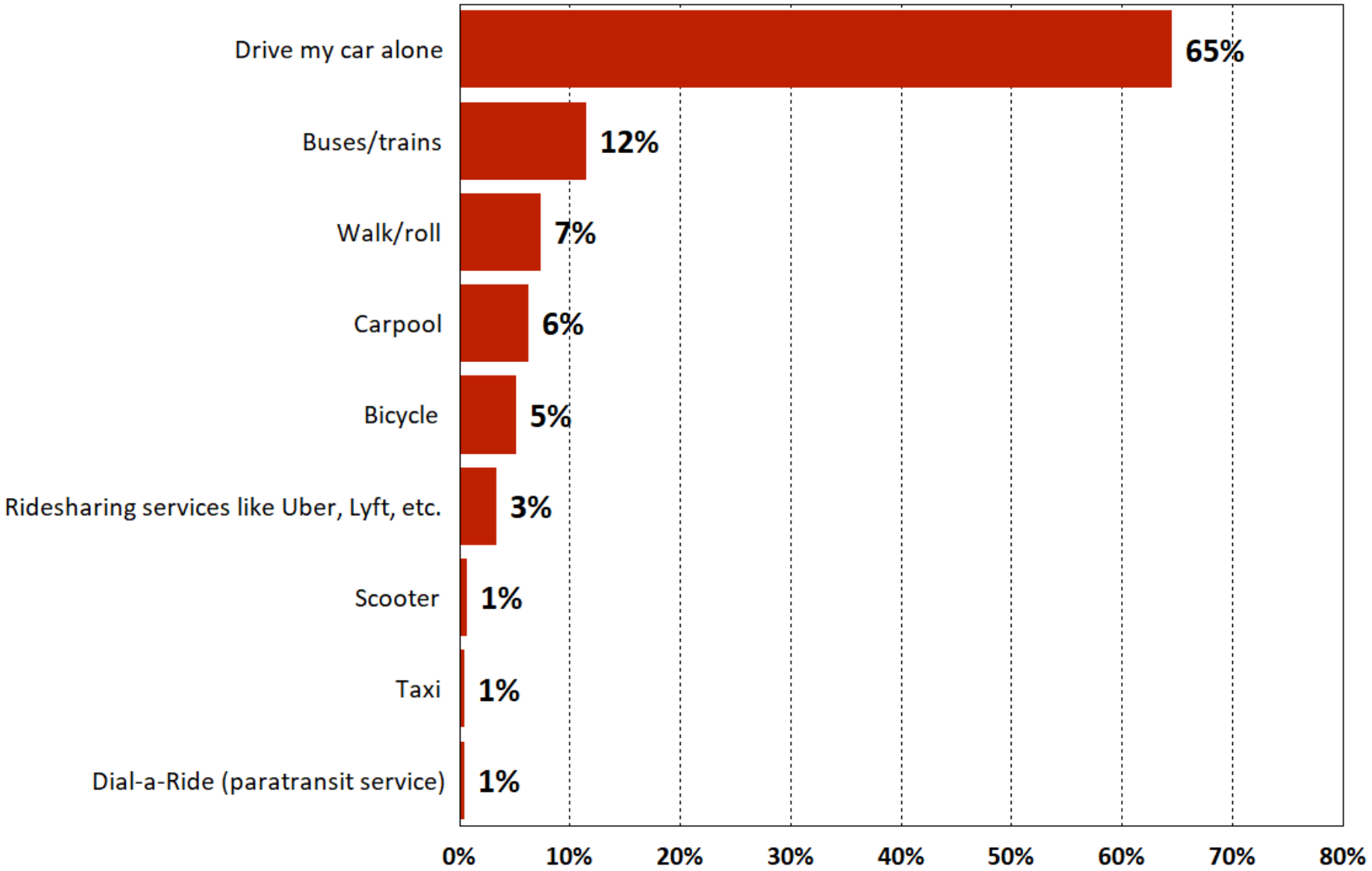
What is your primary purpose for using public transportation?

by percentage of respondents (Excluding "not provided")



What mode of transportation do you primarily use to reach your destinations?

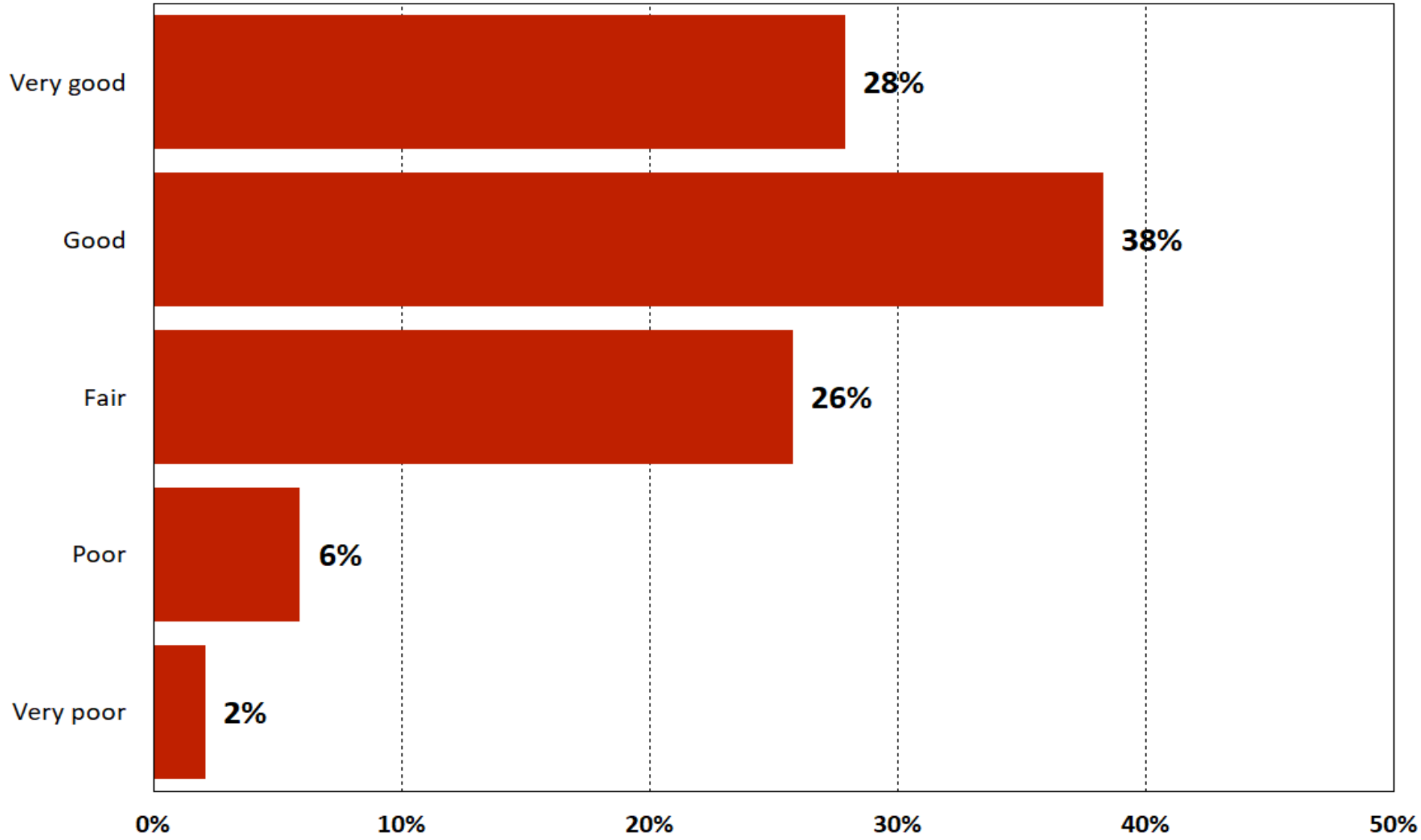
by percentage of respondents (Excluding "not provided")



COMMUNITY OPINIONS

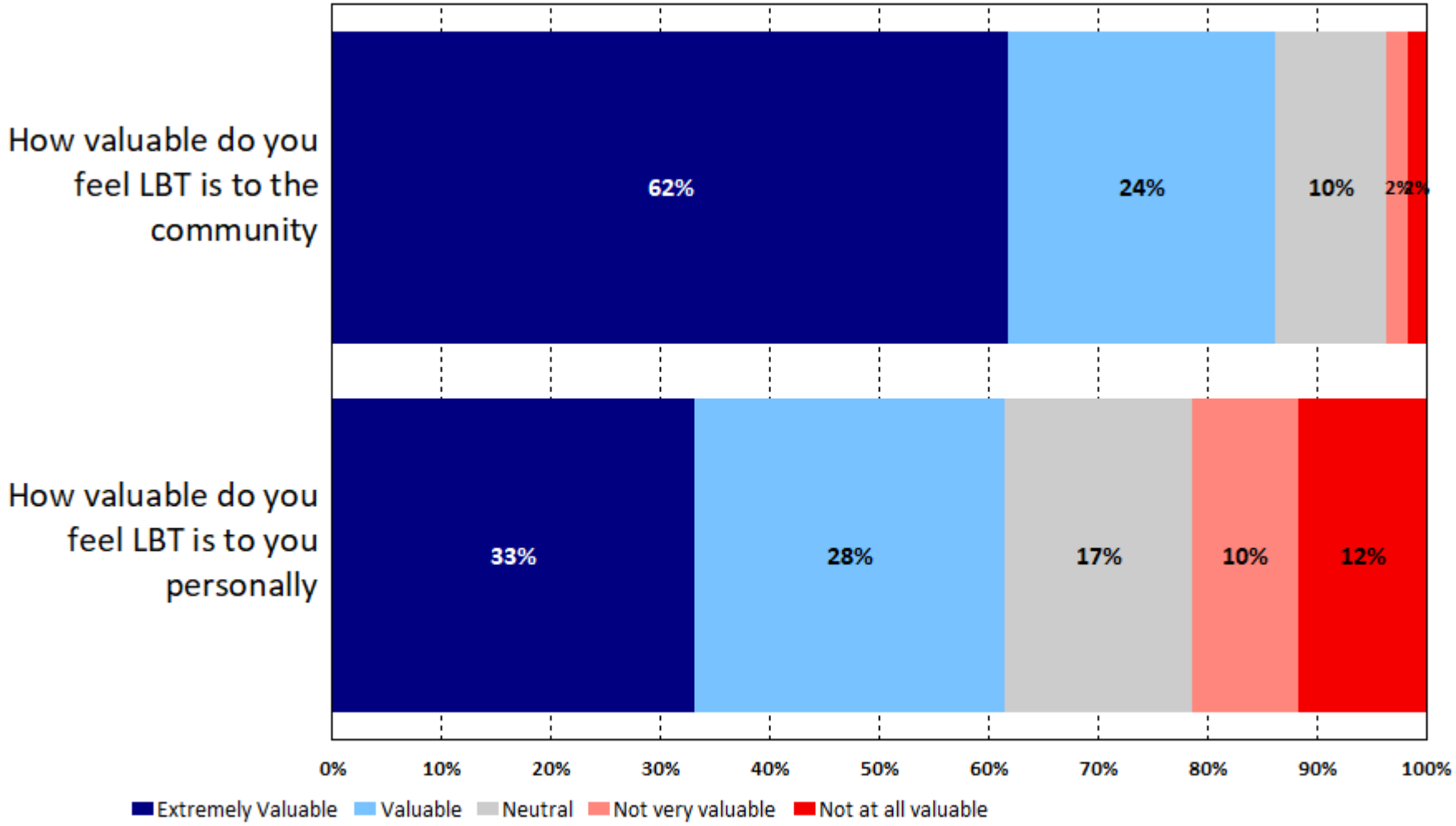
Based on your personal experience or anything you may have seen, read, or heard, how would you rate the overall job you think LBT is doing in providing transit service to the community?

by percentage of respondents (Excluding "not provided")



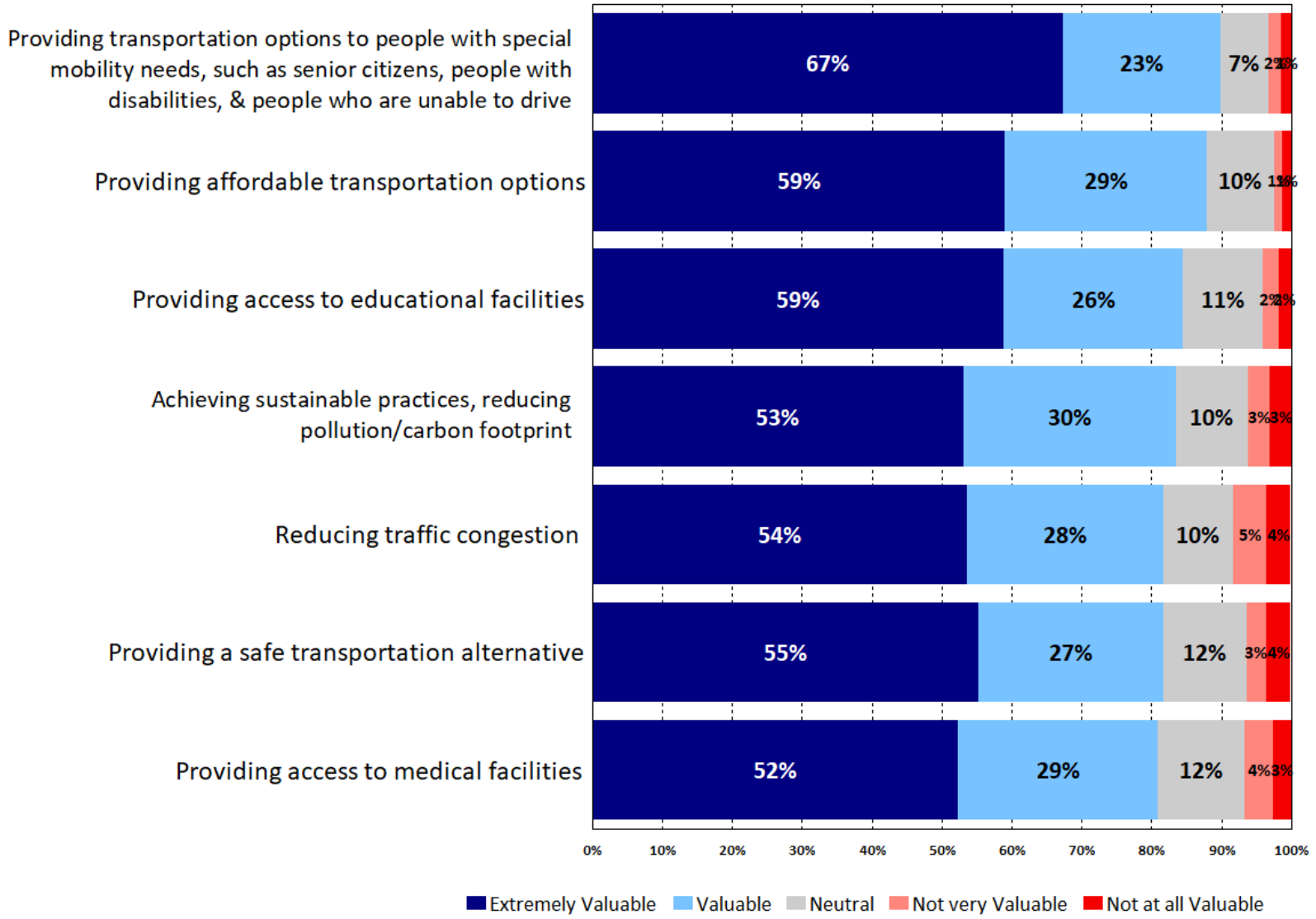
Using a scale of 1 to 5, with 5 meaning "Extremely Valuable" and 1 meaning "Not at all Valuable," how much do you agree with the following statements?

