

Long Beach Mobility, Port and Infrastructure Committee

Presented by
Kenneth McDonald
President and CEO

May 12, 2023



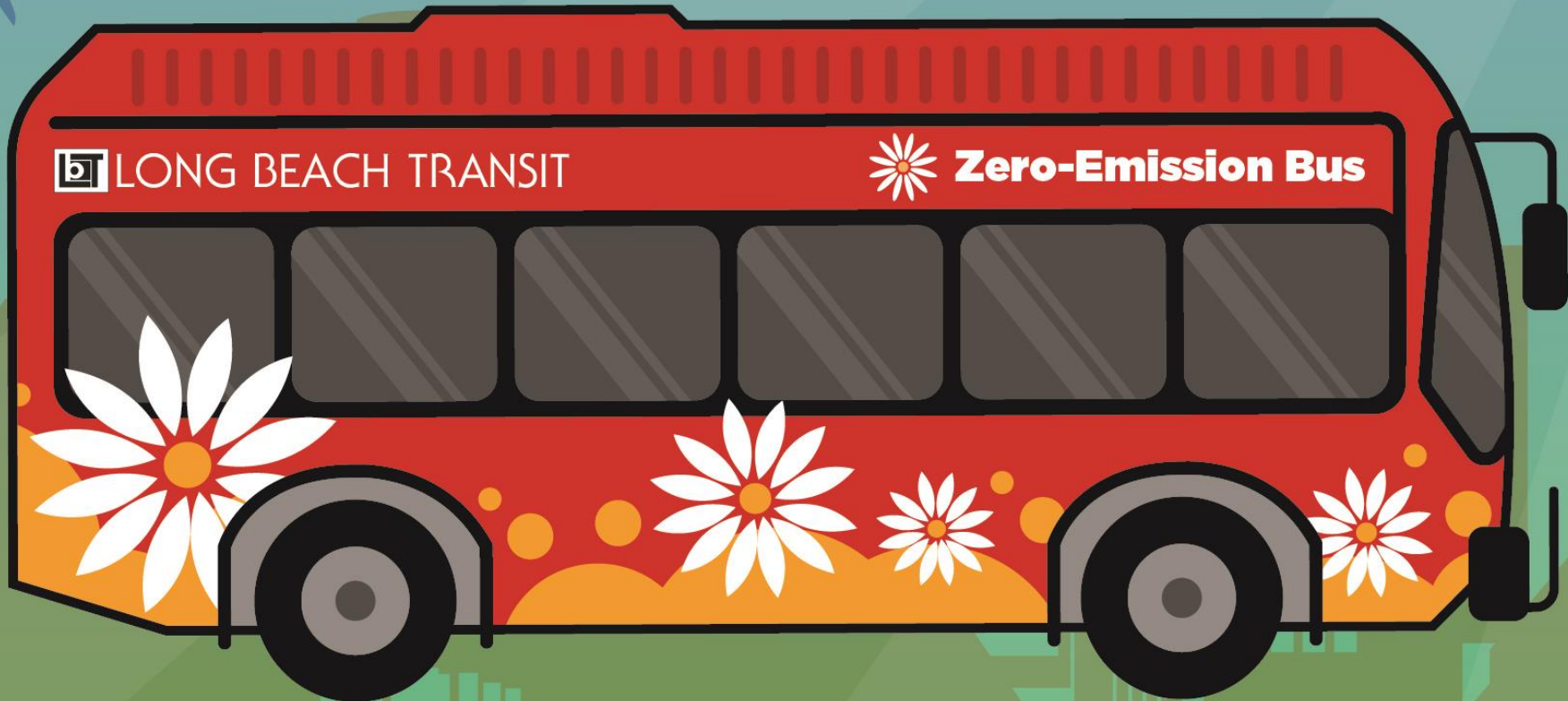
Overview

- Organizational Focus
- LBT Overview
- Budget
- Programs
- Customer Survey
- What's Next for LBT

