

# Short Range Transit Plan

Fiscal Years 2017—2019



LONG BEACH  
TRANSIT





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# CHAPTER 1:

## Introduction

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### Purpose

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Long Beach Transit (LBT) is pleased to present its three-year Short Range Transit Plan (SRTP) for Fiscal Years 2017–2019.

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

LBT has continued to plan service and organizational improvements through conservative fiscal management practices. LBT's efforts to realign service while constrained by revenue shortfalls and stagnant subsidies has still managed to produce efficiencies and improvements that meet the needs of its customers and the communities LBT serves.

LBT continues to be a good community steward by using clean energy sources to power its buses.

LBT strives to be a leader in providing excellent service to its customers, being a good neighbor throughout the community, partnering with local and regional groups, and being an environmentally sustainable agency—all while maintaining a balanced budget.

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### LBT System

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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 100-square-mile service area are: the Glenn Anderson Freeway (I-105) to the north;

the San Gabriel River Freeway (I-605) and the Orange County boundary line to the east; the Pacific Ocean to the south; and the Long Beach Freeway (I-710) and the Terminal Island Freeway (CA-47) to the west.

In addition to the City of Long Beach, the neighboring communities served by LBT are: Artesia, Bellflower, Carson, Cerritos, Compton, Hawaiian Gardens, Lakewood, Los Alamitos, Norwalk, Paramount, Seal Beach and Signal Hill. The service area, mapped in Exhibit 2, has about 800,000 residents within one-quarter mile of LBT bus stops, and includes the 462,257 residents of Long Beach, according to the 2010 United States Census.

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### Organizational Focus

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Over the past year, LBT enhanced its concentration on the organization by placing a laser-like focus on its Vision, Mission, Values and Leadership Competencies.

Each of these components are in support of and have a clear connection to, LBT's five Strategic Priorities, which serve as the functional pillars of the organization that guide LBT's organizational strategies, processes and people.



The components of LBT's Organizational Focus are listed below in detail. Exhibit 1 displayed on the following page is a graphic illustration of how these components interact with one another.

### Vision

A leading provider of transportation options delivering innovative and high-performing services within a multi-modal network that transforms the social, environmental and economic well-being of the diverse communities which LBT serves.

### Mission Statement

Dedicated to connecting communities and moving people... making everyday life better.

### Values

- Consider "Customer First" in Decision Making
- Operate with Integrity
- Be Open to New Ideas and Continuous Improvement
- Be Proactive
- Cultivate Employee Potential

### Leadership Competencies

- Organizational Stewardship
- Building and Leading a High-Performing Team
- Stakeholder Management
- Emotional Intelligence – "It's All About the People"
- Flexibility and Agility
- Operational Excellence
- Coach, Motivate and Develop Employees
- Manage Employee Performance
- Communicate and Inform
- Problem Solving

### Strategic Priorities

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

## Key Performance Indicators

In order to operate within the Strategic Priorities, LBT includes quantitative analysis in the decision-making process. Key Performance Indicators (KPIs) are used as a basis for a more in-depth analysis on how LBT can improve service to its customers. LBT is currently developing and/or refining KPIs to support each Strategic Priority which is incorporated into the agency's organizational performance management. With the input and support of staff and frontline employees, the information gained from these KPIs help LBT make informed decisions which drive improved performance, operating efficiency and effectiveness.





Exhibit 1: Organizational Focus Flow Chart



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# CHAPTER 2:

## Overview of the Transit System

### Governance

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

LBT is governed by a seven-member Board of Directors which provides broad policy and financial decisions, setting policy direction for the organization. The Mayor of the City of Long Beach appoints residents of the community, who are then 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 City Representatives, but do not have voting authority.

The LBT Board of Directors meetings are generally held at noon on the fourth Monday of the month at:

Long Beach City Council Chamber  
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 2016 LBT Board of Directors are shown on page 8.

### Organizational Structure

LBT is directed by a President and Chief Executive Officer, who is responsible for the management of the organization. The President and CEO has an Executive Leadership Team

(ELT) that manages the day-to-day operations of the agency and its 750+ employees. The ELT consists of the Deputy Chief Executive Officer; the General Counsel; and the Executive Directors/Vice Presidents of Maintenance and Infrastructure, Employee and Labor Relations, Finance and Budget, Transit Service Delivery and Planning and Information Technology. The 2016 ELT is shown on page 9 and a copy of the most current organizational chart can be found on page 10.

*Table 1* displays the breakdown of the current number of transit employees and their respective job classifications as reported in LBT's most recent Equal Employment Opportunity (EEO) Utilization Analysis as of September 30, 2016.

**Table 1:**  
**LBT Employment Utilization Analysis**  
**as of 9/30/16**

Position	Full-Time Equivalents
Officials and Administrators	27
Professionals	82
Technicians	3
Paraprofessionals	11
Administrative Support	45
Skilled Craft	57
Service Maintenance	531
<b>Total</b>	<b>756</b>

## 2016 Long Beach Transit Board of Directors



**Maricela De  
Rivera**  
*Chair*



**Sumire Gant**  
*Vice Chair*



**Mary Zendejas**  
*Secretary/  
Treasurer*



**Barbara  
Sullivan George**  
*Board Member*



**April Economides**  
*Board Member*



**Nancy Pfeffer**  
*Board Member*



**Colleen Bentley**  
*Board Member*



**Eric Widstrand**  
*City Representative  
Non-Voting*



**Lea Eriksen**  
*City Representative  
Non-Voting*



## 2016 Long Beach Transit Executive Leadership Team



**Kenneth McDonald**  
*President and CEO*



**Debra Johnson**  
*Deputy CEO*



**Vincent Ewing**  
*General Counsel*



**Rolando Cruz**  
*ED/VP, Maintenance  
and Infrastructure*



**LaVerne David**  
*ED/VP, Employee and  
Labor Relations*



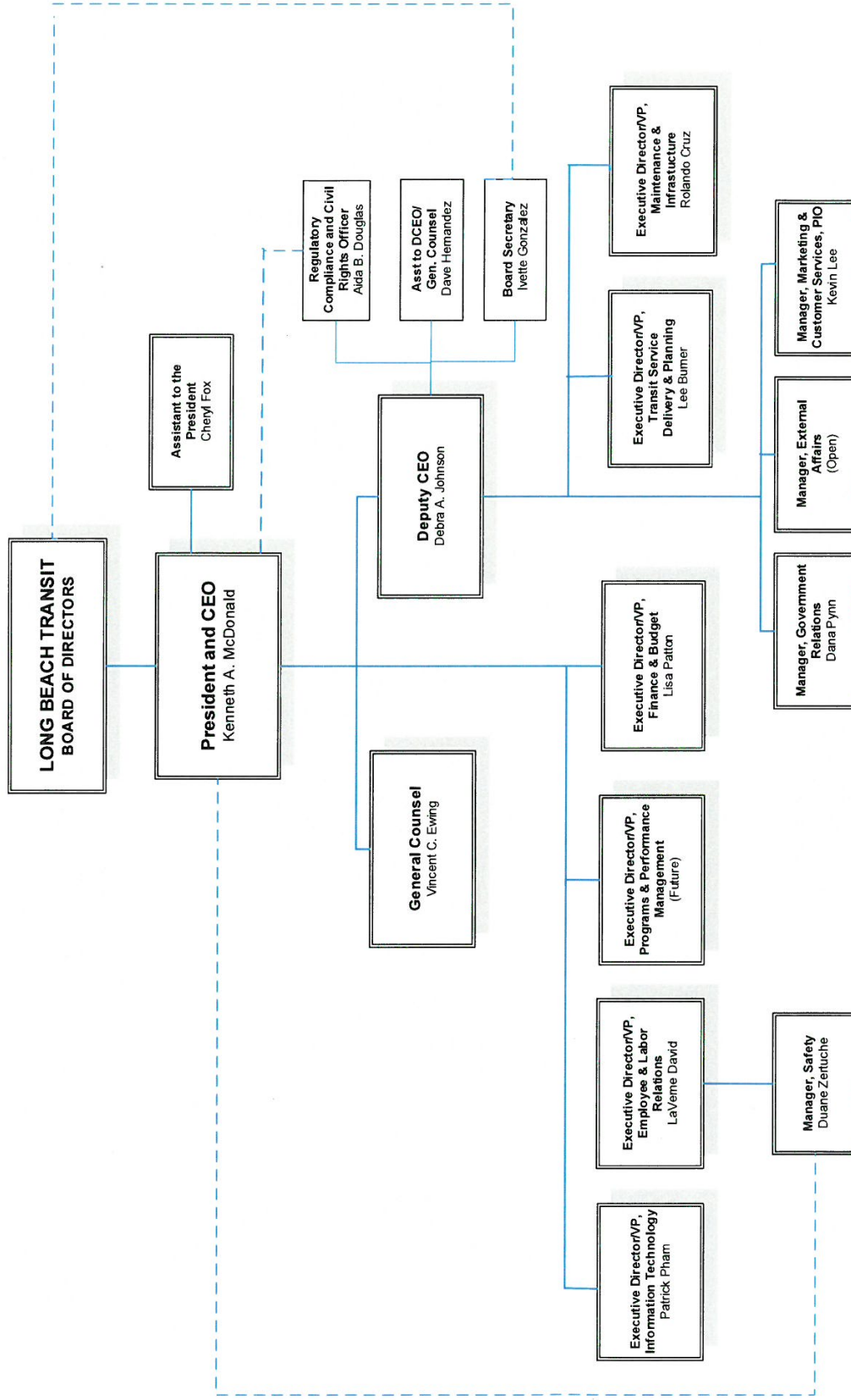
**Lisa Patton**  
*ED/VP, Finance  
and Budget*



**Lee Burner**  
*ED/VP, Transit Service  
Delivery and Planning*



**Patrick Pham**  
*ED/VP, Information  
Technology*



*K. McDonald*

Approved:

October 1, 2016



LBT Bus Operators and Maintenance employees (i.e., mechanics, craft workers, laborers, helpers, and service workers) are members of the Amalgamated Transit Union (ATU) Local 1277, AFL-CIO. The current collective bargaining agreement expires June 30, 2017.