by percentage of respondents (Excluding "not provided")



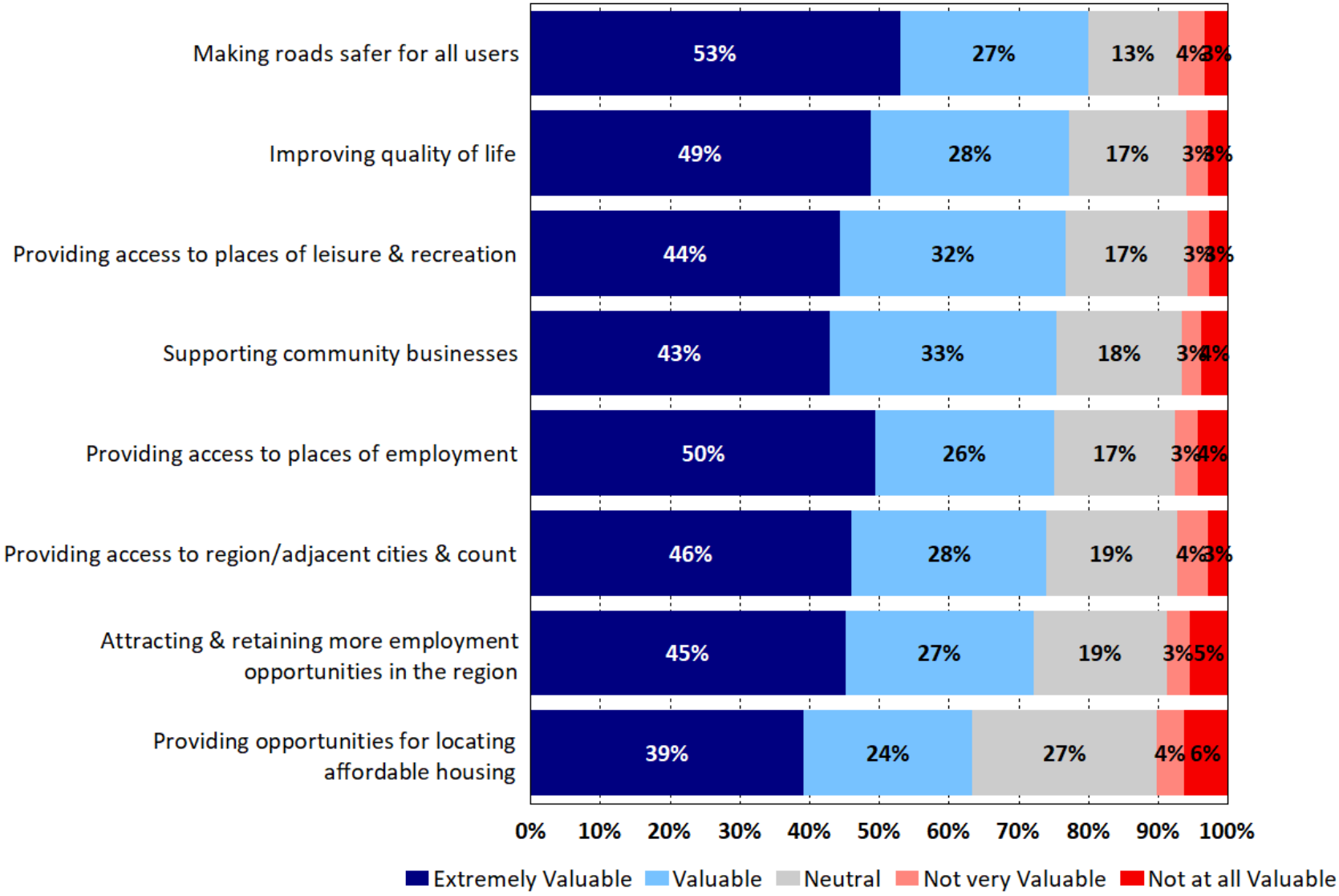
Using a scale of 1 to 5, with 5 meaning "Extremely Valuable" and 1 meaning "Not at all Valuable," how much do you agree with the following statements?

by percentage of respondents (Excluding "don't know")



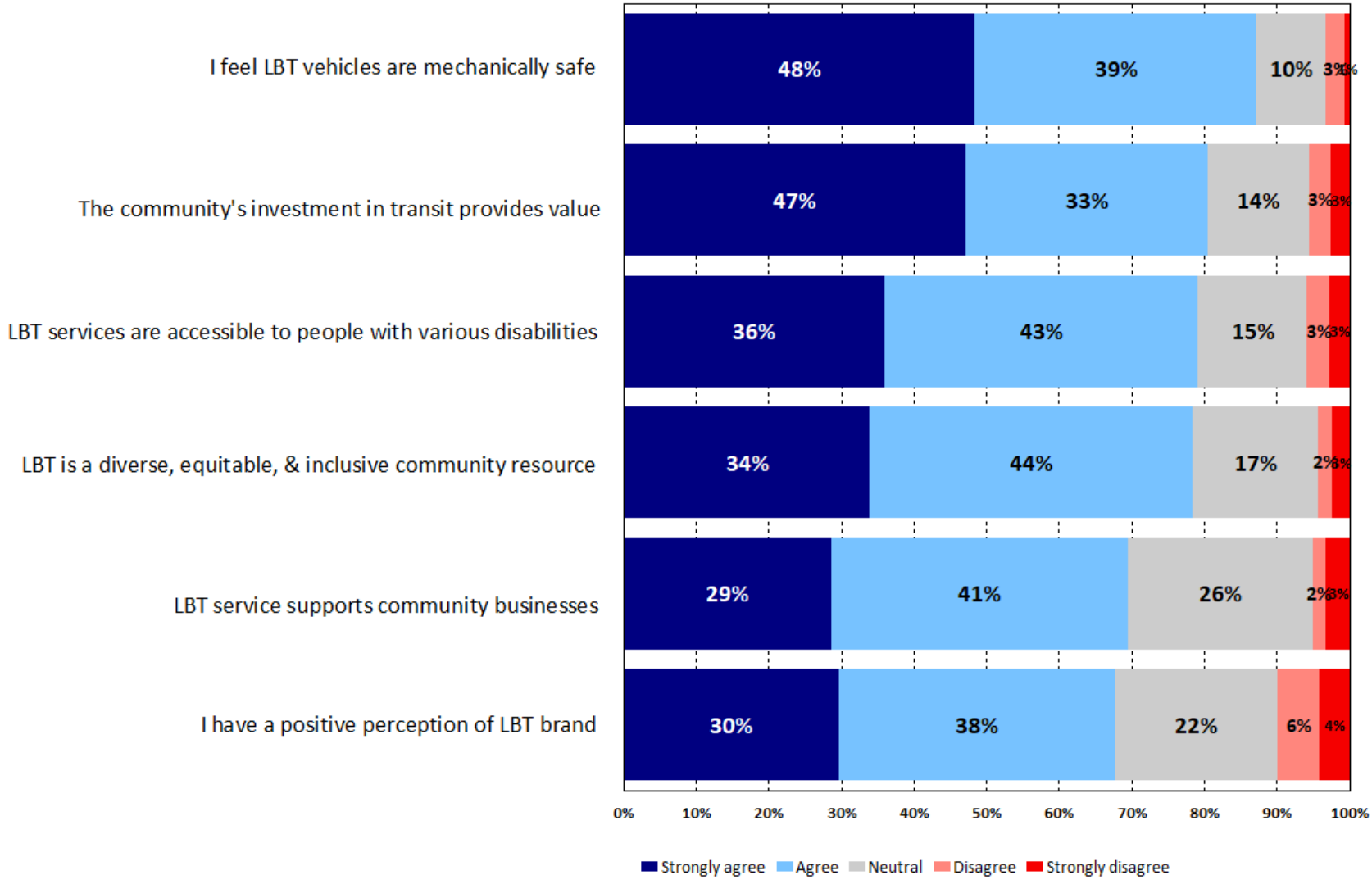
Using a scale of 1 to 5, with 5 meaning "Extremely Valuable" and 1 meaning "Not at all Valuable," how much do you agree with the following statements? (Cont.)

by percentage of respondents (Excluding "don't know")



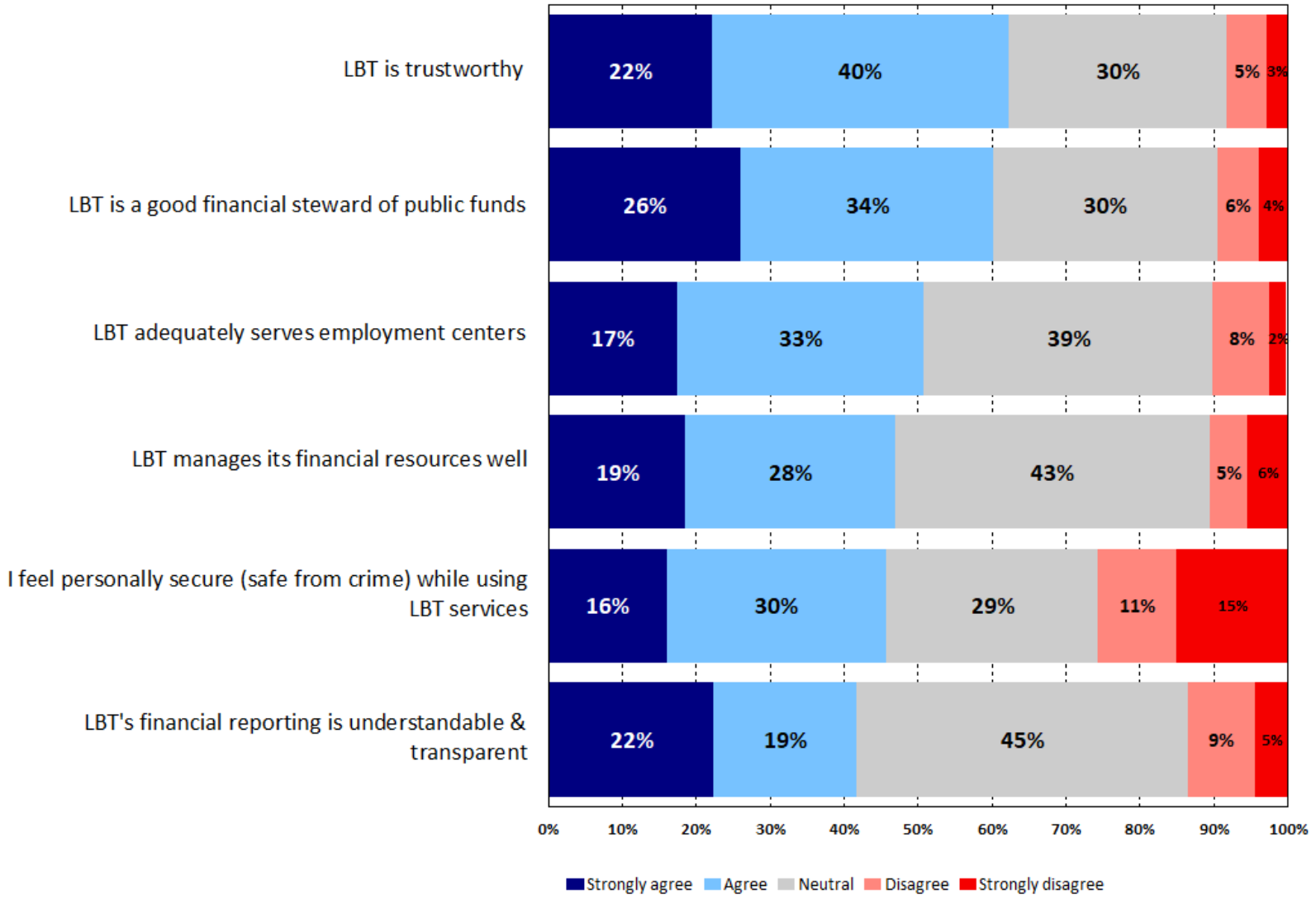
Using a scale of 1 to 5, with 5 meaning "Strongly Agree" and 1 meaning "Strongly Disagree," how much do you agree with the following statements?

by percentage of respondents (Excluding "don't know")



Using a scale of 1 to 5, with 5 meaning "Strongly Agree" and 1 meaning "Strongly Disagree," how much do you agree with the following statements? (Cont.)

by percentage of respondents (Excluding "don't know")

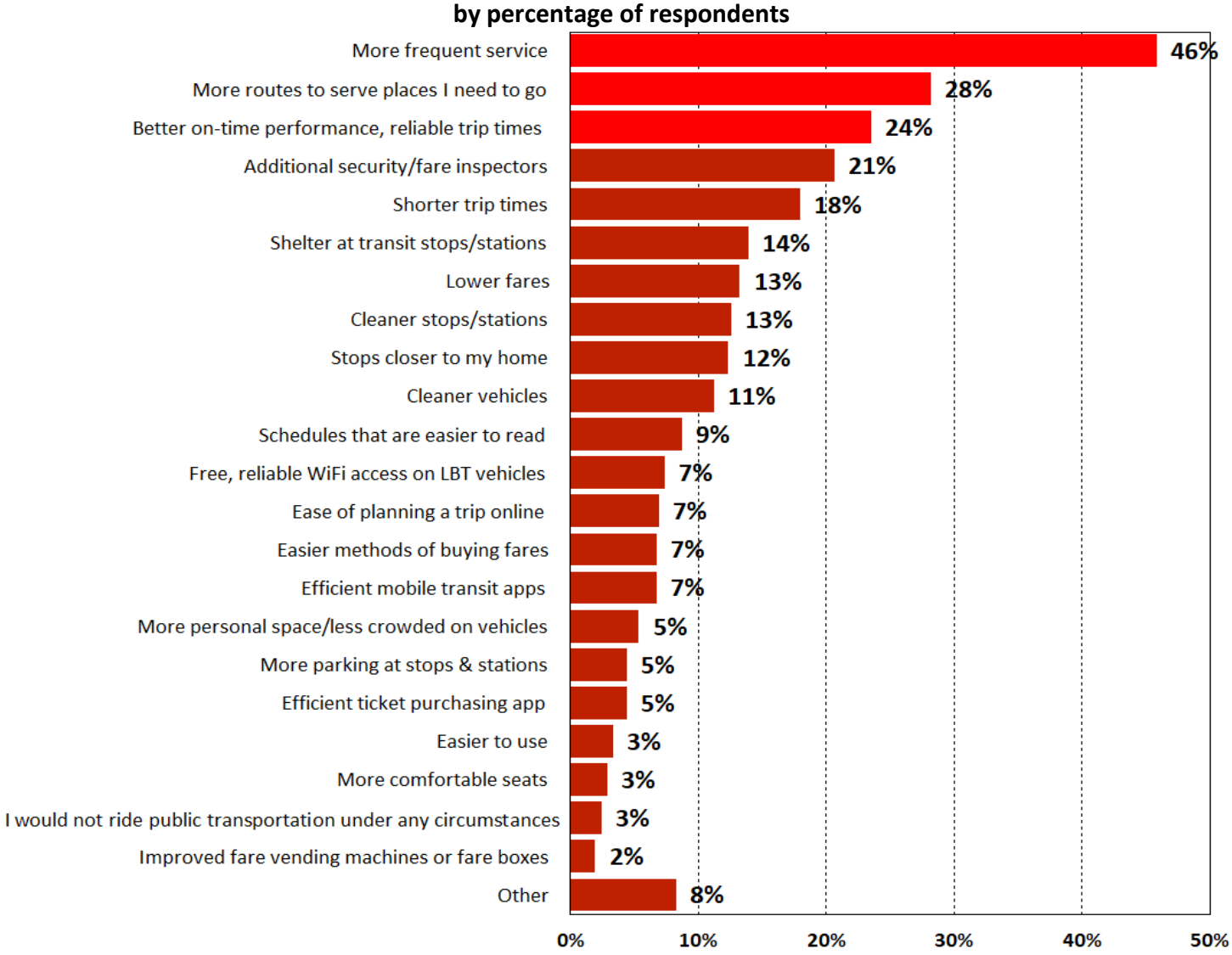


What are the top THREE most important areas for LBT to focus on to provide the most value in the community? (top 3)

