Long Beach Transit

SHORT RANGE TRANSIT PLAN

Fiscal years 2015 through 2017

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LONG BEACH TRANSIT

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CHAPTER 1. INTRODUCTION

PURPOSE

Long Beach Transit (LBT) is pleased to present its three-year Short Range Transit Plan (SRTP) for Fiscal Years 2015 – 2017.

The SRTP is a planning document that outlines the strategic, near-term direction for LBT's overall operation, including assessing our current services, facilities, projects and programs. It also serves as a reference guide for our service, capital assets, finances and organizational structure.

LBT SYSTEM

Long Beach Public Transportation Company, commonly known as Long Beach Transit or LBT, is a nonprofit corporation established in 1963 to provide public transportation to the City of Long Beach and its neighboring cities. The boundaries of LBT's 98 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.

The neighboring communities served by LBT are: Artesia, Bellflower, Carson, Cerritos, Compton, Hawaiian Gardens, Lakewood, Los Alamitos, Norwalk, Paramount, Seal Beach and Signal Hill. The service area, mapped in Exhibit I, has about 800,000 residents within one-quarter mile of LBT bus stops, and includes the 467,892 residents of Long Beach (as estimated in 2012), the 34th largest city in the U.S.

Over the past year we have embarked on a new focus for the organization through the development of our Strategic Corporate Priorities. The priorities, depicted on the next page, serve as a guide for the various initiatives we undertake, as well as the operating and capital budgets we operate within.

Long Beach Transit
Strategic Corporate Priorities

In order to operate within the Strategic Corporate Priorities, LBT has begun improving our process by including quantitative analyses in the decision-making process. Key performance indicators are being used as a basis for a more in-depth analysis on how we can improve our service to our customers. Developed with the input and support of staff and frontline employees, the information gained from these will help us make informed decisions which will help drive improved performance and operating effectiveness.

As the nation and our industry continue to recover from the Great Recession, LBT has been able to plan service and organizational improvements through conservative fiscal management practices. LBT's efforts to realign service while constrained by funding shortfalls has still managed to produce efficiencies and improvements that meet the needs of our customers and the communities we serve.

We continue to be good community stewards by using clean energy sources to power our buses. Long Beach Transit continues to lead in providing excellent service to our customers, being a good neighbor throughout the community, partnering with local and regional groups, and being an environmentally sustainable company, while also maintaining a balanced budget.

CHAPTER 2 OVERVIEW OF THE TRANSIT SYSTEM

GOVERNANCE

Long Beach Transit 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 of Long Beach Transit, and reports directly to a Board of Directors.

Long Beach Transit is governed by a seven-member Board of Directors which provides broad policy and financial decisions, setting direction for management. 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 ex-officio members of the Board, but do not have voting authority.

The Long Beach Transit Board of Directors meetings are generally held on the fourth Monday of the month at noon in the Long Beach City Council Chambers (333 W. Ocean Blvd., Long Beach, CA 90802).

The Board can call additional meetings as necessary to address imminent planning, operation, and/or budgeting matters. The 2014 Long Beach Transit Board of Directors are shown on the next page.

2014 Long Beach Transit Board of Directors

Freda Hinsche Otto
Chair

Barbara Sullivan George
Vice Chair

Maricela de Rivera
Secretary/Treasurer

Sumire Gant
Director

Victor Irwin
Director

Dr. James P. Norman,
Jr. Director

April Economides
Director

Dave Roseman
City of Long Beach
Representative
(non-voting member)

Amy Bodek
City of Long Beach
Representative
(non-voting member)

ORGANIZATIONAL STRUCTURE

Long Beach Transit is directed by a President and Chief Executive Officer, who is responsible for the overall management of the company. The President and CEO has an Executive Team that manages the day-to-day operations of the agency and its 747 employees. The Executive Team consists of the Deputy Chief Executive Officer, the General Counsel, and the Executive Directors/VPs of Information Technology, Employee and Labor Relations, Finance and Budget, Transit Services Delivery and Planning and Maintenance and Infrastructure. A copy of the most current organizational chart can be found on Page 7.

The Long Beach Transit Board of Directors hired a new CEO in June 2013 and he assumed responsibility in August 2013. As part of the CEO's 100-Day Plan, he needed to obtain a clear gauge of LBT's strengths, weaknesses, opportunities and threats (SWOT). He requested a SWOT analysis from the American Public Transportation Association (APTA), which commissioned peer public transit professionals to assess LBT's operations. Also, a firm was retained to conduct an organizational assessment of management and employee relations and of management and employee relations and issues. After receiving input from LBT's Executive Team, managers and front-line employees, recommendations from the two assessments were implemented to enhance what the organization was doing well, restructure functions that needed improvement and develop policies and procedures in critical areas where none were in existence.

Below is a breakdown of the current number of employees and their respective classifications, as of the FY15 budget cycle:

Position	**# of Employees**
Executive/Senior Level Official and Managers	8
First/Mid-Level Managers and Supervisors	65
Professionals	34
Technicians	5
Sales Workers	11
Administrative Support Workers	34
Craft Workers	57
Operatives	477
Laborers and Helpers	40
Service Workers	14
Part Time College Interns	6
Total	**751**

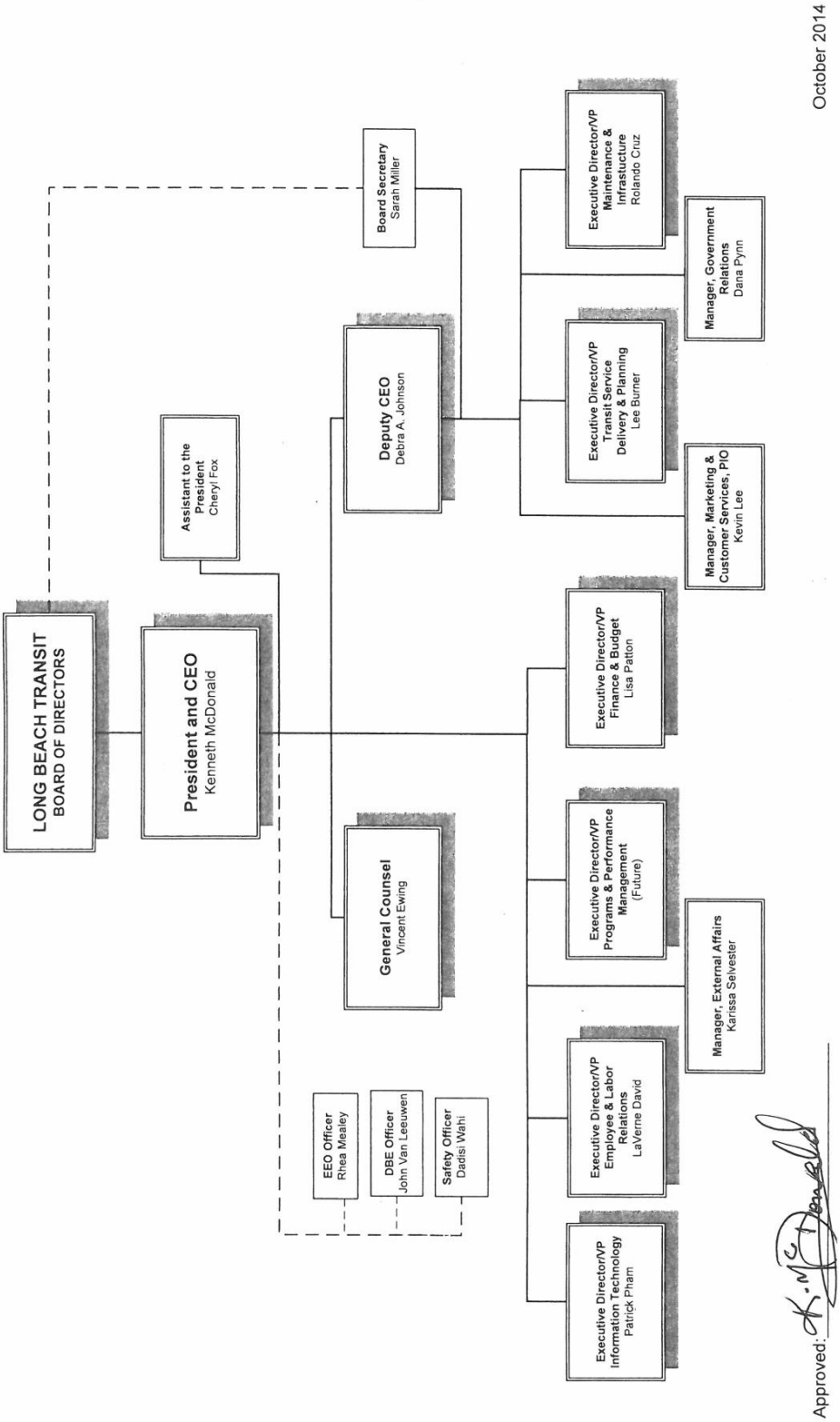
Long Beach Transit Bus Operators and Maintenance personnel (i.e. mechanics, craft workers, laborer, helpers and service workers) are members of the Amalgamated Transit Union (ATU), Local 1277, AFL-CIO. The current, three-year collective bargaining labor agreement expires June 30, 2016.

CONTRACTED TRANSPORTATION SERVICE

Long Beach Transit also relies on contracted transportation for the provision of its water taxi service and Dial-A-Lift paratransit service. The details of these services can be found in Chapter 2.

Long Beach Transit also contracts with the City of Long Beach Police Department for the provision transit security and enforcement (detailed in Chapter 6).

ORGANIZATIONAL STRUCTURE AS OF OCTOBER 2014



TRANSPORTATION SERVICES

Local Fixed Route Service

Fixed route service is provided with a fleet of 223 buses and is distributed over 35 routes with a peak requirement of 185 buses as of August 2014. Service is operated over the fixed route system seven days a week from 4:10 a.m. to 1:20 a.m. For more detailed information on routes and ridership, please refer to Chapter 3.

Limited Stop Service *(ZAP)*

In addition to core local fixed route services, LBT also provides limited stop service. The ZAP limited stop service was initiated to speed trip times, and enhance customer service along 7th Street and Pacific Coast Highway (PCH). The *#96 ZAP 7th Street* makes limited stops and decreases the typical travel time by 20 percent. Major stops include: retail centers, schools, hospitals and transfer points. Service is provided Monday through Friday during peak hours when school is in session. In February 2013 the *#176 ZAP PCH – Lakewood* was introduced that provides service between Technology Park and Lakewood Mall. Service is provided Monday through Friday from 6:46 a.m. until 7:10 p.m.

System Map

Please see the next page for Exhibit I, the Long Beach Transit system map as of August 2014.

Exhibit 1: Long Beach Transit Route Map

Effective 08/2013

- M Metro Blue Line Stations
- M Metro Green Line Stations
- Metro Blue Line
- Metro Green Line

LBT Water Taxis:

- LBT AquaBus
- LBT AquaLink
- LBT AquaLink Express

Multi-Agency Service:

- Bellflower Transit
- Carson Circuit
- COW
- Easy Rider
- LADOT
- METRO
- Norwalk Transit
- OCTA
- Torrance Transit

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

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Fixed Route Circulator Service

Passport

The *Passport* is a downtown and waterfront service that is a vital mobility component to the City of Long Beach. The *Passport* connects many points of interest such as: the Aquarium of the Pacific, the Pike, the Queen Mary, Pine Avenue, Shoreline Village, the Convention Center, the Long Beach Sports Arena, surrounding hotels, business and government hubs. It is a complimentary service that starts at 10th Street at Pine Avenue and links the City Place Mall, Pine Ave. restaurants, shops and offices to the Convention Center, the Pike, Shoreline Village, Aquarium, and Queen Mary. Service operates daily from 5:30 a.m. to 1:00 a.m. Due to an extensive rehabilitation of Pine Avenue, the *Passport* will be on detour on Pacific Avenue from May 2014 through February 2015. The Long Beach Transit *Passport* and Water Taxi Service map, as of August 2014, is provided on page 11.

Water Taxi Service

AquaBus

The *AquaBus* serves Queensway Bay near downtown Long Beach, providing point to point service to destinations including the Queen Mary, Hotel Maya, Aquarium, Pine Avenue Circle, and Shoreline Village. This mode of transportation offers a leisurely and functional means of accessing both the city and marina sides of the waterfront entertainment center. Please see the Long Beach Transit *Passport* and Water Taxi Service Map on page 11.

AquaBus service is provided by two 40-foot boats, each having 49 seats. The boats are mobility device accessible. The service operates seven days per week generally from Memorial Day weekend through mid-October.

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 seating for 73 and storage for bicycles. Providing point to point service, two catamarans serve the Aquarium, Queen Mary, Belmont Pier, 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 mid-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.

Exhibit II: Long Beach Transit Passport and Water Taxi Service

Demand Responsive Paratransit (Dial-A-Lift)

In 1976, Long Beach Transit 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, the Los Angeles County complementary paratransit service mandated by the Americans with Disabilities Act of 1990 (ADA).

DAL service, with a fleet of 15 vans, is available from Sunday through Thursday, and on holidays, from 7:00 a.m. to 10:30 p.m. On Friday and Saturday, the hours are 7:00 a.m. to 11:30 p.m. The service operates in the cities of Long Beach, Lakewood and Signal Hill, which comprise about 80 percent of Long Beach Transit's fixed route service area. LBT has contracted with Long Beach Yellow Cab (LBYC), the local taxi provider franchised by the City of Long Beach, to provide the service. LBT staff is responsible for certifying eligible clients and responding to any client concerns or complaints. LBYC is responsible for reservations, dispatch, service delivery and vehicle maintenance. LBYC charges LBT on a per-mile basis, and also retains fares collected. In addition, LBT permits LBYC to use DAL vans in regular public taxi service when the vans are not needed for DAL service. LBYC reimburses LBT for the use of DAL vans for general public taxi service on a per-mile basis.

COMMUNITY TRANSIT PROGRAMS AND SERVICES

Museum Express

Long Beach Transit operates an annual community transit program whereby service is provided to cultural sites in Southern California during the summer months. The Museum Express sites visited include the Getty Museum and Villa, Huntington Gardens and Library, Griffith Park Observatory, Exposition Park, and Wilshire's Museum Row (La Brea Tarpits, Los Angeles County Museum of Art, Petersen Museum, and Page Museum). The Museum Express program, which usually utilizes an over-the-road coach, is intended to introduce people to transit and encourage further usage. LBT sold 1110 tickets during the 2014 season, making the Museum Express service a very successful and popular program that has been well received by the community.

Special Events

Each year, the City of Long Beach hosts special events including the *Toyota Grand Prix of Long Beach, Lesbian & Gay Pride Festival & Parade, RedBull Flugtag, Fourth of July Festival, and New Years Eve Downtown* which attract large numbers of spectators to concentrated areas of Long Beach. In addition, the Queen Mary also has special events, including a popular Scottish festival. To accommodate these community events, additional *Passport* and tripper services are provided. Long Beach Transit is currently exploring other ways to partner with stakeholder and community groups to enhance transit service.

TRANSIT SYSTEM ACCESSIBILITY AND SERVICES

Long Beach Transit's business objective is to not just meet, but to exceed requirements of the Americans with Disabilities Act (ADA). LBT's historical commitment to making its system accessible to all is evident by being among the first in the nation to provide 100 percent accessibility. This was accomplished by being among the first in the nation to operate a fleet of 100 percent low-floor buses, being among the first to offer demand responsive paratransit service, and by working closely with the City of Long Beach to make stops accessible.

The Long Beach area has four types of transit service available for persons with disabilities: regular fixed route bus service, water taxis (*AquaBus* and *AquaLink*), Access Services, and Dial-A-Lift (DAL).

Accessible Transit Services

The LBT fixed route bus fleet is 100 percent accessible. LBT has adopted standard operating procedures to ensure compliance with the ADA. The procedures include training of operating employees, travel training for the public, methods of assisting customers with disabilities with boardings, alightings, and service information, boarding of service animals and the daily inspection and maintenance of ramp equipment.

Transit Operators receive ADA updates, rules and regulations annually through LBT's State Mandated Annual Refresher Training or "SMART" program. This training includes all recommended ADA equipment and service animal training. ADA customer awareness and ADA etiquette are also repeated annually in "SMART" and in new employee training. This training is acomplished with the help of local persons with disabilities as advisors, guest speakers and by training operators providing actual scenarios utilizing interactive methods and role playing. LBT has also equipped its buses with automated announcements for bus stops, transfer points, and major points of interest.

As previously mentioned, LBT's water taxi services are accessible to persons with disabilities and can accommodate mobility devices on board the vessels. One stop for the AquaLink service at Alamitos Bay Landing is not currently accessible. However, LBT is beginning construction on a new berth at Alamitos Bay Landing which will make this stop fully accessible.

LBT's Dial-A-Lift service, operated by Long Beach Yellow Cab includes accessible vans for customer use.