LBT Supervisors are represented by the American Federation of State, County and Municipal Employees (AFSCME). LBT and AFSCME are currently negotiating a collective bargaining agreement.

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### Contracted Transportation Service

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LBT 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.

LBT contracts with the City of Long Beach Police Department for the provision of transit security and enforcement services (detailed in Chapter 7).

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### Transportation Services

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#### System Map

Please see the next page for Exhibit 2, the LBT System Map as of February 2016.

#### Local Fixed-Route Service

Fixed-route service is provided with a fleet of 248 buses and is distributed over 35 routes with a peak requirement of 189 as of August 2016. Service is operated throughout 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. Bus Stops include retail centers, schools, hospitals and transfer points. Service is provided Monday through Friday during peak hours when school is in session. The #176 ZAP PCH - Lakewood provides service between Technology Park and Lakewood Center Mall. Service is provided Monday through Friday from 6:46 a.m. until 7:10 p.m.

#### Passport

The *Passport* route is a complimentary circulator operating in the downtown Long Beach business districts and along the waterfront. The *Passport* connects many points of interest such as: the Aquarium of the Pacific, the Pike Outlets, the Queen Mary, Pine Avenue, Shoreline Village, the Convention Center, the Long Beach Sports Arena, surrounding hotels, business and government hubs. Service operates daily from approximately 5:10 a.m. to 1 a.m. The Long Beach Transit Passport and Water Taxi Service map, as of August 2016, is provided on page 13.



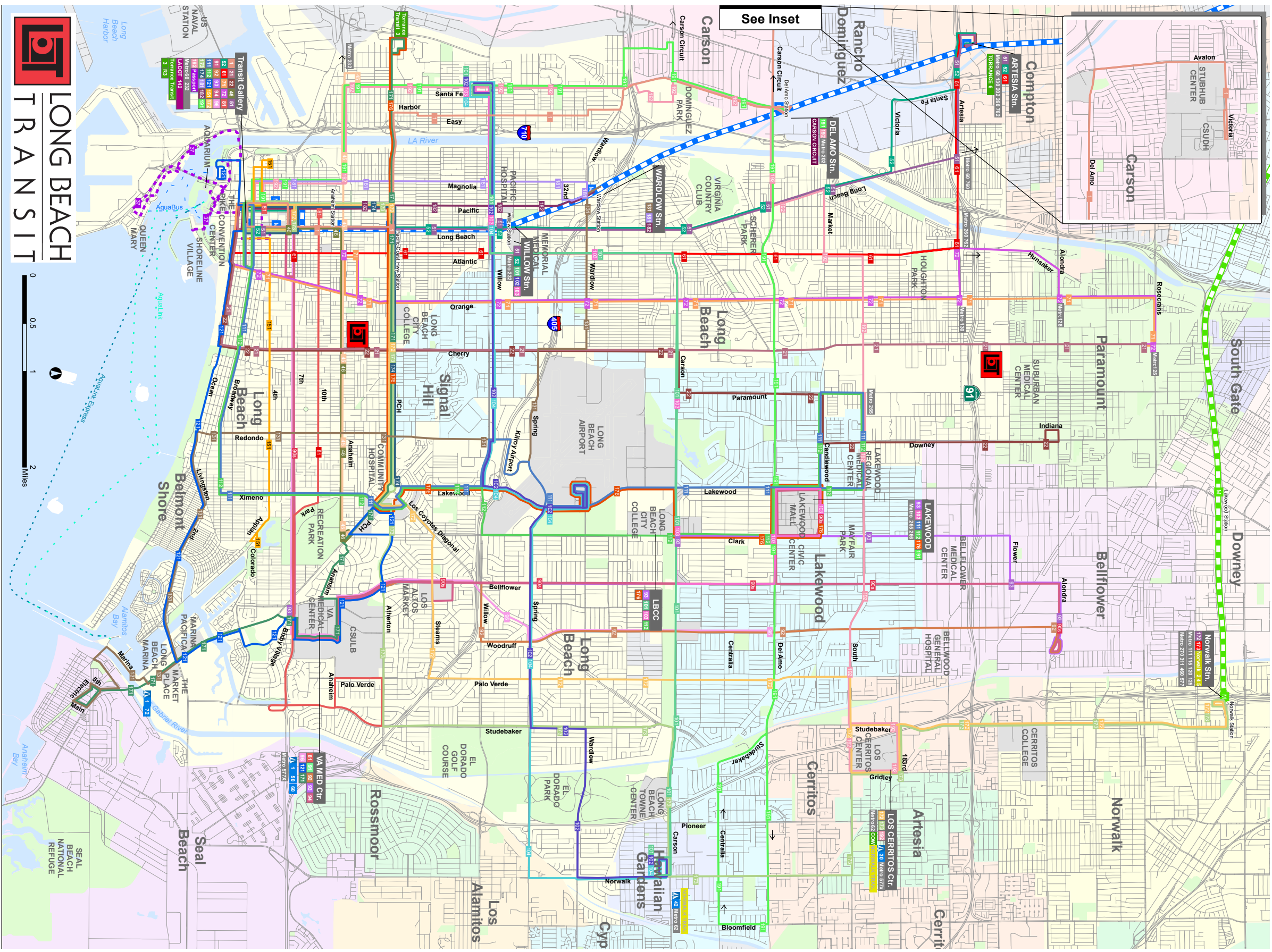
#### **Water Taxi Service**

##### AquaBus

The *AquaBus* serves Queensway Bay near downtown Long Beach, providing point-to-point service destinations including the Queen Mary, Hotel Maya, Aquarium of the Pacific, Pine Avenue Circle and Shoreline Village. This waterborne service offers a leisurely and functional means of accessing both the city and marina sides of the waterfront entertainment center. Please see Exhibit 3: LBT Passport and



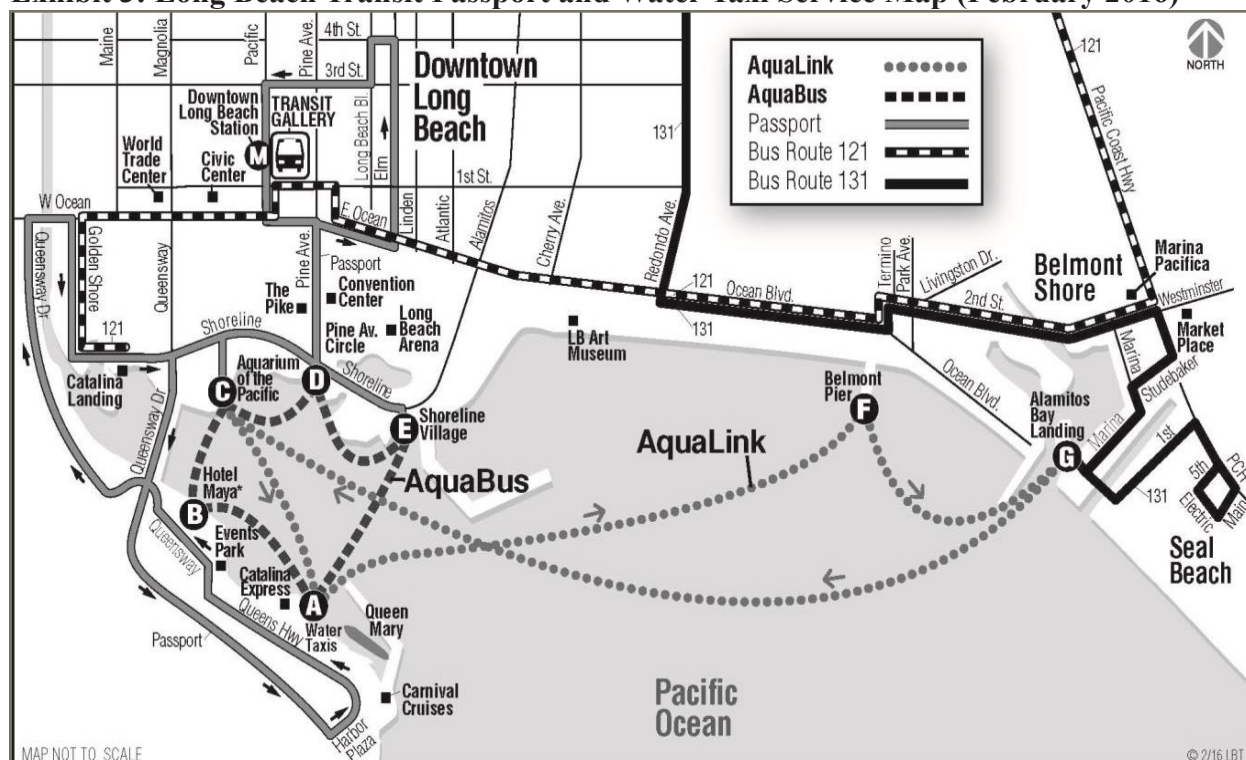
## Exhibit 2: Long Beach Transit System Map



	Bellflower Transit		Metro
	Carson Circuit		Norwalk Transit OCTA
	COW		Torrance Transit
	Easy Rider		
	LADOT		



### Exhibit 3: Long Beach Transit Passport and Water Taxi Service Map (February 2016)



Water Taxi Service Map on page 13.