by percentage of respondents

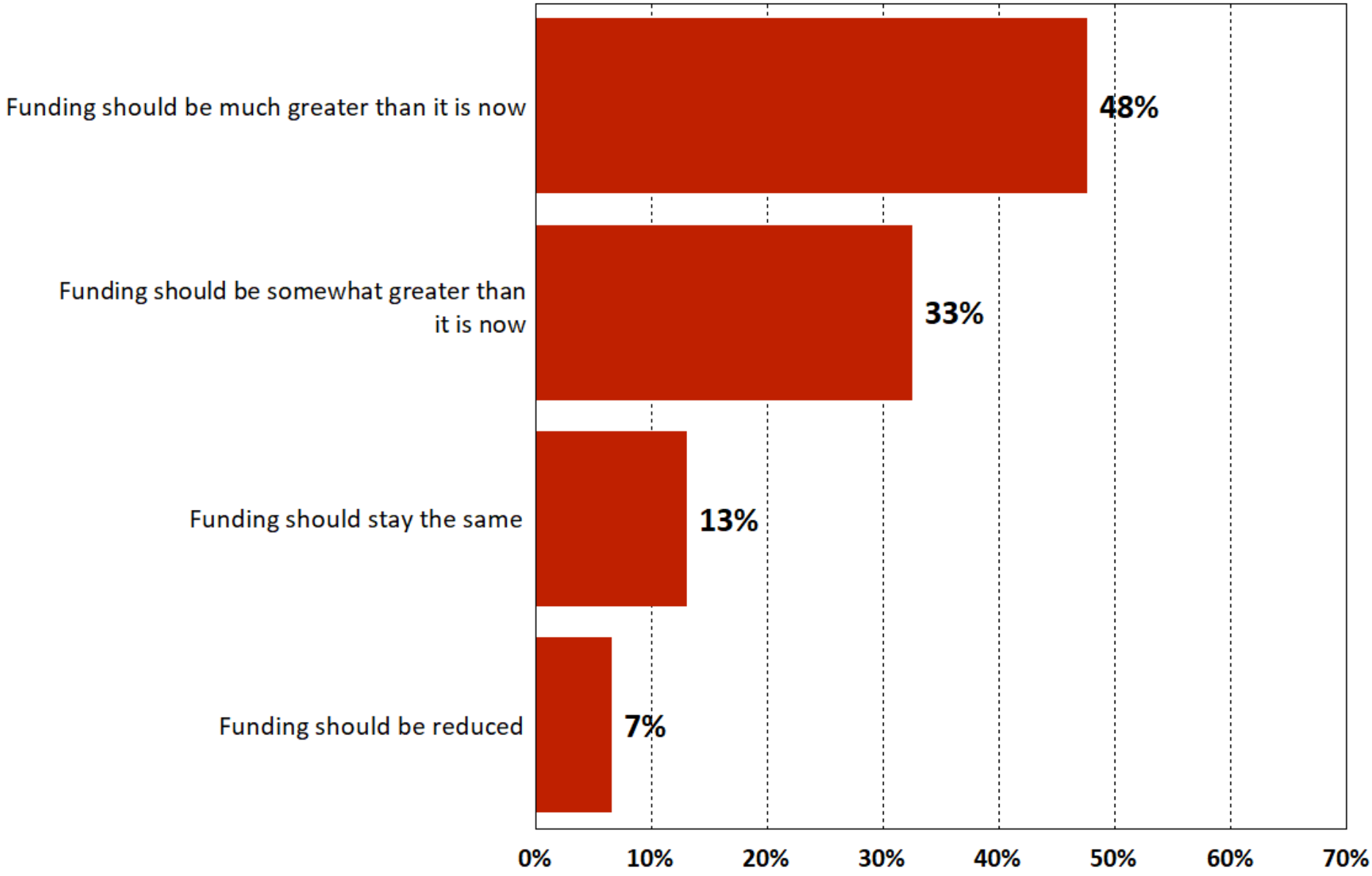


Which THREE features or amenities could LBT add to its current transit service that would make it more appealing for you to use public transportation? (top 3)



How do you think the current level of public/government funding for LBT should change over the next five years?

by percentage of respondents (Excluding "don't know")

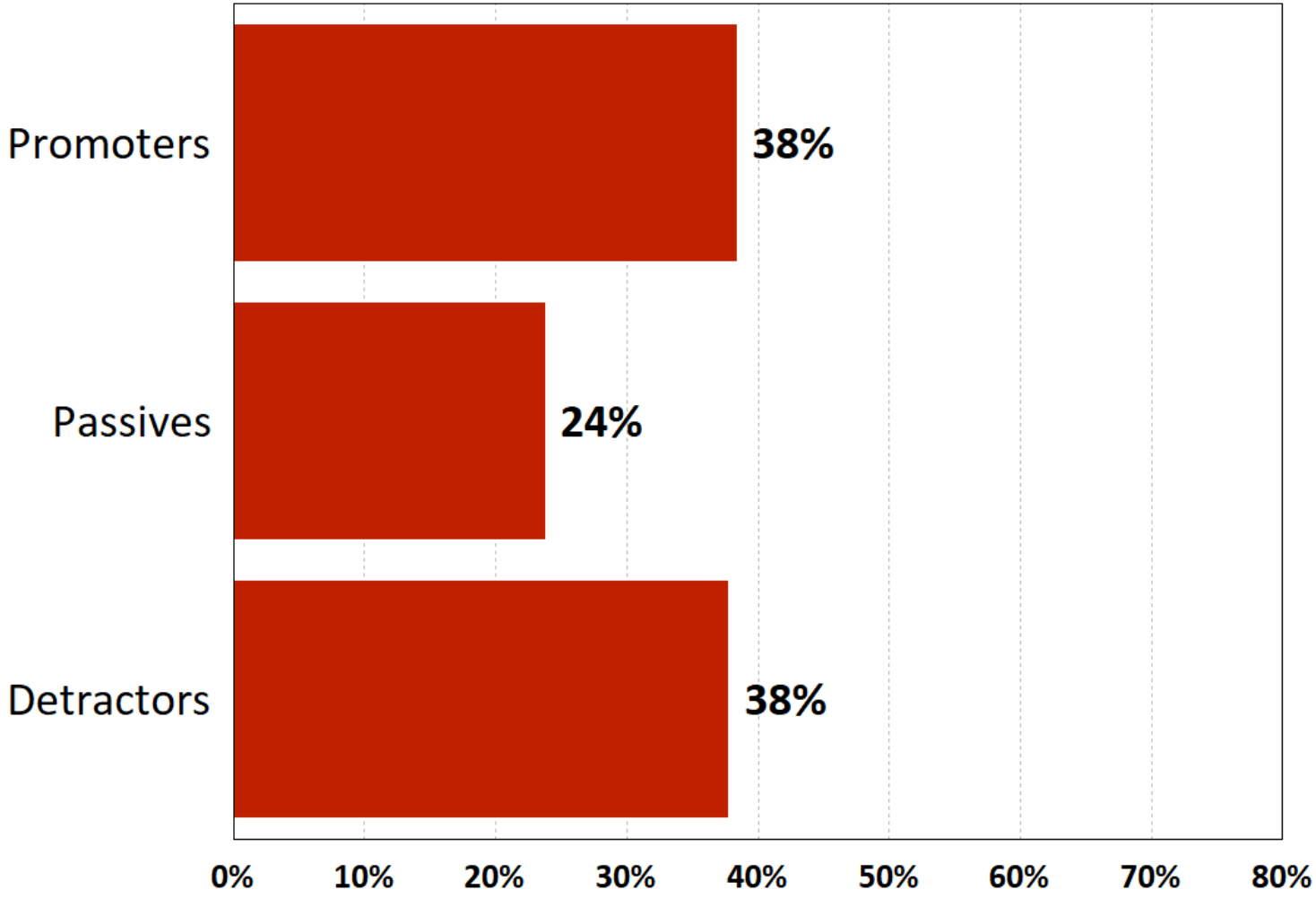


NET PROMOTER SCORE

Using a 10-point scale, where 10 means "Very Likely," and 0 means "Not Likely At All," how likely would you be to recommend LBT bus service to a friend, colleague, or family member?

"Promoter" = 10-9 "Passive" = 8-7 "Detractor" = 6-0

Net Promoter Score is the number of "Promoters" minus the number of "Detractors."

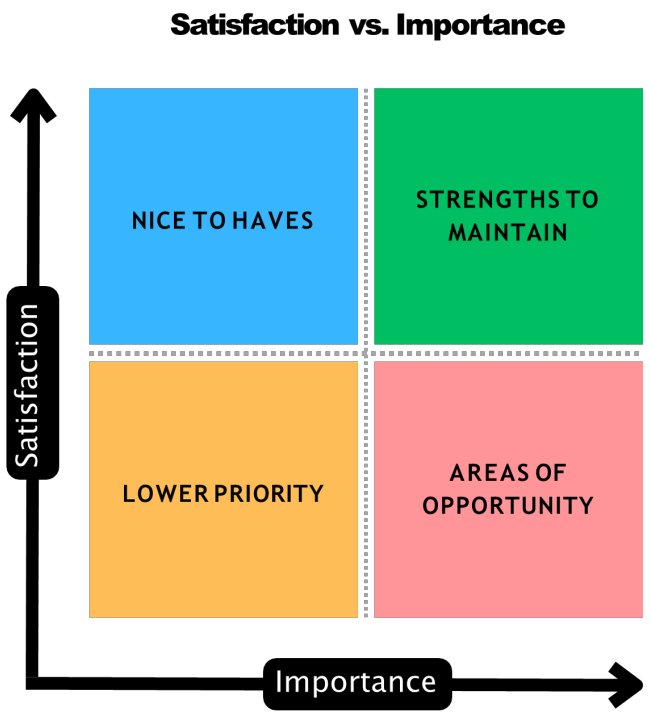


***NPS Score of 0**

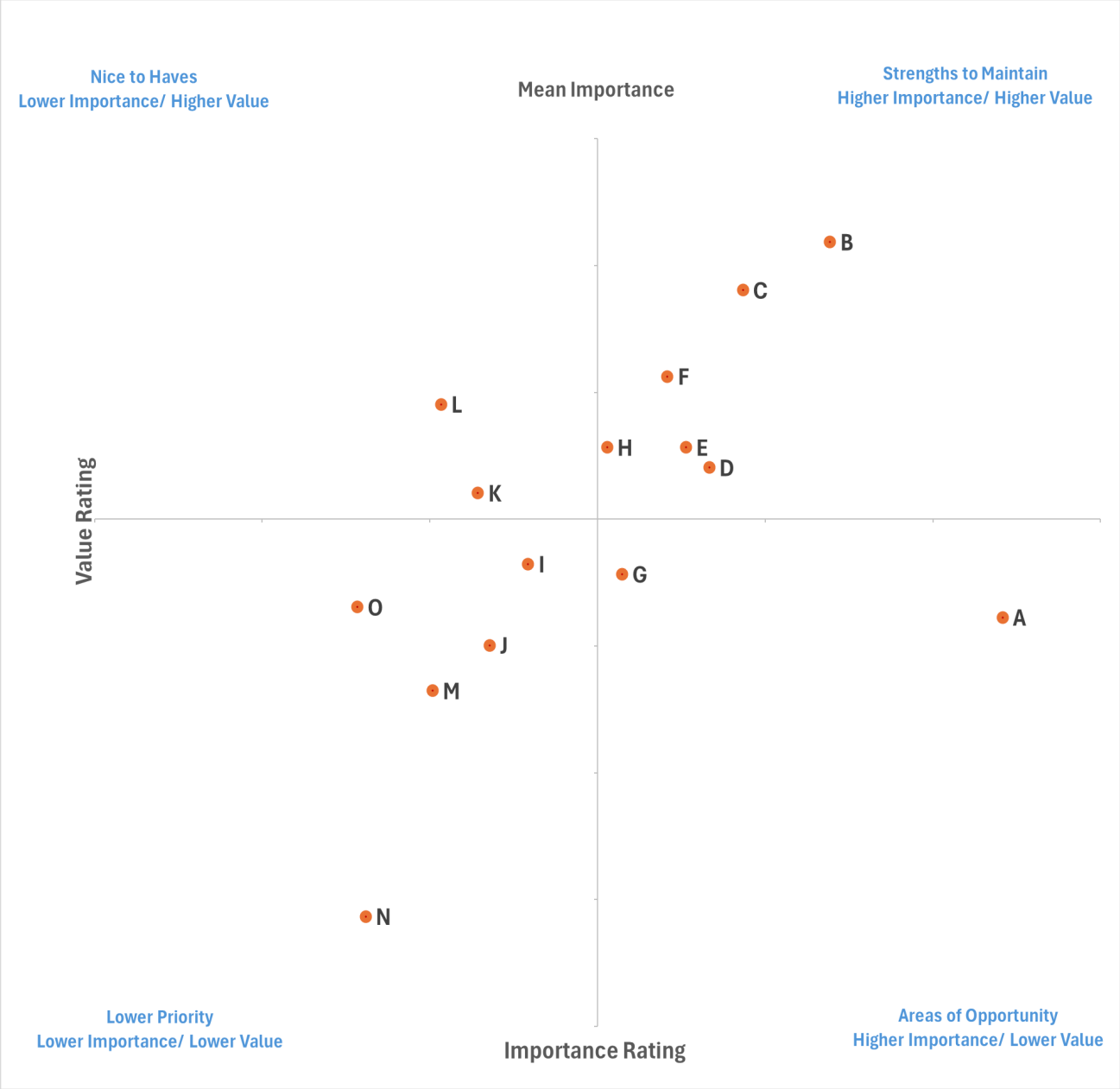
Importance-Satisfaction (I-S) Analysis

The Key Driver Analysis takes each area of service and compares its customer importance ranking against its customer satisfaction level. The graph is divided into four actional quadrants:

1. **Lower Priority** - This quadrant contains areas of service that have lower importance rankings and lower satisfaction levels. Although these have lower satisfaction levels, they are less important to customers and will have a smaller impact on overall customer satisfaction.
2. **Nice to Haves** - This quadrant contains areas of service that have lower importance rankings and higher satisfaction levels. Although customers are highly satisfied in these areas, these areas are less important to customers and will have a smaller impact on overall customer satisfaction.
3. **Areas of Opportunity** - This quadrant contains areas of service that have higher importance rankings and lower satisfaction levels. These areas are ranked as highly important to customers and will have a larger impact on overall customer satisfaction as the service is improved and satisfaction is raised.
4. **Strengths to Maintain** - This quadrant contains areas of service that have higher importance rankings and higher satisfaction levels. Customers find these areas of high importance and are highly satisfied with the level of service. These satisfaction levels should be maintained in order to continue positive overall customer satisfaction.