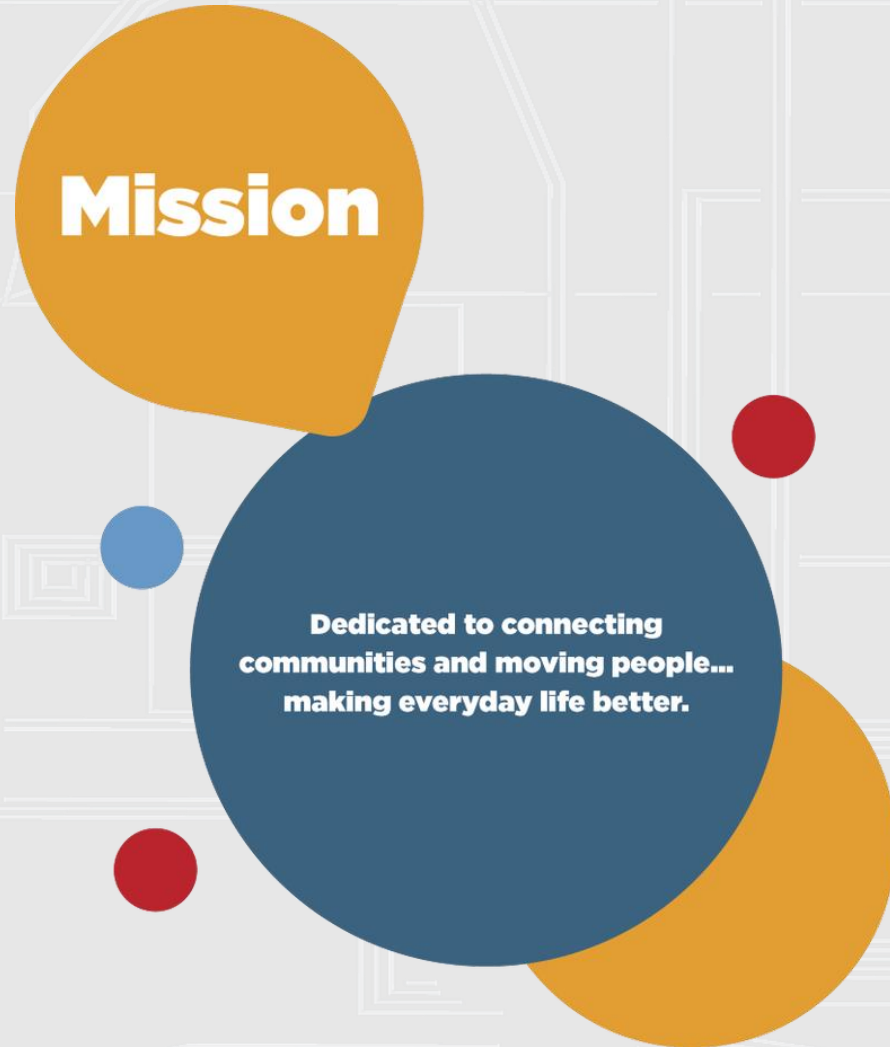




Organizational Focus



Organizational Focus



LBT Overview - Facilities



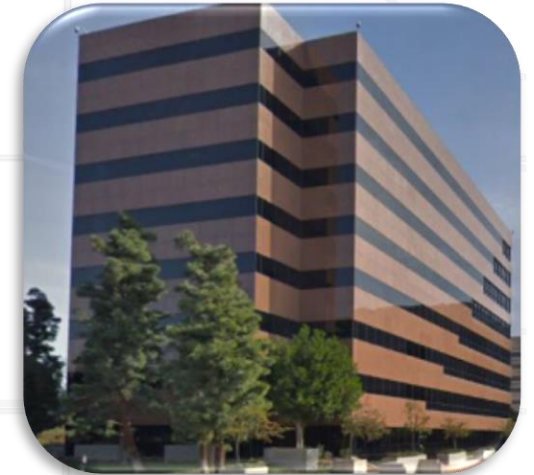
LBT1
1963 E. Anaheim Street



LBT2
6860 Cherry Avenue



**Transit & Visitor
Information Center (TVIC)**
130 E. First Street

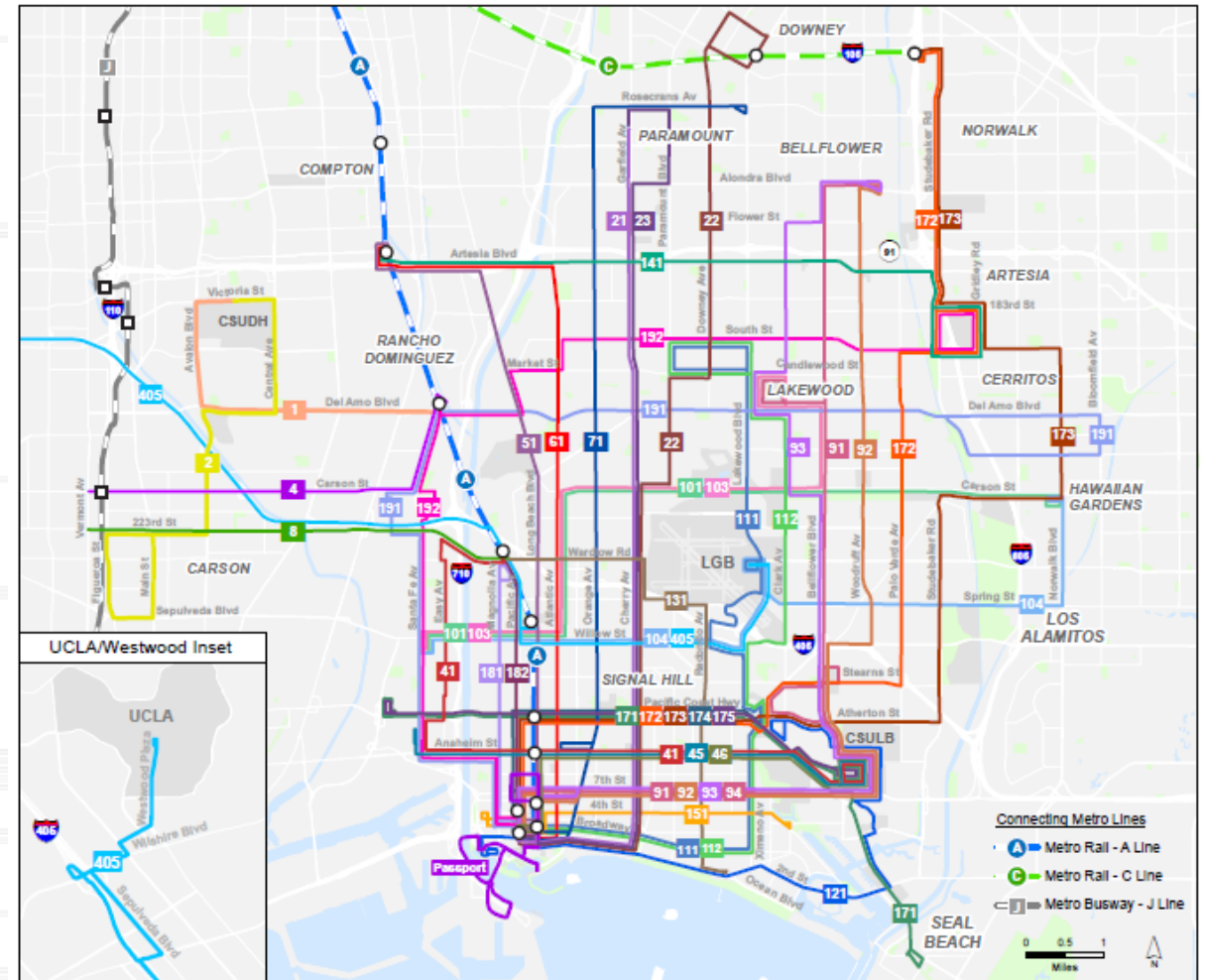


**LBT Corporate Office
(LBTCO)**
4801 Airport Plaza Drive

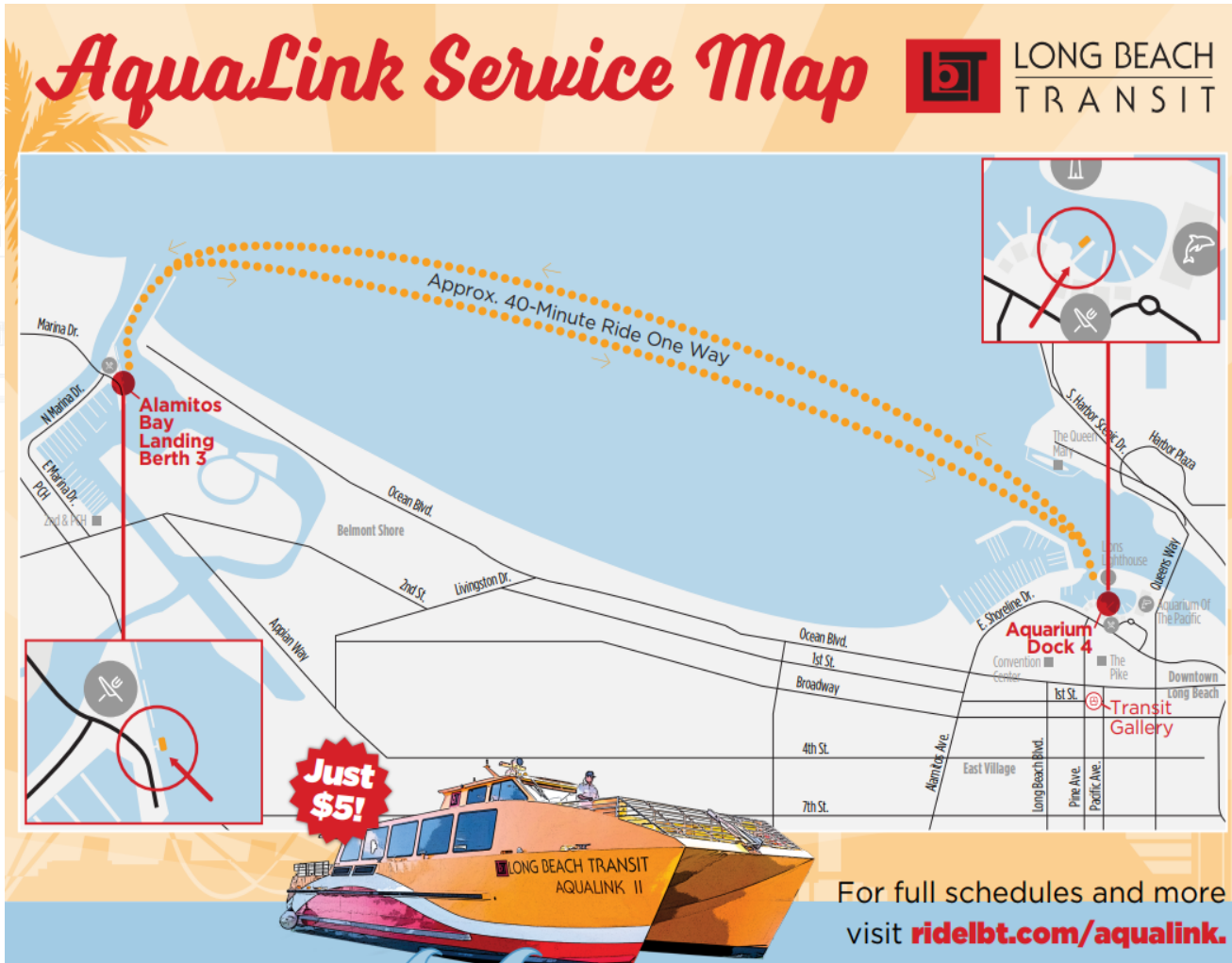