Coordination with the City of Long Beach Department of Public Works has allowed LBT to participate in the building permit approval process to ensure bus stop accessibility and pedestrian path connectivity.

Bus Stops

The vast majority of Long Beach Transit bus stops are accessible to customers with mobility devices. The Long Beach Transit Bus Stop Committee is continuously working to make remaining stops accessible either by relocating them or by securing grant funding to upgrade necessary infrastructure. A Los Angeles County Metro-led Countywide Stop Accessibility Survey, which is scheduled to be complete by Fall 2015, will assist Long Beach Transit in identifying and retrofitting remaining non-accessible stops.

Access Services

As previously mentioned, Access Services is the Los Angeles County Consolidated Transportation Services Agency ("CTSA") and ADA-mandated complementary paratransit service for over 50 public fixed route operators, including Long Beach Transit. The service is available for any qualified individual for any purpose to or from any location within ¾ of mile of any fixed routes within the county.

Access Services operates seven days a week, 24 hours of the day in most areas of Los Angeles County. It is a shared ride service that is curb-to-curb and utilizes a fleet of small buses, mini-vans and taxis. In the Los Angeles Basin, fares are distance-based and range from $2.75 to $3.50 for each one-way trip. Personal Care Attendants may ride with the qualified client, free of charge. The service area is divided into regions and coordinated with the surrounding counties of San Bernardino, Orange and Ventura that are served by Los Angeles County bus routes.

In the winter of 2012, Long Beach Transit implemented a program whereby clients of Access Services are able to ride LBT fixed route services for free with their Access-issued TAP card. Access reimburses LBT for the cost of the trips. Personal Care Attendants are required to pay the regular fare.

FARE STRUCTURE AND TECHNOLOGY

FARE STRUCTURE

Exhibit III below shows LBT's current fare structure.

Exhibit III

LONG BEACH TRANSIT
FARE STRUCTURE AS OF SEPTEMBER 2014

Regular Fares	**2014 Fares**
Regular Cash	$ 1.25
Day Pass	$ 4.00
5-Day Pass	$ 18.00
30-Day Pass - Regular	$ 65.00
30-Day Pass - Student	$ 40.00
Interagency Transfer	$ 0.50
Passport (downtown service)	Free

Discounted Fares Reduced Fare (Senior, Disabled and Medicare) customers require valid I.D. shown at time of boarding.	**2014 Fares**
Reduced Fare Cash	$ 0.60
Reduced Fare Day Pass	$ 2.50
Reduced Fare 5-Day Pass	$ 9.00
Reduced Fare 30-Day Pass	$ 24.00
Legally Blind	Free
Passengers in Wheelchairs	Free
Dial-A-Lift Cash (For eligible member clients only)	$ 2.00

Note: Fares are free for customers with disabilities showing an Access card; Long Beach Transit is reimbursed for the cost of the fares by Access.

Fare Technology

Transit Access Pass (TAP)

TAP is a fare payment system that allows customers to electronically store passes from TAP-enabled transit agencies and stored value ("cash") on one durable, eco-friendly smart card. LBT has been preparing to implement TAP fare technology to more fully integrate with the regional transit system, and provide a new and convenient fare media for our customers.

In April 2014, LBT introduced TAP on all of its buses. LBT decided not to initiate a large marketing effort at the time in order to gradually transition the agency and its customers into the new fare payment system. LBT customers still were able to use paper magnetic passes or TAP.

Leading to the soft-launch date, LBT marketed TAP to two main target groups: Long Beach Access members and EZ Pass customers. It was critical that LBT reached these two groups, because both would need to change the way they boarded LBT buses. Prior to the TAP soft-launch, individuals in both target groups received informational material that outlined what new action they would have to take come April 28. This material was supported with information on LBT's websites and on LBT's Facebook page. The public information campaign was successful as these two target groups immediately started using the TAP mobile validator.

After several months of analyzing TAP data and receiving input from LBT staff and bus operators, LBT decided to set forth a plan to stop selling paper magnetic passes and transition fully to TAP. In August 2014, LBT set a transition date of February 8, 2014, to coincide with one of its regularly scheduled service changes. On that date, LBT pass sales locations will cease selling magnetic paper passes and only sell passes on TAP. One-day and five-day magnetic paper passes will still be available for purchase onboard LBT buses.

CUSTOMERS USING REDUCED FARE PASSES
LBT has provided six months for customers to transition to the new TAP system. This is particularly critical for customers who are eligible for reduced fare passes (students, seniors and customers with disabilities). These customer groups are required to apply for specific reduced fare TAP cards in order to continue purchasing reduced fare passes. The applications have special requirements, and sometimes specific paperwork, a photo and an application fee are required. Signing these groups up early was also important as processing could take up to eight weeks.

REDUCED FARE OUTREACH - STUDENTS
To help assist these groups with the transition, LBT launched an outreach campaign. To reach elementary school students and their parents at Long Beach Unified School District (LBUSD), LBT posted information on School Loop, an online resource for LBUSD parents, and worked directly with schools that sold LBT passes. LBT gave the schools TAP applications in which they gave to students as they purchased passes. LBT staff did the same thing when Parents or students purchased passes directly from us. To reach Long Beach Community Colleges (LBCC), LBT placed print ads in the campus newspaper announcing TAP, and is working with their administration to set up a sign-up booth on campus where LBT will assist students in filling out their applications, including taking their required photo on the spot. California State University, Long Beach (CSULB) would be transitioning from using the magnetic stripe on their school IDs to access LBT buses to using a school-issued TAP card loaded with a CSULB bus pass. Their transition date was October 1, 2014. In collaboration with CSULB, LBT created a specialized campaign for these students. CSULB administration sent several e-blasts to all students announcing the transition and information they needed to receive their TAP card. LBT posted information at all LBT bus stops that serve CSULB, on all LBT buses, on the LBT websites and Facebook, and LBT set up a booth during the first week of school to give students information face-to-face. The marketing campaign was very successful, with thousands of students making a smooth transition.

REDUCED FARE OUTREACH – SENIORS AND CUSTOMERS WITH DISABILITIES
In order to assist seniors and customers with disabilities with the transition to TAP, LBT held or attended several events, spanning all nine council districts, where LBT staff helped sign up customers and processed their required photos and applications. The majority of the events were well-attended and positively received by the community.

TAP TRANSITION –GENERAL ADVERTISING
From October 2014 to February 8, 2015 LBT is running a general TAP marketing campaign to customers and the public urging them to get a TAP card and start using it on LBT buses before the transition date. Tactics used were press releases, print ads, digital ads, social media, website postings and information pages, bus cards and bulletins and on-board brochures.

Interactive Voice Response (IVR) Implementation

Long Beach Transit uses an IVR (Interactive Voice Response) phone system. This system allows customers to call and access automated real-time bus-arrival information using a specific bus stop ID number on bus stop signs. All bus stop signs show the routes that service that particular stop, the bus stop ID number, and the IVR phone number. Customers are able to access 24-hour, real-time schedule information---the same information available on the website and at monitors at selected bus stops---from their smart phones/devices.

The photo here shows a typical LBT bus stop sign, which provides a phone number in the lower left-hand corner and the

stop ID in the lower right-hand-corner. The IVR technology also allows our Operators to receive schedule information.

Website Configured For Smart Phone Usage

In August 2012, Long Beach Transit became one of the first transit agencies in the area to provide a mobile version of its website that is specially tailored to smart phone users (users of the iPhone, Android, and other similar devices) by portraying the website on a smaller screen and allowing users to touch the screen instead of using a cursor. The special website also shows users when routes are on a detour and includes a link to a map of the detour. Finally, the mobile website automatically highlights the next available trip when a schedule is viewed. As nearly half of American adults now have smart phones – a number that will surely increase in the future – providing a website adapted to smart phone usage allows Long Beach Transit to better serve this population.

FACILITIES AND EQUIPMENT

1963 E. Anaheim Street (LBT 1)

Long Beach Transit's administrative operations and maintenance headquarters are located at 1963 E. Anaheim St (LBT 1). This site is located at the center of the LBT service area, about 2.5 miles from downtown Long Beach, and is well suited for operator and bus exchanges. The eight-acre site was designed with 183 bus storage spaces.

6860 Cherry Avenue (LBT 2)

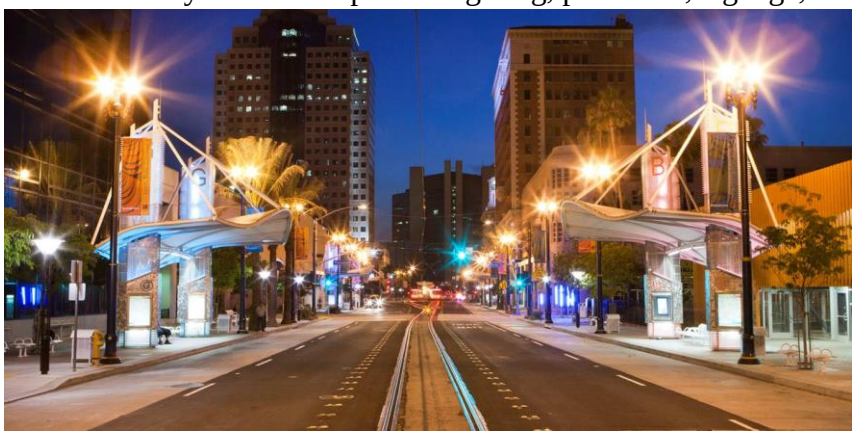
LBT 2, built in 1998, is situated on approximately 10 acres at 6860 Cherry Avenue. The site offers operational advantages for the northern part of the service area, especially with reduced deadhead (trips in which no customers are transported, including trips to and from the division) time. This facility is equipped and staffed for Transit Service Delivery, Service Planning, Training, fueling, and light maintenance.

The maintenance facility at this location was renamed the "James A. Ditch Maintenance Facility and Learning Center" in honor of the immediate past Executive Director of Maintenance, Jim Ditch. As of August 2012, LBT 2 is now outfitted with a CNG fueling facility to allow for the operation of 64 CNG buses.

First Street Transit Gallery

The *First Street Transit Gallery* is located in downtown Long Beach on 1st St. between Long Beach Blvd. and Pacific Ave. This location is central to downtown activities and new and proposed developments. It provides a variety of amenities for transit operations and users: dedicated transit lanes, traffic control equipment, kiosks with graphic and electronic displays showing real-time arrival information. The gallery serves as the focal point for local, sub-regional, and regional transit systems which include 26 of the 35 LBT bus routes, the Metro Blue Line (light rail), and regional bus routes: Torrance, Metro, and LADOT, making it a major transit hub in the southeastern region of Los Angeles County.

Long Beach Transit received a $5 million grant from the federal stimulus program to renovate and revitalize the Transit Mall. Now finished – and reopened to the public in June 2011 - the Transit Gallery features improved lighting, public art, signage, landscaping, and customer amenities. As the project was in the planning stages, the concept of sustainability was a major driver and always kept in the forefront when making decisions. The goals of the project were to provide a bold shelter design, improve safety, enhance access, and bring about technology, color and fun through the use of art.

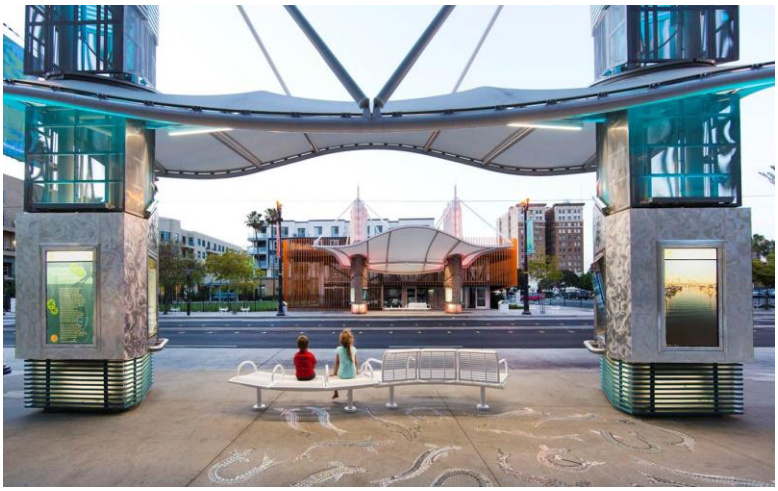


The bold shelter design was one of the most critical elements, serving the needs of our customers while introducing a living urban environment that is unique to Long Beach. Related goals were to easily identify the shelters, provide real-time service information and to provide adequate seating along with a safe, comfortable atmosphere. The final design did that, with the use of two triangular pylons supporting a fabric tensioned roof in the shape of a nautical wave similar to our Transit and Visitor Information Center. The fabric roof provides the necessary shade and protection from rain, as well as being environmentally balanced with natural materials and having an expected life of over 20 years. The practical use of anti-graffiti materials also helps keep maintenance costs low for years to come.

The three primary safety concerns were a need to deter jaywalking into bus traffic, to make city sidewalks ADA compliant and to increase lighting. The first issue of routing pedestrian traffic away from the street (no jaywalking) and to use the crosswalks was solved by strategically placing planters in key areas. Not only do the planters help direct pedestrian traffic, they also bring about beautiful landscaping that softens the feel of the gallery, creating a green urban environment. All plants that were selected are drought tolerant to meet our Mediterranean environment, thereby using minimal water. The design of the irrigation system also lowers water use, by monitoring the weather and only providing water when needed - no excess watering during rainy times.

As the planters were being designed, all sidewalks were replaced, hence making them ADA compliant. Ramps and accessibility hand rails were introduced as part of the design in areas that exceeded the acceptable limits.

The final safety goal was to provide additional lighting to inspire a safe environment at night, as the gallery provides service 21 hours a day. This goal needed to be balanced with the economic desire of keeping our operational costs low, with minimal monthly electricity usage. This was accomplished by replacing old lights with much more efficient LED lights within the shelters, as well as introducing new pedestrian street lighting between each of the shelters. As of now, our kilowatt hour usage is approximately the same, yet we are providing three times the amount of light. Our shelter lights also have sensors to turn on at dusk, off at dawn and dim when no activity is sensed. Finally, each shelter light matches the color of the shelter pylons, introducing dynamic colors, which helped achieve the fourth goal – bringing about color and fun.



Color and fun were the most enjoyable goals of the Transit Gallery, as the third element of sustainability is to bring about social equity. The largest scale art project was the introduction of litho-mosaic art within the sidewalks, consistent with our nautical theme and the artist project titled "A walk on the Long Beach shoreline." The shelters were previously labeled with alpha characters A-H. The artist, Robin Brailsford, created art pieces emphasizing the different letters and now each shelter is named after a sea creature that begins with the shelter's letter: abalone, bi-valves, crab, diatoms, echinoderms, feather, grunion, and heather plant. Each one of these themes emphasizes nautical life that can be found on the Long Beach shoreline. The artist has emphasized sustainability by using recycled materials in the artwork.

We continued our art theme by introducing two art exhibit cases at each shelter that provide rotating art in collaboration with the Long Beach Arts Council. The art can and will include all possible types of art, from poetry to photos to paintings. It will include local artists, even our community's school children. Now as our customers wait for a bus or merely pass through the gallery as pedestrians, they can enjoy the art.

Transit and Visitor Information Center

The Transit and Visitor Information Center is located at the corner of 1st and Pine, which is one of the busiest corners in downtown Long Beach and adjacent to the Metro Blue Line and Transit Gallery. Opened in June 2009, the facility is a result of a partnership with the Long Beach Area Convention & Visitors Bureau and the Downtown Long Beach Associates to provide both visitor and transit information, along with transit fare media which now can be purchased using credit cards. As shown in the photo to the right, the Center adds visual interest to downtown Long Beach's landscape with its undulating steel walls, dramatic exterior security lighting, energy saving oval-shaped skylights, and two floating fabric canopies that all reinforce the City's nautical themes. The center was dedicated to LBT's long-time Chief Operating Officer, Guy B. Heston. Many customer service features have been provided at the Center, such as expanded window service hours, a real-time transit schedule display, and a touch-screen kiosk that provides 24-hour transit information. In addition, downtown Long Beach's first public restrooms with a dedicated attendant are free to the public and are open daily from 5:00 a.m. to 1:30 a.m.

Bus Stops & Shelters

LBT has nearly 2,000 bus stops throughout the system. LBT bus stops are consistently rated favorably for safety, convenience and cleanliness in customer surveys. The vast majority of the stops have mobility device access and roughly 23 percent have shelters. New real-time information technology is now installed at 64 selected stops.

These stops have electronic signs that inform customers when the next bus will arrive, and at stops with multiple routes, which route will arrive first. Most of these signs are solar powered.

Long Beach Transit strives to work closely with the City of Long Beach and the other cities in our service area regarding issues that may arise with the placement of bus stops including maintenance, and/or infrastructure needs.