Importance-Satisfaction (I-S) Analysis



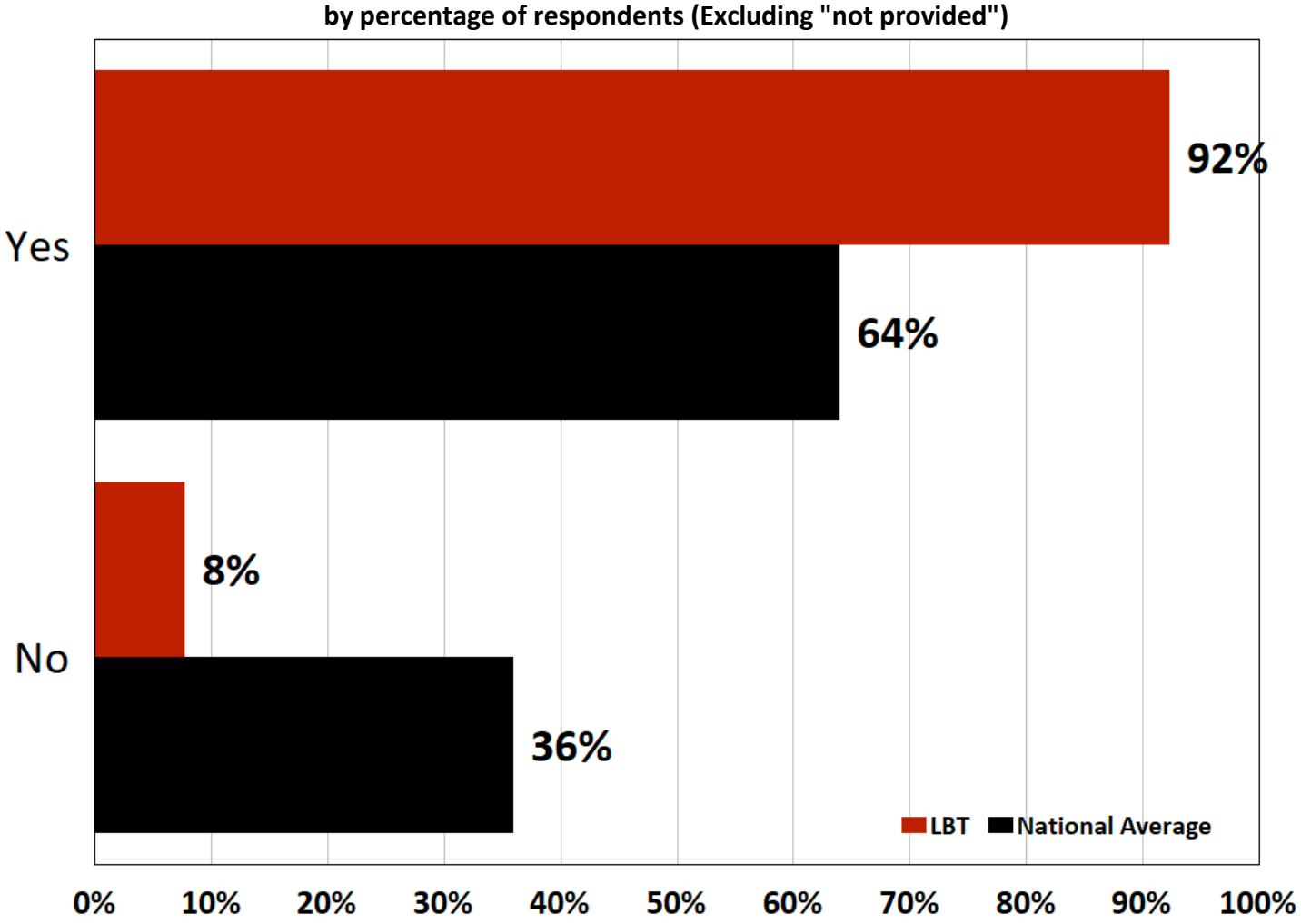
A	Providing access to places of employment
B	Providing transportation options to people with special mobility needs, such as senior citizens, people with disabilities, & people who are unable to drive
C	Providing affordable transportation options
D	Providing access to medical facilities
E	Providing a safe transportation alternative
F	Providing access to educational facilities
G	Providing access to places of leisure & recreation
H	Reducing traffic congestion
I	Improving quality of life
J	Providing access to region/adjacent cities & counties
K	Making roads safer for all users
L	Achieving sustainable practices, reducing pollution/ carbon footprint
M	Attracting & retaining more employment opportunities in the region
N	Providing opportunities for locating affordable housing
O	Supporting community businesses


3
Benchmarks

NATIONAL BENCHMARKS

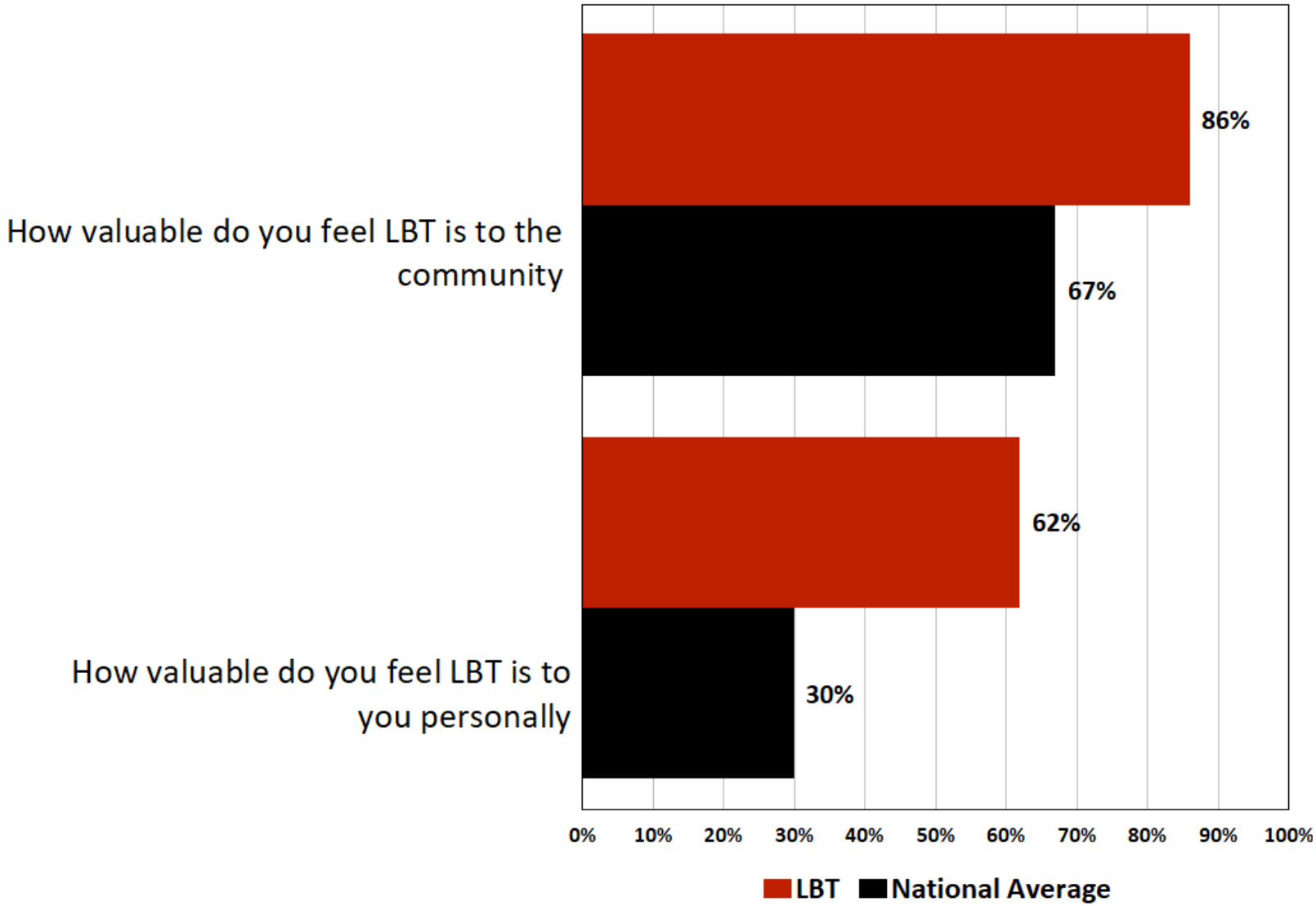
Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with Long Beach Transit is not authorized without written consent from ETC Institute.

Are you aware of LBT, the public transportation system that operates bus, water taxi, and paratransit services in Long Beach and the surrounding communities??



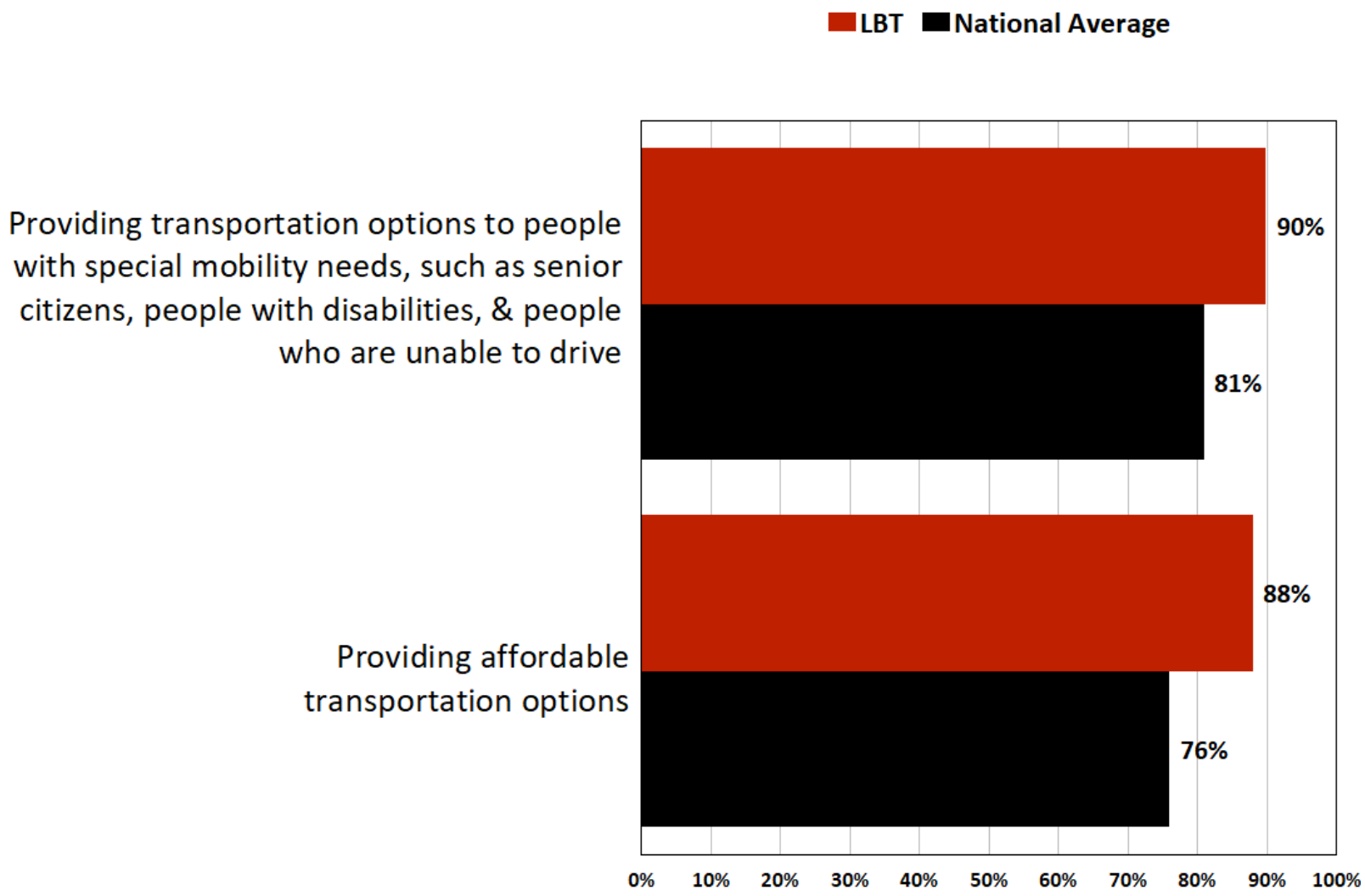
Rate the value of the following items?

by percentage of respondents who selected “Extremely Valuable" or "Valuable" (Excluding “don’t know”)



Rate the value of the following items?

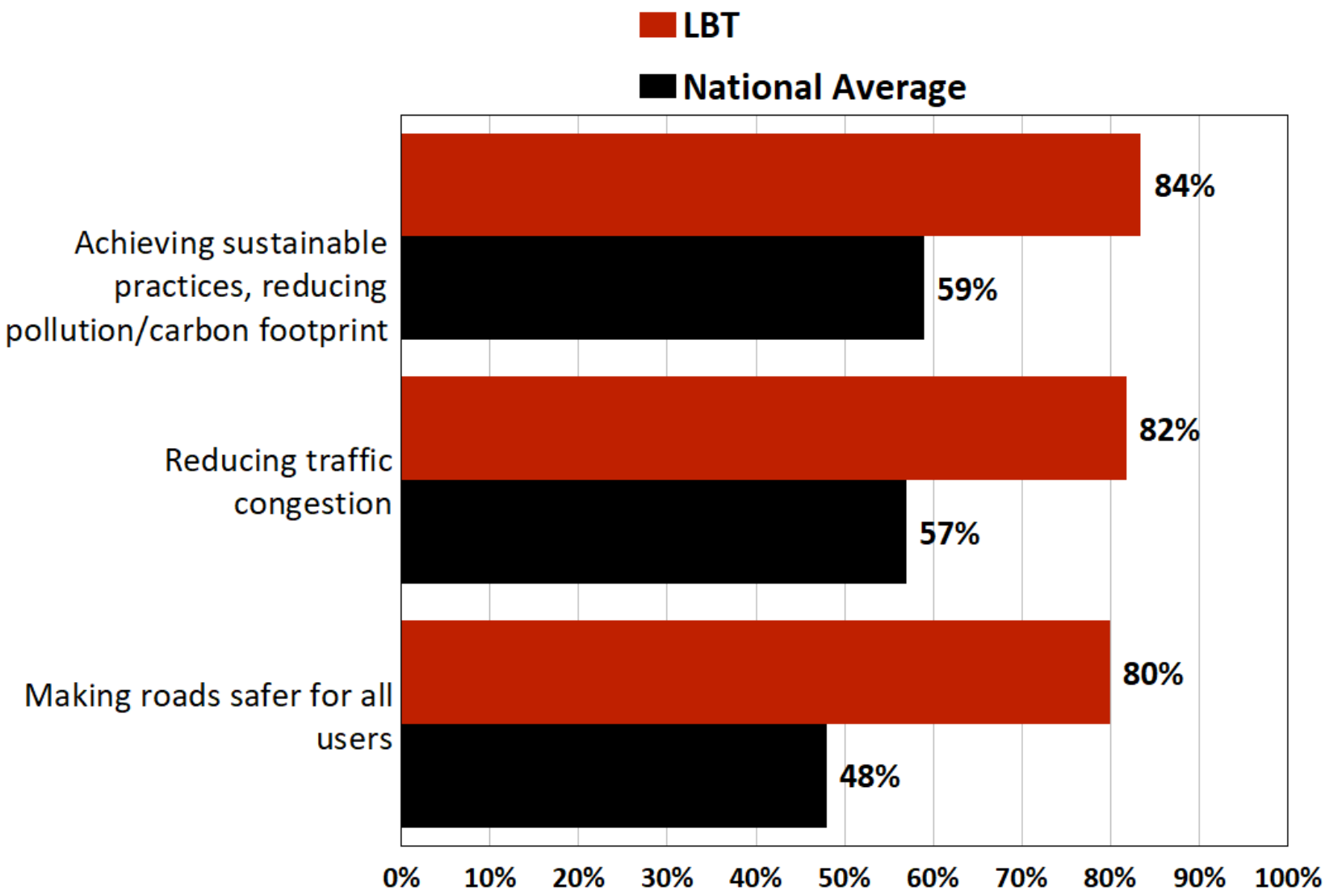
by percentage of respondents who selected “Extremely Valuable" or "Valuable" (Excluding “don’t know”)



©2025 ETC Institute

Rate the value of the following items?