*AquaBus* service is provided by two, 40-foot boats, each having a capacity for 37 customers. The boats are mobility device accessible. The service operates seven days per week, generally from Memorial Day weekend through Labor Day weekend, then three-day weekend service is available through October.

#### *AquaLink*

The *AquaLink* extends water taxi services 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, each with capacity for 74 customers and storage for bicycles. Providing point-to-point service, the two catamarans serve the Aquarium of the Pacific, 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 October.

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



#### Demand Responsive Paratransit (Dial-A-Lift)

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



DAL service, with a fleet of 10 vans, is accessible from Sunday through Thursday, and on holidays from 7 a.m. to 10:30 p.m. On Friday and Saturday, the hours are 7 a.m. to 11:30 p.m. The service operates in the cities of Long Beach, Lakewood and Signal Hill, which comprise about 80 percent of LBT's fixed-route service area.

Since 2015, LBT has contracted with Global Paratransit Inc., to provide the service. LBT staff is responsible for certifying eligible members and responding to any member concerns or complaints. The Contractor is responsible for reservations, dispatch, service delivery and vehicle maintenance.



## Community Transit Programs

### Museum Express

LBT operates a seasonal community transit program whereby service is provided to cultural venues across Southern California during the summer months. The Museum Express sites typically include, but are not limited to: the Getty Museum, and Wilshire's Museum Row (La Brea Tar Pits, Los Angeles County Museum of Art, Petersen Automotive Museum and the Page Museum). The Museum Express program is intended to introduce people to transit and encourage further usage.

During the 2016 season, LBT sold 1,253 roundtrip transit tickets for the Museum Express, at a cost of \$10 each. This is over a 60 percent increase from the prior year due to

increased marketing, availability of an online purchase feature and special outreach to senior groups. Entry fees to the museums or attractions are not included in the cost of the Museum Express ticket. The program takes advantage of free admission days offered by many of the museums and attractions.

Customers are now able to purchase tickets online via credit card through [www.lbtransit.com/MuseumExpress](http://www.lbtransit.com/MuseumExpress). For mail-in or in-person registration and payment, a registration form can be downloaded and printed online, or by calling LBT's Customer Service.

### Special Events

Each year, the City of Long Beach hosts special events including the Toyota Grand Prix of Long Beach; Lesbian and Gay Pride Parade & Festival; Fourth of July Festival; various holiday parades and festivals; and New Year's Eve Downtown which attract large numbers of spectators to concentrated areas of Long Beach. In addition, the Queen Mary also has special events, including the popular "Dark Harbor" attraction during the Halloween season. To accommodate these community events, additional *Passport* and tripper services are provided. LBT continually explores ways to partner with stakeholder and community groups to enhance transit service.

## Transit System Accessibility and Services

July 26, 2015, marked the 25th anniversary of the Americans with Disabilities Act of 1990 (ADA). Since that time, advances in fixed-route access have allowed tens of millions of people with disabilities to participate more fully in their communities.

LBT has a long-standing commitment to working to provide not just better services to its customers with disabilities, but to provide better services for all of its customers. LBT places a

high emphasis on providing mobility options and customer service that enhances the quality of life for its customers.

### **Accessible Transit Services**

LBT has incorporated various ways to achieve the goals of the ADA in its day-to-day service delivery. From Bus Operator training, customer travel training and methods of assisting customers with disabilities with boardings, alightings, to the daily inspection and maintenance of bus ramp equipment and kneeling capacities, LBT has implemented critical improvements over the years that have led to a more integrated approach to addressing ADA guidelines.

In the early 1980's, LBT installed wheelchair lifts on its buses, well ahead of the ADA. LBT now operates a fleet of 100 percent low-floor buses. This design allows customers, including those with mobility devices, to easily board and alight LBT's buses. In addition, LBT has equipped its buses with automated announcements to identify specific bus stops, transfer points and major points of interest.

Training is a critical part of LBT's culture, especially as it pertains to the ADA. All LBT Bus Operators receive ADA updates to requirements and regulations on an annual basis through LBT's State Mandated Annual Refresher Training or "SMART" Program. This training includes the operation of all recommended ADA equipment, as well as the regulations surrounding the use of service animals by persons with disabilities. Topics such as ADA customer awareness and ADA etiquette are also incorporated into both SMART sessions and all new Operator training provided by LBT. These programs are delivered by LBT's Training Department, as well as guest speakers and the advisory assistance of local persons with disabilities. Training is conducted through classroom-style, role-playing and situational methods of learning, ensuring

ample opportunities for interaction and greater understanding.

In 1976, LBT offers a DAL service, offering specialized service, a curb-to-curb, share-ride transit service exclusively for persons with permanent mobility impairments who are unable to use LBT's fixed-route bus system (see page 14). DAL members must reside in and travel through the cities of Long Beach, Lakewood and Signal Hill.

LBT's water taxi services, *AquaLink* and *AquaBus*, are accessible to persons with disabilities and can accommodate mobility devices on board the vessels.

In early 2016, LBT completed construction of a new dock at Berth 3 of the Alamitos Bay Landing in Long Beach. In order to better serve customers with disabilities, the new dock is now mobility device-accessible and in compliance with the ADA.

Along with the new dock, LBT also added a new walking pier adjacent to the landing, as well as commissioned a LithoMosaic artwork set in the pathway leading up to the dock.

### **Bus Stops**

The vast majority of LBT bus stops are accessible to customers with disabilities. The LBT Bus Stop Committee, an internal, cross-departmental team focused on recommending



the addition of new bus stops and the removal or relocation of existing stops, is continuously working to make remaining stops accessible either by relocating them or by securing funding to upgrade the necessary infrastructure.

A Los Angeles County Metropolitan Transportation Authority-led Countywide Bus Stop Usability Study currently underway will assist LBT in identifying and retrofitting any remaining, non-accessible stops. The Study is anticipated to be completed in 2017 and will help LBT plan for future related capital projects.

### **Access Services**

The ADA requires transit agencies to also provide complementary ADA paratransit service to persons with disabilities who cannot ride the accessible fixed-route buses and trains. Access Services, Inc. (Access) provides this ADA-mandated service to certain persons with disabilities on behalf of LBT and other transit operators in Los Angeles County.

Access is available for any ADA paratransit-eligible individual for any purpose and to or from any location within three-quarters of a mile of any fixed-route bus service during the hours in which member transit systems are operational. It is a shared-ride, curb-to-curb service, with door-to-door service available for qualified individuals.

Currently, clients of Access are able to ride LBT fixed-route service for free with their Access-issued Transit Access Pass (TAP) card. Through the Free Fare Program, Access presently reimburses LBT for a portion of the cost of trips taken by the cardholder. This program allows greater convenience and mobility for persons with disabilities by allowing Access-certified customers to utilize bus service when they are able.

While LBT does not provide the ADA-

mandated complementary paratransit service directly, it is still responsible for its provision and therefore must ensure it has an oversight role in the service Access provides.

LBT is represented on the Access Board of Directors through the appointment of a Board Member representing the Los Angeles County municipal fixed-route operators.

LBT staff also holds a seat on the monthly Access Transportation Professionals Advisory Committee, providing guidance and input on Access' paratransit services and policies from a staff perspective.

Access also provides standing updates at several monthly regional meetings attended by LBT staff.



### **Community Partnerships**

It is important to look forward and to ensure LBT will continue its proactive role in enhancing the mobility options for persons with disabilities and for all of its customers. This includes working to partner with community organizations dedicated to the concerns and interests of persons with disabilities.

When there are new initiatives, changes to service or fares, etc., it is crucial to conduct outreach to these organizations to both disseminate information and to receive input



and feedback.

LBT regularly works with the Disabled Resource Center (DRC) in Long Beach which is dedicated to empowering people with disabilities to live independently in the community, to make their own decisions about their lives and to advocate on their behalf.