Bus Stop Committee

Long Beach Transit recently initiated the creation of a Bus Stop Committee. This Committee is responsible for recommending the addition of new stops and the removal or relocation of existing stops. In addition, the Committee is responsible for prioritizing capital improvements to stops when funds become available. Ideas for stop changes or improvements come from committee members, other employees of Long Beach Transit (including Operators), and members of the public.

The Stop Committee consists of staff members from the following departments: Service Planning, Transit Service Delivery, Safety, Training, Marketing, Stops and Zones, Facilities, LBT's Transit Enforcement Detail from the Long Beach Police Department and External Affairs. In addition to representatives of the above departments, two Operators also serve on the Committee. Currently chaired by a representative from the Service Planning department, the Stop Committee meets on a rotating three-week cycle.

East Regional Transit Center

Building on the success of the downtown Transit Gallery, Long Beach Transit is considering new transfer hubs in the service area. In order to explore this concept, LBT received a grant through the Southern California Association of Governments (SCAG) under the Caltrans FY12/13 Urban Transit Planning Grant Program. LBT was awarded funds to initiate a feasibility study for a regional transit center in the vicinity of the northern and eastern portions of its service area. This will be the first transit center outside of Downtown Long Beach to serve as an anchor location for connecting existing fixed route operations by LBT, Metro and OCTA, as well as a future facility for bus rapid transit service to Los Angeles and Orange County. Metro supported this regional transit center concept in its long range regional transit plan.

The study shall analyze existing conditions, identify potential transit center sites, develop concept designs with traffic circulation and other relevant impact assessment. In addition, public outreach activities will be conducted to parallel the technical analysis throughout the study process to ensure effective communication with the community stakeholders and property owners. A preferred transit center site will be identified based on a series of evaluation criteria and community input. Additionally, a financial plan and development strategies for future capital grant funding will be developed.

Comprehensive Facility Master Plan

LBT is developing a Comprehensive Facility Master Plan to enable the agency to keep our assets in a state of good repair by regularly performing life cycle costing and better managing maintenance requirements on an annual basis. This plan will create a long-term strategy for managing future capital projects.

To date, our team has completed a full condition assessment of our entire infrastructure, including our 1,941 bus stops. An independent assessment of our two major sites, funded through a special grant from the Federal Transit Administration, assessed our assets using the

TERM or "Transit Economic Requirements Model," which is a national level analysis of an agency's state of good repair backlog, asset conditions, an impact of variations of funding and a 20-year projection of reinvestment needs. The model classifies any property receiving a score above 2.5 as operating in a state of good repair: LBT received a score of 2.7. Through this assessment we have now updated our inventory with critical data to help us better predict and prioritize future maintenance as well as prepare us to take the next steps of improving the management of our assets.

Our team is now focusing on an evaluation of the work order management system, developing a weekly maintenance calendar, and automating our capital rehabilitation and replacement plans. The plan will encompass all of our sites, and will include all major architectural, structural, mechanical, electrical, plumbing, landscape elements, as well as all of the equipment housed at these locations. The Comprehensive Facility Master Plan will be reconciled with LBT's Asset Management System, generating work orders for all planned maintenance, including general preventative maintenance, predictive repairs, and planned replacements.

VEHICLE FLEET

Long Beach Transit's revenue fleet consists of 268 vehicles: 223 fixed route service buses, 25 contingency fleet buses, 15 Dial-A-Lift vans, four ferryboats and one over-the-road bus. LBT has adopted an alternative fuel strategy to buy, maintain and operate a diverse fleet for our future that includes gasoline-electric hybrid, CNG, and battery electric, zero emission coaches.

Currently, LBT operates 89 gasoline-electric hybrid buses, with the most recent 25 hybrid buses that arrived in 2009 resembling a more modern sleek design as shown in the photo below. These vehicles have reduced carbon dioxide by 13 percent and carbon monoxide by 68 percent per bus when compared to a diesel bus. Meanwhile, the existing large diesel buses use "ultra-low sulfur diesel fuel" and are outfitted with particulate traps to lower emissions. LBT exceeds all federal emission regulations and is a national leader in reducing fleet emissions.

In 2012 LBT received 64 CNG buses from Gillig. The first 33 buses were placed in service in August 2012 and the remaining 31 buses in November and December 2012. These buses are similar in look and style to the above coach to maintain a consistency in appearance and are marketed as "Ride CNG". Seven of these coaches were branded *Passport*, replacing the smaller *Passports* on the Queen Mary route.

With the receipt of these coaches and our 89 gasoline hybrid coaches, LBT is operating 69 percent of our fleet with clean burning technology. Our alternative fuel strategy path has us on course to have 100 percent of our active revenue fleet with clean burning technology by 2016. In order to be able to maintain and operate the CNG buses, LBT 2 underwent a design/build contract for a CNG station and facility modifications. This contract also modified parts of LBT 1.

We continue to look at improving the environment and received funding through the Federal Transit Investments for Greenhouse Gas and Energy Reduction (TIGGER) grant program to purchase up to 10 battery-electric buses. We issued a Request for Proposal in September 2014,

with a target date of implementing a battery electric solution in August 2016. We will be exploring not only advanced battery technology, but open to the array of opportunity on-route charging systems. The investment in this technology will be a great benefit to our customers, community and stakeholders.

To accommodate the future customer and service demands, LBT will also be procuring buses to accommodate future service and customer needs. Our future strategy is to maintain CNG coaches at LBT2, while maintaining gasoline-hybrid electric and the new breed of battery buses at LBT1. LBT is currently looking at additional alternatively-fueled vehicles to replace older diesel buses in our fleet in accordance with federal, state and regional regulations.

LBT's standards are to provide vehicles that are safe, reliable, environmentally sound and in a like-new condition. We strive to keep all assets in a state of good repair, monitoring the assets through regular scheduled inspections, performance reviews and useful life analysis. Our extensive program includes mid-life cosmetic upgrading of buses at six years of age, with coaches receiving new windows, upholstery replacement where needed, repainting and other improvements to make them look new. In addition, all windows receive a new sealant to prevent spotting which can occur as a result of frequent washes. See Table L-2 Fleet Inventory for fleet details.

Fixed Route Fleet

As of June 30, 2014, fixed route service was provided with 210, 40' buses, and 13 articulated, 60' buses, for a total bus fleet of 223, all of which are low-floor. Eighty-nine of the 40' buses use hybrid gasoline - electric engines and 64 use CNG.

Dial-A-Lift Fleet

Dial-A-Lift includes 15 low-floor taxi mini-vans equipped with wheelchair ramps. The taxicab contractor which operates Dial-A-Lift augments the service during peak periods with its regular taxi sedans for customers who do not require a ramp. All vehicles are operated and maintained from the contractor's facility in Gardena.

Other Revenue Vehicles

Long Beach Transit also provides services with a 56-passenger over-the-road coach used primarily for the Museum Express service and special occasions. Two 49-passenger water taxis (*AquaBus*) and two 73-passenger catamarans (*AquaLink*) operate service on the Long Beach coastline during the summer months.

Support Vehicles

Long Beach Transit maintains a support fleet of 17 service, 16 supervisory, and eight staff vehicles. Fifty-eight percent of these vehicles are hybrids which further reduce LBT carbon emissions.

COMPREHENSIVE ASSET MANAGEMENT SYSTEM

For the past five years, LBT has been part of the FTA roundtable to discuss and help develop guidelines to maintain industry assets in the state of good repair. As part of our evolution in developing standards, LBT was awarded a federal "State of Good Repair" grant to develop a comprehensive asset management system, incorporating our strong fleet asset maintenance practices to our facilities and stops & zones. All of this work has been completed and will be folded into the upgrade of our business enterprise resource program application software, Ellipse.

The first completed phase of our program was to complete an inventory and condition assessment of all of our facilities and the supporting equipment. This updated inventory is being entered into Ellipse, along with a 52-week preventative maintenance plan. This phase also includes a collection and assessment of all of our nearly 2,000 stops. The second phase will be to use worldwide asset management standards Publicly Available Specification 55 (PAS55) to help develop a risk assessment on prioritizing and managing the maintenance on all assets. Finally, a capital planning tool within Ellipse will be utilized to help us develop a long-term strategy to rehab and replace our equipment over the long-term. This process is formalizing our method to support our goal in keeping our assets in a like-new condition.

ENVIRONMENTAL AND SUSTAINABILITY PROGRAMS

Long Beach Transit remains committed to being a leader in the social and economic health of our region by practicing environmental preservation and resource efficiency. To achieve this, wherever possible, we use environmentally friendly materials, adopt methods and technology to improve the environment, and practice sustainability. Long Beach Transit recognizes the need to balance its economic investments, protect the environment and be sensitive to the needs of the community as a whole. Efforts to protect the public trust must make good business sense. Long Beach Transit strives to balance the three E's of sustainability: **E**nvironment, **E**conomics and social **E**quity. As plans move forward to promote energy efficiency, use alternative fuels, design waste management plans, or buy green equipment LBT wants to make sure these plans benefit the bottom line in the form of both short and long-term savings.

In 2013, LBT completed the Federal Transit Administration program on Environmental Sustainability Management System (ESMS) modeled on ISO-14000, hosted at Virginia Technical University. ESMS is a process with formal procedures that help reduce any adverse impact of operating activities on the environment, as well as with greater efficiency. The adoption of an environmental and sustainability management system (ESMS) is how an organization can make sure it 1) remains compliant with all local, state and federal regulations; 2) trains and monitors its employees to ensure everyone works with good practices that protect the environment while using resources wisely; 3) initiates work practices that improve the environment; and 3) makes plans for the future by being alert to new methods and products that will offer continual improvement and efficiency.

Through the ESMS program, all of LBT's sustainability efforts are now being coordinated and reported on by an ESMS team, which is made up of members of the Maintenance, Risk

Management, Facilities, and Human Resources departments. Sustainability efforts focus on the conservation of energy and water through, for example, facility upgrades such as energy-efficient fluorescent lights, motion-sensors, an upgraded sprinkler system, low flush toilets, and water free urinals. In addition, many of LBT's bus stops use solar-based power to provide lighting and energy for the real-time variable message signs.

The ESMS promotes a better understanding of personnel practices within the Risk Management and the Maintenance and Facilities departments and how processes are implemented. LBT has gained a better inter-departmental understanding of the importance of proper and thorough documentation. Standard Operating Procedures (SOP) and Work Instruction Plans (WIP) are created which allow the company to systematically address environmental issues. Additionally, the ESMS requires LBT to set formal environmental targets and objectives, clearly defining expectations. Finally, this program has improved communication among departments and to senior management. Employees have become true stakeholders and are better able to leverage working together to reduce pollution, conserve resources, and ensure compliance with laws and regulations.

The ESMS program is an important tool that continues to educate employees on their role and impact on the environment. Current objectives include continuing to a) refine our policies and procedures related to the ESMS, b) integrate ESMS with our business application system Ellipse, c) maintain improved recordkeeping mechanisms, d) keep the ESMS as part of the annual LBT budget review, e) fine-tune Standard Operating Procedures and Work Instruction Plans and f) continue to better measure and report the return on investment of our projects and practices. With the ongoing implementation of the ESMS program, LBT intends to continue to make improvements in sustainability and the environment.

CHAPTER 3 SERVICE PLANNING AND EVALUATION

The objective of the Planning Department is to provide the best possible efficient and effective transit service to the greatest number of people within available resources. Transit routing design and service hour allocation should carefully relate to existing customer demand and potential markets, with consideration of other relevant factors such as operational procedures, performance standard requirements, land-use, population and employment density and street patterns. Currently, Long Beach Transit has three service changes per year: one which starts on the second Sunday in February; one which starts on the third Sunday in June; and one which starts on the last Sunday in August.

LBT will soon develop a Comprehensive Operational Analysis which will provide an in-depth look at the transit system to identify LBT's strengths and weaknesses as well as potential opportunities to improve bus service efficiency and increase ridership. LBT intends to use this analysis in developing a future transit plan for an enhanced, well-performing transit system capable of responding to the demands of a continuously growing region.

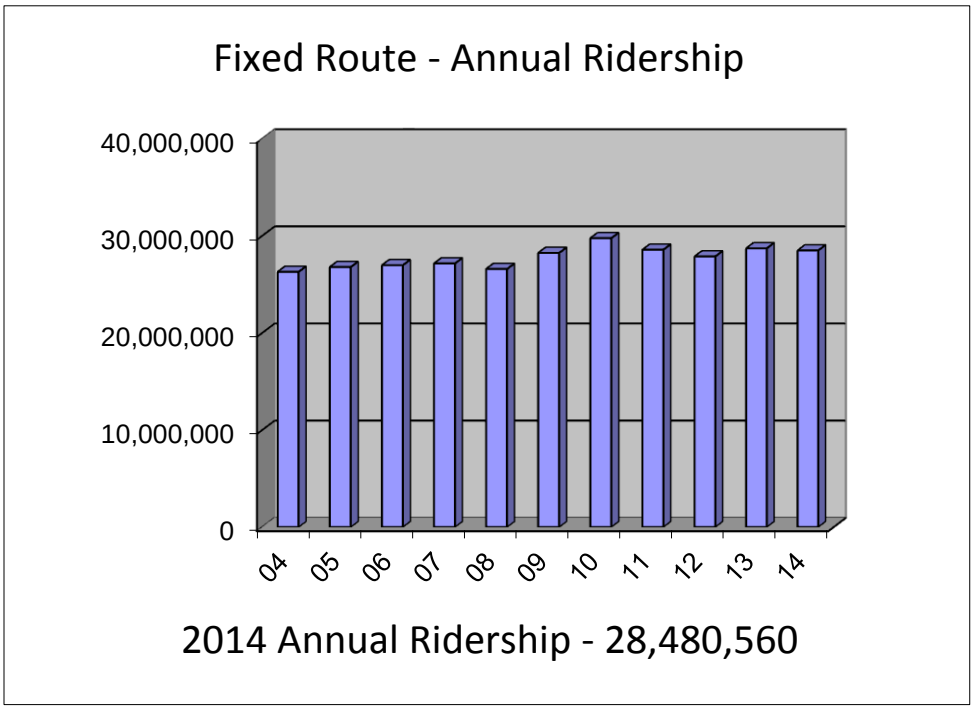
LBT strives to deliver efficient and effective service to our community within available resources. To the extent possible, information on ridership and on-time schedule adherence is used to measure the level of service quality and the need for change. Ridership checks on boardings, alightings, and passenger loads are made for both peak and off-peak conditions.

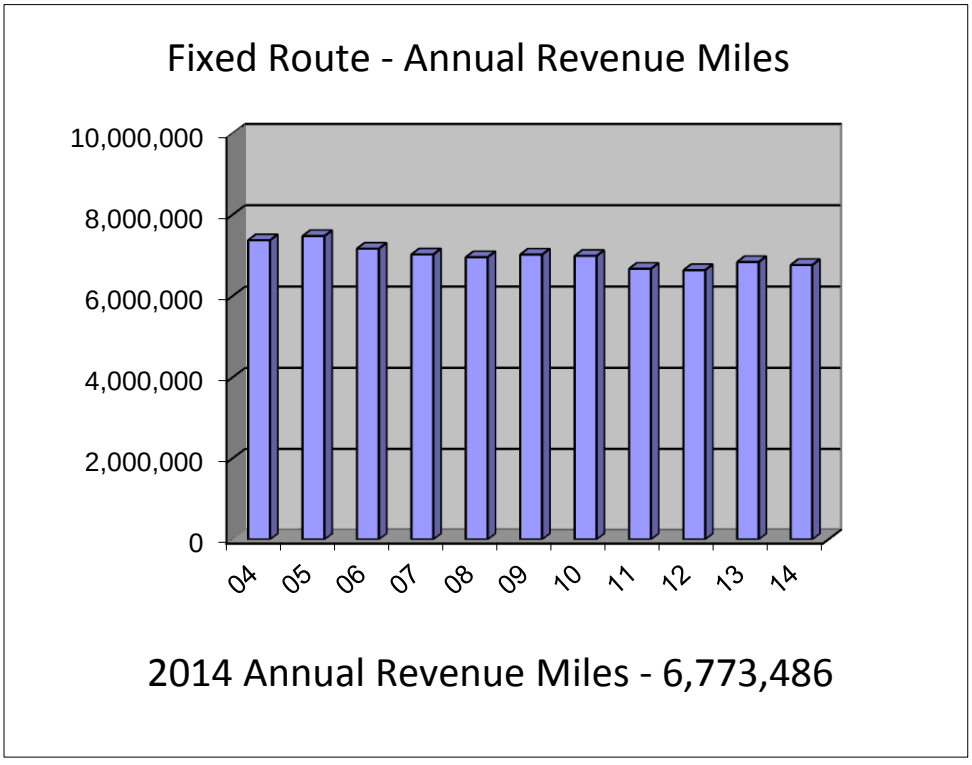
Automatic passenger counters (APCs) are now installed on 30 buses, greatly expanding the ridership data collection effort. New software provided by Urban Transportation Associates (UTA) is allowing the Planning Department to make far greater usage of APC data than was possible in the past. Ridership information is also being generated using data from our GFI fareboxes, and our automated vehicle location (AVL) systems provide useful data about our vehicle running times and operating speed.