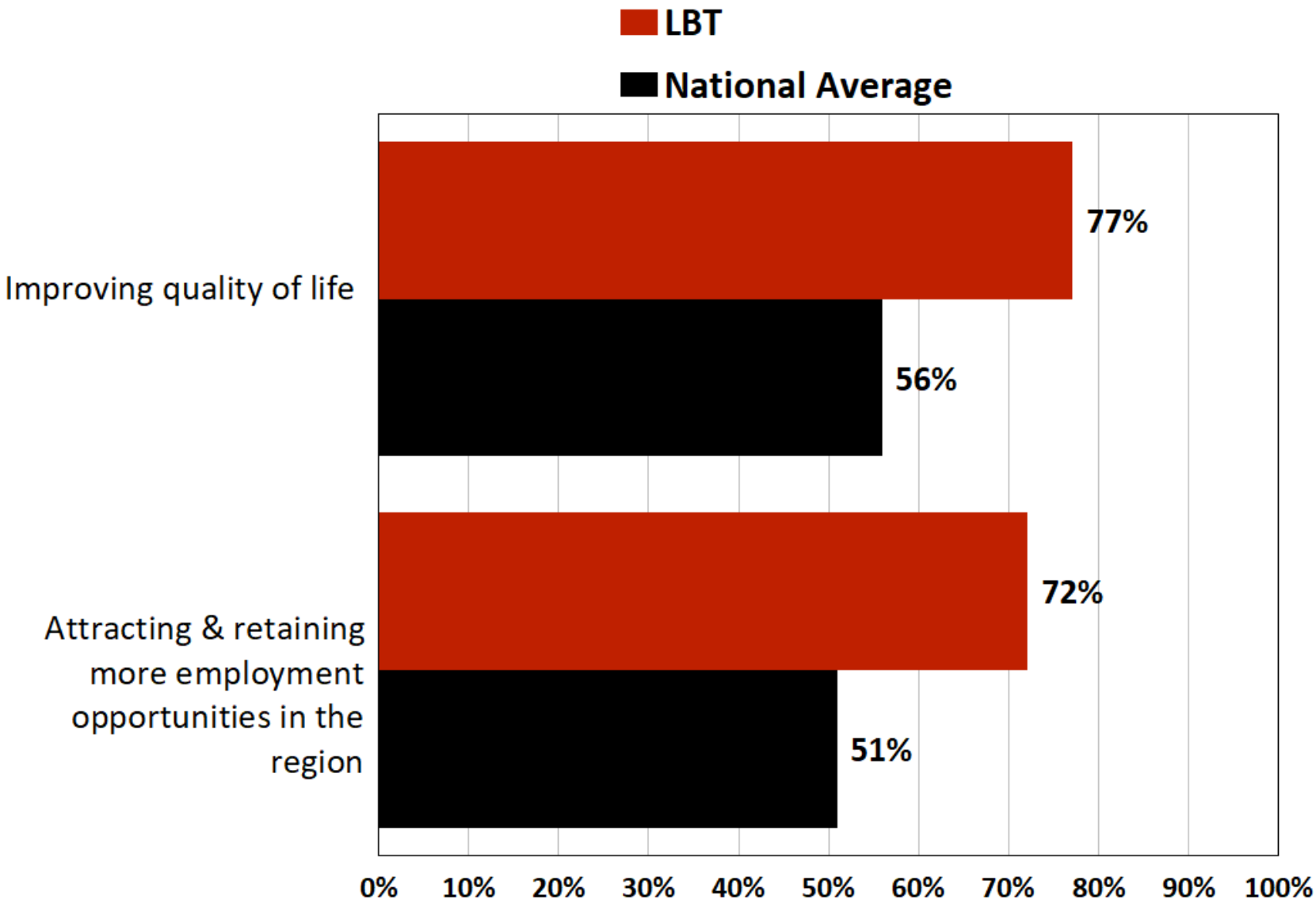
by percentage of respondents who selected “Extremely Valuable" or "Valuable" (Excluding “don’t know”)



©2025 ETC Institute

Rate the value of the following items?

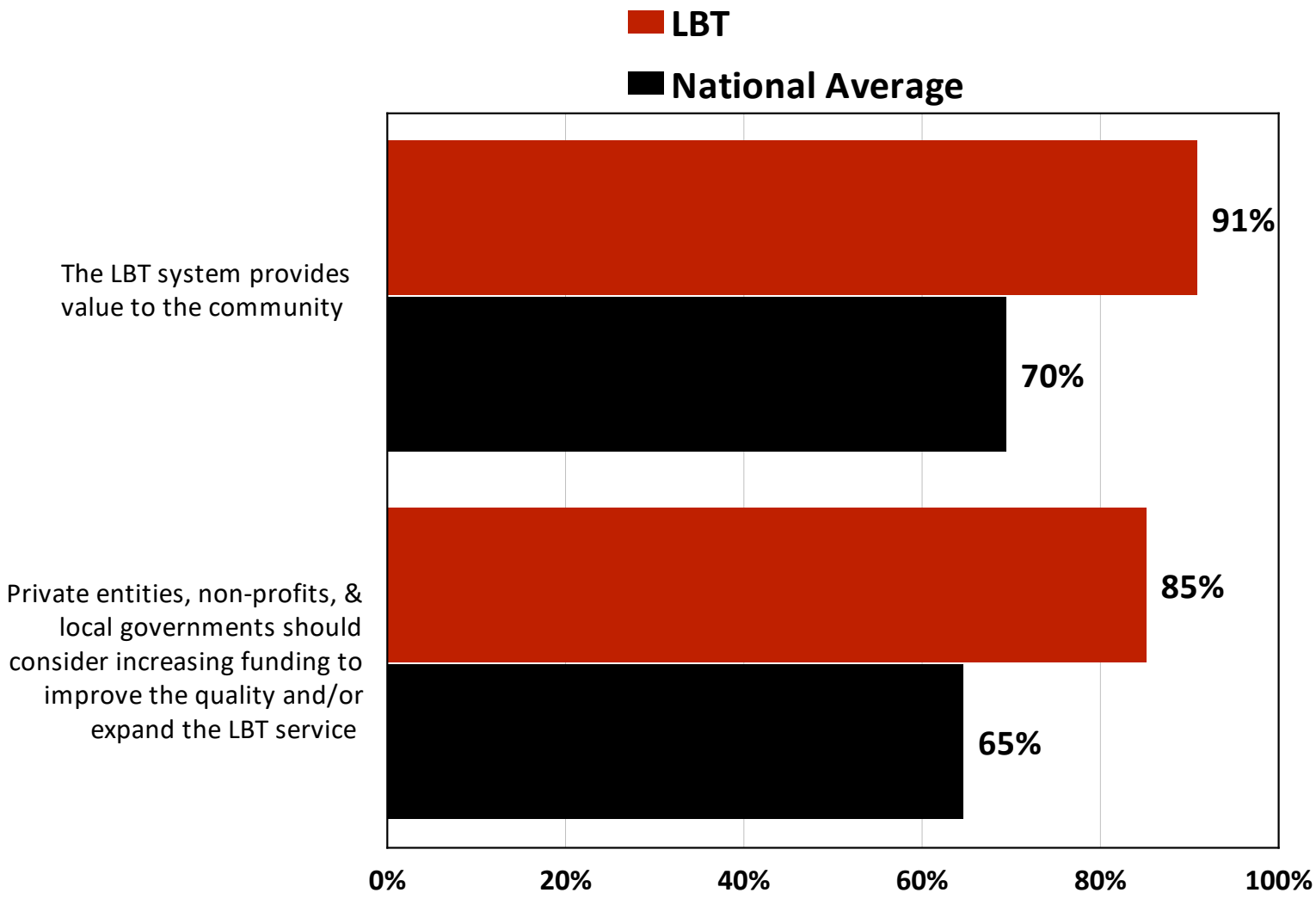
by percentage of respondents who selected “Extremely Valuable" or "Valuable" (Excluding “don’t know”)



©2025 ETC Institute

Rate the value of the following items?

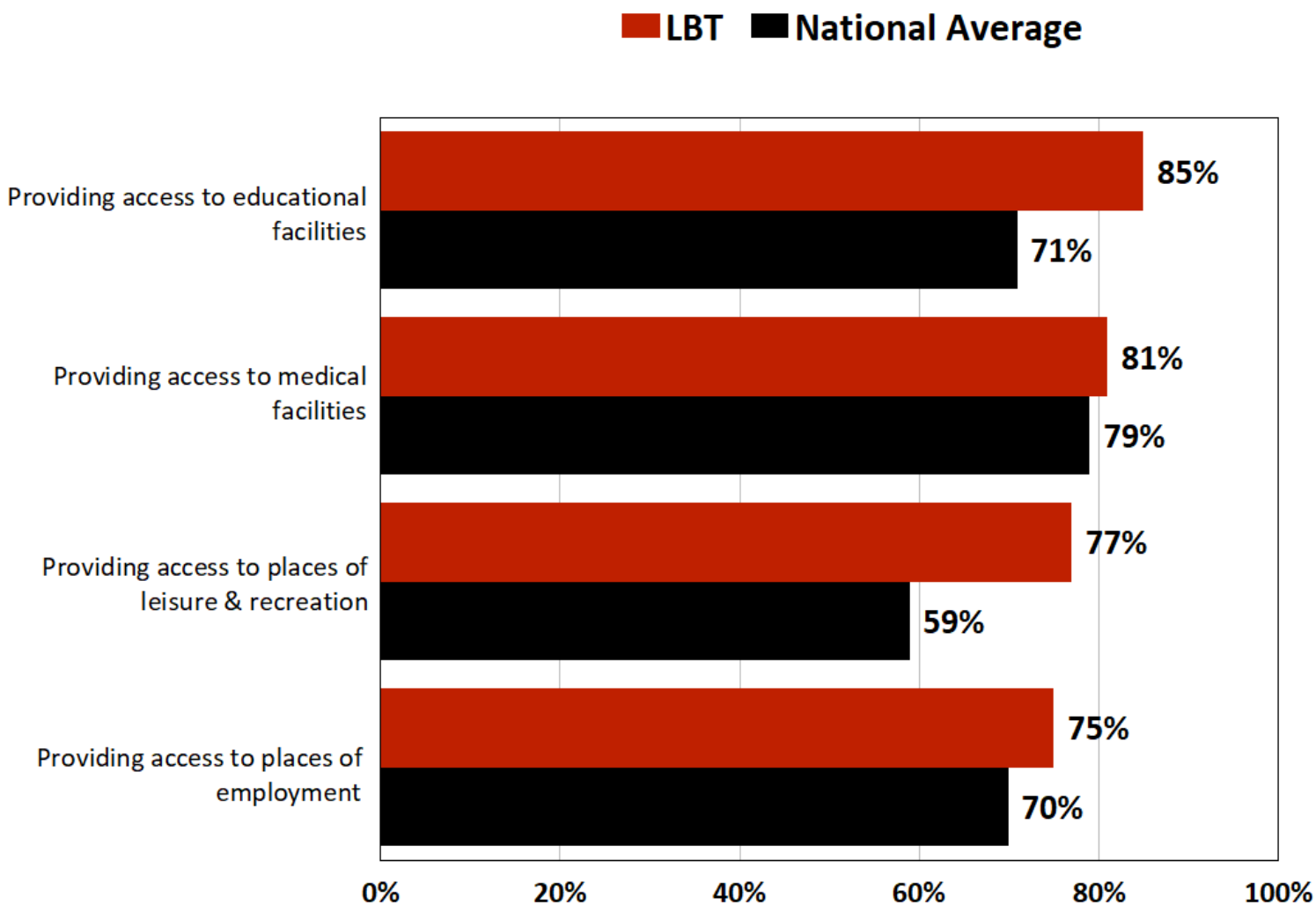
by percentage of respondents who selected “Extremely Valuable" or "Valuable" (Excluding “don’t know”)



©2025 ETC Institute

Rate the value of the following items?

by percentage of respondents who selected “Extremely Valuable" or "Valuable" (Excluding “don’t know”)



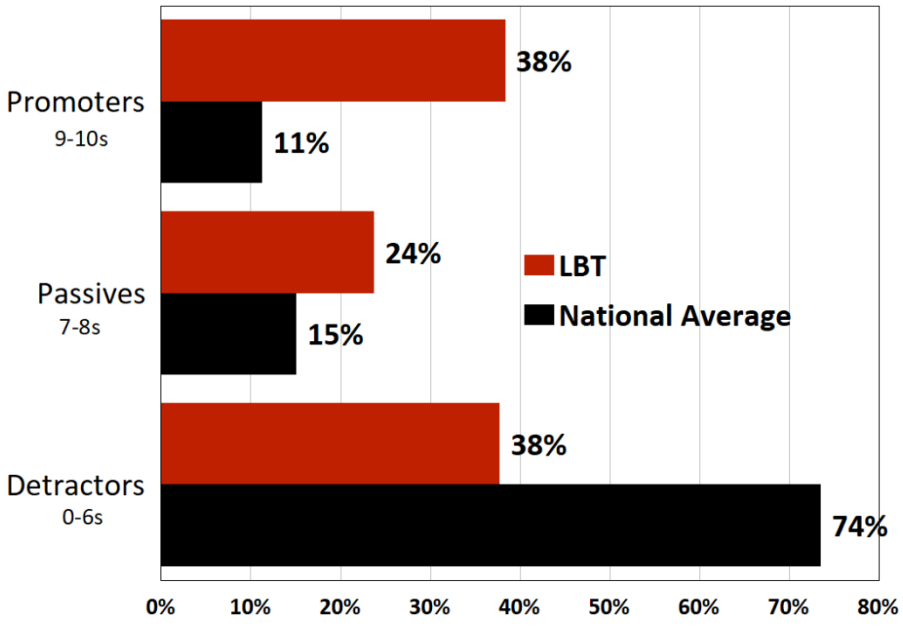
©2025 ETC Institute

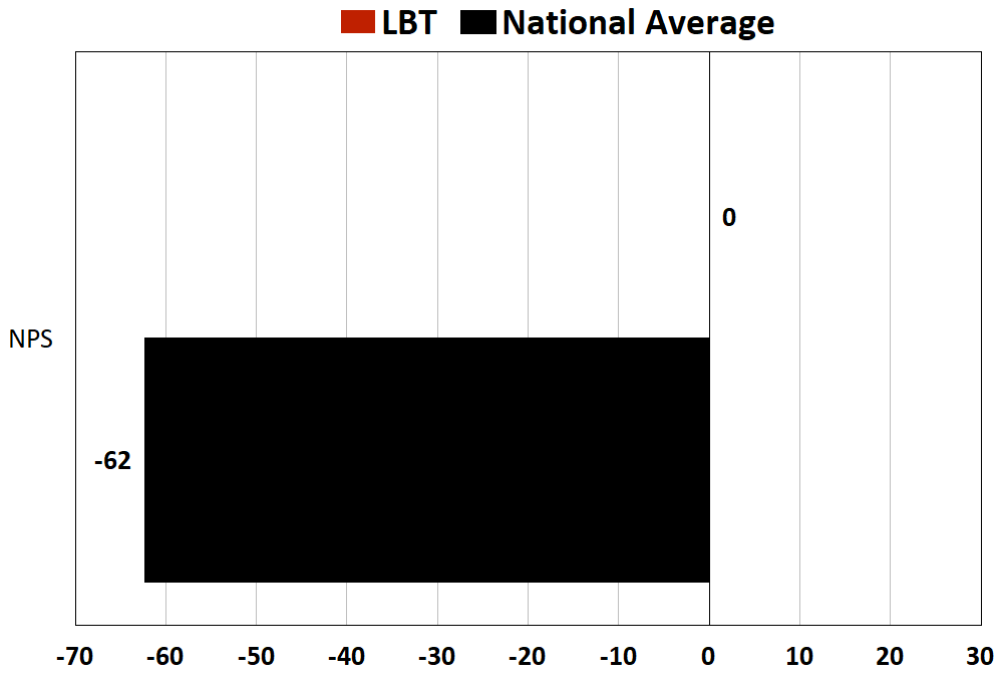
NET PROMOTER SCORE

Using a 10-point scale, where 10 means "Very Likely," and 0 means "Not Likely At All," how likely would you be to recommend LBT bus service to a friend, colleague, or family member?