LBT Overview - Transit System

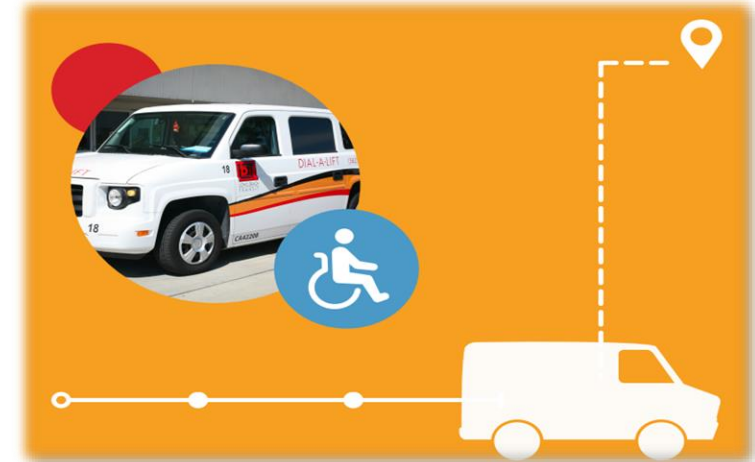
- 107-square-mile service area
- Long Beach and 13 cities (Signal Hill, Bellflower, Carson, among other cities)
- 250 Buses operating 38 fixed routes
- 15 million annual boarding customers (pre-pandemic 23million)
- Connects with regional operators including LA Metro, Torrance Transit, LA DOT, OCTA, as well as Amtrak and Flixbus