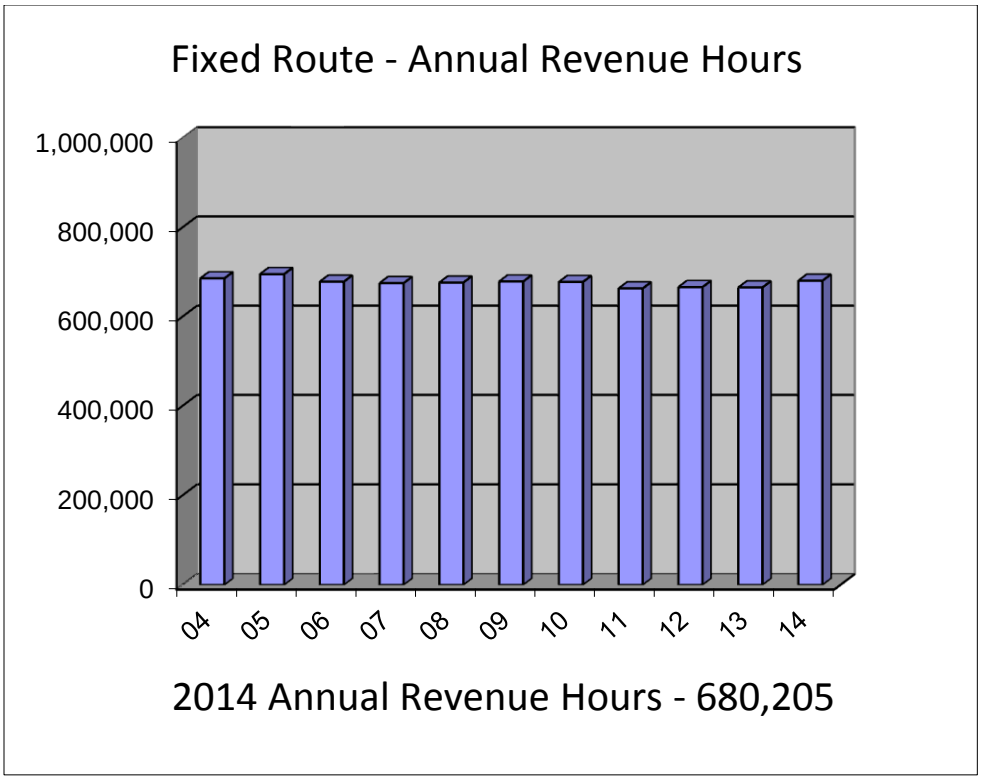
SERVICE TRENDS

Different social trends affect transit ridership and usage. It is critical for LBT to monitor these trends as they change over time and analyze the performance statistics to determine the effectiveness and efficiency of its services. LBT's fiscal year runs from July 1 through June 30. The charts contained in this section detail historical trends for LBT annual fixed route ridership, revenue miles and revenue hours.

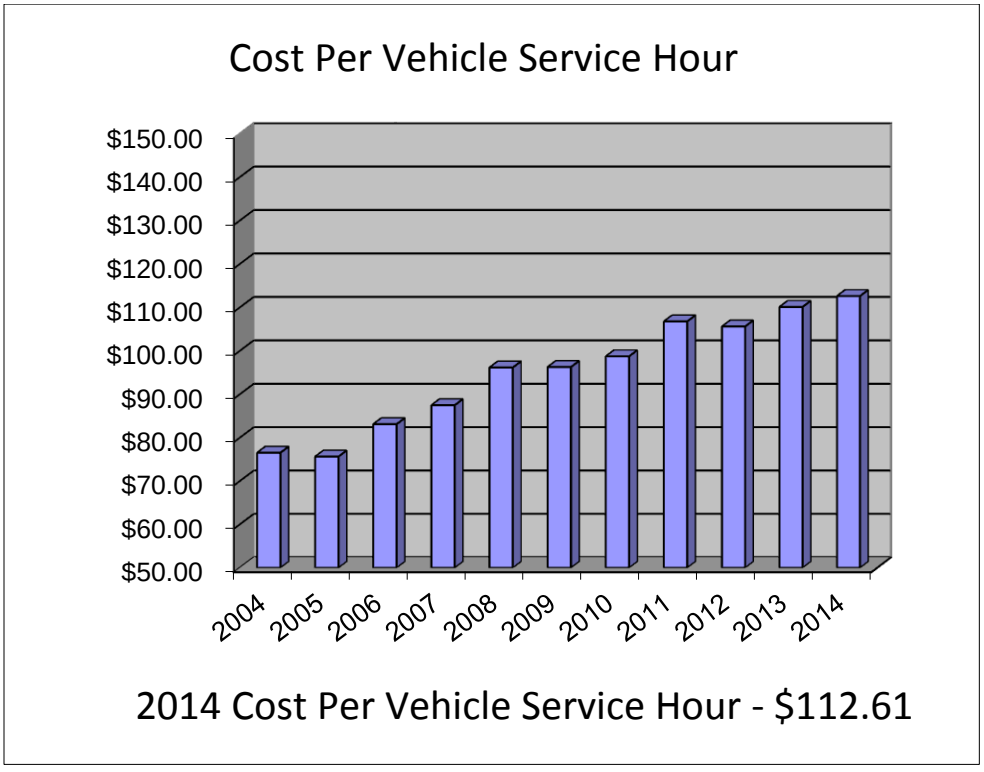
As shown, Long Beach Transit had a slight loss of ridership from FY 2013 to FY 2014, with 28.7 million boardings on Long Beach Transit buses in FY 2013 falling to 28.5 million boardings on Long Beach Transit buses in FY 2014. The 28.5 million boardings represented a 0.3 percent decrease from the previous year. In general, as depicted below, the revenue service miles and hours have remained constant for many years due to continued funding constraints. Without the financial capacity to expand service, changes from year to year have typically been accomplished through minor reallocation of hours and miles to improve reliability and efficiency, and to relieve overcrowding.


Fixed Route - Annual Ridership
40,000,000
30,000,000
20,000,000
10,000,000
0
04
05
06
07
08
09
10
11
12
13
14
2014 Annual Ridership - 28,480,560


Fixed Route - Annual Revenue Miles
10,000,000
8,000,000
6,000,000
4,000,000
2,000,000
0
04
05
06
07
08
09
10
11
12
13
14
2014 Annual Revenue Miles - 6,773,486



As detailed below, the cost per vehicle service hour continues to increase from year to year, and is impacted by cost drivers such as escalating health care and pension costs. However, LBT remains one of the lowest costs operators in the region.



ROUTING

The route structure as previously shown in Exhibit I, the Long Beach Transit Route Map, is oriented toward the First Street Transit Gallery as the major hub. The 35 fixed routes are grouped into larger line groups that share common characteristics along the "trunk" portion of the line. According to our NTD ridership and data from our HASTUS scheduling software, the overall productivity of the system was 41.87 passengers per vehicle revenue hour in FY 2014. The strongest routes in the system are supported by the demographic characteristics, employment and population density, as well as land use along the transit corridors. Exhibit IV on the next page, Fixed Route Summary, describes the level of service of the entire system, including passengers per hour.

Exhibit IV

Long Beach Transit

Fixed Route Summary (as of August 2014 Service Change)

No.	Line Name	Weekday Peak*		Weekday Midday		Weekday Service			Span of Service			Transit Gallery
		Vehicles	Headway	Vehicles	Headway	Veh Miles**	Veh Hrs**	Passengers Per Hour	Mon - Fri	Sat	Sun	
1	Easy Ave.	3	30	3	30	408	41	23.67	0530 - 2103	0516 - 2207	0516 - 2207	Yes
21	Cherry Ave.	5	30	5	30	802	77	34.53	0445 - 2510	0511 - 2513	0511 - 2513	Yes
22	Downey Ave.	4	30	4	30	675	65	32.15	0502 - 2055	0510 - 2125	0510 - 2125	Yes
37	Passport - Queen Mary	5	15	5	15	561	73	60.74	0512 - 2502	0511 - 2504	0511 - 2504	Yes
45	Anaheim - Crosstown	5	15	5	15	568	61	56.78	0506 - 2008	0814 - 2003	0854 - 1854	No
46	Anaheim - Downtown	5	15	5	15	635	84	51.58	0436 - 2456	0504 - 2456	0504 - 2456	Yes
51/52	Long Beach Blvd	11	12	10	12	1551	156	45.62	0430 - 2409	0503 - 2411	0510 - 2411	Yes
61	Atlantic Ave.	17	8	12	12	1886	195	47.19	0450 - 2520	0530 - 2517	0532 - 2518	Yes
71 / 72	Orange Ave.	5	30	4	30	714	68	26.69	0455 - 2025	0516 - 2251	0516 - 2251	Yes
81	10th Street	2	45	2	50	262	26	36.93	0615 - 1908	---	---	Yes
90	7th St - Bellflower - Clark - Woodruff	20	8/10	16	10	2768	265	48.45	0410 - 2512	0500 - 2525	0500 - 2505	Yes
96	ZAP - 7th St Limited	9	8/10	----	----	473	36	68.13	0632 - 0940 1320 - 1715	---	---	No
101/103	Carson	8	15/20	6	20	1099	102	37.56	0458 - 2245	0550 - 2005	0550 - 2005	No
102/104	Willow - Spring St.	5	30	4	30	758	62	28.45	0531 - 2145	0648 - 1925	0648 - 1925	No
110	Broadway - Lakewood - Clark	10	15	7	20	1467	127	27.60	0500 - 2514	0505 - 2459	0505 - 2459	Yes
121	Ocean - CSULB - Traffic Circle	7	8/12	7	20	1113	119	47.62	0450 - 2514	0501 - 2511	0501 - 2511	Yes
131	Redondo - Alamitos Bay	3	40	3	40	551	49	18.46	0440- 2150	0530 - 2126	0530-2126	No
151	4th Street	4	20	4	20	466	61	30.97	0428 - 2452	0459 - 2453	0459 - 2453	Yes
170	PCH - Palo Verde - Studebaker	17	15	13	15	2567	228	41.50	0459 - 2455	0515 - 2455	0515 - 2455	Yes
171	PCH Crosstown	10	12	6	20	1059	107	53.22	0430 - 2404	0708 - 2008	0708 - 2008	No
176	PCH LBCC Crosstown	4	30	4	30	589	53	30.33	0646 - 1910	---	---	No
180	Magnolia / Pacific	3	20	3	20	415	49	21.37	0505 - 2423	0525 - 2423	0525 - 2423	Yes
190	Santa Fe - Del Amo - South	19	8/10	13	15	2635	224	40.99	0434 - 2515	0510 - 2520	0510 - 2520	Yes
	Trippers	9		0		462	37	61.94				
	Training and Corner Patrol	9		9								
	Fixed Route Bus	**199**	----	**150**	----	**24,485**	**2,365**	-				
AQB	Aqua Bus****	2	20 - 40	2	20 - 40	6	7.0	-		1100 - 2005	1100 - 2005	-
AQL	Aqua Link****	2	60	2	60	40	7.5	-		1100 - 2240	1100 - 2240	-
	Ferry Boat Service	**4**	----	**4**	----	**46**	**14.5**	-				

* Peak: P.M. service including trippers as of August 2014

** Vehicle Miles/Hours including trippers as of August 2014

**** Aqua Bus & Aqua Link schedules are for the Summer Schedule, neither route operates the rest of the year.

Number of Hours and Miles

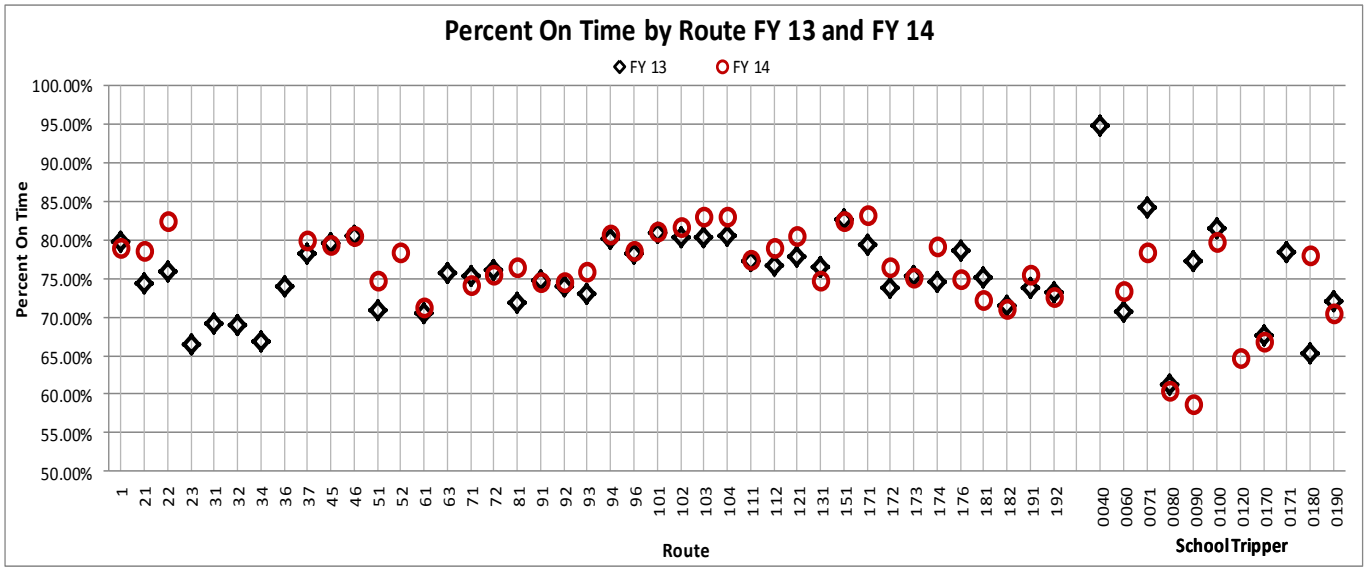
The table below shows the number of trips, peak bus requirement, vehicle hours, and vehicle miles for August 2014 service operated on weekday school days, Saturdays, and Sundays.

Service Requirements – August 2014				
Day	Number of Trips	Peak Bus Requirement	Vehicle Hours	Vehicle Miles
Weekday – School	2,270	185	2,365.0	24,485.3
Saturday	1,522	94	1,433.7	15,108.8
Sunday	1,373	86	1,298.3	13,756.4
Typical Weekly Total*	14,245	N.A.	14,557.0	151,291.7

* The typical weekly total is for a week when Long Beach Unified School District is in session. Less service is provided during the summer and school breaks.

LBT is developing Key Performance Indicators for specific areas to assess performance. One such area is On Time Performance. Exhibit V below shows both graphically and in chart form, a comparison of on time performance by route, between fiscal years 2013 and 2014.

Exhibit V



Percent on Time by Route FY13 and FY14

Route	FY 13 Percent On Time	FY 14 Percent On Time
1 - Easy Ave.	79.79%	79.07%
21 - Cherry Ave.	74.45%	78.62%
22 - Cherry/Downey Ave.	75.94%	82.49%
23 - Cherry to Carson	66.43%	
31 - Passport D	69.20%	
32 - Passport A	68.95%	
34 - Passport C	66.86%	
36 - Passport B	73.90%	
37 - Passport	78.30%	79.89%
45 - Anaheim St. to Santa Fe	79.55%	79.42%
46 - Anaheim St. to Downtown	80.55%	80.56%
51 - Long Beach Bl. to Artesia Stn.	71.00%	74.82%
52 - LB Bl./Victoria St./Artesia Stn.		78.38%
61 - Atlantic Ave. to Artesia Stn.	70.54%	71.22%
63 - Atlantic to Artesia Bl.	75.80%	
71 - Alamitos/Orange Ave.	75.27%	74.19%
72 - Alamitos/Orange Ave./Hunsaker Ave.	76.13%	75.58%
81 - 10th St. to CSULB	71.93%	76.45%
91 - 7th St./Bellflower Bl.	74.67%	74.58%
92 - 7th St./Woodruff Ave.	73.97%	74.60%
93 - 7th St./Clark Ave.	73.07%	75.92%
94 - 7th St. Los Altos Only	80.13%	80.71%
96 - ZAP 7th St.	78.19%	78.71%
101 - Carson St./Norwalk Bl.	80.86%	81.23%
102 - Willow/Spring	80.30%	81.79%
103 - Carson St. to Lakewood Mall	80.38%	83.00%
104 - Willow/Spring	80.51%	83.12%
111 - Broadway/Lakewood Bl.	77.26%	77.45%
112 - Broadway/Clark Ave.	76.76%	78.98%
121 - Ocean/Belmont Shore/CSULB/PCH	77.82%	80.60%
131 - Redondo Ave. to Seal Beach	76.53%	74.79%
151 - 4th Street	82.73%	82.52%
171 - PCH to Seal Beach	79.36%	83.16%
172 - PCH/Palo Verde	73.83%	76.47%
173 - PCH/Studebaker	75.38%	75.13%
174 - PCH to Ximeno only	74.51%	79.18%
176 - ZAP PCH/LBCC/Lakewood Mall	78.70%	74.98%
181 - Magnolia	75.24%	72.28%
182 - Pacific	71.48%	71.07%
191 - Santa Fe/Del Amo Bl	73.72%	75.54%
192 - Santa Fe/South St.	73.24%	72.56%
0040 - Anaheim St. Tripper	94.83%	
0060 - Atlantic Ave. Tripper	70.75%	73.50%
0071 - Orange Ave. Tripper	84.25%	78.41%
0080 - 10th St. Tripper	61.21%	60.57%
0090 - 7th St. Tripper	77.33%	58.82%
0100 - Willow/Spring/Carson Tripper	81.48%	79.69%
0120 - Ocean/Belmont Shore/CSULB Tripper		64.80%
0170 - PCH and Palo Verde/Studebaker Tripper	67.58%	66.92%
0171 - PCH to CSULB Tripper	78.52%	
0180 - Magnolia Tripper	65.24%	78.06%
0190 - Santa Fe and Del Amo/South Tripper	71.99%	70.53%
Total	**76.00%**	**77.41%**

Note: Routes 23, 31, 32, 34, 36, 63, 0040, and 0171 have been eliminated or restructured into other routes since FY 13. And routes 52 and 0120 have been added.