LBT also works with the Long Beach Citizens Advisory Committee on Disabilities (CACoD) in their efforts to advise the Mayor of Long Beach and the Long Beach City Council on the concerns and issues affecting people with disabilities in the community. Both organizations have served as valuable resources and have provided critical feedback for many initiatives undertaken by LBT.

Another key resource is the LBT Paratransit Advisory Committee. The Committee was formed with a mission to provide guidance and recommendations on the provisions of transit services by LBT, and to review how the services relates to those with disabilities in the community.

Community members serve on this Committee, which is supported and attended regularly by LBT's Deputy CEO; Executive Director/ Vice President of Transit Service Delivery and Planning; and Regulatory Compliance and Civil Rights Officer, providing critical dialogue relating to the needs of persons with disabilities.

Addressing everything from LBT's DAL service and regular fixed-route service to the implementation of the U.S. Department of Transportation's Reasonable Modification regulation, the Committee is able to provide experience and examples, offering an important perspective on the issues.

## Fare Structure and Technology

### Fare Structure

**Table 2A: Long Beach Transit Fare Structure**

Regular Fares	2016 Fares
Regular Cash	\$ 1.25
Day Pass	\$ 4.00
5-Day Pass	\$ 18.00
30-Day Pass-Regular	\$ 65.00
30-Day Pass-Student K-12	\$ 40.00
30-Day Pass-Student College/ Vocational	\$ 40.00
Interagency Transfer	\$ 0.50
Passport (downtown service)	Free

Reduced Fares	2016 Fares
<i>Reduced Fare (Senior, Disabled and Medicare) customers require valid I.D. shown at time of boarding.</i>	
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
Customers in Mobility Devices	Free
Dial-A-Lift Cash (For eligible member clients only)	\$ 2.00

*Note: Fares are free for customers with disabilities possessing an Access card: LBT is reimbursed for a portion of the cost of the fares by Access.*

## 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 implemented TAP fare technology on all of its buses in February 2015 to more fully integrated with the regional transit system, and provide a new and convenient fare media for customers.

LBT pass sales locations sell passes on TAP, however Day pass and 5-Day pass magnetic paper passes are still available for purchase onboard LBT buses.

### Regional Interagency Transfers (IAT)

LBT participates in the regional Interagency Transfer Program (IAT), which allows customer to purchase a transfer to board one additional Los Angeles County Metropolitan Transportation Authority (Metro) Bus, Metro Rail, or most other bus systems throughout the county.

Customers currently purchase IAT’s on board the first bus or train, the bus operator issues a paper IAT, and the IAT is used as fare payment when boarding the second bus or train. The cost of an IAT is determined by each local transit agency. The fare at LBT is \$0.50.

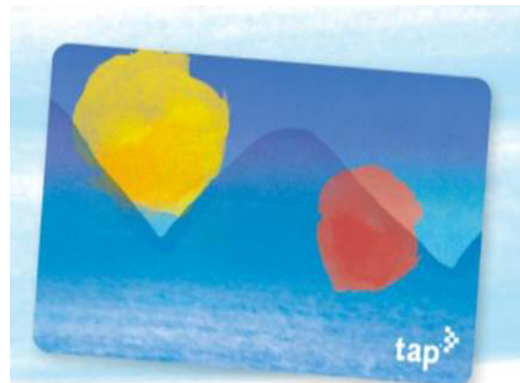
On June 25, 2015, the Metro Board of Directors adopted changes to the regional IAT policy that:

- Eliminate the paper interagency transfer by requiring that all transfers are made with a TAP card;
- Require payment of the transfer fare upon the second boarding, rather than first boarding;
- Extend the interagency transfer window from two to two and a half hours; and
- Provide for a single interagency transfer within the transfer window

Following the technical programming of the TAP system and a public awareness campaign, this new policy is expected to be implemented in Spring 2017.

### “Real-Time” Bus Arrival Information

LBT uses an Interactive Voice Response (IVR) 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 LBT’s 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—by calling from their smartphones/mobile devices.





LBT customers may also use their cellular phones to text for the next bus arrival times at their bus stop. Customers merely text the bus stop ID number to 27299 to receive near-instantaneous information about the arrival of the next bus at any LBT bus stop, without having to use a smartphone.

The photo displayed above shows a typical LBT bus stop sign, which provides a phone number to access IVR and/or LBT Customer Service in the lower left-hand corner and the bus stop ID in the lower right-hand corner.

#### Website Configured For Smartphone Usage

LBT provides a mobile version of its website that is specially tailored to smartphone users (such as 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 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 smartphones—a number that will surely increase in the future—providing a website

adapted to a smartphone usage allows LBT to better serve this population.

LBT is now redesigning the website as part of a larger project to be completed in 2017.

### **Facilities and Equipment**

#### **1963 E. Anaheim St. (LBT1)**

LBT administration, operations and maintenance headquarters are located at 1963 E. Anaheim St., Long Beach, CA 90813 (LBT1).

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 Ave. (LBT2)



LBT2 was built in 1998 and is situated on approximately 10 acres at 6860 Cherry Ave., Long Beach, CA 90805. This site offers operational advantages for the northern part of the service, 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 former Executive Director of Maintenance, Jim Ditch. LBT2 also houses a CNG fueling facility that supports the operation of LBT's fleet of CNG buses.

Due to LBT's future fleet configuration strategy (CNG and battery-electric buses) plans are underway to operate the entire CNG fleet from LBT2. LBT is also exploring the expansion of its existing CNG fueling facility and parking configuration to accommodate this shift.

## Long Beach Transit Gallery

The 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. Renovated in 2011, the Transit Gallery serves as the focal point for local, sub-regional, and regional transit systems which includes 26 of the 35 LBT bus routes, the Los Angeles County Metropolitan Transportation Authority (Metro) Blue Line light rail, regional bus routes: Torrance, Metro, LADOT, Amtrak; and LAX Flyaway bus service, making it a major transit hub in the southeastern region of Los Angeles County.

## Transit and Visitor Information Center

The Transit and Visitor Information Center (TVIC) is located at the corner of 1st St. and Pine Ave., 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 TVIC was dedicated to LBT's long-time Chief Operating Officer, Guy B. Heston. Many customer service features have been provided at the TVIC, 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 open daily from 5 a.m. to 1:30 a.m.



## **Bus Stops and Shelters**

LBT has nearly 2,000 bus stops throughout its 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 24 percent have shelters. Real-time information signage is now installed at 76 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.

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

## **Eastside Regional Transit Center Study**

LBT recently completed a feasibility study for a regional transit center designed to provide convenient connections within LBT's existing fixed-route network and with other fixed-route operators such as Metro and the Orange County Transportation Authority (OCTA). After extensive analysis and community outreach, the Long Beach VA Hospital/California State University, Long Beach site was identified as the preferred location. Funding for this project is has not yet been identified, and therefore the project is currently on hold.

## **Bus Stop Committee**

LBT's internal Bus Stop Committee, as mentioned previously, is responsible for recommending the addition of new stops and the removal or relocation of existing stops. In addition, the Committee recommends prioritization for various bus stop capital improvements when funds become available.

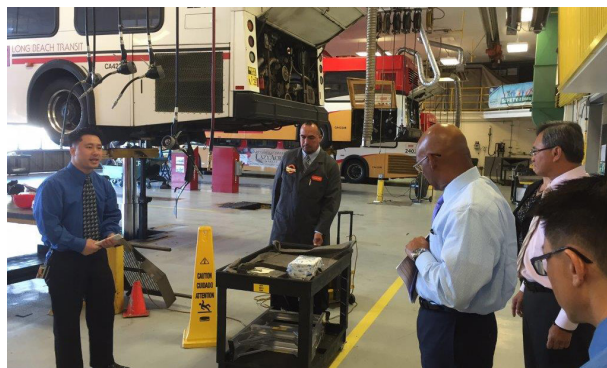
Ideas for stop changes or improvements come from Committee members, other LBT employees (including Bus Operators), and members of the public.

The Bus Stop Committee consists of staff members from the following departments: Service Planning, Transit Service Delivery, Safety, Training, Marketing, Stops and Zones, Facilities, External Affairs and LBT's Transit Enforcement Detail from the Long Beach Police Department. 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 Bus Stop Committee meets on a rotating three-week cycle.

## **Implementation of the 5S Program**

LBT recently implemented an innovative workplace organizational technique adopted from Japan called 5S: Sort, Set in Order, Shine, Standardize and Sustain. Typically used in manufacturing environments, the method describes how to organize a workspace for efficiency and effectiveness by identifying and storing the items used, maintaining the area and items, and sustaining the new order.

Standardization is an important component of the new program, and helps to build an understanding among employees of how they can better do their work.



## Vehicle Fleet

LBT's revenue fleet consists of 263 vehicles: 223 fixed-route service buses, 25 contingency fleet buses, 10 Dial-A-Lift vans, four water vessels and one over-the-road coach. LBT has adopted an alternative fuel strategy to buy, maintain and operate a diverse fleet for its future that currently includes gasoline-electric hybrid, Compressed Natural Gas (CNG), and battery electric buses.