LBT Overview - Water Taxi and Paratransit



Dial-A-Lift Services



LBT Overview: UCLA Westwood Commuter Express

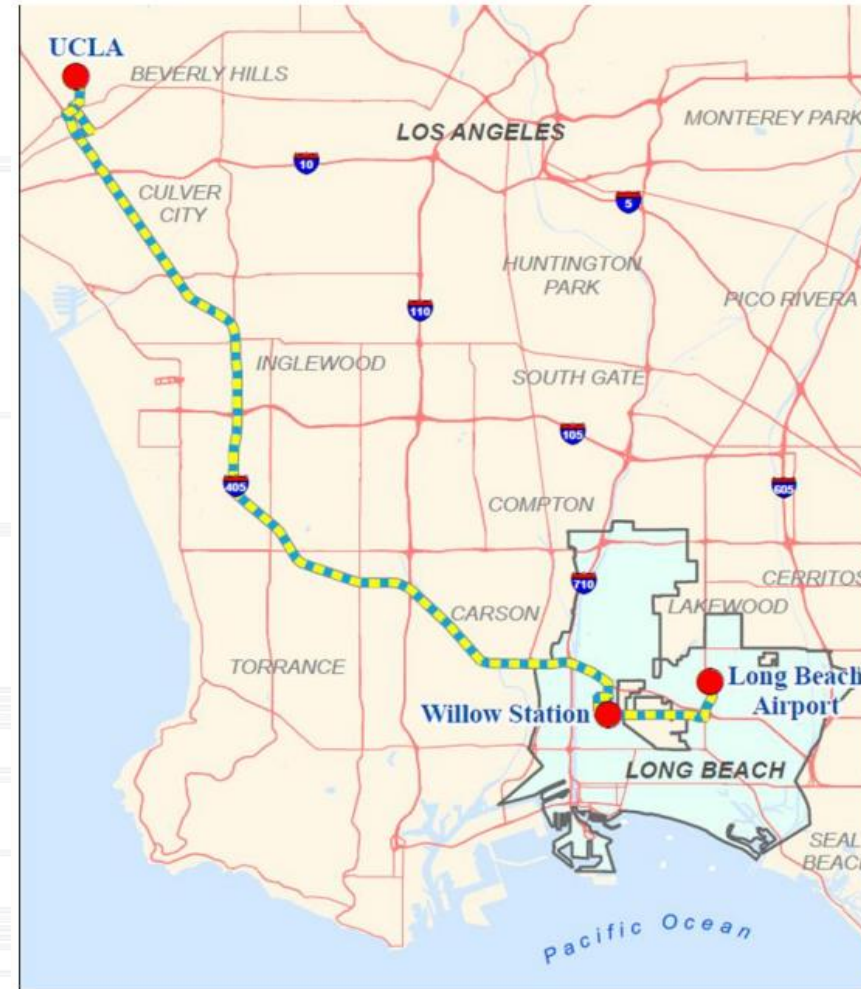
UCLA Westwood

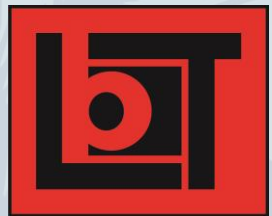
Commuter Express

powered by

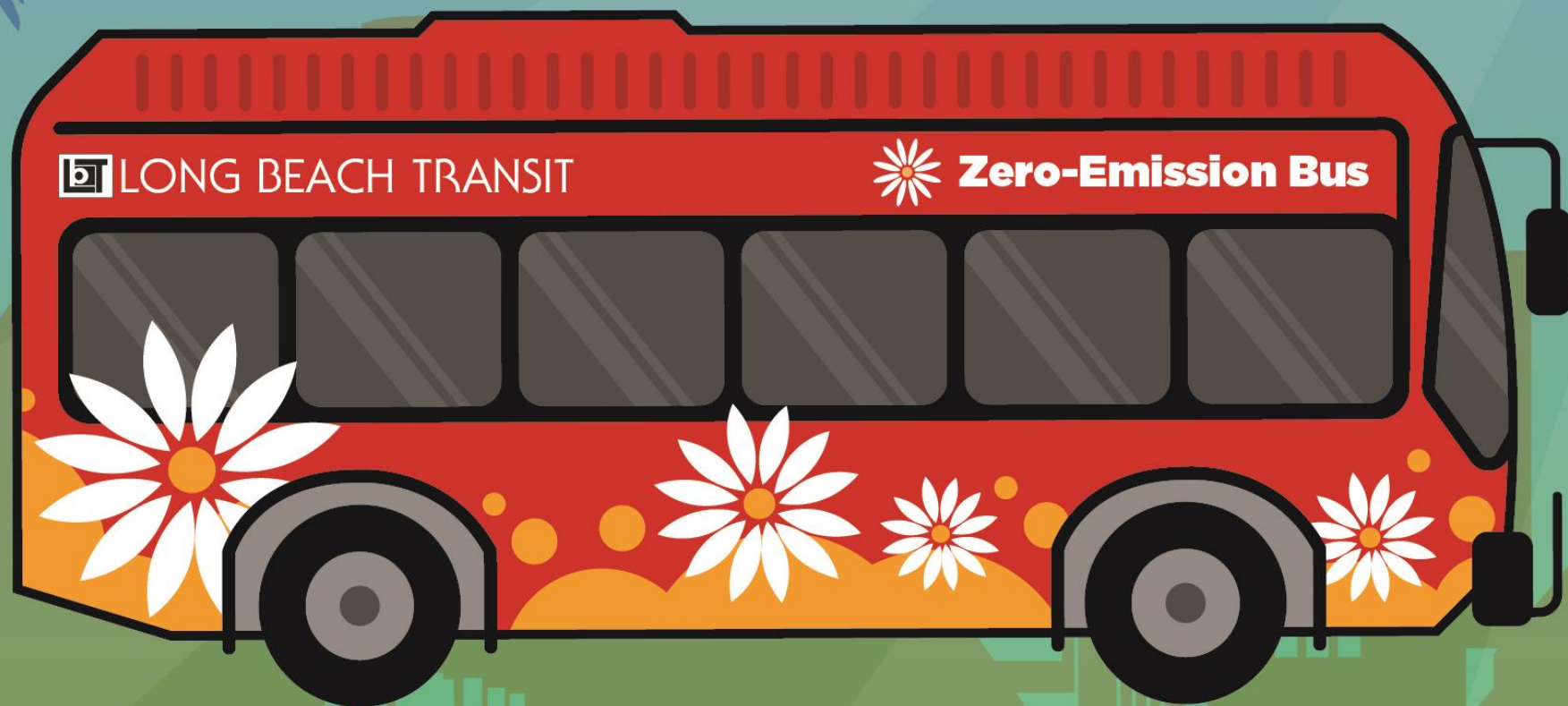


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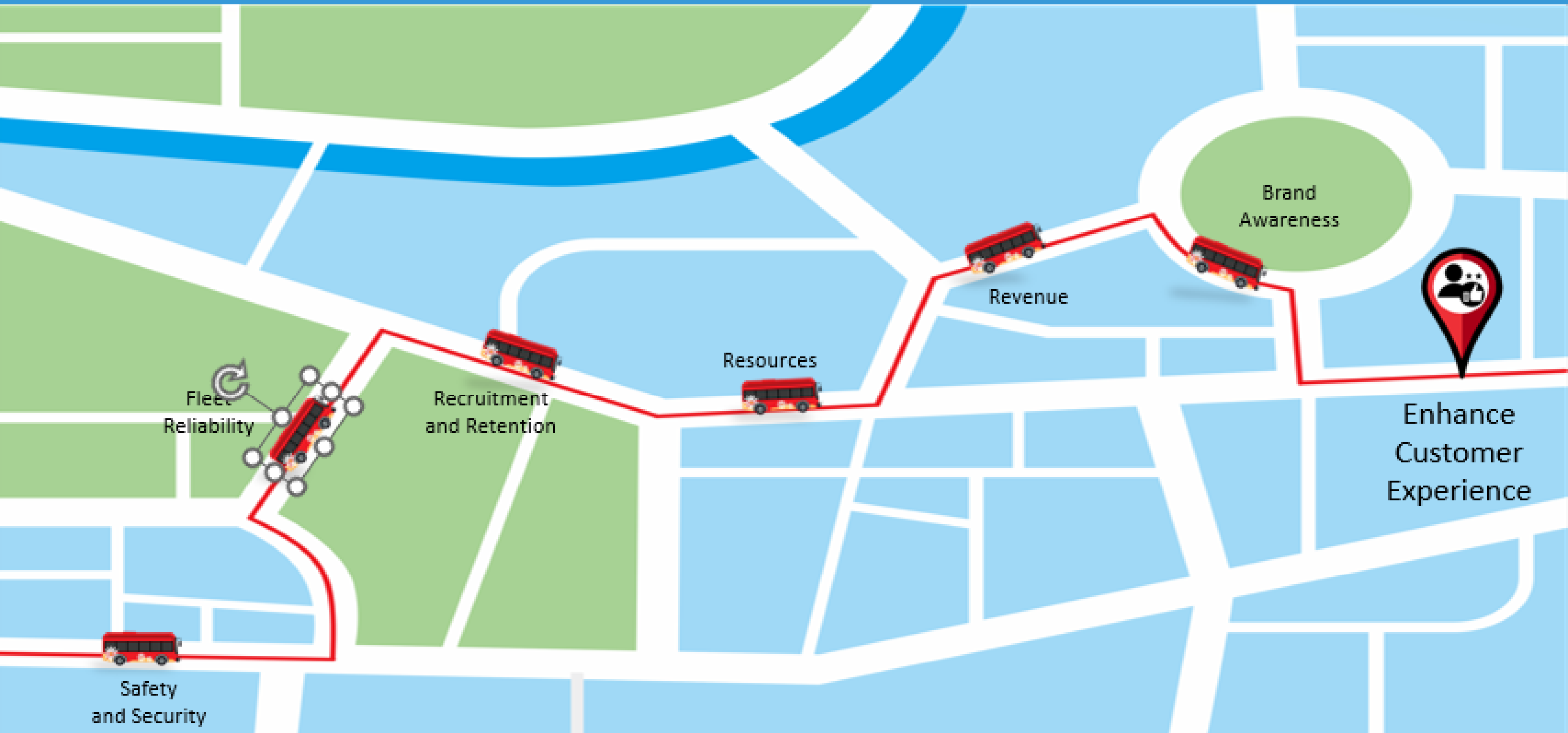