Service Changes

FY 2014 Service Change Highlights

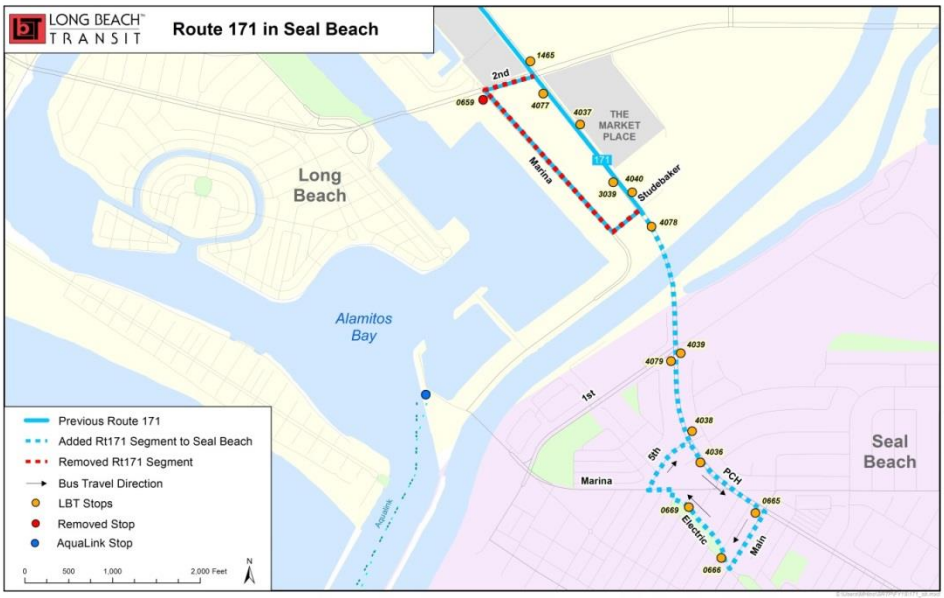
FY14 brought major changes to certain LBT routes and schedules:

(1) The return of service to Seal Beach on Routes 131 and 171
(2) The introduction of Route 52
(3) The Broadway Stop Removal Pilot Project

Seal Beach Changes

Upon request from the City of Seal Beach, after a two-year absence, Long Beach Transit resumed service to Seal Beach effective in June 2014.

Route 171 continued its former routing and schedule, while



Route 131 was extended from its terminus at Alamitos Bay Landing over the Marina Bridge to Seal Beach, as shown here:

Route 52

In response to repeated customer requests over the last several years, Long Beach Transit was able to reroute service in order to serve the Los Angeles County Department of Public Social Services on Victoria Street between Santa Fe Avenue and Susanna Road in Rancho Dominguez, an area more than ¼ of a mile from the nearest Long Beach Transit route.

The Planning Department evaluated ridership on the current Route 51, and determined that there would be no negative impact on current ridership, such as overcrowding. Also, in addition to the County facility, the new routing allowed access via Long Beach Transit services to the Colin Powell Academy for Success, a kindergarten through 8th grade educational facility.

LBT staff attended several open house gatherings at the County facility to gauge interest for a new route on Long Beach Transit services. There was, in fact, strong interest in this new route. Long Beach Transit also obtained support from both the County of Los Angeles and Los Angeles County Metro, which provided shared use of existing bus stops. Beginning with the June 2014 service change, every third weekday trip on Route 51 Long Beach Blvd was converted to Route 52, serving the route shown below, on weekdays only between approximately 6 a.m. and 7 p.m.

Broadway Stop Removal Pilot Project

In an effort to speed up transit service and improve on time performance Long Beach Transit explored the idea of removing stops along the Broadway corridor in Long Beach. This effort received strong support from the local community, with specific interest in speeding up transit service and addressing congestion in this parking-impacted area.

The Planning Department evaluated ridership at each stop, with special attention to the senior and disabled ridership that may be affected. Selected stops were identified for removal under a pilot project along portions of Routes 111 and 112 on Broadway and Ximeno between the Transit Gallery and Ximeno Avenue and 3rd Street in June 2014 as shown in the map below. This pilot project, which is estimated to reduce travel times by 10 percent in this area, is currently being evaluated; a decision is expected by June 2015 regarding the permanency of the program.

Service Change Highlights for the Current FY15

FY15 will bring some innovative changes to LBT:

(1) Replacement of Trippers with Regular Service
(2) Weekend Operation from LBT 2
(3) Extension of Route 1 to California State Dominguez Hills University (Aug. 2015)

Replacement of Trippers with Additional Service on Regular Routes

Due in part to the vast number of trippers operated throughout the February 2014 service change, which impacted daily scheduling, nearly all trippers were eliminated in favor of increasing service on regular routes for the August 2014 service change. This practice is expected to significantly reduce the amount of "show" time – i.e., standby time – that Long Beach Transit pays out.

Weekend Operation from the 6860 Cherry Avenue (LBT2)

In August 2014, weekend service operations from LBT 2 began, which has never occurred in the history of the facility. A pilot project deploying 12 buses is the extent of the current operation; however, if results from the pilot are deemed successful as many as 30 buses could be utilized. Leveraging LBT 2 on weekends is expected to reduce operating costs through the reduction of vehicle hours and the reduction of vehicle miles; hence the greater usage of newer buses with lower operating costs.

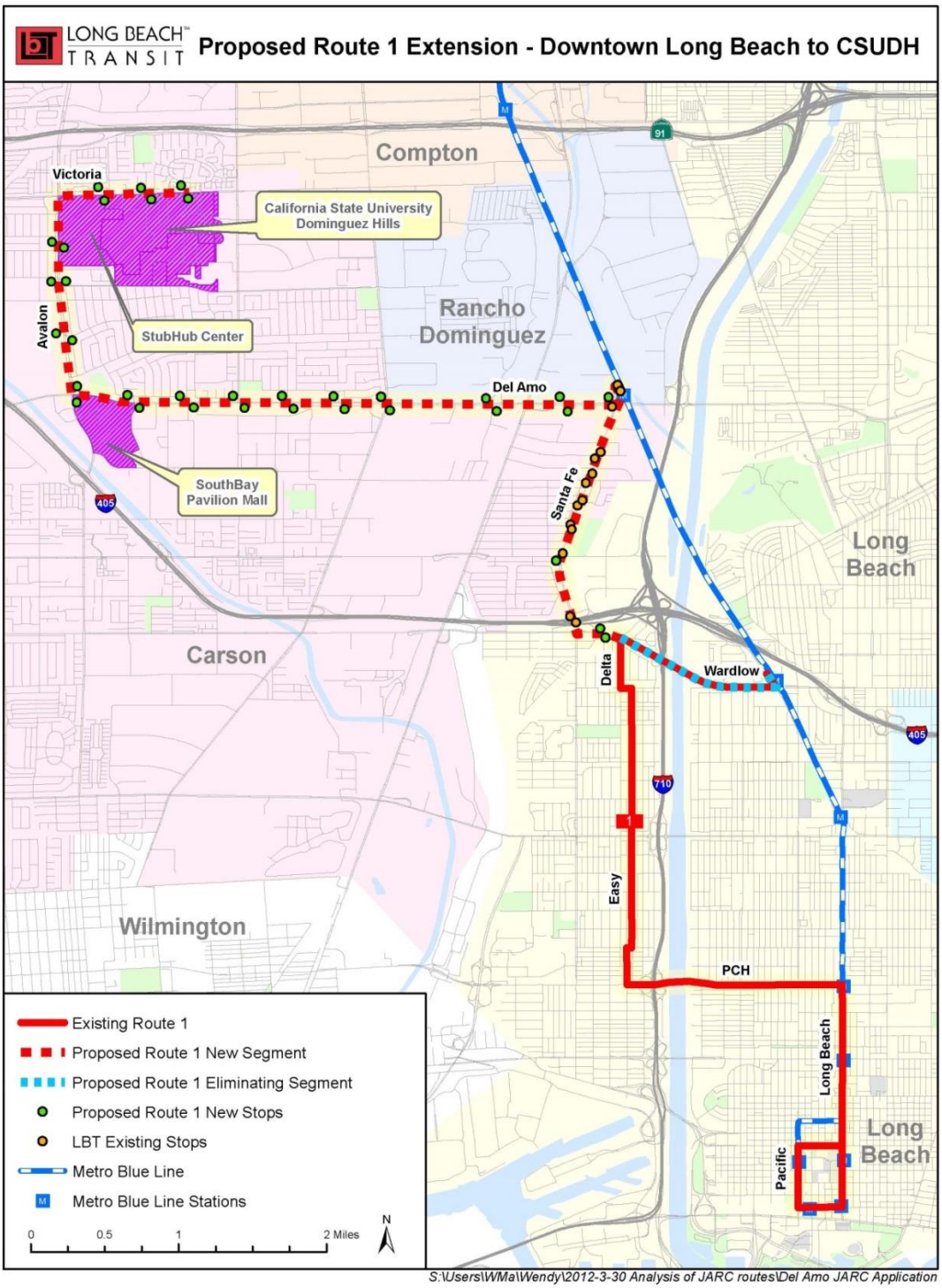
Extension of Route 1 from Wardlow Station to Cal State Dominguez Hills

Long Beach Transit was awarded Job Access and Reverse Commute (JARC) funding for the extension of Route 1, which currently operates between the downtown Long Beach Transit Gallery and Wardlow Station via Long Beach Blvd, PCH, and Easy Avenue. Expanding LBT's service area outside its current boundaries, the new service will now provide access to Cal State Dominguez Hills via Santa Fe, Del Amo, Avalon, and Victoria as well as an additional bus to operate it.

Currently, no direct service (neither LBT nor other transit providers) operates between downtown Long Beach, the Del Amo Blue Line Station, and City of Carson employment centers. Customers wishing to travel between these areas are now required to transfer multiple times, making trips longer and more costly. When this extension begins operation (expected in August 2015) it will be the first time that Long Beach residents will be able to access these key destinations/venues without having to transfer.

In addition to providing enhanced service to major employment hubs and addressing the transit needs of densely populated and lower income neighborhoods, the Route 1 extension would also address the limited time public transit is currently available to customers. Currently the Carson Circuit (the primary service provider along Del Amo Blvd and in the City of Carson) provides service until approximately 6:00 p.m. on weekdays and 4:30 p.m. on weekends. This prohibits residents' ability to travel to and from their homes, places of employment, schools, or

recreational destinations in the evenings, when many employment shifts end. LBT's proposed project would enhance travel options by extending availability of public transit service an additional 4½ hours on weekdays and weekends. In addition, by operating every 30 minutes on weekdays and 45 minutes on weekends, LBT's proposed project will also improve the frequency at which public transit is available to intercity customers.



CHAPTER 4 OPERATING PLAN

As demographics, business, and land use development evolve the Planning Department reconfigures routing and schedules to respond to changing community transit demand. The upcoming Comprehensive Operational Analysis will assist Long Beach Transit in evaluating this demand, as well as providing the agency with information and tools to improve service efficiency and the customer experience.

Conceptual Service Improvement and Reallocation

Exhibit VI shows the conceptual "Service Improvement and Reallocation Plan," a comprehensive process in which existing resources are shifted from lower productivity routes to higher productivity routes in order to deploy our resources in the most efficient way possible. The exhibit also highlights new service initiatives worth consideration should funding become available. The initiatives include:

1) Service improvements completed during FY14
2) Service improvements in progress during FY15
3) Service improvements proposed for future years.

Exhibit VI

Long Beach Transit

Conceptual Service Improvement and Reallocation Plan FYs 2014 to FY 2017

Line/Route		Daily Service Hour Change			Yearly Increase/Decrease in Hours				Service Change Description
		Wkdy	Sat	Sun	FY14	FY15	FY16	FY17	
1	Easy	39.5	25.3	25.3			7,792.40		Extend Route 1 to Cal State Dominguez Hills seven days per week
							(11,944.00)		JARC Funding Offset
20	Cherry								
37	Passport	6.97	15.06	15.06	3474				Adjusted running time due to long-term detour and reduce weekday running time from 14 to 15 minutes.
		-11.9			(3,023)				Reduced weekday service from 12 to 14 minutes.
40	Anaheim	12						3,048	Extend #45 to Cal State Long Beach
		1.62			411				Schedule adjustments due to Meal-Rest Complaint
		3.7				925			Properly represent the end of Route 45 as Santa Fe at Cowles
			12.0	12.0				1,308	Increase Saturday frequency from 12 to 10 minutes and Sunday from 15 to 12 minutes.
50	Long Beach Blvd.	0			0				Converted every third weekday trip to new Route 52
		1.78			452				Running Time Adjustment
60	Atlantic	13.96				2,876			Converted trippers to additional regular service during the August and February service changes only.
		1.7			432				Running Time Adjustment

Exhibit VI

Long Beach Transit

Conceptual Service Improvement and Reallocation Plan FYs 2014 to FY 2017

Line/Route		Daily Service Hour Change			Yearly Increase/Decrease in Hours				Service Change Description
		Wkdy	Sat	Sun	FY14	FY15	FY16	FY17	
71/72	Orange								
			2.42	2.42	269				Minor weekend blocking changes due to Meal-Rest Complaint
81	10th Street	-20.5						(5,197)	Due to low ridership and route duplication, eliminate Route 81
90	7th Street	5.0	2.0	5.6			1,695		To better serve LBCC LAC campus, make changes to Routes 91 and 93.
		-1.9	-2.0	-6.0			(591)		Enact Stop Removal Pilot Project on 7th Street
		15.0						3,810	Extend Route 93 from Woodruff and Alondra terminus to Cerritos College

Exhibit VI

Long Beach Transit

Conceptual Service Improvement and Reallocation Plan FYs 2014 to FY 2017

Line/Route		Daily Service Hour Change			Yearly Increase/Decrease in Hours				Service Change Description
		Wkdy	Sat	Sun	FY14	FY15	FY16	FY17	
96	**ZAP**								
100	**Carson**		26.3	78.4		5991.88			Inaugurate Saturday and Sunday service on Route 104 and Sunday service on Routes 101 and 103
		-2.5			(627)				Reduce 102-104 service from 40 to 60 minutes after 6 PM.
		13.9				2853.1			Converted trippers to additional regular service during the August and February service changes only.
110	**Broadway**	10						600	Offset due to no more summer service reductions
		1.3	-3.2	-3.2			(33)		Combine 111 and 112 into one route, which will serve Kilroy Airport Way, the Airport, LBCC, and South and Downey every 20 minutes all day weekdays and 40 minutes weekends.
121	**Ocean / Cal State**	12.0			720				Offset due to no more summer service reductions.
130	**Redondo - Alamitos Bay**	3.5	0.0	0.0	875				Extended route to Seal Beach
151	**4th Street**	0	0	0	0				Extended evening service to Chavez Park
			-10.29	-10.29	(1,142)				Reduced weekend service from 25 to 35 minutes
		16.25	16.57	16.57				5,967	Extend route to either Marketplace (PCH at Studebaker) via Appian Way or to CSULB via 7th Street
170	**PCH**	5.0						1,270	During peak hours, increase service from 15/30 minutes to 12/24 minutes.
		8.8				1806.62			Converted trippers to additional regular service during the August and February service changes only.
			1.5	1.5	164				Weekend running time was adjusted.
171	**PCH**	9.10				1874.6			Increased peak frequency eastbound in the morning from 15 to 10 and westbound in the afternoon from 15 to 12
		12.88			567				Return service to Seal Beach and add one bus in the summer to maintain adequate meal-rest time