### Fixed-Route Fleet

LBT is working to phase out use of the existing fleet of diesel buses in favor of alternatively fueled and zero-emission buses. While LBT does operate some remaining diesel buses, they are fueled with "ultra-low sulfur diesel fuel" and are outfitted with particulate traps to lower emissions. LBT meets or exceeds all federal emission regulations.



LBT's alternatively fueled fleet includes 89 gasoline-electric hybrid buses. LBT also operates 85 CNG buses, which include 72, 40-foot buses, and 13, 60-foot articulated buses.

With the most recent receipt of the 85 CNG buses, LBT is operating 79 percent of its fixed-route fleet with alternatively fueled technology. LBT's alternative fuel strategy path has it on course to have 100 percent of its active revenue fleet with alternatively fueled technology within the next five to seven years.

In April 2015, LBT purchased 10 battery electric buses (BEBs) and associated charging systems. LBT deployed these BEBs on the *Passport* route in downtown Long Beach beginning in November 2016.



Moving forward, LBT will procure buses to accommodate future service and customer needs. As previously mentioned, LBT's future strategy is to maintain CNG buses at LBT2, while maintaining gasoline-hybrid electric, the new fleet of BEBs and any future zero-emission vehicles at LBT1.

The transportation industry is seeing an improvement in the range extension of BEBs, making these a more viable option. LBT is considering an expansion of battery technology and the possible exploration of hydrogen-based, fuel-cell technology.

For all its revenue fleet, LBT's standards are to provide vehicles that are safe, reliable, environmentally sound and in a like-new condition. In 2012, the Moving Ahead for Progress in the 21st Century Act (MAP-21) mandated—and in 2015 the Fixing America's Surface Transportation Act (FAST) reauthorized—FTA to develop a rule to establish a strategic and systematic process of operating, maintaining and improving public transportation capital assets effectively through their entire life cycle. LBT is currently



implementing the Transit Asset Management (TAM) Program.

LBT has a long history of working to keep all its assets in a state of good repair through monitoring and regularly scheduled inspections, performance reviews and useful life analyses. LBT's extensive program includes mid-life cosmetic upgrading of buses at six years of age, with buses 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.

### Dial-A-Lift (DAL) Fleet

DAL service is provided using 10 vehicles, including a mix of low-floor minivans equipped with wheelchair ramps, and CNG-fueled MV-1 vehicles, the first purpose-built mobility device accessible vehicles. All vehicles are operated and maintained at the contractor's facility.

### Other Revenue Vehicles

LBT also provides service with a 56-passenger over-the-road coach used primarily for the Museum Express service and other special



services. Two water taxis with capacity for 37 customers each (*AquaBus*) and two catamarans with capacity for 73 customers each (*AquaLink*) operate service along the Long Beach coastline during the summer months.

### Support Vehicles

LBT maintains a support fleet of 30 service, 10 supervisory, and four staff vehicles. Fifty-two percent of these vehicles are hybrids which further reduce LBT carbon emissions.



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# CHAPTER 3:

## Service Planning and Evaluation



The objective of the Service Planning Department is to plan and develop schedules that will provide the most efficient and effective transit services to the greatest number of customers. Transit routing design and service hour allocation are carefully related 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, LBT has three service changes per year: February, June and August.

LBT strives to deliver efficient and effective service to the community. 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 installed on 42 buses, greatly expanding the ridership data collection effort. Ridership information is also being generated using data from LBT's fareboxes. LBT's automated vehicle location (AVL) systems also provide useful data about our vehicle running times and operating speed.

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### Comprehensive Operational Analysis

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LBT is currently undergoing a Comprehensive Operational Analysis (COA), to include a route-by-route analysis of LBT's fixed-route and Dial-A-Lift paratransit services designed to increase the accessibility, connectivity and mobility of transportation

The intent of the COA is to provide LBT with the information, tools and data that will support the needs and opportunities for new and improved transit services in key corridors. Additionally, the COA will aid LBT in identifying emerging markets brought about by new development, redevelopment and changes in travel patterns and demographics.

This project will provide an in-depth study of LBT's transit system that will evaluate the overall structure and delivery of transit services. The analysis will determine the most effective and efficient use of existing and future transit resources by using approaches such as public participation to provide current and future service recommendations. The COA will provide LBT with a guide for the development of service plans that will improve service delivery to its customers and meet the region's evolving transportation and travel needs.



The COA is designed to focus on attracting customers to LBT's system, maintaining a more cost-effective and sustainable operations, guide assessment of existing services and development of new services, while maintaining and improving the financial health of LBT.

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## Service Trends

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A myriad of different 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 graphs and tables contained in this section detail historical trends for LBT annual fixed-route ridership, revenue miles and revenue hours.

As shown on the following page, LBT ridership decreased over the past fiscal year, with 28,480,560 annual boardings on LBT buses in FY 2015, falling to 26,271,977 boardings in FY 2016. This represents a nearly eight percent decrease from the previous year.

In May 2016, LBT began working cooperatively with its partners at LAMetro and the Los Angeles County Municipal Operators Association to develop solutions that grow transit ridership in LA County by better understanding changes in the region's demographics, travel options and patterns.

As depicted on the following page, the revenue service miles and hours have fluctuated slightly, but overall have remained constant for many years due to continued funding constraints. In FY 2016, both increased slightly. 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.

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## Routing

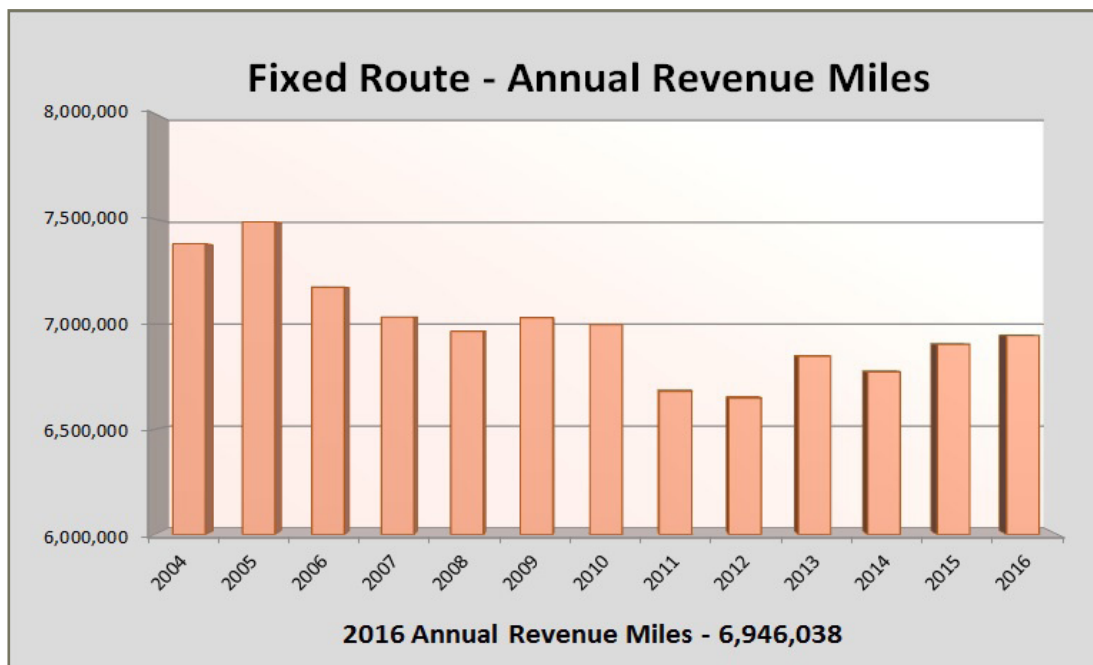
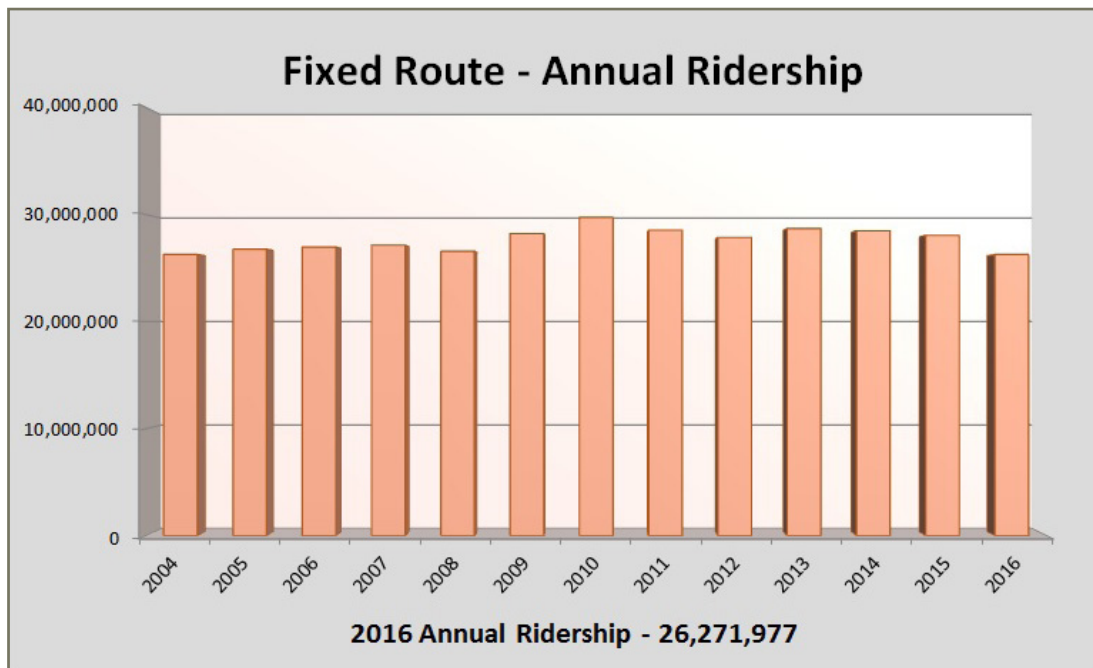
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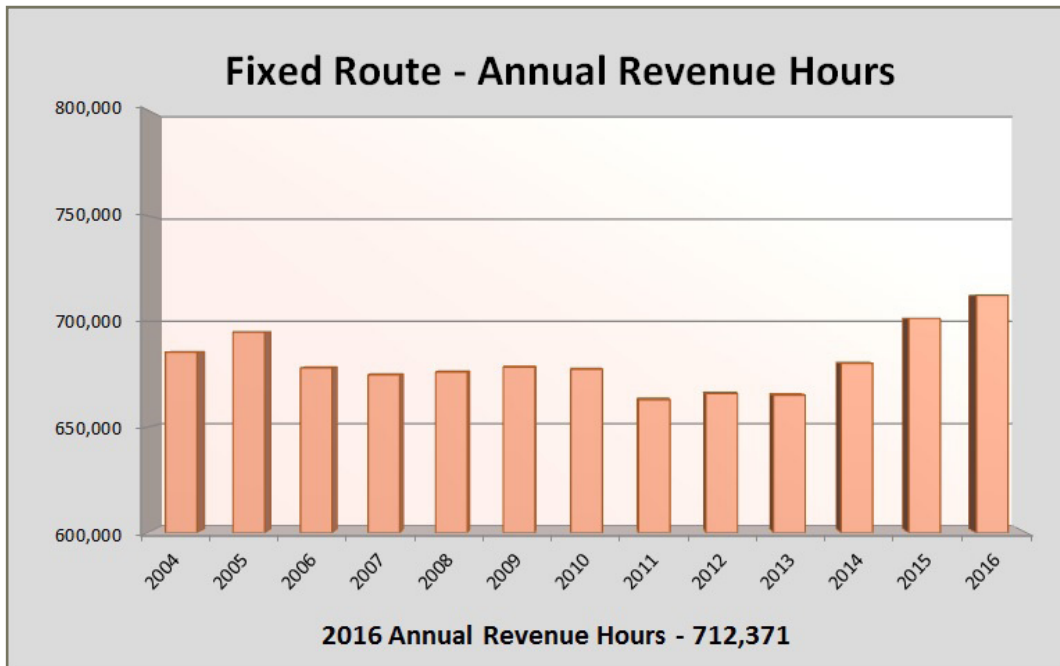
The route structure as shown in Exhibit 2: Long Beach Transit Route Map, is oriented toward the 1st Street Transit Gallery as the major hub. The 35 fixed routes are grouped into larger line groups that share common characteristics along the "trunk" portion of the line.