Budget Overview



FY 2023 Budget



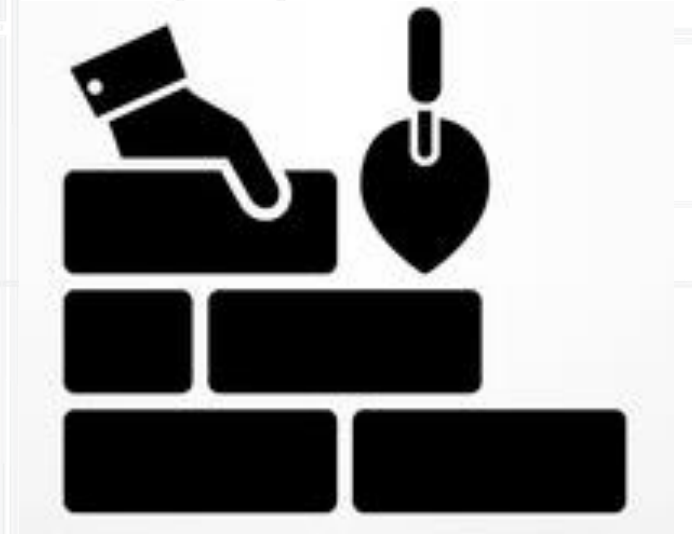
FY 2023 Budget Foundations

No Fare Increase

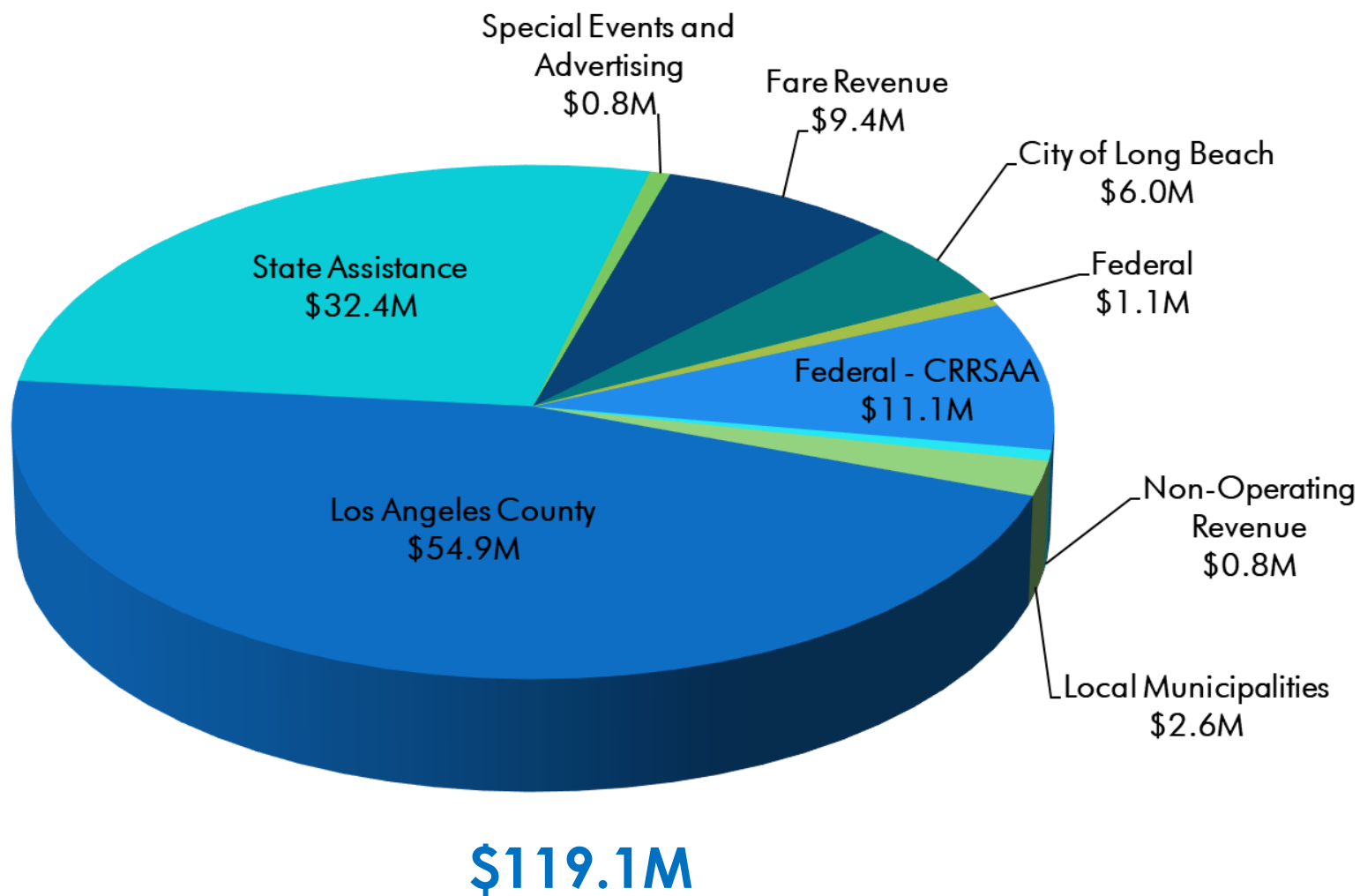
Incremental Service Expansion

Implement GoPass Program

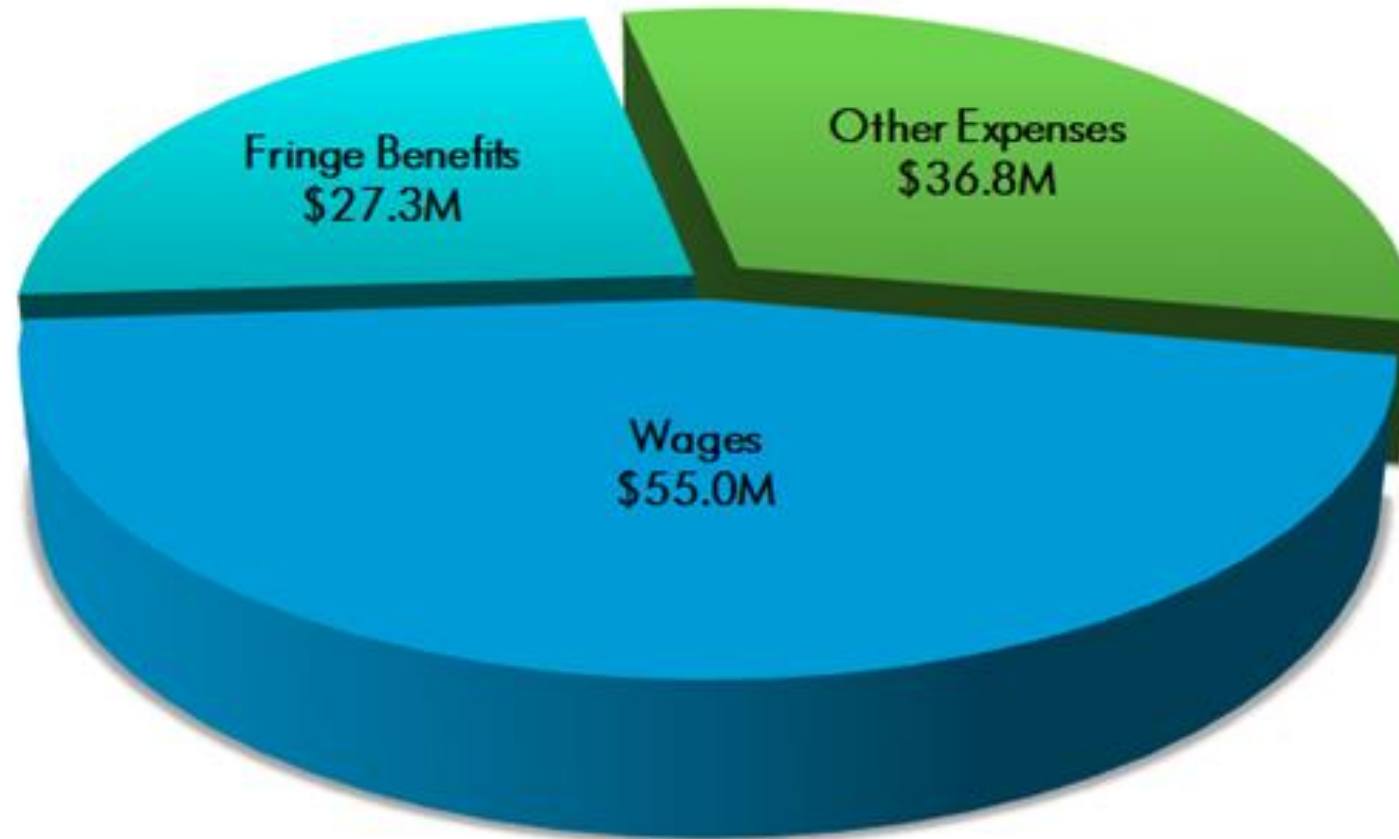
Utilize Federal COVID-19 Relief Funds



FY 2023 Operating Revenue



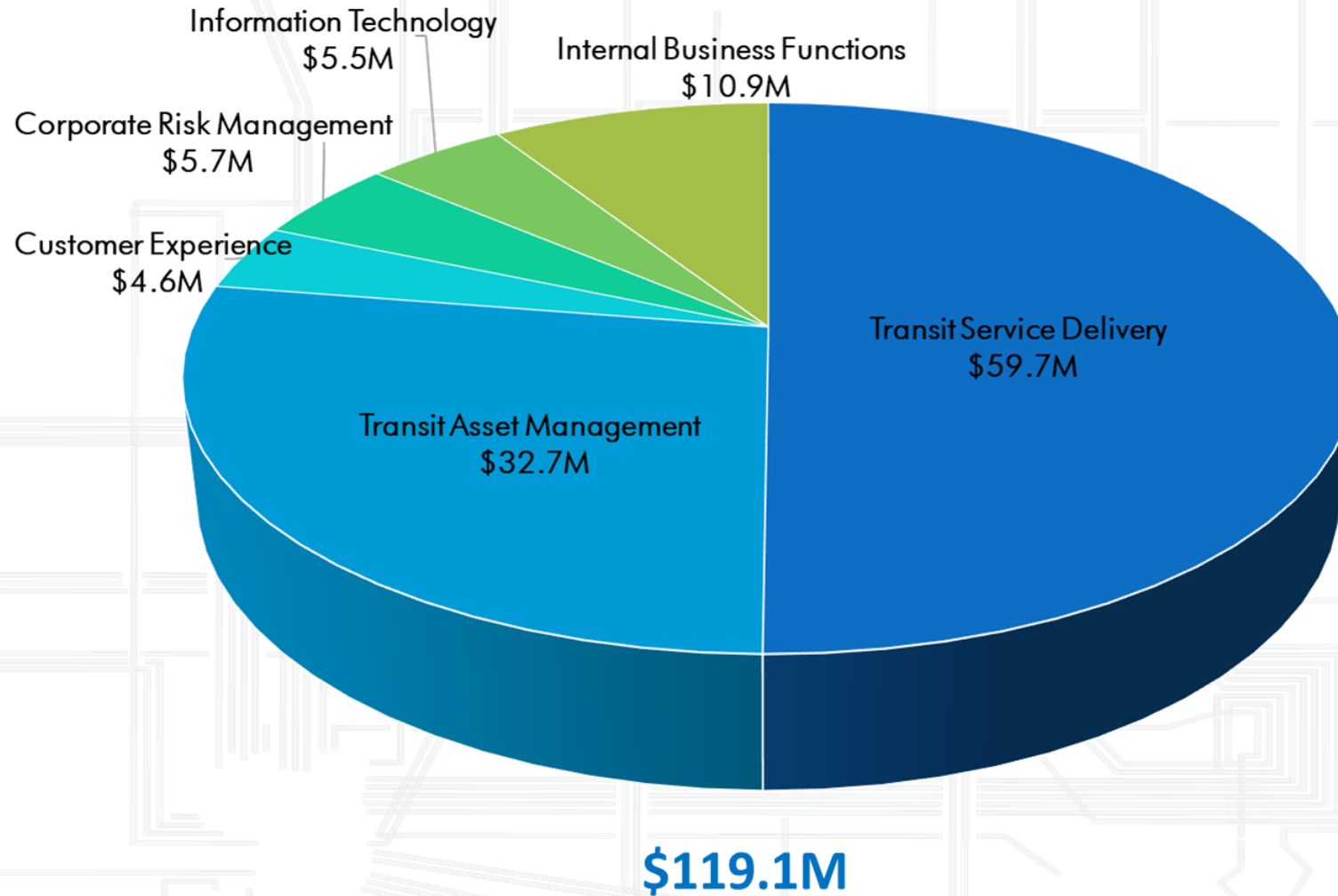
FY 2023 Operating Expenses