Exhibit VI

Long Beach Transit

Conceptual Service Improvement and Reallocation Plan FYs 2014 to FY 2017

Line/Route		Daily Service Hour Change			Yearly Increase/Decrease in Hours				Service Change Description
		Wkdy	Sat	Sun	FY14	FY15	FY16	FY17	
176	**PCH - LAKEWOOD**	1.00				250			Add one additional earlier outbound trip
180	**Pacific / Magnolia**	-1.92			(488)				Reduce service before 7 AM from 40 to 60 minutes.
190	**Santa Fe**	2.40			610				Adjust early morning and evening weekday trip times to better connect with OCTA.
		20.68				4260.08			Converted trippers to additional regular service during the August and February service changes only.
		14.00						3,556	Extend 192 to Norwalk Station weekdays only and create 15 minute service on Studebaker between Cerritos Center and Norwalk Station
SCHOOL TRIPPERS		-48.00				-8640			Convert most trippers to regular service
ALL ROUTES		-904.00				(3,570)			Operate Saturday schedule on the Day After Thanksgiving, Christmas Eve, Boxing Day, and New Year's Eve
			46.00			46			Operate service two hours later on New Year's Eve
		-72.00				-12960			Conversion of show time to regular time due to tripper conversion
Total Revised Service Hours per Year					**2,694**	**(4,287)**	**(3,081)**	**14,362**	
Potential Change in Service From Previous Year					**0.41%**	**-0.65%**	**-0.46%**	**2.16%**	

Exhibit VI

Long Beach Transit

Conceptual Service Improvement and Reallocation Plan FYs 2014 to FY 2017

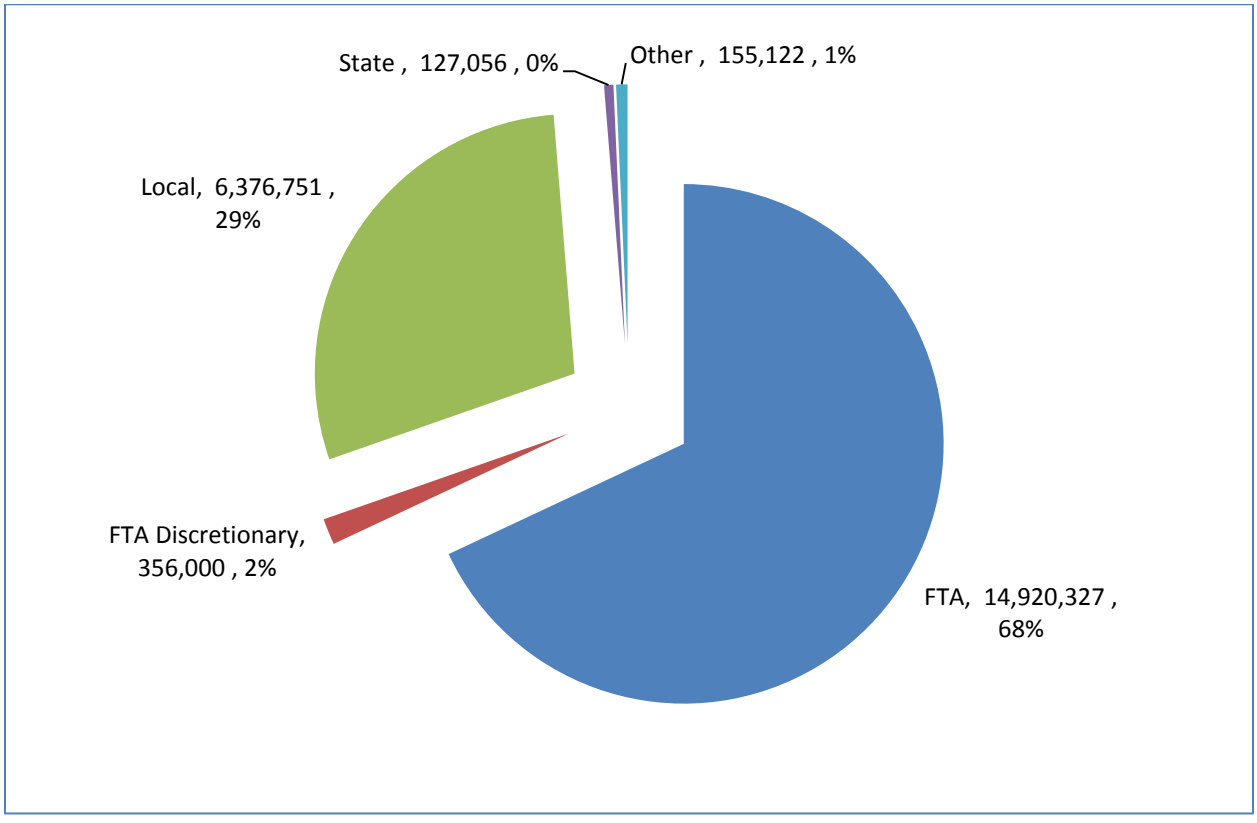
Line/Route	Daily Service Hour Change			Yearly Increase/Decrease in Hours				Service Change Description
	Wkdy	Sat	Sun	FY14	FY15	FY16	FY17	
NEW SERVICE INITIATIVES								
Airport Area Express	60.0	60.0	60.0				21,900	Operate every 30 min limited stop from Long Beach to LAX Bus Center
Long Beach City College UPASS	191.0						36,481	Increase capacity enough to be able to enter into a UPASS agreement with Long Beach City College if costs covered by the college and students.
Lakewood Green Line Station	40.0	50.0	50.0				15,710	Extend 22, 93 or 111 to Lakewood Green Line station in FY16.
Carson Expansion	72.0	60.0	60.0				24,948	Break Line 190 at Del Amo Station and extend each of the 4 resulting lines into the city of Carson to different destinations
Service Expansion	-	-	-				6,500	Anticipated overcrowding & on-time performance issues
Douglas Pk/ LB Airport	42.0	24.0	24.0				13,332	Operate service from Wardlow Blue Line Station to Long Beach Airport via Douglas Park

CHAPTER 5 CAPITAL IMPROVEMENT PLANNING

The Capital Plan represents the culmination of LBT's efforts to strategically plan and prioritize capital activities. Each year, the Operating and Capital Budgets for the new fiscal year are adopted by the Board. The funding allocated for the Capital Plan is based on available capital revenue and project priorities. Major sources of funding include:

- Locally controlled federal and state funding sources (funding allocated to transit agencies and local governments to spend on their priority projects)
- Federal discretionary funding sources designated by the federal government for a specific project
- Locally raised money from sales taxes

Capital Funding Breakdown



Future Capital Programs and Projects

Our capital budgeting process focused first on strategically developing capital priorities.

Projects were ranked based on their value to the organization:

Projects were evaluated in relation to one another in terms of need, scope and cost to ensure the most efficient allocation of resources. This allowed us to further our goal of long-term planning by resource constraints.

Exhibit VII

FY 2015 CAPITAL BUDGET

Project Description	Amount
Bus Components	
Hybrid Ucap Reconditioning	2,245,000
Forward Facing Flip Up Seat Modules	1,600,000
Miscellaneous Components	915,000
Customer Amenities	
Bus Stop Amenities	1,055,160
Facility Improvements	
Facility Upgrades	1,494,597
Fleet Vehicles	
Replacement Buses	3,343,535
Fleet Rehabilitation and Detailing	1,543,476
Replacement Dial-a-Lift Vehicles	55,000
Information Technology	
IT Software & Hardware	3,089,495
Safety & Security Equipment	
Cameras – Mobile View Safety Upgrade & Monitors	97,056
Security Equipment	66,937
Shop Equipment & Tires	
Tire Lease	815,000
Miscellaneous Shop Equipment	215,000
Preventative Maintenance/Training	
Training	50,000
Preventative Maintenance	5,350,000
TOTAL CAPITAL BUDGET	**$ 21,935,256**

Fleet/ Facility and Bus Stop Improvements

LBT continues to focus on its goal of maintaining a modern, efficient, and low emission transit fleet. The 2015 budget allocates $3.3 million which would partially fund the purchase of 49 new buses. In addition to replacing buses that have met their useful life, the Bus Component and Tire Lease projects provide the supply of parts and equipment necessary to keep the existing fleet of diesel, CNG and hybrid buses in optimum working order.

Facilities upgrade projects are ongoing and geared toward keeping facilities in a safe, secure, organized and like new condition. Improvements have and will take place at both the Anaheim Street (LBT 1) and Cherry Avenue (LBT 2) locations. In addition, Bus Stop Improvements are achieved with the installation and replacement of customer amenities such as benches, shelters, signs, trash receptacles, and safety and security items such as cameras and lighting equipment.

Information Systems

Information technology projects totaling $3.1 million will maintain the essential computer systems, infrastructure and software to secure and protect Long Beach Transit's information systems.

Financial Policies

LBT procures the majority of all capital assets through annual grants awarded by the Federal Transit Administration. Fiscal Year 2015 Federal grants are allocated under Section 5307 of the Moving Ahead for Progress in the 21st Century Act (MAP-21).

In addition LBT is eligible to receive other funds based on a formula allocation and discretionary money for specific projects, such as buses.

The Highway Safety, Traffic Reduction, Air Quality, and Port Security Bond Act of 2006, approved by the voters as Proposition 1B on November 7, 2006, includes a program of funding to be deposited in the Public Transportation Modernization, Improvement, and Service Enhancement Account (PTMISEA). The funds in the PTMISEA are to be available to transit operators in California for allocation to eligible transportation projects nominated by an applicant transportation agency. Bond funds provide additional capital funds for buses and security-related projects. These funds are distributed based on the existing Los Angeles County formula allocation. For LBT, any remaining capital needs not funded by federal funds or bond monies are financed through state and local grants.

LBT currently has no long-term debt and has historically only used available grant funds to procure capital acquisitions. LBT has no plans to issue debt and will continue to fund future capital needs through formula and discretionary grants.

CHAPTER 6 STRATEGIC PLANNING AND COMMUNITY OUTREACH

COMMUNITY RELATIONS & TITLE VI REVIEW

Community Evaluation

In keeping with LBT's Corporate Strategic Priorities and its mission statement to "*provide public transit services that enhance and improve the quality of life for the residents of our community"* an annual community evaluation survey is conducted to measure customer satisfaction. The results of the 2014 survey will not be available until after this plan in published.

Summary of the 2013 Customer Survey:

Almost all Long Beach Transit bus customers (97 percent) provide "Excellent" or "Good" as their overall rating for the system. Although the total percentage remains unchanged from the 2012 survey, there is a shift to a higher proportion of "Excellent" (38 percent compared to 32 percent). This figure is in line with the increasing proportion of customers who indicate that Long Beach Transit is better, which increased to 42 percent from 39 percent, compared to a year ago. Likewise, among customers who use other transit systems, 44 percent perceive Long Beach Transit to be better than other systems up from 34 percent in the previous year.

Although the overall rating for LBT remains high, there has been a decrease in satisfaction in several of the individual performance attributes. While most of these changes are within the margin of error of the survey, the general decline should be noted:

A. The condition of bus stops, information at bus stops and convenience of bus stops ratings as well as the reasonableness of fares held even with 2012.

B. Service performance factors declined in satisfaction; specifically, buses on schedule and convenience of bus routes. A five point drop in "excellent/good" ratings for buses on schedule may be a result of additional traffic resulting from the continued economic recovery during the past year. There is also a drop in satisfaction with frequency of bus service.

C. Scores for individual performance factors, such as the Operator's courtesy, safety and appearance remain high but also show a net decline.

The survey results chart is presented on the next page.

Customer Satisfaction Trends, 2003 - 2013

Service Element	2003	2004	2006	2007	2008	2009	2010	2011	2012	2013
LBT Overall	94	92	90	95	96	95	97	97	97	97
LBT Compared to Others	88	91	87	94	92	89	89	93	95	95
Driver Appearance	96	96	97	97	99	97	99	99	99	98
Fares	94	92	88	90	91	85	73	87	91	92
Driver Courtesy	89	86	90	91	88	90	90	92	94	91
Driver Safety	93	92	93	93	93	97	97	98	99	96
On Board Safety	91	88	91	90	93	95	95	96	97	95
Route Convenience	96	85	92	93	96	93	95	96	98	95
Information Available	89	89	88	88	93	93	90	95	95	92
Telephone Information	86	86	81	90	92	91	90	91	89	86
Bus Stop Safety	84	83	86	82	91	87	90	92	95	92
Bus Stop Convenience	94	---	94	95	97	95	96	96	97	97
Schedule Reliability	84	69	74	72	77	78	78	85	89	84
Bus Cleanliness	90	79	84	76	88	85	93	94	95	95
Bus Stop Cleanliness	74	80	81	75	89	84	86	91	91	92
Customer Satisfaction Index**	90	86	88	88	92	90	90	93	95	93

% of Customers Rating Favorably

Source: Annual community survey.
Note: Formal customer surveys were not performed for fiscal year 2005.
** The customer satisfaction index is an average of the above ratings.

Community Outreach

Long Beach Transit has a comprehensive community outreach process. The company regularly conducts outreach for various initiatives and for changes to service or fares. Outreach typically consists of using methods such as email alerts, community meetings, focus groups, information on board the bus and at our information centers, and by utilizing social media, our own agency's websites and customer intercepts.

Two population groups in the LBT service area with limited English proficiency and low literacy were identified. Of the 51 percent of total residents in the LBT service area who speak a language other than English at home (2010 American Community Survey Estimate), most speak either Spanish or an Asian languages. The predominant Asian language in the area is Khmer. All other language groups represent one percent or less of the population. To accommodate these communities, Long Beach Transit provides service information in English and Spanish in its printed Transit Guide, customer bulletins, car cards and LBT's website. LBT also has a telephone information center with customer service representatives who speak Spanish and Khmer. Spanish and Khmer translators are also made available at public hearings and community events involving LBT services. LBT also outreaches to leaders in these community groups to provide additional aid in using public transit.

Title VI Review

In accordance with Title VI of the 1964 Civil Rights Act, Long Beach Transit is committed to ensuring the equitable distribution of its services and amenities without regard to race, color, national origin, language proficiency, or economic status. Long Beach Transit is required to demonstrate that its distribution of services and amenities is equitable by submitting a triennial Title VI Assessment Report to the Federal Transit Administration. Long Beach Transit's report was approved by the Federal Transit Administration in 2013.

This commitment was documented in the 2010 community evaluation survey results and the 2013 Title VI Assessment Report. The demography of the participants closely matched the diversity reported in Title VI Assessment Report with the results showing a favorable perception from all groups. Long Beach Transit has implemented an Equitable Service and Amenities Program to ensure transit services and related benefits are distributed in a non-discriminatory manner. Examples of two program activities are as follows:

Vehicle Assignment: Assess the effects of vehicles allocated to routes according to the vehicle assignment plan at each service change. The purpose of this action is to ensure that all communities received the same quality of rolling stock vehicle assignment benefits. Benefits include the vehicle age and on-board amenities. As of the August 2014 service change, the majority of route groups had buses assigned to them whose average age was within one standard deviation of the overall fleet average age. Exceptions were mainly due to specific vehicle type requirements and the fact that only one of the two divisions has CNG fueling facilities and must therefore have all of our newest buses.

Transit Amenities: Transit amenities are defined as items of comfort and convenience that are available to the general public, such as TranSmart real time information signage, benches, shelters and transit information signs. In addition to the customary system monitoring activities, LBT gives special considerations to senior centers, hospitals and schools for its bus stop improvement program. Thirty-four of the 64 TranSmart signs are located in Title VI – considered minority areas.

Public Participation

Long Beach Transit meets with its Board of Directors monthly at Long Beach City Hall, typically on the fourth Monday of the month starting at 12 noon. In accordance with the Brown Act, Long Beach Transit posts board meeting agendas at least 72 hours prior to a regular meeting. The agenda specifies the time and location of the meeting and is posted in City Hall and on the City's and LBT's websites, which are locations that are freely accessible to members of the public. LBT Board meetings are also available via video broadcast through a link on the LBT website, www.lbtransit.com.

The LBT Board meeting agendas include a general description of each item and supplemental agenda information. Agendas also include Long Beach Transit's monthly financial update and an oral monthly report on the agency's strategic corporate priorities provided by the President and CEO. Members of the public have the ability to review the agenda and participate in the meeting during the "Public Comments" section. The public has the right to comment on any item on the agenda or non-agenda items, prior to any decisions or votes being made.