According to LBT's National Transit Database (NTD) ridership and data from its HASTUS scheduling software, the overall productivity of the system was 36.86 passengers per vehicle revenue hour in FY 2016. The most productive routes in the system are supported by the demographic characteristics, employment and population density, as well as land use along the transit corridors.

Exhibit 4: Fixed-Route Summary, describes the level of service of the entire system, including passengers per hour.





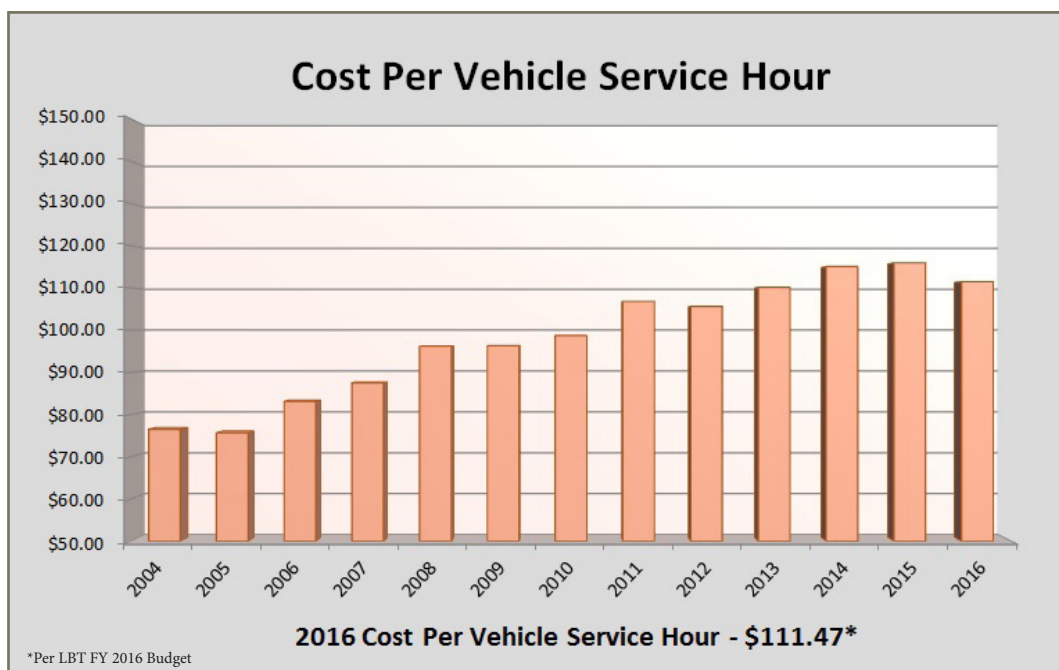


As detailed below, in recent years the cost per vehicle service hour continued to increase from year to year.

However, FY 2016 data shows that there was actually a decrease in cost. Cost drivers include wages, health care and pension costs.

LBT remains one of the lowest-cost public transit providers in the region.

As LBT awaits the final FY16 audited cost per vehicle service hour, the budgeted FY16 is provided.





# Exhibit 4: Fixed-Route Summary

## Exhibit 4

Long Beach Transit  
Fixed Route Summary (as of August 2016 Service Change)

No.	Line Name	Weekday PM Peak*		Weekday Midday		Weekday Service			Span of Service			Transit Gallery
		Vehicles	Headway	Vehicles	Headway	Veh Miles**	Veh Hrs**	Passengers Per Vehicle Hour	Mon - Fri	Sat	Sun	
1	Easy Ave.	5	30	5	30	839	77	19.2	0508 - 2310	0507 - 2214	0508 - 2214	Yes
21	Cherry Ave.	5	30	5	30	800	79	28.6	0445 - 2510	0506 - 2513	0506 - 2513	Yes
22	Downey Ave.	5	30	4	30	656	65	26.8	0502 - 2055	0505 - 2125	0505 - 2125	Yes
37	Passport - Queen Mary	5	16	4	16	489	61	23.9	0507 - 2503	0517 - 2504	0517 - 2504	Yes
45	Anaheim - Crosstown	5	20	4	20	480	58	51.6	0510 - 2010	0814 - 2003	0854 - 1854	No
46	Anaheim - Downtown	4	20	4	20	502	66	53.0	0431 - 2456	0504 - 2456	0504 - 2456	Yes
51/52	Long Beach Blvd	11	12	11	12	1572	160	37.4	0430 - 2411	0505 - 2411	0510 - 2411	Yes
61	Atlantic Ave.	17	8	12	12	1847	196	42.1	0450 - 2520	0532 - 2515	0528 - 2516	Yes
71 / 72	Orange Ave.	5	30	5	30	720	73	22.0	0445 - 2025	0506 - 2055	0506 - 2055	Yes
81	10th Street	2	50	2	50	235	24	26.1	0615 - 1845	---	---	Yes
90	7th St - Bellflower - Clark - Woodruff	21	8/10	17	10	2808	274	41.0	0410 - 2512	0530 - 2525	0500 - 2505	Yes
96	ZAP - 7th St Limited	5	8/10	---	---	491	40	33.0	0632 - 1031 1320 - 1726	---	---	No
101/103	Carson	8	10/20	6	20	1117	104	33.7	0458 - 2245	0550 - 2005	0550 - 2005	No
102/104	Willow - Spring St.	5	40	4	40	752	62	25.5	0531 - 2145	0645 - 1925	0647 - 1925	No
110	Broadway - Lakewood - Clark	10	15	7	20	1359	125	24.6	0500 - 2520	0505 - 2501	0505 - 2459	Yes
121	Ocean - CSULB - Traffic Circle	8	18	8	18	1199	129	36.0	0450 - 2514	0501 - 2512	0502 - 2512	Yes
131	Redondo - Alamitos Bay	4	45	4	45	558	51	16.0	0512 - 2200	0530 - 2131	0530 - 2134	No
151	4th Street	4	20	4	20	442	60	22.0	0423 - 2452	0459 - 2454	0459 - 2454	Yes
170	PCH - Palo Verde - Studebaker	18	10/15	14	15	2574	236	32.7	0459 - 2456	0508 - 2457	0508 - 2455	Yes
171	PCH Crosstown	11	12	8	20	1145	121	45.0	0430 - 2301	0700 - 2006	0708 - 2006	No
176	PCH LBCC Crosstown	4	30	4	30	605	54	25.0	0646 - 1910	---	---	No
180	Magnolia / Pacific	2	20	2	20	390	44	25.5	0530 - 2130	0507 - 2055	0515 - 2055	Yes
190	Santa Fe - Del Amo - South	19	10/15	13	15	2709	237	34.8	0410 - 2520	0510 - 2522	0505 - 2517	Yes
	Trippers	6		0		473	38	47.3				
	Training	5		5								
<b>Fixed Route Bus</b>		<b>194</b>	<b>---</b>	<b>152</b>	<b>---</b>	<b>24,762</b>	<b>2,433</b>	<b>34</b>	<b>0410-2520</b>	<b>0459-2525</b>	<b>0459-2517</b>	
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	-
<b>Ferry Boat Service</b>		<b>4</b>	<b>---</b>	<b>4</b>	<b>---</b>	<b>46</b>	<b>14.5</b>					