"Promoter" = 10-9 "Passive" = 8-7 "Detractor" = 6-0

Net Promoter Score is the number of "Promoters" minus the number of "Detractors."





©2025 ETC Institute

4 Tabular Data

Q1. Are you aware of LBT, the public transportation system that operates bus, water taxi, and paratransit services in Long Beach and the surrounding communities?

Q1. Are you aware of LBT in Long Beach & surrounding communities	Number	Percent
Yes	410	92.3 %
No	34	7.7 %
Total	444	100.0 %

Q2. On average, how often do you ride LBT?

Q2. How often do you ride LBT on average	Number	Percent
Once a month or less	49	12.0 %
2-3 times per month	49	12.0 %
1-2 times per week	47	11.5 %
3-4 days per week	29	7.1 %
5+ days per week	27	6.6 %
I used it in the past, but I don't anymore	78	19.0 %
I have never used it	131	32.0 %
Total	410	100.0 %

Q2a. Why did you stop using public transportation?

Q2a. Why did you stop using public transportation	Number	Percent
I no longer live within the service area	4	5.1 %
I started working from home	7	9.0 %
I am no longer employed	8	10.3 %
I am concerned about health & safety	18	23.1 %
I live in an area where services were reduced or suspended	9	11.5 %
Limiting other non-work travel	2	2.6 %
It takes too long to complete a trip	28	35.9 %
It is too unreliable (poor on-time performance)	9	11.5 %
Bus stops are not conveniently located for me	15	19.2 %
Bus does not go to places I need to go	14	17.9 %
Bus does not operate on days I need it to	1	1.3 %
Bus does not operate at times I need it to	8	10.3 %
Service is too infrequent	13	16.7 %
It is too expensive	3	3.8 %
I do not feel that LBT's vehicles are mechanically safe	1	1.3 %
I do not feel safe from crime while waiting for or riding the bus	24	30.8 %
Schedules are too complicated	2	2.6 %
Other	18	23.1 %
Total	184	

Q3. What is your primary purpose for using public transportation?

Q3. Your primary purpose for using public transportation	Number	Percent
Work	75	37.3 %
School	20	10.0 %
Medical appointments	19	9.5 %
Leisure/social/recreation	41	20.4 %
Shopping/groceries/errands	41	20.4 %
Church/religious activities	1	0.5 %
Other	3	1.5 %
Not provided	1	0.5 %
Total	201	100.0 %

Q3. What is your primary purpose for using public transportation? (without "not provided")

Q3. Your primary purpose for using public transportation	Number	Percent
Work	75	37.5 %
School	20	10.0 %
Medical appointments	19	9.5 %
Leisure/social/recreation	41	20.5 %
Shopping/groceries/errands	41	20.5 %
Church/religious activities	1	0.5 %
Other	3	1.5 %
Total	200	100.0 %

Q3-7. Other:

Q3-7. Other	Number	Percent
Getting around to coffee shops, stores, blue line train station or library	1	33.3 %
Visited my sister	1	33.3 %
I use it for a number of reasons and not just for one	1	33.3 %
Total	3	100.0 %

Q4. What mode of transportation do you primarily use to reach your destinations?

Q4. Mode of transportation you primarily use to reach your destinations	Number	Percent
Drive my car alone	287	64.6 %
Carpool	28	6.3 %
Walk/roll	33	7.4 %
Bicycle	23	5.2 %
Scooter	3	0.7 %
Ridesharing services like Uber, Lyft, etc.	15	3.4 %
Taxi	2	0.5 %
Dial-a-Ride (paratransit service)	2	0.5 %
Buses/trains	51	11.5 %
Total	444	100.0 %

Q5. Which THREE features or amenities could LBT add to its current transit service that would make it more appealing for you to use public transportation?

Q5. Top choice	Number	Percent
Lower fares	43	9.7 %
More frequent service	126	28.4 %
Shorter trip times	25	5.6 %
Better on-time performance, reliable trip times	33	7.4 %
Stops closer to my home	18	4.1 %
Schedules that are easier to read	11	2.5 %
More parking at stops & stations	4	0.9 %
More routes to serve places I need to go	29	6.5 %
Free, reliable WiFi access on LBT vehicles	7	1.6 %
Easier methods of buying fares	8	1.8 %
Efficient mobile transit apps	4	0.9 %
Efficient ticket purchasing app	4	0.9 %
More comfortable seats	3	0.7 %
Cleaner vehicles	10	2.3 %
Cleaner stops/stations	12	2.7 %
Easier to use	1	0.2 %
More personal space/less crowded on vehicles	2	0.5 %
Shelter at transit stops/stations	8	1.8 %
Additional security/fare inspectors	42	9.5 %
Improved fare vending machines or fare boxes	1	0.2 %
Ease of planning a trip online	5	1.1 %
Other	19	4.3 %
I would not ride public transportation under any circumstances	11	2.5 %
None chosen	18	4.1 %
Total	444	100.0 %

Q5. Which THREE features or amenities could LBT add to its current transit service that would make it more appealing for you to use public transportation?

Q5. 2nd choice	Number	Percent
Lower fares	7	1.6 %
More frequent service	52	11.7 %
Shorter trip times	37	8.3 %
Better on-time performance, reliable trip times	34	7.7 %
Stops closer to my home	20	4.5 %
Schedules that are easier to read	14	3.2 %
More parking at stops & stations	6	1.4 %
More routes to serve places I need to go	57	12.8 %
Free, reliable WiFi access on LBT vehicles	17	3.8 %
Easier methods of buying fares	10	2.3 %
Efficient mobile transit apps	15	3.4 %
Efficient ticket purchasing app	7	1.6 %
More comfortable seats	5	1.1 %
Cleaner vehicles	22	5.0 %
Cleaner stops/stations	22	5.0 %
Easier to use	6	1.4 %
More personal space/less crowded on vehicles	11	2.5 %
Shelter at transit stops/stations	23	5.2 %
Additional security/fare inspectors	19	4.3 %
Improved fare vending machines or fare boxes	2	0.5 %
Ease of planning a trip online	8	1.8 %
Other	3	0.7 %
None chosen	47	10.6 %
Total	444	100.0 %

Q5. Which THREE features or amenities could LBT add to its current transit service that would make it more appealing for you to use public transportation?

Q5. 3rd choice	Number	Percent
Lower fares	9	2.0 %
More frequent service	26	5.9 %
Shorter trip times	18	4.1 %
Better on-time performance, reliable trip times	38	8.6 %
Stops closer to my home	17	3.8 %
Schedules that are easier to read	14	3.2 %
More parking at stops & stations	10	2.3 %
More routes to serve places I need to go	39	8.8 %
Free, reliable WiFi access on LBT vehicles	9	2.0 %
Easier methods of buying fares	12	2.7 %
Efficient mobile transit apps	11	2.5 %
Efficient ticket purchasing app	9	2.0 %
More comfortable seats	5	1.1 %
Cleaner vehicles	18	4.1 %
Cleaner stops/stations	22	5.0 %
Easier to use	8	1.8 %
More personal space/less crowded on vehicles	11	2.5 %
Shelter at transit stops/stations	31	7.0 %
Additional security/fare inspectors	31	7.0 %
Improved fare vending machines or fare boxes	6	1.4 %
Ease of planning a trip online	18	4.1 %
Other	15	3.4 %
None chosen	67	15.1 %
Total	444	100.0 %

Q5. Which THREE features or amenities could LBT add to its current transit service that would make it more appealing for you to use public transportation? (top 3)

Q5. Top choice	Number	Percent
Lower fares	59	13.3 %
More frequent service	204	45.9 %
Shorter trip times	80	18.0 %
Better on-time performance, reliable trip times	105	23.6 %
Stops closer to my home	55	12.4 %
Schedules that are easier to read	39	8.8 %
More parking at stops & stations	20	4.5 %
More routes to serve places I need to go	125	28.2 %
Free, reliable WiFi access on LBT vehicles	33	7.4 %
Easier methods of buying fares	30	6.8 %
Efficient mobile transit apps	30	6.8 %
Efficient ticket purchasing app	20	4.5 %
More comfortable seats	13	2.9 %
Cleaner vehicles	50	11.3 %
Cleaner stops/stations	56	12.6 %
Easier to use	15	3.4 %
More personal space/less crowded on vehicles	24	5.4 %
Shelter at transit stops/stations	62	14.0 %
Additional security/fare inspectors	92	20.7 %
Improved fare vending machines or fare boxes	9	2.0 %
Ease of planning a trip online	31	7.0 %
Other	37	8.3 %
I would not ride public transportation under any circumstances	11	2.5 %
None chosen	18	4.1 %
Total	1218	

Q6. On a scale of 0-10, with 10 indicating "Very Likely," and 0 indicating "Not at all Likely," how likely are you to recommend using LBT to a friend or colleague?

(N=444)

	Very likely	9	8	7	6	5	4	3	2	1	Not at all likely	Not provid-ed
Q6. How likely are you to recommend using LBT to a friend or colleague	29.7%	7.0%	9.9%	12.8%	5.6%	9.9%	3.2%	2.3%	4.1%	2.3%	8.8%	4.5%

Q6. On a scale of 0-10, with 10 indicating "Very Likely," and 0 indicating "Not at all Likely," how likely are you to recommend using LBT to a friend or colleague? (without "not provided")

(N=444)

	Very likely	9	8	7	6	5	4	3	2	1	Not at all likely
Q6. How likely are you to recommend using LBT to a friend or colleague	31.1%	7.3%	10.4%	13.4%	5.9%	10.4%	3.3%	2.4%	4.2%	2.4%	9.2%

Q7. Please rate the value of the following items on a scale from 1 to 5, with 5 meaning "Extremely Valuable," and 1 meaning "Not at all Valuable."

(N=444)

	Extremely valuable	Valuable	Neutral	Not very valuable	Not at all valuable	Don't know
Q7-1. How valuable do you feel LBT is to the community	60.1%	23.6%	9.9%	1.8%	1.6%	2.9%
Q7-2. How valuable do you feel LBT is to you personally	32.2%	27.5%	16.7%	9.5%	11.3%	2.9%
Q7-3. Providing access to places of employment	43.9%	22.7%	15.3%	2.9%	3.8%	11.3%
Q7-4. Providing access to medical facilities	46.6%	25.5%	11.0%	3.6%	2.3%	11.0%
Q7-5. Providing access to educational facilities	52.7%	23.0%	10.1%	2.0%	1.6%	10.6%
Q7-6. Providing access to places of leisure & recreation	40.8%	29.7%	16.0%	2.9%	2.5%	8.1%
Q7-7. Attracting & retaining more employment opportunities in the region	39.9%	23.9%	16.9%	2.9%	4.7%	11.7%
Q7-8. Providing affordable transportation options	55.6%	27.3%	9.0%	1.1%	1.1%	5.9%
Q7-9. Providing transportation options to people with special mobility needs, such as senior citizens, people with disabilities, & people who are unable to drive	62.8%	20.9%	6.3%	1.8%	1.4%	6.8%
Q7-10. Reducing traffic congestion	51.4%	27.0%	9.5%	4.5%	3.4%	4.3%
Q7-11. Making roads safer for all users	50.0%	25.5%	12.2%	3.6%	3.2%	5.6%
Q7-12. Providing a safe transportation alternative	52.7%	25.2%	11.3%	2.7%	3.4%	4.7%

Q7. Please rate the value of the following items on a scale from 1 to 5, with 5 meaning "Extremely Valuable," and 1 meaning "Not at all Valuable."

	Extremely valuable	Valuable	Neutral	Not very valuable	Not at all valuable	Don't know
Q7-13. Achieving sustainable practices, reducing pollution/ carbon footprint	50.7%	29.1%	9.9%	2.9%	2.9%	4.5%
Q7-14. Improving quality of life	46.8%	27.3%	16.2%	2.9%	2.7%	4.1%
Q7-15. Providing access to region/adjacent cities & counties	42.8%	25.9%	17.3%	4.1%	2.7%	7.2%
Q7-16. Providing opportunities for locating affordable housing	32.2%	19.8%	21.8%	3.2%	5.2%	17.8%
Q7-17. Supporting community businesses	38.3%	29.1%	16.0%	2.5%	3.4%	10.8%

Q7. Please rate the value of the following items on a scale from 1 to 5, with 5 meaning "Extremely Valuable," and 1 meaning "Not at all Valuable." (without "don't know")

(N=444)

	Extremely valuable	Valuable	Neutral	Not very valuable	Not at all valuable
Q7-1. How valuable do you feel LBT is to the community	61.9%	24.4%	10.2%	1.9%	1.6%
Q7-2. How valuable do you feel LBT is to you personally	33.2%	28.3%	17.2%	9.7%	11.6%
Q7-3. Providing access to places of employment	49.5%	25.6%	17.3%	3.3%	4.3%
Q7-4. Providing access to medical facilities	52.4%	28.6%	12.4%	4.1%	2.5%
Q7-5. Providing access to educational facilities	58.9%	25.7%	11.3%	2.3%	1.8%
Q7-6. Providing access to places of leisure & recreation	44.4%	32.4%	17.4%	3.2%	2.7%
Q7-7. Attracting & retaining more employment opportunities in the region	45.2%	27.0%	19.1%	3.3%	5.4%
Q7-8. Providing affordable transportation options	59.1%	28.9%	9.6%	1.2%	1.2%
Q7-9. Providing transportation options to people with special mobility needs, such as senior citizens, people with disabilities, & people who are unable to drive	67.4%	22.5%	6.8%	1.9%	1.4%
Q7-10. Reducing traffic congestion	53.6%	28.2%	9.9%	4.7%	3.5%

Q7. Please rate the value of the following items on a scale from 1 to 5, with 5 meaning "Extremely Valuable," and 1 meaning "Not at all Valuable." (without "don't know")

	Extremely valuable	Valuable	Neutral	Not very valuable	Not at all valuable
Q7-11. Making roads safer for all users	53.0%	27.0%	12.9%	3.8%	3.3%
Q7-12. Providing a safe transportation alternative	55.3%	26.5%	11.8%	2.8%	3.5%
Q7-13. Achieving sustainable practices, reducing pollution/carbon footprint	53.1%	30.4%	10.4%	3.1%	3.1%
Q7-14. Improving quality of life	48.8%	28.4%	16.9%	3.1%	2.8%
Q7-15. Providing access to region/adjacent cities & counties	46.1%	27.9%	18.7%	4.4%	2.9%
Q7-16. Providing opportunities for locating affordable housing	39.2%	24.1%	26.6%	3.8%	6.3%
Q7-17. Supporting community businesses	42.9%	32.6%	17.9%	2.8%	3.8%

Q8. What are the top THREE most important areas for LBT to focus on to provide the most value in the community?