Long Beach Transit intends to provide reasonable accommodations in accordance with the Americans with Disabilities Act of 1990. If special accommodation is desired at a board meeting, the public can call the Long Beach City Clerk's office 48 working hours prior to the meeting to arrange the proper accommodations. Telecommunication devices for persons with a hearing impairment are also available through the City. Information regarding special arrangements is included in the LBT board agenda. Long Beach Transit board meetings are wheelchair accessible.

Long Beach Transit complies with 49 USC Chapter 53, Section 5307 regarding public hearings for significant changes in services or fares. In these hearings LBT will provide Spanish translation and offer interpreters for other languages, including sign language, upon advanced request. More information is provided in the following section entitled, "Long Beach Transit Public Participation Process for Fare and Service Changes."

Long Beach Transit is in communication with many organizations throughout the city and often attends meetings and events sponsored by these groups. These groups consistent of cultural organizations, senior organizations, city partners, business associations and other organizations vested in LBT's service area. In this arena we are able to create relevant conversations and dialogue between Long Beach Transit and the specific community regarding transit needs.

Long Beach Transit Public Participation Process for Fare and Service Changes

Monitoring Methodology

Long Beach Transit continually monitors its transit service and considers the impact of various decisions as they may relate to its customers and their experience using LBT.

Long Beach Transit has established route specific performance standards whereby routes not meeting these standards are subject to detailed analysis. Any resulting service change proposals involving a significant level of service or number of passengers may be the subject of public hearings. Public input is solicited while proposals are under consideration. Customers and the public are notified prior to the implementation of any major changes in service.

Public Hearings

As required by 49 USC Chapter 53, Section 5307, LBT must establish a process to solicit and consider public comment prior to raising fares or implementing a major reduction of transit services. The public, as the primary customer and beneficiary of transit service, is provided the opportunity for input and review through the public hearing process. Actions such as the establishment of new service, fare adjustments, major modifications of existing service, and/or suspension or abandonment of any bus routes may include a formal process of review by LBT, including a public hearing conducted by LBT Board of Directors and/or staff.

Public hearing notices (signs and brochures) describing proposed action(s), date(s) and location(s) of the hearing are posted on buses and at LBT's Downtown Long Beach Customer Service Center (Transit and Visitor Information Center). Notices are published in major local and/or relevant neighborhood newspapers. Community organizations, public agencies and elected officials are notified by mail of significant service changes. Language and/or sign language interpreters may be used during the hearing to meet the needs of the general public.

Procedures for Public Comment on Proposed Fare and Service Changes

Practice
The following actions may be the subject of a public hearing:
1. A change in service resulting in more than 25 percent of the transit route miles.
2. A change in service resulting in more than 25 percent of the transit revenue vehicle miles.
3. Proposal of a new transit service/route.
4. Cessation or termination of transit service/route.
5. Any permanent change that increases fares on the LBT service.

Experimental service changes may be instituted for 180 days or less without prior notification. A public hearing must be held during that time if the experiment is to remain in effect more than 180 days.

If a number of changes on a route in a fiscal year total the percentages noted previously (numbers 1 & 2), a hearing must be held prior to the last change.

Standard seasonal variations in transit service are exempt from public hearing requirements unless the number, timing, or type of service changes meets above criteria.

Emergency service changes may be instituted for 180 days or less without prior notification. A public hearing must be held during that time if the emergency service is to remain in effect for more than 180 days.

Procedural Actions

The following procedures will be followed in reference to all public hearings:

- A legal notice describing proposed change(s) in service/fares is published 30 days in advance of the hearing date.
- Notice(s) will appear in newspaper(s) of general circulation, and/or specific neighborhood newspapers servicing areas affected by the change.
- Press Releases will be sent to local media outlets, conveying information on upcoming hearings.
- Public hearing notices will be placed on transit vehicles and at LBT's Downtown Long Beach Customer Service Center (Transit and Visitor Information Center).
- The public hearing will be conducted in accordance with state and federal laws, in the presence of the Long Beach Transit Board of Directors or their designees.
- Written comments may be received no later than seven days after the public hearing for consideration. Staff will consider all comments, both those made during the public hearings and written comments received prior to the aforementioned deadline, in the development of the final report and recommendation for the Board of Directors.
- During a subsequent Board meeting, public comments and final staff recommendations will be presented to Long Beach Transit Board of Directors for their consideration and final action.

REGIONAL COORDINATION

Long Beach Transit recognizes that its commitment to excellent service includes the experience its customers have when they travel beyond the LBT service area. This means there must be a cooperative effort with other transit providers and municipalities in the area to promote a seamless regional service. Long Beach Transit representatives regularly attend Metro Gateway Sector meetings, Gateway Council of Governments Transportation Committee, Metro Bus Operations Subcommittee, General Managers meetings, and Metro Board and Committee meetings, all with an objective of increasing regional coordination. Long Beach Transit also participates in OCTA service development meetings with a goal of improved coordination of routes and schedules along the LBT / OCTA service area boundary.

In addition to the above, Long Beach Transit has made a concerted effort to modify its schedules to improve connections with neighboring transit agencies. For the June 2011 service change, LBT and Metro adjusted trip times on LBT Route 51 and Metro Route 60 in an effort to avoid service duplication. In September 2011, Long Beach Transit realigned Routes 101, 102, and new route 104 to improve connections with OCTA Route 42 and Metro Route 62 in Hawaiian Gardens. In February 2012, LBT created new time points at the V.A. Hospital and other stops in order to create better schedule connections with OCTA. In August 2012, LBT worked closely with OCTA in order to facilitate transfer connections between LBT Routes 131 and 171 and OCTA Route 1 in the Marketplace area near PCH at 2nd St. In February 2014, LBT improved connections between Routes 191 and 192 with OCTA Routes 30 and 38. For the June 2014 service change LBT and OCTA worked closely to ensure efficient use of the space at the Electric at Main layover in Seal Beach.

Another example of regional coordination was the recent temporary relocation of Long Beach Transit's main transit hub, the 1st Street Transit Gallery. From Saturday, September 20 through October 19, 2014, Long Beach Transit's downtown hub was temporarily relocated to Ocean Boulevard between Long Beach Boulevard and Pacific Avenue, and Long Beach Boulevard between Ocean and 1st Street. First Street between Long Beach Boulevard and Pacific was closed to traffic, while Metro worked on a major upgrade and modernization of its Blue Line. In addition, LADOT, Torrance Transit and Metro bus stops were temporarily relocated to 1st Street, east of Long Beach Boulevard. This project required significant coordination between Metro and Long Beach Transit, along with the businesses and stakeholders adjacent to the Long Beach Transit Gallery as well as the temporary hub location.

Improved Customer Travel Experience

Customers can transfer between LBT services, regional transit services and local community circulators with an interagency transfer and with the countywide EZ Transit Pass that offers monthly unlimited riding on participating transit agencies within Los Angeles County. As previously mentioned, LBT will continue its transition to TAP, culminating in a cutover date of February 8, 2015. LBT customers will be able to more easily transfer among systems throughout Los Angeles County. LBT has also identified capital improvements for regional bus stops, providing additional customer amenities.

Joint Procurement

Joint procurement of products and services among transit agencies can help limit operating costs. LBT has participated in joint ventures in equipment purchases and maintenance training programs, and by sharing its procurement experience with other agencies.

Reduced Travel Time

LBT is currently reviewing a variety of techniques to increase bus speed such as speeding fare payment with use of smartcards and less cash; bus only lanes; and eliminating redundant stops.

Improved Resource Tracking

Long Beach Transit is currently a regional leader in the use of Intelligent Transportation Systems (ITS). Some of the ITS technology can provide information about schedule adherence and passenger counts that will aid in resource allocation. LBT is a member of the Regional Integration of Intelligent Transportation Systems (RIITS) project sponsored by the Metro to exchange ITS information and improve transportation systems.

Improved Transit Information

In addition to Metro's regional online trip planner, http://socaltransport.org/, LBT is part of Google Transit. Users can enter their origin and destination information within Google Maps to receive customized trip itineraries using LBT's transit schedules. Google Transit uses LBT's data to provide customer information on walking to a specified bus stop, which route to take, where to get off the bus and walking directions to a final destination. One-way fare and driving cost are also displayed for comparison.

Google's goal for transit coverage aims to eventually provide seamless results for regional interagency trips. Currently there are more than 500 transit properties worldwide who have partnered with Google in this effort. Beyond LBT's service area, interagency trips can currently be planned between the following Southern California providers: Burbank Bus, Irvine Shuttle, Amtrak, Los Angeles County Metropolitan Transportation Authority (Metro), San Diego's North County Transit District, Orange County Transportation Authority (OCTA), Riverside Transit Agency, San Bernardino County's OMNITRANS, San Diego MTS , San Gabriel & Pomona Valley's Foothill Transit, Metrolink, Thousand Oaks Transit, Santa Monica's Big Blue Bus, and Torrance Transit.

Southern California Regional Transit Training Consortium (SCRTTC)

At the initiation of LBT staff, the Southern California Regional Transit Training Consortium (SCRTTC) was created and incorporated in January 2004, in response to the industry's need for a trained technical/mechanical labor work force. The SCRTTC benefits the transit industry and educational institutions by the development of a bottoms-up industry driven competency based curriculum and delivery of training programs that meets present and future needs in the Southern California region. This collaborative effort brings together 44 community colleges, transit agencies and universities to develop a regional mechanism for the coordination and development of training for the technical workforce within the transportation industry. Having just completed work on a five-year Strategic Plan, the SCRTTC has since its inception delivered over 59,700 hours of training to over more than 4,155 transit employees that maintain vehicles in Southern California.

Collaboration with Cities on Pedestrian and Bikeway Projects

Recognizing transit and land-use integration is a critical strategy for a sustainable urban community, LBT works closely with local jurisdictions to improve transit accessibility and safety throughout its service area.

LBT continues to work with the City of Long Beach as it increases facilities for bicyclists such as bicycle boulevards and lanes, bicycle hubs, and bike racks. The new BikeStation located at the downtown Transit Gallery is now open. LBT and the city work to facilitate bicycle use on transit and safety for all. For example, the City includes information about taking bikes on buses in its public information and advertisements. The City and LBT are also discussing bike storage near major bus stops. In addition, the City consults with LBT when it plans bike lanes on streets on which our buses travel to design lanes that will be safe for cyclists and transit vehicle customers. A new bike sharing program is anticipated in Long Beach which will further connect cycling and transit use.

LBT will also work with the City of Long Beach in developing a network of mobility hubs as part of the Los Angeles/Long Beach Mobility Hub Program in the city in order to further the city's goal of increasing the mode share of public transit. These mobility hubs will add bike parking, bike sharing, and car sharing programs at existing Blue Line stations in the City of Long Beach in order to solve the first-mile last-mile problem.

LBT actively participates in the following projects to identify and implement various improvement activities:

- Review and comment on cities' Street Improvement Plans and other new development projects, with emphasis on bus stop amenities, pedestrian paths and bikeway connection.
- LBT serves on the Technical Advisory Committee for the City of Long Beach TOD (Transit Oriented Development) Pedestrian Master Plan, Downtown Visioning Plan, and LA Metro's First/Last Mile Strategic Plan.
- A Bus Stops Committee is organized to identify operation and safety issues, pedestrian paths, signage or ADA physical improvement ideas for submittal to the City.

CHAPTER 7 TRANSIT SECURITY

Safety and Security are key components in LBT's Corporate Strategic Priorities.

Transit Enforcement Detail

Since 1993, Long Beach Transit has contracted with the City of Long Beach for a dedicated transit enforcement detail (TED). Our current TED program includes five police officers and one full-time sergeant. In the coming year, we will increase the number of police officers to seven, in order to proactively address LBT's ridership, employee, business and citizen insights and concerns. With a compliment of seven TED officers and one sergeant, we will be in a much better position to conduct outreach to the public, our customer and employees.

The TED receives training in the specialized field of transit policing, through programs offered through agencies like the Federal Transit Administration and Department of Homeland Security. As subject matter experts, the TED are then able to provide training in transit policing to the law enforcement of the municipalities in which LBT operates.

The LBT/Long Beach Police Department partnership is beneficial for both Long Beach Transit and the City of Long Beach. The TED provides a variety of functions that have been well received by transit customers, the community and our employees, some include:

- Undercover operations
- Training with LBT Supervisors, Transit Security and Operators
- Handling customer disturbances
- Random bus boarding of coaches
- Multi-Agency Disaster Preparedness
- Bi-annual transit enforcement review
- Responding to emergencies and incidents
- Accident response and investigation, and investigation of transit-related crimes
- Periodic updates with unit sergeant to discuss issues
- Directed enforcement, for example at particular bus stops to reduce nuisances
- Participation with Department of Homeland Security initiatives including anti-terrorism, bus system safety, etc.

School Behavior Program

One ongoing focus of both LBT and the TED is the School Behavior Program. This effort was initiated in 2011 when student behavior issues began to interfere with regular bus service. As a result, in 2012 when the Long Beach Unified School District (LBUSD) significantly reduced school bus service, LBT was faced with an influx of new and inexperienced student customers. LBT initiated a formal group consisting of the TED, LBUSD Police, Juvenile Detectives, Gang Officers, Principals and parents in order to insure that positive action was being accomplished to help new customers understand acceptable behavior for LBT riders, and teach good citizenry to our future adult customers.

Security Guard Services

Long Beach Transit contracts with a firm to provide security guard services at our central administrative, operations and maintenance facility located at 1963 E. Anaheim Street, and our secondary operations and maintenance facility located at 6860 Cherry Avenue. The security guard service firm is responsible for a number of functions which include controlling 24-hour access to our facilities 365 days a year, overseeing parking management and monitoring Department of Homeland Security alerts.

Joint Programs and Coordination

Long Beach Transit participates in a number of local, regional, state and federal initiatives related to security.

LBT recently concluded a Critical Infrastructure Protection (CIP) assessment. The CIP is a national program to ensure the security of vulnerable and interconnected infrastructures of the United States. The program ensures LBT facility information is provided to first responders to have images and information about each Long Beach Transit facility while they are in route to the location during an emergency.

LBT also regularly participates in the Transportation Security Administrations detailed, on-site Baseline Assessment for Security Enhancement, or BASE, performed at approximately 100 of the largest surface transportation systems in the United Stated each year. The BASE reviews, gather data about the effectiveness of current federal government security initiatives. In keeping with its strategic goals and focus on safety and security, LBT regularly reviews and updates its system security programs and procedures to create the safest and most secure environment for our customers, employees and partners within the cities we serve.

The agency continues to participate with the Federal Bureau of Investigation's (FBI) InfraGard program. The InfraGard program is a national education and information sharing program created by and between the Federal Bureau of Investigation (FBI) and the private/public sector, designed to promote information sharing and integration of assets with local, state, and federal resources for the protection of our nation's critical infrastructure.

The City of Long Beach selected Long Beach Transit for the Cal-Tech Earthquake Early Warning Program beta testing and will soon have the software installed for this regional project. Long Beach Transit will have software installed at LBT1. The software allows a connection of LBT to Cal-Tech's advanced early warning program that is in the testing phase. The LBT employee who receives the early warning alert will respond to a series of questions that will help guide Cal-Tech in their research and eventual distribution of this program.

TABLE L - 1

LONG BEACH TRANSIT
CURRENT FARE STRUCTURE: As of September 2014

Fare Categories	Type of Service		
	Fixed Route	Demand Responsive	Ferry Service
Cash/Token			
Regular	$1.25	$ 2.00	$5.00 (AquaLink) /$1.00 (AquaBus)
Token (not sold / Metro only)	$ 1.25	-	-
Seniors	$ 0.60	-	-
Disabled/Medicare *	$ 0.60	-	-
Student	$ 1.25	-	-
College **	$ 1.25	-	-
Express	-	-	-
Cash Transfers			
Regular within System	$ -	-	-
Regular to other System	$ 0.50	-	-
Seniors to other System	$ 0.50	-	-
Disabled/Medicare to other System	$ 0.50	-	-
Day Passes			
Regular	$ 4.00	-	-
Seniors	$ 2.50	-	-
Disabled/Medicare	$ 2.50	-	-
30 day passes			
Regular	$ 65.00	-	-
Seniors	$ 24.00	-	-
Disabled / Medicare *	$ 24.00	-	-
Student	$ 40.00	-	-
College **	$ 40.00	-	-
Express	-	-	-
Monthly EZ Transit Pass (Regional Pass)			
Regular	$ 84.00	-	-
Senior & Disabled	$ 35.00	-	-
5 Day Pass			
Regular	$ 18.00		
Seniors / Disabled / Medicare	$ 9.00		

* Passengers with Access cards ride free, with LBT being reimbursed by Access.