\* Peak: P.M. service including trippers

\*\* Vehicle Miles/Hours including trippers

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

Service Requirements – August 2016				
Day	Number of Trips	Peak Bus Requirement	Vehicle Hours	Vehicle Miles
Weekday – School	2,199	189	2,435	24,762
Saturday	1,414	96	1,421	14,764
Sunday	1,351	91	1,337	14,117
Typical Weekly Total*	13,760	N/A	14,933	152,691
* The typical weekly total is for a week when Long Beach Unified School District is in session. Less service is provided during the school breaks and summer.				

### Number of Hours and Miles

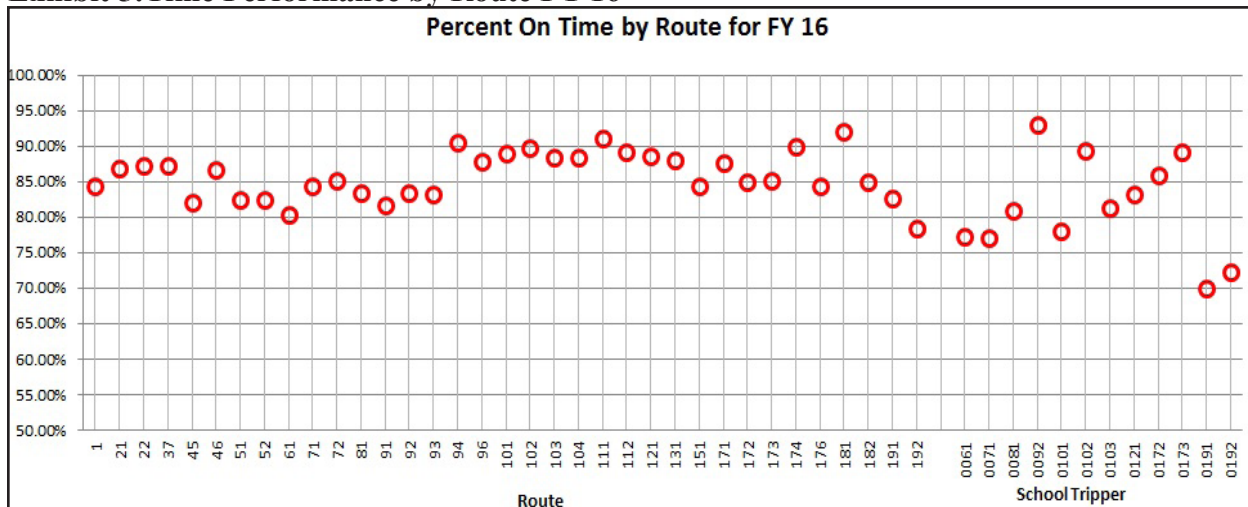
The table above shows the number of trips, peak bus requirement, vehicle hours, and vehicle miles for August 2016 service operated on weekday school days, Saturdays and Sundays.

As discussed in Chapter 1, LBT developed Key Performance Indicators for specific areas to assess performance. One such area is On-Time Performance.

Exhibit 5 and Table 3 on the following page show both graphically and in table form, a comparison of on-time performance by route.

Thanks to the effort of all LBT employees, especially Operators, Transit Supervisors and Service Planning staff, LBT's goal of systemwide on-time performance of 85 percent was achieved in FY 2016.

### Exhibit 5: Time Performance by Route FY 16



**Table 3: Time Performance by Route FY 16**

LBT FY16 On-Time Performance Report Long Beach Transit			
Route	FY 16 Percent On Time	Minority Route	Low Income Route
1 - Easy Ave.	84.43%	Y	Y
21 - Cherry Ave.	86.92%	Y	N
22 - Cherry/Downey Ave.	87.25%	Y	N
37 - Passport	87.30%	N	N
45 - Anaheim St. to Santa Fe	81.98%	Y	Y
46 - Anaheim St. to Downtown	86.65%	Y	Y
51 - Long Beach Bl. to Artesia Stn.	82.41%	Y	Y
52 - LB Bl./Victoria St./Artesia Stn.	82.39%	Y	Y
61 - Atlantic Ave. to Artesia Stn.	80.38%	Y	Y
71 - Alamos/Orange Ave.	84.45%	Y	Y
72 - Alamos/Orange Ave./Hunsaker Ave.	85.06%	Y	Y
81 - 10th St. to CSULB	83.34%	Y	Y
91 - 7th St./Bellflower Bl.	81.69%	Y	Y
92 - 7th St./Woodruff Ave.	83.32%	Y	Y
93 - 7th St./Clark Ave.	83.28%	Y	Y
94 - 7th St. Los Altos Only	90.47%	Y	Y
96 - ZAP 7th St.	87.85%	Y	Y
101 - Carson St./Norwalk Bl.	88.98%	Y	N
102 - Willow/Spring	89.74%	Y	N
103 - Carson St. to Lakewood Mall	88.31%	N	N
104 - Willow/Spring	88.39%	Y	N
111 - Broadway/Lakewood Bl.	91.10%	N	N
112 - Broadway/Clark Ave.	89.16%	N	N
121 - Ocean/Belmont Shore/CSULB/PCH	88.50%	N	N
131 - Redondo Ave. to Seal Beach	88.09%	N	N
151 - 4th Street	84.37%	Y	Y
171 - PCH to Seal Beach	87.57%	Y	Y
172 - PCH/Palo Verde	84.92%	Y	N
173 - PCH/Studebaker	85.09%	Y	N
174 - PCH to Ximeno only	89.96%	Y	Y
176 - ZAP PCH/LBCC/Lakewood Mall	84.38%	Y	Y
181 - Magnolia	92.06%	Y	Y
182 - Pacific	84.97%	Y	Y
191 - Santa Fe/Del Amo Bl	82.62%	Y	Y
192 - Santa Fe/South St.	78.43%	Y	Y
0061 - Atlantic Ave. Tripper	77.21%	Y	Y
0071 - Orange Ave. Tripper	77.01%	Y	Y
0081 - 10th St. Tripper	80.85%	Y	Y
0092 - 7th St./Bellflower Tripper	92.93%	Y	Y
0101 - Willow/Carson Tripper	78.02%	Y	N
0102 - Willow/Spring Tripper	89.37%	Y	N
0103 - Carson - Lakewood High Tripper	81.29%	N	N
0121 - Atherton/CSULB Tripper	83.13%	N	N
0172 - PCH and Palo Verde Tripper	85.90%	Y	N
0173 - PCH and Studebaker Tripper	89.16%	Y	N
0191 - Santa Fe and Del Amo Tripper	70.00%	Y	Y
0192 - Santa Fe and South Tripper	72.22%	Y	Y
<b>Total</b>	<b>85.24%</b>		



## Service Changes

### FY 2016 Service Change Highlights

LBT recently implemented some innovative changes to its service:

1. Extension of Route 1 to California State University, Dominguez Hills (CSUDH)
2. Restructuring of the Passport route

#### Extension of Route 1 from Wardlow Station to CSUDH

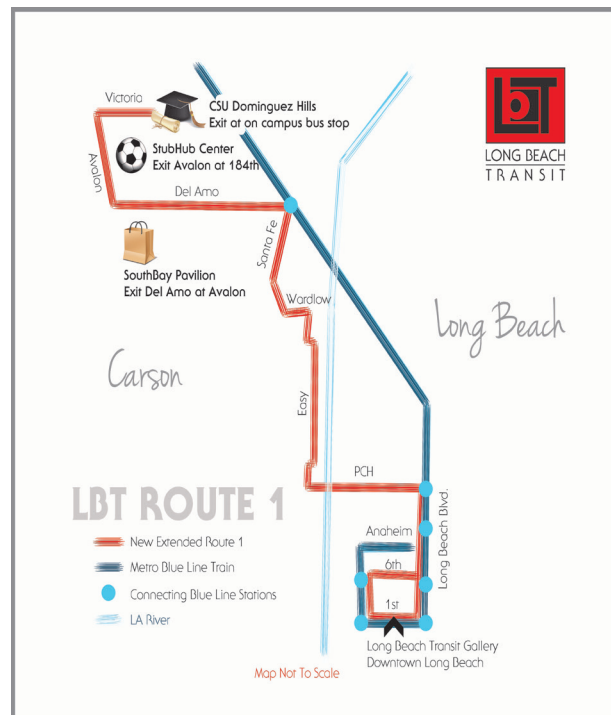
LBT was awarded 18 months of federal Job Access and Reverse Commute (JARC) funding for the extension of Route 1, including a bus to operate the service. The funds allowed an expansion to CSUDH via Santa Fe, Del Amo, Avalon and Victoria.