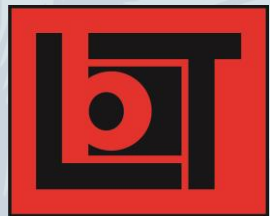


\$119.1M

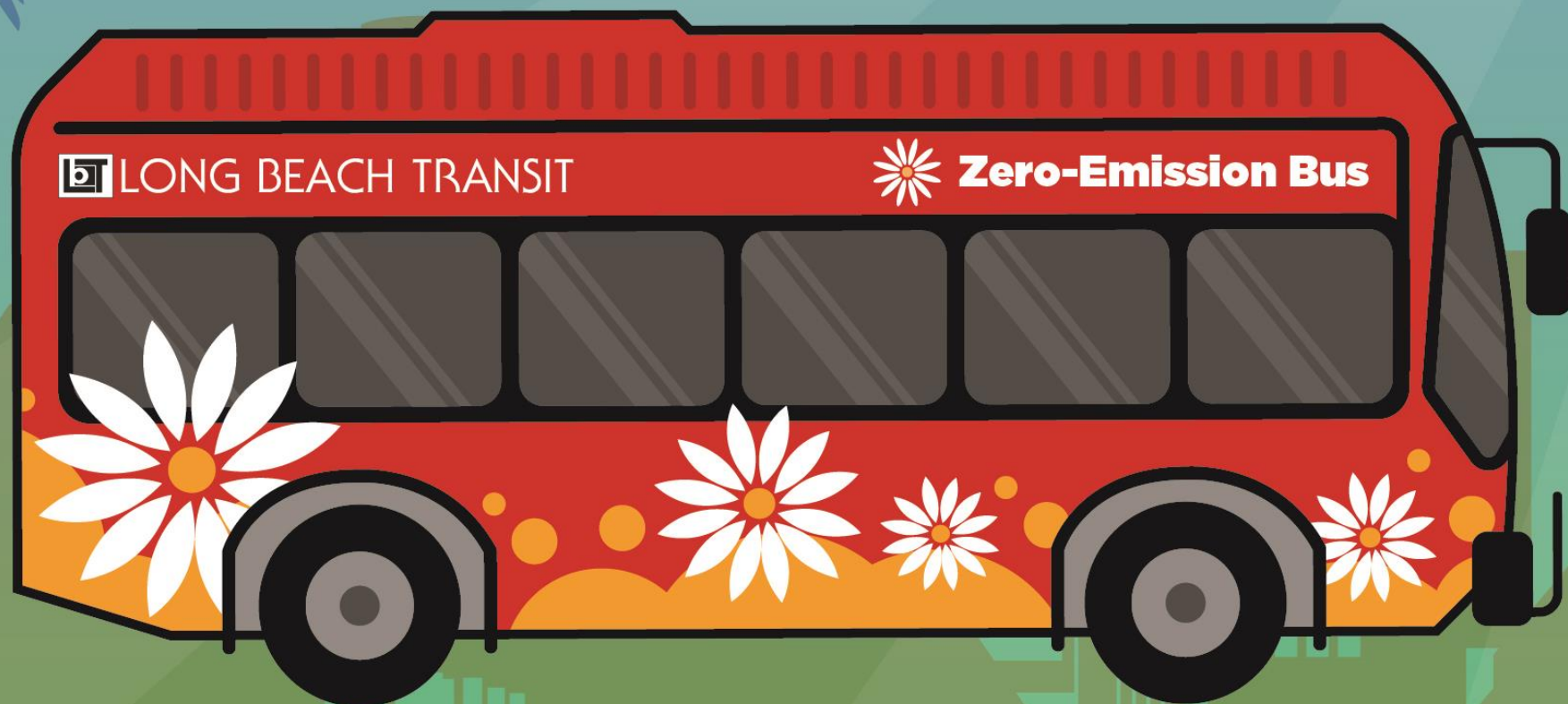


Core Business Categories



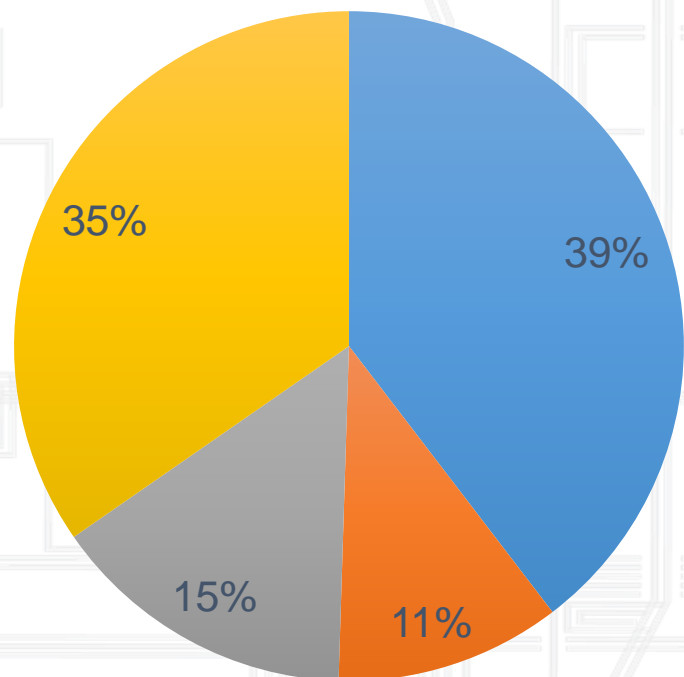


Customer Survey



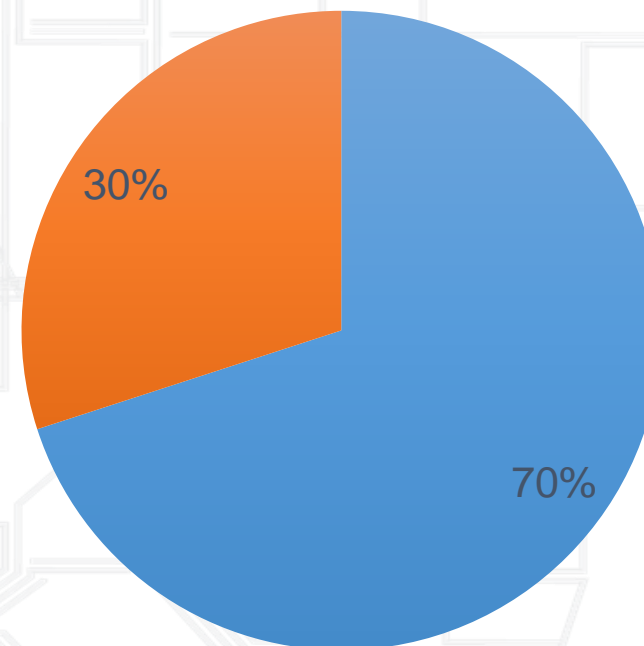
Customer Survey Highlights

How Long Have You Ridden LBT?



■ 5 Years or more ■ 3 - 4 Years
■ 1 - 2 Years ■ 1 Year or less

Is LBT Your Primary Means of Transportation?