Q8. Top choice	Number	Percent
Providing access to places of employment	113	25.5 %
Providing access to medical facilities	38	8.6 %
Providing access to educational facilities	21	4.7 %
Providing access to places of leisure & recreation	30	6.8 %
Attracting & retaining more employment opportunities in the region	17	3.8 %
Providing affordable transportation options	40	9.0 %
Providing transportation options to people with special mobility needs, such as senior citizens, people with disabilities, & people who are unable to drive	43	9.7 %
Reducing traffic congestion	24	5.4 %
Making roads safer for all users	17	3.8 %
Providing a safe transportation alternative	25	5.6 %
Achieving sustainable practices, reducing pollution/ carbon footprint	12	2.7 %
Improving quality of life	23	5.2 %
Providing access to region/adjacent cities & counties	17	3.8 %
Providing opportunities for locating affordable housing	6	1.4 %
Supporting community businesses	3	0.7 %
None chosen	15	3.4 %
Total	444	100.0 %

Q8. What are the top THREE most important areas for LBT to focus on to provide the most value in the community?

Q8. 2nd choice	Number	Percent
Providing access to places of employment	46	10.4 %
Providing access to medical facilities	55	12.4 %
Providing access to educational facilities	38	8.6 %
Providing access to places of leisure & recreation	28	6.3 %
Attracting & retaining more employment opportunities in the region	13	2.9 %
Providing affordable transportation options	43	9.7 %
Providing transportation options to people with special mobility needs, such as senior citizens, people with disabilities, & people who are unable to drive	54	12.2 %
Reducing traffic congestion	35	7.9 %
Making roads safer for all users	14	3.2 %
Providing a safe transportation alternative	49	11.0 %
Achieving sustainable practices, reducing pollution/ carbon footprint	12	2.7 %
Improving quality of life	11	2.5 %
Providing access to region/adjacent cities & counties	15	3.4 %
Providing opportunities for locating affordable housing	5	1.1 %
Supporting community businesses	4	0.9 %
None chosen	22	5.0 %
Total	444	100.0 %

Q8. What are the top THREE most important areas for LBT to focus on to provide the most value in the community?

Q8. 3rd choice	Number	Percent
Providing access to places of employment	33	7.4 %
Providing access to medical facilities	21	4.7 %
Providing access to educational facilities	44	9.9 %
Providing access to places of leisure & recreation	33	7.4 %
Attracting & retaining more employment opportunities in the region	11	2.5 %
Providing affordable transportation options	40	9.0 %
Providing transportation options to people with special mobility needs, such as senior citizens, people with disabilities, & people who are unable to drive	49	11.0 %
Reducing traffic congestion	28	6.3 %
Making roads safer for all users	22	5.0 %
Providing a safe transportation alternative	34	7.7 %
Achieving sustainable practices, reducing pollution/ carbon footprint	19	4.3 %
Improving quality of life	32	7.2 %
Providing access to region/adjacent cities & counties	24	5.4 %
Providing opportunities for locating affordable housing	12	2.7 %
Supporting community businesses	14	3.2 %
None chosen	28	6.3 %
Total	444	100.0 %

Q8. What are the top THREE most important areas for LBT to focus on to provide the most value in the community? (top 3)

Q8. Top choice	Number	Percent
Providing access to places of employment	192	43.2 %
Providing access to medical facilities	114	25.7 %
Providing access to educational facilities	103	23.2 %
Providing access to places of leisure & recreation	91	20.5 %
Attracting & retaining more employment opportunities in the region	41	9.2 %
Providing affordable transportation options	123	27.7 %
Providing transportation options to people with special mobility needs, such as senior citizens, people with disabilities, & people who are unable to drive	146	32.9 %
Reducing traffic congestion	87	19.6 %
Making roads safer for all users	53	11.9 %
Providing a safe transportation alternative	108	24.3 %
Achieving sustainable practices, reducing pollution/ carbon footprint	43	9.7 %
Improving quality of life	66	14.9 %
Providing access to region/adjacent cities & counties	56	12.6 %
Providing opportunities for locating affordable housing	23	5.2 %
Supporting community businesses	21	4.7 %
None chosen	15	3.4 %
Total	1282	

Q9. Please indicate your level of agreement with each statement in the list below.

(N=444)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q9-1. I feel LBT vehicles are mechanically safe	44.4%	35.6%	8.8%	2.3%	0.7%	8.3%
Q9-2. I feel personally secure (safe from crime) while using LBT services	14.6%	27.3%	26.1%	9.7%	13.7%	8.6%
Q9-3. LBT services are accessible to people with various disabilities	31.8%	38.1%	13.3%	2.7%	2.5%	11.7%
Q9-4. LBT adequately serves employment centers	11.7%	22.5%	26.4%	5.2%	1.6%	32.7%
Q9-5. LBT is a diverse, equitable, & inclusive community resource	27.9%	36.5%	14.2%	1.6%	2.0%	17.8%
Q9-6. LBT service supports community businesses	22.1%	31.3%	19.6%	1.4%	2.5%	23.2%
Q9-7. I have a positive perception of LBT brand	27.9%	35.8%	20.9%	5.4%	3.8%	6.1%
Q9-8. LBT manages its financial resources well	9.9%	15.1%	22.7%	2.7%	2.9%	46.6%
Q9-9. LBT is a good financial steward of public funds	15.3%	20.0%	17.8%	3.4%	2.3%	41.2%
Q9-10. The community's investment in transit provides value	41.7%	29.5%	12.2%	2.7%	2.3%	11.7%
Q9-11. LBT's financial reporting is understandable & transparent	10.1%	8.8%	20.3%	4.1%	2.0%	54.7%
Q9-12. LBT is trustworthy	17.6%	31.8%	23.4%	4.3%	2.3%	20.7%

Q9. Please indicate your level of agreement with each statement in the list below.

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q9-13. LBT provides access to region/adjacent cities & counties	17.3%	31.3%	20.9%	7.4%	2.9%	20.0%

Q9. Please indicate your level of agreement with each statement in the list below. (without "don't know")

(N=444)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q9-1. I feel LBT vehicles are mechanically safe	48.4%	38.8%	9.6%	2.5%	0.7%
Q9-2. I feel personally secure (safe from crime) while using LBT services	16.0%	29.8%	28.6%	10.6%	15.0%
Q9-3. LBT services are accessible to people with various disabilities	36.0%	43.1%	15.1%	3.1%	2.8%
Q9-4. LBT adequately serves employment centers	17.4%	33.4%	39.1%	7.7%	2.3%
Q9-5. LBT is a diverse, equitable, & inclusive community resource	34.0%	44.4%	17.3%	1.9%	2.5%
Q9-6. LBT service supports community businesses	28.7%	40.8%	25.5%	1.8%	3.2%
Q9-7. I have a positive perception of LBT brand	29.7%	38.1%	22.3%	5.8%	4.1%
Q9-8. LBT manages its financial resources well	18.6%	28.3%	42.6%	5.1%	5.5%
Q9-9. LBT is a good financial steward of public funds	26.1%	34.1%	30.3%	5.7%	3.8%
Q9-10. The community's investment in transit provides value	47.2%	33.4%	13.8%	3.1%	2.6%
Q9-11. LBT's financial reporting is understandable & transparent	22.4%	19.4%	44.8%	9.0%	4.5%
Q9-12. LBT is trustworthy	22.2%	40.1%	29.5%	5.4%	2.8%

Q9. Please indicate your level of agreement with each statement in the list below. (without "don't know")

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q9-13. LBT provides access to region/adjacent cities & counties	21.7%	39.2%	26.2%	9.3%	3.7%

Q10. Based on your personal experience or anything you may have seen, read, or heard, how would you rate the overall job you think LBT is doing in providing transit service to the community?

Q10. How would you rate overall job LBT is doing in providing transit service to the community	Number	Percent
Very good	119	26.8 %
Good	163	36.7 %
Fair	110	24.8 %
Poor	25	5.6 %
Very poor	9	2.0 %
Not provided	18	4.1 %
Total	444	100.0 %

Q10. Based on your personal experience or anything you may have seen, read, or heard, how would you rate the overall job you think LBT is doing in providing transit service to the community? (without "not provided")

Q10. How would you rate overall job LBT is doing in providing transit service to the community	Number	Percent
Very good	119	27.9 %
Good	163	38.3 %
Fair	110	25.8 %
Poor	25	5.9 %
Very poor	9	2.1 %
Total	426	100.0 %

Q11. How do you think the current level of public/government funding for LBT should change over the next five years?

Q11. How should current level of public/ government funding for LBT change over next five years	Number	Percent
Funding should be reduced	23	5.2 %
Funding should stay the same	46	10.4 %
Funding should be somewhat greater than it is now	114	25.7 %
Funding should be much greater than it is now	167	37.6 %
Don't know	94	21.2 %
Total	444	100.0 %

Q11. How do you think the current level of public/government funding for LBT should change over the next five years? (without "don't know")

Q11. How should current level of public/ government funding for LBT change over next five years	Number	Percent
Funding should be reduced	23	6.6 %
Funding should stay the same	46	13.1 %
Funding should be somewhat greater than it is now	114	32.6 %
Funding should be much greater than it is now	167	47.7 %
Total	350	100.0 %

Q12. What is your age?

Q12. Your age	Number	Percent
18-29	87	19.6 %
30-39	86	19.4 %
40-49	77	17.3 %
50-64	93	20.9 %
65+	86	19.4 %
Prefer not to answer	15	3.4 %
Total	444	100.0 %

Q12. What is your age? (without "prefer not to answer")

Q12. Your age	Number	Percent
18-29	87	20.3 %
30-39	86	20.0 %
40-49	77	17.9 %
50-64	93	21.7 %
65+	86	20.0 %
Total	429	100.0 %

Q13. What is your gender?

Q13. Your gender	Number	Percent
Male	211	47.5 %
Female	213	48.0 %
Other	10	2.3 %
Prefer not to answer	10	2.3 %
Total	444	100.0 %

Q13. What is your gender? (without "prefer not to answer")

Q13. Your gender	Number	Percent
Male	211	48.6 %
Female	213	49.1 %
Other	10	2.3 %
Total	434	100.0 %

Q13-3. Self-describe your gender:

Q13-3. Self-describe your gender	Number	Percent
Non-Binary	7	70.0 %
Genderqueer	2	20.0 %
Fluid	1	10.0 %
Total	10	100.0 %

Q14. Please select the range that includes your annual household income level:

Q14. Your annual household income level	Number	Percent
Less than $10K	18	4.1 %
$10K-$14,999	22	5.0 %
$15K-$19,999	26	5.9 %
$20K-$24,999	25	5.6 %
$25K-$49,999	61	13.7 %
$50K-$74,999	64	14.4 %
$75K+	176	39.6 %
Prefer not to answer	52	11.7 %
Total	444	100.0 %

Q14. Please select the range that includes your annual household income level: (without "prefer not to answer")

Q14. Your annual household income level	Number	Percent
Less than $10K	18	4.6 %
$10K-$14,999	22	5.6 %
$15K-$19,999	26	6.6 %
$20K-$24,999	25	6.4 %
$25K-$49,999	61	15.6 %
$50K-$74,999	64	16.3 %
$75K+	176	44.9 %
Total	392	100.0 %

Q15. Including yourself, how many people live in your household?

Q15. How many people live in your household	Number	Percent
1	106	23.9 %
2	145	32.7 %
3	70	15.8 %
4	58	13.1 %
5	19	4.3 %
6+	10	2.3 %
Not provided	36	8.1 %
Total	444	100.0 %

Q15. Including yourself, how many people live in your household? (without "not provided")

Q15. How many people live in your household	Number	Percent
1	106	26.0 %
2	145	35.5 %
3	70	17.2 %
4	58	14.2 %
5	19	4.7 %
6+	10	2.5 %
Total	408	100.0 %

Q16. Which of the following best describes your race/ethnicity?

Q16. Your race/ethnicity	Number	Percent
Asian or Asian Indian	59	13.3 %
Black or African American	52	11.7 %
American Indian or Alaska Native	6	1.4 %
White or Caucasian	187	42.1 %
Native Hawaiian or other Pacific Islander	3	0.7 %
Hispanic, Spanish, or Latino/a/x	192	43.2 %
Other	9	2.0 %
Total	508	

Q16-7. Self-describe your race/ethnicity:

Q16-7. Self-describe your race/ethnicity	Number	Percent
Mixed	3	33.3 %
Biracial	1	11.1 %
Jewish	1	11.1 %
Arab-Latino	1	11.1 %
Middle Eastern Latinx	1	11.1 %
Mixed White & other ethnicity from Pacific Islands	1	11.1 %
Multicultural, Black racial	1	11.1 %
Total	9	100.0 %

Q17. What is the language spoken in your home most often?

Q17. Language spoken in your home most often	Number	Percent
English	375	84.5 %
Spanish	43	9.7 %
Khmer	8	1.8 %
Tagalog	5	1.1 %
Other	6	1.4 %
Not provided	7	1.6 %
Total	444	100.0 %

Q17. What is the language spoken in your home most often? (without "not provided")

Q17. Language spoken in your home most often	Number	Percent
English	375	85.8 %
Spanish	43	9.8 %
Khmer	8	1.8 %
Tagalog	5	1.1 %
Other	6	1.4 %
Total	437	100.0 %

Q17-5. Other:

Q17-5. Other	Number	Percent
Chinese	2	33.3 %
Gujarati	1	16.7 %
Amharic	1	16.7 %
Hindi	1	16.7 %
Tamil	1	16.7 %
Total	6	100.0 %

Q18. How well do you read English?

Q18. How well do you read English	Number	Percent
Very well	399	89.9 %
Well	30	6.8 %
Not well	9	2.0 %
Not at all	2	0.5 %
Not provided	4	0.9 %
Total	444	100.0 %

Q18. How well do you read English? (without "not provided")

Q18. How well do you read English	Number	Percent
Very well	399	90.7 %
Well	30	6.8 %
Not well	9	2.0 %
Not at all	2	0.5 %
Total	440	100.0 %

Q19. How well do you understand English?

Q19. How well do you understand English	Number	Percent
Very well	401	90.3 %
Well	32	7.2 %
Not well	5	1.1 %
Not at all	2	0.5 %
Not provided	4	0.9 %
Total	444	100.0 %

Q19. How well do you understand English? (without "not provided")

Q19. How well do you understand English	Number	Percent
Very well	401	91.1 %
Well	32	7.3 %
Not well	5	1.1 %
Not at all	2	0.5 %
Total	440	100.0 %

Q20. Do you consider yourself to have any disabilities (physical or mental impairments that substantially limit one or more major life activity)?

Q20. Do you consider yourself to have any disabilities	Number	Percent
Yes	77	17.3 %
No	357	80.4 %
Prefer not to answer	10	2.3 %
Total	444	100.0 %

Q20. Do you consider yourself to have any disabilities (physical or mental impairments that substantially limit one or more major life activity)? (without "prefer not to answer")

Q20. Do you consider yourself to have any disabilities	Number	Percent
Yes	77	17.7 %
No	357	82.3 %
Total	434	100.0 %

5 Survey Instrument

2024 Long Beach Transit Community Value Survey

LBT is surveying a group of Long Beach area residents to get feedback on public transit issues as well as local demographic information. This survey will only take 10-15 minutes, and your opinions are critically important to us. You may also complete the survey at *LBTCommunityvaluesurvey.com*. **Once you fully complete the survey, you may choose to enter a drawing for a chance to win a $150 Visa gift card**. We greatly appreciate your time!

---

1. Are you aware of LBT, the public transportation system that operates bus, water taxi, and paratransit services in Long Beach and the surrounding communities?