** Cal State Long Beach pays the fare for all currently enrolled students.

TABLE L - 2
LONG BEACH TRANSIT

FLEET INVENTORY AS OF JUNE 30, 2014

Year Built	Manuf.	Model	Seats	Length	Type of Fuel	Total Vehicles	Vehicles Used For:				Non-ADA Vehicles Active	ADA Vehicles Active	Vehicles w/Major Rehab
							Fixed Route Service	Demand Response Service	Ferry Boat Service	Charter Service			
Fixed Route													
2012	GIL	G27B102N4	38	42	CNG	31	31				0	31	0
2012	GIL	G27B102N4	38	42	CNG	33	33				0	33	0
2009	FIL	GE40LFA	38	43	GA *	25	25				0	25	0
2007	FIL	GE40LF	38	40	GA*	15	15	-	-	-	0	15	0
2005	FIL	GE40LF	38	40	GA*	27	27	-	-	-	0	27	0
2004	FIL	GE40LF	38	40	GA*	22	22				0	22	0
2003	FIL	D6OLF6	58	60	DF	13	13	-	-	-	0	13	0
2002	FIL	D40LF6	38	40	DF	39	39	-	-	-	0	39	0
2000	FIL	D40LF6	38	40	DF	18	18	-	-	-	0	18	0
**1998	FIL	D40LF6	38	40	DF	16	16	-	-	-	0		0
**1997	FIL	D40LF6	38	40	DF	9	9	-	-	-	0		0
Demand Response													
2014	Dodge	Braun	4	16	GA	5	-	5	-	-	0	5	0
2013	Dodge	Braun	4	16	GA	3	-	3	-	-	0	3	0
2012	Dodge	Braun	4	16	GA	5	-	5	-	-	0	5	0
2011	Dodge	Braun	4	16	GA	2	-	2	-	-	0	2	0
Ferry Service													
2012	Kvichak	AquaLink	73	69	DF	1	-	-	1	-	0	1	0
2002	Kvichak	AquaLink	73	69	DF	1	-	-	1	-	0	1	0
1998	Willard	AquaBus	49	40	DF	2	-	-	2	-	0	2	0
Charter Service													
1999	Prevost	H Series	56	45	DF	1	-	-	-	1	0	1	0
Totals						**268**	**248**	**15**	**4**	**1**	**0**	**243**	**0**

** 2004, 2005, 2007 & 2009 New Flyer coaches have gasoline-electric hybrid propulsion*

*** 1997 and 1998 New Flyer Coaches are contingency fleet.*

TABLE L - 3

LONG BEACH TRANSIT
FY 2014 HISTORICAL & PROJECTED FLEET CHARACTERISTICS

Service Fleets	2014 Actual	2015 Estimated	2016 Planned
Fixed Route Service			
Peak-Hour Fleet	185	185	187
Spares For Maintenance	38	38	37
Spare Ratio*	21%	21%	20%
Energy Contingency Reserve	25	25	25
Inactive Fleet	0	0	0
Total Vehicles	**248**	**248**	**249**
New Expansion Vehicles	0	0	1
New Replacement Vehicles	0	21	25
Demand Responsive Service			
Peak-Hour Fleet	15	15	15
Spares For Maintenance	0	0	0
Spare Ratio*	0%	0%	0%
Energy Contingency Reserve	0	0	0
Inactive Fleet	0	0	0
Total Vehicles	**15**	**15**	**15**
New Expansion Vehicles	2	0	0
New Replacement Vehicles	0	5	5
Ferry Service			
Peak-Hour Fleet	4	4	4
Spares For Maintenance	0	0	0
Spare Ratio*	0%	0%	0%
Energy Contingency Reserve	0	0	0
Inactive Fleet	0	0	0
Total Vehicles	**4**	**4**	**4**
New Expansion Vehicles	0	0	0
New Replacement Vehicles	0	0	0
System Total			
Peak-Hour Fleet	204	204	206
Spares For Maintenance	38	38	37
Spare Ratio*	21%	21%	20%
Energy Contingency Reserve	25	24	24
Inactive Fleet	0	0	0
Total Vehicles	267	266	267
New Expansion Vehicles	2	0	0
New Replacement Vehicles	0	0	0

**Spare Ratio = Spares for Maintenance/Peak-Hour Fleet*

Table L - 4 (A)
HISTORICAL AND PROJECTED FINANCIAL STATUS
SOURCE AND APPLICATION OF CAPITAL FUNDS
BY YEAR OF EXPENDITURE ($ 000)

MODE:

SOURCE OF CAPITAL FUNDS:	2013 Audited	2014 Estimated	2015 Planned
FEDERAL CAPITAL GRANTS			
FTA Sec. 5309 (Sec. 3)	4,165	652	-
FAU Grants	-	-	-
FTA Sec. 5307 (Sec. 9)	17,271	3,264	15,254
FTA ARRA	-	-	-
STATE CAPITAL GRANTS AND SUBVENTIONS			
TDA (ART 4) current from unallocated	-	-	-
TDA from prior years reserves	-	-	-
TDA (ART 8)	-	-	-
STA current from unallocated	352	249	-
STA from prior years reserve	-	-	-
Other State (Prop 1B Bond Transit Security)	198	374	127
Other State (Prop 1B Bond PTMISEA)	5,851	21	22
LOCAL CAPITAL GRANTS			
System Generated	-	-	-
General Fund	-	-	-
Prop. A Local Return	2,249	-	-
Prop. A Discretionary Carry Over	-	-	-
Prop. A Discretionary	-	-	-
Prop. C Local Return	-	-	-
Prop. C 5% Security	-	-	-
Prop. C Other (Specify)	-	-	-
Measure R Bus Capital	677	-	-
Measure R 15% Local Return	-	-	-
Prop 1B PTMISEA Bridge Funds	2,722	-	-
Prop 1B Transit Security Bridge Funds	215	-	-
Other Local (MTA - TSA Project)	-	-	-
Other Local (CMAQ)	-	-	-
Other Local (Revenue Financing)	20	10	261
Other Local (DAL Leasing)	134	8	-
Other Local (Developers Diversified Reality)	-	-	-
Other Local (City of Long Beach RDA)	-	-	-
Other Local (Arts Council)	-	-	-
MOSIP	5,441	2,415	6,271
TOTAL CAPITAL REVENUE	39,295	6,993	21,935
TOTAL CAPITAL EXPENSES	39,295	6,993	21,935

Table L - 4 (B)
HISTORICAL AND PROJECTED FINANCIAL STATUS
SOURCE AND APPLICATION OF OPERATING FUNDS
BY YEAR OF EXPENDITURE ($ 000)

SOURCE OF OPERATING FUNDS:	2013 Audited	2014 Estimated	2015 Planned
FEDERAL CASH GRANTS AND REIMBURSEMENTS			
FTA Sec. 5307 (Sec. 9) Operating	6,339	3,399	5,874
CMAQ (Operating)	-	-	-
STATE CASH GRANTS AND REIMBURSEMENTS			
TDA Current from unallocated	17,635	20,970	22,308
STA Current from unallocated	4,913	3,940	2,768
Other State (Specify)	-	-	-
LOCAL CASH GRANTS AND REIMBURSEMENTS			
Passenger Fares	18,024	17,966	18,471
Special Transit Service	44	25	26
Charter Service Revenues	-	-	-
Auxiliary Transportation Revenues	542	630	620
Non-transportation Revenues	173	262	260
Prop. A 40% Discretionary	10,873	12,509	13,956
Prop. A 25% Local Return	5,264	5,088	5,441
Prop. A Incentive fund	-	-	-
Prop. A Interest	-	-	-
BSIP	748	762	780
TSE	2,072	2,112	2,160
Base	-	-	-
MOSIP	-	5	-
Prop. C 40% Discretionary	-	-	-
Prop. C 20% Local Return	-	-	-
Prop. C 5% Security	1,419	1,610	1,731
Prop. C Interest	-	-	-
Measure R 20% Operating	-	-	-
Other Local (Foothill Transit Zone Mitigation)	534	647	621
JARC	714	1,491	1,390
Caltrans Federal Operating		14	79
Measure R	7,161	8,463	8,971
TOTAL OPERATING REVENUES	76,455	79,893	85,456
TOTAL OPERATING EXPENSES	76,455	79,893	85,456

Table L-5 (A)
TPM REPORT FORM
2013 Audited

Fiscal Year : 2013

Agency Name: **Long Beach Transit** **Status:**

Annual Totals	FAP Funded					Other MTA Funded				Total Funded	Route 176 JARC	Other Codes [2]	System Total
	Local	Express	Dial-A-Ride [1]	FAP Sub-total	Measure R (Expansion)	TSE	Base Restructuring	BSIP	MOSIP				
Total Vehicle Miles	6,941,513		191,256	7,132,769		206,018		74,363		7,413,150	58,775	15,698	7,487,623
Vehicle Service Miles	6,331,764		191,256	6,523,020		187,921		67,831		6,778,772	53,612	15,698	6,848,082
Total Vehicle Hours	667,293		10,633	677,926		19,757		7,132		704,815	4,046	3,841	712,702
Vehicle Service Hours	635,632		10,633	646,265		18,820		6,793		671,878	3,854	3,841	679,573
Unlinked Passengers	27,391,320		50,414	27,441,734		809,220		292,093		28,543,047	105,237	53,562	28,701,846
Linked Passengers	23,282,622		50,414	23,333,036		687,837		248,279		24,269,152	89,451	53,562	24,412,166
Passenger Revenue	16,977,480		88,946	17,066,426		500,087		180,504		17,747,017	102,409	218,684	18,068,110
Aux. Rev/Local Subs.	5,934,931		43,852	5,978,783						5,978,783			5,978,783
Op. Cost Less Depr.	71,253,096		1,029,410	72,282,506		2,072,270		747,998		75,102,774	579,069	773,308	76,455,151
Full Time Equiv Employees	712		17	729						729	6	4	739
Active Vehicles	244		13	257						257	4	4	265
Peak Vehicles	178		13	191						191	4	4	199
DAR Seat Capacity			52	52						52			52
Base Fare	$1.10	$1.25	$2.00										
Effective Date	2/14/09	2/14/10	2/14/2010										

[1] "Included Dial-A-Ride" only includes operations that historically have been included in the FAP calculations.

[2] Please Describe: "Other Codes" includes: Water Taxi, Special Events service

EZ Pass Data included above:

Revenue	1,246,897
Unlinked Passengers	1,259,492

Table L-5 (B)
TPM REPORT FORM
2014 Estimated

Fiscal Year : 2014

Agency Name: Long Beach Transit **Status:**

Annual Totals	FAP Funded				Other MTA Funded					Total Funded	Route 176 Jarc	Other Codes [2]	System Total
	Local	Express	Dial-A-Ride [1]	FAP Sub-total	Measure R (Expansion)	TSE	Base Restructuring	BSIP	MOSIP				
Total Vehicle Miles	7,024,051		192,698	7,216,749		207,401		74,863		7,499,012	139,458	14,077	7,652,547
Vehicle Service Miles	6,378,600		192,698	6,571,298		188,674		68,103		6,828,075	138,109	14,077	6,980,261
Total Vehicle Hours	675,652		10,232	685,884		19,911		7,187		712,982	12,056	3,646	728,684
Vehicle Service Hours	644,263		10,232	654,495		18,947		6,839		680,281	10,156	3,646	694,083
Unlinked Passengers	27,101,515		52,000	27,153,515		793,321		286,354		28,233,190	299,370	59,510	28,592,070
Linked Passengers	23,036,288		52,000	23,088,288		674,323		243,401		24,006,012	254,465	59,510	24,319,986
Passenger Revenue	16,729,313		89,233	16,818,546		502,820		181,495		17,502,861	269,522	219,133	17,991,516
Aux. Rev/Local Subs.	5,933,087		47,485	5,980,572						5,980,572			5,980,572
Op. Cost Less Depr.	73,778,168		1,071,043	74,849,211		2,111,643		762,210		77,723,064	1,389,765	780,208	79,893,037
Full Time Equiv Employees	723		16	739						739	6	4	749
Active Vehicles	244		15	259						259	4	4	267
Peak Vehicles	185		14	199						199	4	4	207
DAR Seat Capacity			60	60						60			60
Base Fare	$1.10	$1.25	$2.00										
Effective Date	2/14/09	2/14/10	2/14/10										

[1] "Included Dial-A-Ride" only includes operations that historically have been included in the FAP calculations.

[2] Please Describe: "Other Codes" includes: Water Taxi, Special Events service.

EZ Pass Data included above:

Revenue	1,094,620
Unlinked Passengers	1,130,277

Table L-5 (C)
TPM REPORT FORM
2015 Planned

Fiscal Year : 2015

Agency Name: Long Beach Transit **Status:**

Annual Totals	FAP Funded				Other MTA Funded					Total Funded	Route 176 Jarc	Other Codes [2]	System Total
		Express	Dial-A-Ride [1]	FAP Sub-total	Measure R (Expansion)	TSE	Base Restructuring	BSIP	MOSIP				
Total Vehicle Miles	7,288,379		191,977	7,480,356		203,989		73,631		7,757,976	149,554	14,888	7,922,418
Vehicle Service Miles	6,628,739		191,977	6,820,716		185,571		66,983		7,073,270	137,616	14,888	7,225,773
Total Vehicle Hours	700,688		10,433	711,120		19,583		7,069		737,772	13,365	3,744	754,881
Vehicle Service Hours	666,835		10,433	677,267		18,635		6,727		702,629	12,654	3,744	719,027
Unlinked Passengers	27,920,733		51,207	27,971,940		780,273		281,644		29,033,857	529,842	56,536	29,620,234
Linked Passengers	23,732,623		51,207	23,783,830		663,232		239,397		24,686,459	450,365	56,536	25,193,361
Passenger Revenue	17,230,497		90,000	17,320,497		492,724		177,867		17,991,088	334,582	171,300	18,496,970
Aux. Rev/Local Subs.	6,270,303		50,000	6,320,303						6,320,303			6,320,303
Op. Cost Less Depr.	79,177,363		1,152,520	80,329,883		2,160,211		779,741		83,269,835	1,389,765	796,700	85,456,300
Full Time Equiv Employees	723		16	739						739	6	4	749
Active Vehicles	244		15	259						259	4	4	267
Peak Vehicles	185		14	199						199	4	4	207
DAR Seat Capacity			60	60						60			60
Base Fare	$1.10	$1.25		$2.00									
Effective Date	2/14/09	2/14/10		2/14/10									

[1] "Included Dial-A-Ride" only includes operations that historically have been included in the FAP calculations.

[2] Please Describe: "Other Codes" includes: Water Taxi, Special Events service.

EZ Pass Data included above:

Revenue	1,247,189
Unlinked Passengers	1,272,797

Table L - 6
PERFORMANCE AUDIT FOLLOW-UP
OF RECOMMENDATIONS FROM THE LAST
COMPLETED PERFORMANCE AUDIT
FY 10-12

PERFORMANCE AUDIT RECOMMENDED ACTIONS	OPERATOR PROGRESS TO DATE
Recommended Action(s): No recommendations were made by auditor.	N/A

Table L - 7
CAPITAL PROJECT SUMMARY ($ 000)

FY 2014

Project Name	Funding Source Federal	State Local	Total Project Cost
Capitalization of Preventative Maintenance	0	0	0
On-Going Bus Capital	8,319	3,266	11,585
On-Going Bus Detailing	0	888	888
On-Going Fleet Replacement	12,286	2,825	15,111
On-Going Security Projects (Prop 1B Bond)	0	1,248	1,248
Bus Stop Improvements	310	487	798
TOTAL CAPITAL PLAN	20,916	8,714	29,630

FY 2015

Project Name	Funding Source Federal	State Local	Total Project Cost
Capitalization of Preventative Maintenance			0
On-Going Bus Capital	10,762	3,412	14,174
On-Going Bus Detailing		1,543	1,543
On-Going Fleet Replacement	3,548	1,450	4,999
On-Going Security Projects (Prop 1B Bond)		164	164
Bus Stop Improvements	966	89	1,055
TOTAL CAPITAL PLAN	15,276	6,659	21,935

Table L - 7
CAPITAL PROJECT SUMMARY ($ 000)

FY 2016

Project Name	Funding Source Federal	State Local	Total Project Cost
Capitalization of Preventative Maintenance	5,000	0	5,000
On-Going Bus Capital	11,300	3,583	14,883
On-Going Bus Detailing	0	1,621	1,621
On-Going Fleet Replacement	9,368	2,915	12,284
On-Going Security Projects (Prop 1B Bond)	0	321	321
Bus Stop Improvements	425	93	518
TOTAL CAPITAL PLAN	26,093	8,534	34,627

FY 2017

Project Name	Funding Source Federal	State Local	Total Project Cost
Capitalization of Preventative Maintenance	6,000	0	6,000
On-Going Bus Capital	11,865	3,762	15,627
On-Going Bus Detailing	0	1,702	1,702
On-Going Fleet Replacement	9,869	3,071	12,939
On-Going Security Projects (Prop 1B Bond)	0	337	337
Bus Stop Improvements	446	98	544
TOTAL CAPITAL PLAN	28,180	8,970	37,150