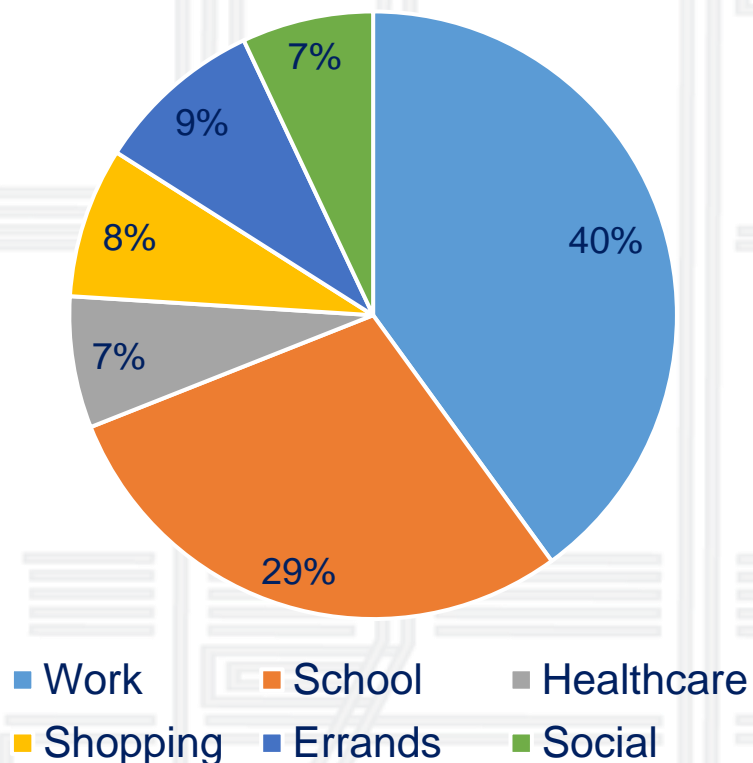
■ Yes ■ No



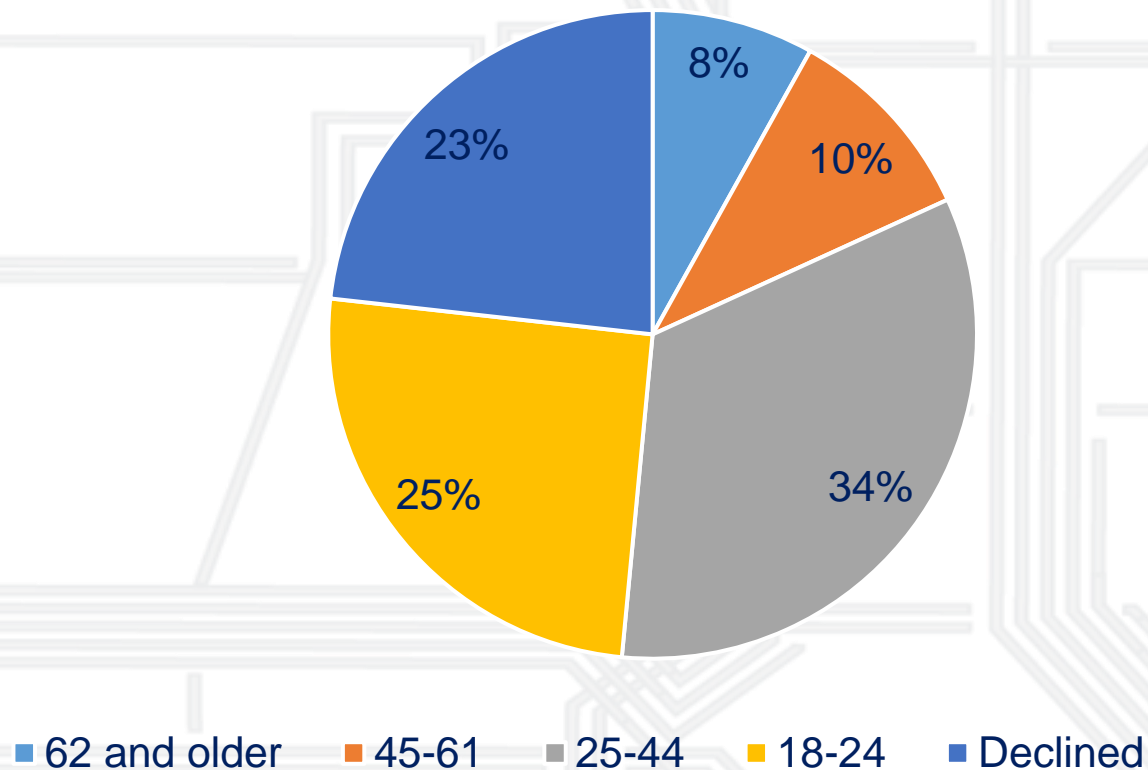
Customer Survey Highlights – Long Beach Service Area

Customers are workers and students mostly under 45

When You Ride, What is the Primary Purpose of Your Trip?



Age of Customers (% of total)