____(1) Yes ____(2) No *[Skip to Q4.]*

2. On average, how often do you ride LBT? *[Select one.]*

____(1) Once a month or less
____(2) 2-3 times per month
____(3) 1-2 times per week
____(4) 3-4 days per week
____(5) 5+ days per week
____(6) I used it in the past, but I don't anymore *[Answer Q2a.]*
____(7) I have never used it *[Skip to Q4.]*

2a. Why did you stop using public transportation? *[Select all that apply.]*

____(01) I no longer live within the service area
____(02) I started working from home
____(03) I am no longer employed
____(04) I am concerned about health and safety
____(05) I started taking classes online
____(06) I live in an area where services were reduced or suspended
____(07) Limiting other non-work travel
____(08) It takes too long to complete a trip
____(09) It is too unreliable (poor on-time performance)
____(10) The bus stops are not conveniently located for me
____(11) The bus does not go to the places I need to go
____(12) The bus does not operate on the days I need it to
____(13) The bus does not operate at the times I need it to
____(14) The service is too infrequent
____(15) It is too expensive
____(16) I do not feel that LBT's vehicles are mechanically safe
____(17) I do not feel safe from crime while waiting for or riding the bus
____(18) The schedules are too complicated
____(19) Other: _____

3. What is your primary purpose for using public transportation? *[Select one.]*

____(1) Work
____(2) School
____(3) Medical appointments
____(4) Leisure/Social/Recreation
____(5) Shopping/Groceries/Errands
____(6) Church/Religious activities
____(7) Other: _____

4. What mode of transportation do you primarily use to reach your destinations? *[Select one.]*

____(01) Drive my car alone
____(02) Carpool
____(03) Walk/roll
____(04) Bicycle
____(05) Scooter
____(06) Ridesharing services like Uber, Lyft, etc.
____(07) Car sharing like Zipcar
____(08) Taxi
____(09) Vanpool
____(10) Dial-a-Ride (paratransit service)
____(11) Buses/trains
____(12) Other: _____

©2025 ETC Institute

5. Which THREE features or amenities could LBT add to its current transit service that would make it more appealing for you to use public transportation? *[Write in your answers below using the numbers from the list. For example, if "Shorter trip times" is your top choice, then write "03" next to 1st.]*

(**01**) Lower fares
(**02**) More frequent service
(**03**) Shorter trip times
(**04**) Better on-time performance, reliable trip times
(**05**) Stops closer to my home
(**06**) Schedules that are easier to read
(**07**) More parking at stops and stations
(**08**) More routes to serve places I need to go
(**09**) Free, reliable WiFi Access on LBT vehicles
(**10**) Easier methods of buying fares
(**11**) Efficient mobile transit apps
(**12**) Efficient ticket purchasing app
(**13**) More comfortable seats
(**14**) Cleaner vehicles
(**15**) Cleaner stops/stations
(**16**) Easier to use
(**17**) More personal space/less crowded on vehicles
(**18**) Shelter at transit stops/stations
(**19**) Additional security/fare inspectors
(**20**) Improved fare vending machines or fare boxes
(**21**) Ease of planning a trip online
(**22**) Other: _____
(**23**) I would not ride public transportation under any circumstances

1st: ____ 2nd: ____ 3rd: ____ NONE

6. On a scale of 0-10, with 10 indicating "Very Likely," and 0 indicating "Not at all Likely," how likely are you to recommend using LBT to a friend or colleague?

Very Likely									**Not at all Likely**	
10	9	8	7	6	5	4	3	2	1	0

7. Please rate the value of the following items on a scale from 1-5, with 5 meaning "Extremely Valuable," and 1 meaning "Not at all Valuable."

		Extremely Valuable	Valuable	Neutral	Not Very Valuable	Not at all Valuable	Don't Know
01.	How valuable do you feel LBT is to the community	5	4	3	2	1	9
02.	How valuable do you feel LBT is to you personally	5	4	3	2	1	9
03.	Providing access to places of employment	5	4	3	2	1	9
04.	Providing access to medical facilities	5	4	3	2	1	9
05.	Providing access to educational facilities	5	4	3	2	1	9
06.	Providing access to places of leisure and recreation	5	4	3	2	1	9
07.	Attracting and retaining more employment opportunities in the region	5	4	3	2	1	9
08.	Providing affordable transportation options	5	4	3	2	1	9
09.	Providing transportation options to people with special mobility needs, such as senior citizens, people with disabilities, and people who are unable to drive	5	4	3	2	1	9
10.	Reducing traffic congestion	5	4	3	2	1	9
11.	Making roads safer for all users	5	4	3	2	1	9
12.	Providing a safe transportation alternative	5	4	3	2	1	9
13.	Achieving sustainable practices, reducing pollution/carbon footprint	5	4	3	2	1	9
14.	Improving the quality of life	5	4	3	2	1	9
15.	Providing access to the region/adjacent cities and counties	5	4	3	2	1	9
16.	Providing opportunities for locating affordable housing	5	4	3	2	1	9
17.	Supporting community businesses	5	4	3	2	1	9

©2025 ETC Institute

8. What are the top THREE most important areas for LBT to focus on to provide the most value in the community? *[Rank in order. Use the number beside the item and write in the spaces provided below.]*

(**01**) Providing access to places of employment
(**02**) Providing access to medical facilities
(**03**) Providing access to educational facilities
(**04**) Providing access to places of leisure and recreation
(**05**) Attracting and retaining more employment opportunities in the region
(**06**) Providing affordable transportation options
(**07**) Providing transportation options to people with special mobility needs, such as senior citizens, people with disabilities,
and people who are unable to drive
(**08**) Reducing traffic congestion
(**09**) Making roads safer for all users
(**10**) Providing a safe transportation alternative
(**11**) Achieving sustainable practices, reducing pollution/carbon footprint
(**12**) Improving quality of life
(**13**) Providing access to the region/adjacent cities and counties
(**14**) Providing opportunities for locating affordable housing
(**15**) Supporting community businesses

1st: _____ 2nd: _____ 3rd: _____

9. Please indicate your level of agreement with each statement in the list below.

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
01.	I feel LBT vehicles are mechanically safe	5	4	3	2	1	9
02.	I feel personally secure (safe from crime) while using LBT services	5	4	3	2	1	9
03.	LBT services are accessible to people with various disabilities	5	4	3	2	1	9
04.	LBT adequately serves employment centers	5	4	3	2	1	9
05.	LBT is a diverse, equitable, and inclusive community resource	5	4	3	2	1	9
06.	LBT service supports community businesses	5	4	3	2	1	9
07.	I have a positive perception of the LBT brand	5	4	3	2	1	9
08.	LBT manages its financial resources well	5	4	3	2	1	9
09.	LBT is a good financial steward of public funds	5	4	3	2	1	9
10.	The community's investment in transit provides value	5	4	3	2	1	9
11.	LBT's financial reporting is understandable and transparent	5	4	3	2	1	9
12.	LBT is trustworthy	5	4	3	2	1	9
13.	LBT provides access to the region/adjacent cities and counties	5	4	3	2	1	9

10. Based on your personal experience or anything you may have seen, read, or heard, how would you rate the overall job you think LBT is doing in providing transit service to the community?

____(5) Very good ____(4) Good ____(3) Fair ____(2) Poor ____(1) Very poor

11. How do you think the current level of public/government funding for LBT should change over the next five years?

____(1) Funding should be reduced
____(2) Funding should stay the same
____(3) Funding should be somewhat greater than it is now
____(4) Funding should be much greater than it is now
____(9) Don't know

DEMOGRAPHICS

12. What is your age?

____(1) Less than 18
____(2) 18-29
____(3) 30-39
____(4) 40-49
____(5) 50-64
____(6) 65 and over
____(7) Prefer not to answer

13. What is your gender?

____(1) Male ____(2) Female ____(3) Other: _____ ____(4) Prefer not to answer

14. Please select the range that includes your annual household income level:

____(1) Less than $10,000
____(2) $10,000 - $14,999
____(3) $15,000 - $19,999
____(4) $20,000 - $24,999
____(5) $25,000 - $49,999
____(6) $50,000 - $74,999
____(7) $75,000 or more
____(8) Prefer not to answer

15. Including yourself, how many people live in your household? _____ people

16. Which of the following best describes your race/ethnicity? *[Select all that apply.]*

____(01) Asian or Asian Indian
____(02) Black or African American
____(03) American Indian or Alaska Native
____(04) White or Caucasian
____(05) Native Hawaiian or other Pacific Islander
____(06) Hispanic, Spanish, or Latino/a/x
____(99) Other: _____

17. What is the language spoken in your home most often? *[Select one.]*

____(1) English
____(2) Spanish
____(3) Khmer
____(4) Tagalog
____(5) Other: _____
_____

18. How well do you read English?

____(4) Very well ____(3) Well ____(2) Not well ____(1) Not at all

19. How well do you understand English?

____(4) Very well ____(3) Well ____(2) Not well ____(1) Not at all

20. Do you consider yourself to have any disabilities (physical or mental impairments that substantially limit one or more major life activity)?

____(1) Yes ____(2) No ____(3) Prefer not to answer

21. Can we invite you to participate in occasional LBT Transit surveys?

____(1) Yes *[Enter contact information further below.]* ____(2) No

Thank you for taking the time to complete this survey. Your feedback is very important to LBT. Would you like to be entered into the drawing for a chance to win a $150 Visa gift card for fully completing your survey? The gift card will be sent to your email and is limited to one entry per household.

____(1) Yes *[Enter contact information below.]* ____(2) No

First Name: _____Phone: _____Email: _____

This concludes the survey. Thank you for your time!

Please return your completed survey in the enclosed return-reply envelope addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. The address information to the right will ONLY be used to help identify areas with special interests. Thank you.

©2025 ETC Institute

INFORMATION ITEM

Vacant Positions Update for Bargaining Units in Compliance with Assembly Bill (AB) 2561

STAFF REPRESENTATIVE

Elizabeth Brown, Executive Director/VP, Organizational Development and Administration

BACKGROUND

On September 22, 2024, Governor Newsom signed AB 2561 into law to amend the Meyers-Milias-Brown Act and create a new obligation for public agencies to publicly address the status of their vacancies. AB 2561 mandates that public agencies present the status of vacancies and their recruitment and retention efforts during a public hearing before the governing body at least once per fiscal year. The bill, codified at Government Code section 3502.3, is effective January 1, 2025.

Purpose

In compliance with the new legal obligations, Long Beach Transit (LBT) is required to do the following:

(1) At least once each fiscal year, at a public hearing before the Board of Directors, LBT shall present vacancy-related data at a public hearing for each bargaining unit (Gov. Code § 3502.3(a)(1)).
(2) During the hearing, LBT must identify any necessary changes to policies, procedures, and recruitment activities that may lead to obstacles in the hiring process (Gov. Code § 3502.3(a)(3)).
(3) LBT must allow a recognized employee organization for a bargaining unit to make a presentation at the hearing (Gov. Code § 3502.3(a)(3)(b)).
(4) If any bargaining unit has 20% or more of its full-time positions vacant, provide additional data upon request by the union (Gov. Code § 3502.3(a)(3)(c)).

Vacancy and Recruitment Overview as of June 2, 2025

Amalgamated Transit Union (ATU)

- Budgeted Full-Time Positions: 606
- Current Vacancies: 17
- Vacancy Rate: 2.8%

American Federation of State, County and Municipal Employees (AFSCME)

- Authorized Full-Time Positions: 100
- Current Vacancies: 1
- Vacancy Rate: 1%

Summary

Beginning in Fiscal Year 2022, LBT experienced recruitment challenges for Operator positions, prompting a shift in strategy. LBT began recruiting individuals with strong customer service backgrounds under the theme: "Hire for Heart, Train for Excellence." This approach emphasized selecting candidates who portray the LBT values and customer service skills essential to serve the community, while LBT provides the technical training required to succeed in the role.

To support this effort, LBT implemented several key recruitment strategies:

- Hired temporary support to help manage the growing number of applications and administrative responsibilities.

- Provided Class B- Commercial Driver's permit testing support through LBT's Safety Officer, who actively assists applicants in preparing for and obtaining their Class B Driver's Permit. This support has been instrumental in helping candidates meet licensing requirements.

- Streamlined the application process to reduce barriers and improve candidate engagement. This included shortening application steps, improving communication with applicants, and minimizing delays in documentation and screening.

- Added Operator training classes, increasing the frequency of student Operator training classes from every eight (8) weeks to every four (4) weeks. Each class still includes eight (8) weeks of training. This change has allowed LBT to more effectively prepare student Operators who hold a Class B permit, ensuring a steady stream of qualified candidates ready to transition into service.

- Strengthened Operator recruitment efforts through the formation of a cross-functional task force that includes Human Resources (HR), Executive Management, Talent Acquisition, and retired HR staff and Operators. This collaboration enhanced the interview process and has contributed to larger graduating classes of Operators.

These actions reflect LBT's commitment to continuously improving recruitment practices, removing process barriers, and aligning with the intent of AB 2561.

STAFF RECOMMENDATION

Not applicable. Information only item.

_____

Kenneth A. McDonald
President and Chief Executive Officer

AFSCME LOCAL 3620

AB2561 Public Hearing Presentation

Long Beach Transit

Business Agent: Luis Schmidt

AFSCME fought hard in Sacramento
because some agencies were not filling vacancies, increasing cost to taxpayers by contracting services, eliminating public service opportunities from the public, and eliminating union positions.

Under AB 2561, unions will be able to present at the hearing regarding vacancies affecting their bargaining units. If the vacancy rate within a unit exceeds 20%, unions have the right to request the following detailed information to be publicly disclosed:

1. Total number of vacancies in the bargaining unit.

2. Number of applicants for each vacant position within the bargaining unit.

3. Average duration of the hiring process for each position from when it was posted.

4. Opportunities for improving compensation and working conditions in the bargaining unit.

ATTRACT NEW EMPLOYEES

- Competitive Compensation & Benefits: Offer attractive salaries and benefit packages that stand out in your industry.
- Clear Job Descriptions: Provide detailed, transparent descriptions of roles, responsibilities, and growth opportunities.
- Leverage Multiple Channels: Use job boards, social media, recruitment agencies, and employee referrals to reach a broader pool of candidates.
- Highlight Growth Opportunities: Emphasize career development, training programs, and advancement pathways.
- Create a Positive Candidate Experience: Ensure communication is prompt, respectful, and supportive throughout the hiring process.

RETAIN NEW EMPLOYEES

- **Foster a Positive Work Environment:** Promote respect, collaboration, and recognition.
- **Offer Development Opportunities:** Provide ongoing training, mentorship, and pathways for career growth.
- **Recognize and Reward:** Regularly acknowledge contributions and achievements.
- **Work-Life Balance:** Promote flexible working arrangements and employee wellness programs.
- **Gather Feedback:** Conduct regular surveys or check-ins to understand employee needs and address concerns.
- **Leadership & Culture:** Build a strong, transparent leadership team and a culture that aligns with employees' values.

2022 Salary Comparison

City / Agency	Position	Annual Salary
River Side Transit	Maintenance Supervisor	$82,732 - $128,234
San Diego Transit	Maintenance Supervisor	$64,759 - $126,635
OCTA	Maintenance Supervisor	$79,662 - $114,234
LA METRO	Maintenance Supervisor	$99,341- $132,454
Omni Transit	Maintenance Supervisor	$71, 441 - $107, 62
Long Beach Transit	Maintenance Supervisor	$72,595 - $93,671

What can be done to resolve this?

- Conduct a thorough assessment of why certain positions are less appealing to prospective candidates and why these positions are having high frequency turnover.
- Evaluate compensation and benefit levels, ensuring they align with industry standards, to attract and retain talented employees.
- Address internal application gaps by investigating the reasons for qualified candidates' lack of interest for internal promotion within the organization.
- Engage actively with employees to understand their needs; those in the trenches have invaluable insights that can fortify our strategies to improve employee retention.
- Reinstate employee retention programs to keep valuable members of the team at Long Beach Transit. *The Reinstatement of the Pension program, having competitive salaries, offering continued medical coverage at retirement, and incentivizing tenured employees with Longevity pay scales are small examples of programs that LBT is **not** in alignment with other Agencies*.

Thank You