Customer Survey – Satisfaction Ratings

Bus Stop Condition

■ FY20

■ May 2022

81.3%

84%

Cleanliness of Bus

87.6%

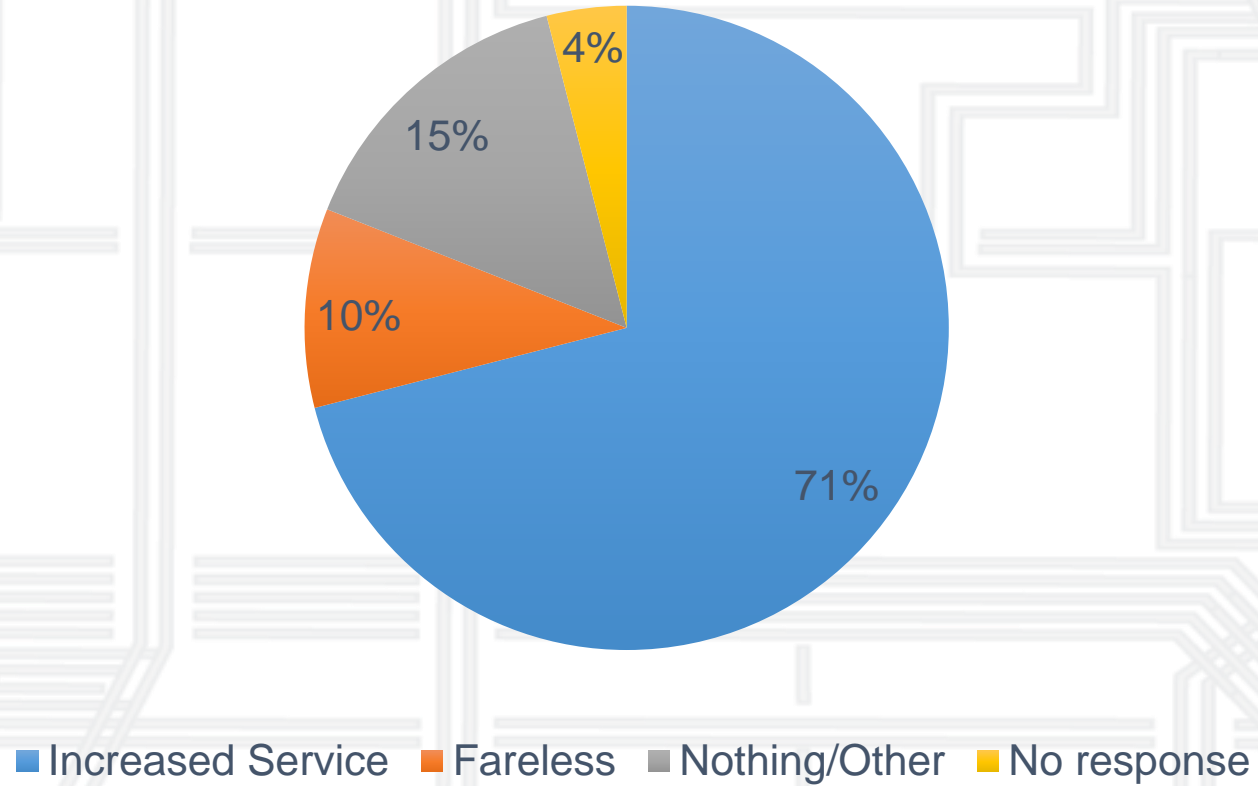
89%

Good and Excellent Ratings



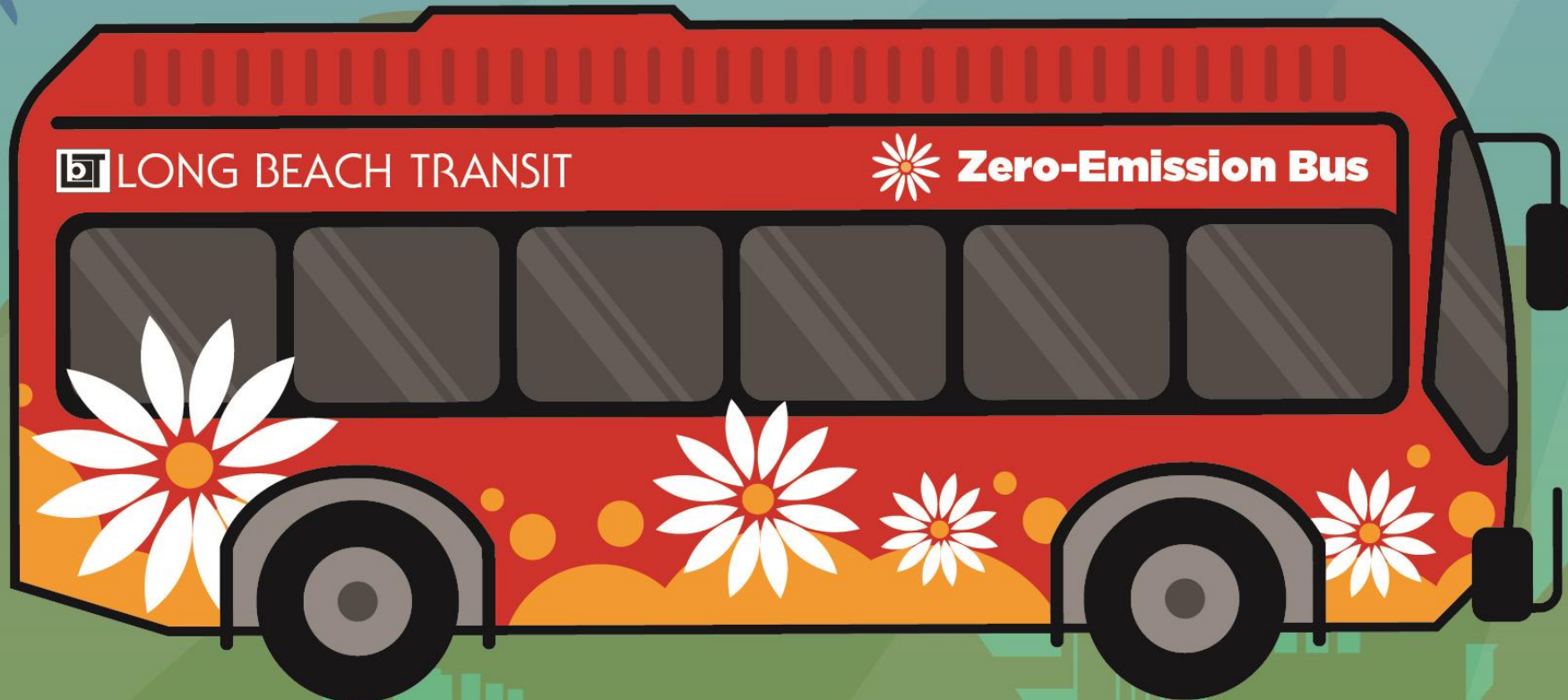
Preferred Improvements

What Changes or Improvements Would you Like to See From LBT?





LBT Programs



Transit Customer Amenities Program

- Nearly ~2,000 bus stop locations



Updated Shelter



Real-time Information
(e-paper)



Benches

Zero-Emission Bus Fleet Program

Total Existing Fleet Includes:

- 24 Battery-electric buses
- 125 Compressed natural gas (CNG)
- 88 Gasoline-electric hybrids (hybrids)

Ongoing Procurement:

- Purchased 20 battery-electric buses - 2023
- Purchased 5 Over-the-road coaches, - 2024

Future Bus Fleet

- 100 percent zero-emission bus fleet - 2030



Charging Pedestal



Facilities Modernization Program



LBT1

- Reconfiguration to meet battery-electric bus (BEB) needs
- Solar-powered charging canopy system and battery storage facilities
- Upgrade maintenance bus bays



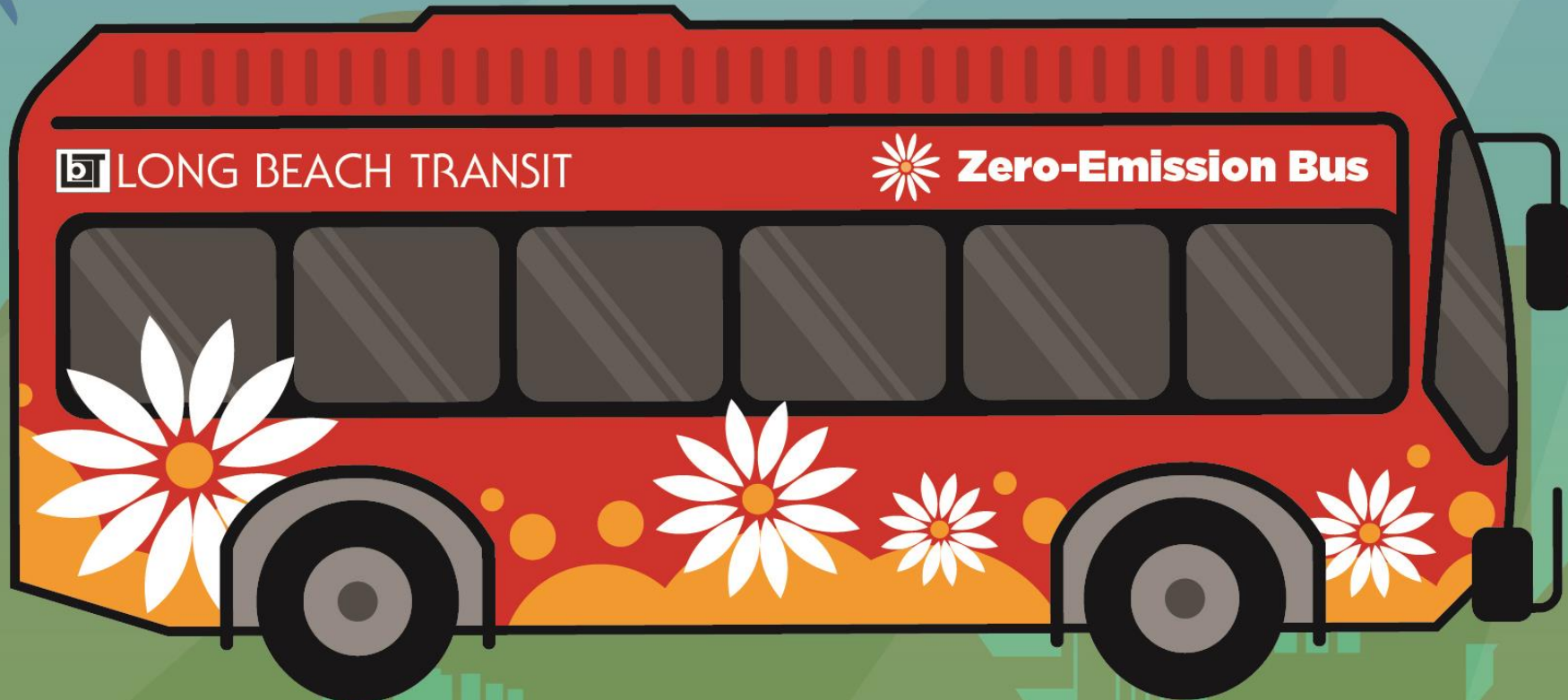
LBT2

- Relocation of the agency's data center from LBT1 to LBT2
- Reconfiguration for future Zero-emission upgrade





What's Next ?



Mid-Term/Long-Term Goals

- Enhance customer experience
- Recruit and retain Operators and staff
- Transition to a zero-emission bus fleet
- Install Solar Charging Infrastructure
- Seek long-term sustainable operating funding



Thank you!



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