LBT has monitored this route and will continue to do so throughout the duration of the 18-month funding period. If the route is not generating the ridership needed for it to continue, LBT will have to evaluate whether it meets its standards and is therefore a good investment for LBT's customers and community.

LBT's evaluation will include the number of customers that ride the extension to ensure LBT is meeting its load standard of 40 passengers per hour. LBT will evaluate on-time performance to work towards achieving the goal of 85 percent. LBT wants to ensure its customers are able to rely on the schedule that is developed for this route. Finally, it is important that LBT works toward the route paying for itself, and if LBT is not carrying a minimum number of passengers each day, it may be better for LBT to use those resources elsewhere.

#### Restructuring of the *Passport* Route

The City of Long Beach has now implemented its newest vision for the downtown area, including Pine Avenue. In February 2016, LBT



implemented a restructuring of the *Passport* route. The goals of the restructure included increasing ridership, better connecting popular destinations in the downtown Long Beach area, and contributing to the success of the local economy.



## Upcoming Service Change Proposals

Due to the ongoing COA, LBT does not anticipate any major changes in the upcoming year. However, LBT is considering a number of minor adjustments that would enhance efficiency, customer access and effectiveness.

1. Extension of Route 22 to the Metro Green Line Lakewood Station
2. Implementation of a LA Galaxy Express Shuttle Service to StubHub Center
3. Establishment of New Layover Facility at the Villages of Cabrillo
4. Extension of Routes 45/46 into CSULB
5. Modification of Routes 51/52 to CityPlace
6. Modification of Routes 71/72 along Alamitos Blvd.
7. Modification of *Passport* route
8. Modification of Route 176 along Lakewood Blvd.

### Extension of Route 22 to the Lakewood Green Line Station

The proposed extension of Route 22 to the Metro Green Line Lakewood Station along Downey Avenue in the City of Paramount would significantly improve regional transit connectivity in southeastern Los Angeles County by making it possible to easily access the LAX airport and other key destinations from southeastern Los Angeles County with only one transfer. This extension will likely improve productivity of Route 22 by moving the terminus to a key trip generator from the existing end point.

### Implementation of the LA Galaxy Express Shuttle Service to StubHub Center

In order to provide enhanced mobility options for LA Galaxy fans, LBT and the StubHub Center in Carson will embark on a partnership to improve transit connectivity to the stadium, thereby increasing transit ridership among

fans attending these games and easing traffic congestion before and after the games for the 2017 and 2018 seasons.

Beginning in early calendar year 2017, the LA Galaxy Express Shuttle Service will commence with game-day shuttle service between the Metro Blue Line Del Amo Station, adjacent park-and-ride lots and the StubHub Center. Following the development of an Operations Plan, LBT intends to incorporate additional service between the Harbor Gateway Transit Center and the StubHub Center.

Funding through the Metro ExpressLanes Net Toll Revenue Reinvestment Grant Program will support the LA Galaxy Express Shuttle Service for the 2017 and 2018 seasons.

### Establishment of New Layover Facility at the Villages of Cabrillo

Long Beach Transit is actively working with the Villages of Cabrillo, a non-profit organization which provides short and long-term housing for low-income Veterans, to relocate the western terminus of Routes 171/176 from its present on-street location to a new location adjacent to the Villages of Cabrillo community center. The new location will significantly improve access to residents of the Villages, and will provide improved comfort amenities for LBT Operators.

### Extension of Routes 45/46 to CSULB

In order to provide better service to CSULB, LBT proposes to extend buses serving the Anaheim Street corridor on weekdays to the University. In addition to CSULB, this extension will also improve LBT service to the VA Hospital and facilitate better OCTA transfer connections.

### Modification of Routes 51/52 to CityPlace

LBT is proposing to modify Routes 51/52 to provide direct service to CityPlace in Long Beach. This modification will simplify the alignment along Long Beach Blvd. and likely increase the ridership with an additional six new stops added in downtown Long Beach.

### Modification of Routes 71/72 along Alamitos Blvd.

LBT is proposing to modify Routes 71/72 along Alamitos Ave. to instead proceed north on Alamitos between Anaheim St. and New York St. This routing also improves safety by eliminating an unprotected left turn, and improves efficiency along this corridor.

### Modification of the *Passport* Route

LBT is again proposing to make a minor modification to the *Passport* route to avoid congestion surrounding the Aquarium of the Pacific and provide new service to the new Governor George Deukmejian Courthouse.

### Modification of Route 176 along Lakewood Blvd.

The proposed modification of Route 176 would provide new service to the southern part of Long Beach City College – Liberal Arts Campus (LAC) and reduce service duplication at the Long Beach Airport and Lakewood Center Mall.



# CHAPTER 4:

## Operating Plan



As demographics, businesses and land use development evolve, the Service Planning department reconfigures routing and schedules to respond to changing community demand. The upcoming COA will assist LBT in evaluating this demand, as well as providing the agency with information and tools to improve service efficiency and the customer experience.

2. Service improvements completed and/or in progress during FY 2017; and
3. Service improvements proposed for future years

Exhibit 8 provides a listing of possible service reduction scenarios for consideration in the event that such reductions may be required.

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### Conceptual Service Improvement and Reallocation

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Exhibit 7 on the following pages shows the conceptual FY 2017–2019 Service Improvement and Reallocation Plan. This proposed plan was developed through a comprehensive process in which existing resources could be shifted from lower productivity routes to higher productivity routes in order to deploy 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 FY 2016;

## Exhibit 7: Service Improvement Reallocation Plan

<b>Exhibit 7</b> <b>Long Beach Transit</b> <b>Conceptual Service Improvement and Reallocation Plan</b>									
This purpose of this chart is to describe service changes that have been implemented in the recent past and those that are planned for future fiscal years within the SRTP horizon									
Line/Route	FY16		FY17		FY18		FY19		
	Change in Total Hours	Service Change Description	Change in Total Hours	Service Change Description	Change in Total Hours	Service Change Description	Change in Total Hours	Service Change Description	
1 Easy	12,784.50	Extended Route 1 to Cal State Dominguez Hills seven days per week. Completed in August 2015.	-2,926	Reduce weekend service from 40 to 50 minutes and reduce early morning and late evening trips seven days per week	-	-	-	-	
	-1,944	JARC Funding Offset. Completed in August 2015.	-	-	-	-	-	-	
20 Cherry	943	Weekend service was increased from 22.5 to 20 minutes	5,855	Extend Route 22 to Lakewood Green Line Station seven days per week	-	-	-	-	
37 Passport	-5039.5	Adopt new permanent revised routing February 2016	-4,355	Reduce weekday service from 15 to 20 minutes, and weekend service from 11 to 12 minutes	-	-	-	-	
40 Anaheim	1000	Implemented running time adjustments	4,867	Extend #45 (#46 at night) to Cal State Long Beach weekdays only	1,308	Increase Saturday frequency from 12 to 10 minutes and Sunday from 15 to 12 minutes.	-	-	
	531	Added service before and after school on weekdays	-	-	-	-	-	-	
50 Long Beach Blvd.	-887.4	Saturday service was reduced from 15 to 20 minutes	(465)	Minor service reductions	-	-	-	-	
	275	One additional weekday trip added	-643	Minor service reductions	-	-	-	-	
60 Atlantic	(887)	Saturday service was reduced from 15 to 20 minutes	-	-	-	-	-	-	
	324	Adjusted running time on weekdays and implemented minor service reductions on weekends	-	-	-	-	-	-	
71/72 Orange	368	Service was improved on Saturday from 45 to 40 minutes	-	-	-	-	-	-	
	-525	Reduced Service Span	-	-	-5196.84	Due to low ridership and route duplication, eliminate Route 81	-	-	
81 10th Street	1694.96	To better serve LBCC LAC campus, make changes to Routes 91 and 93.	-	-	-	-	3,810	Extend Route 93 from Woodruff and Alondra terminus to Cerritos College	
90 7th Street	-590.6	Enact Stop Removal Pilot Project on 7th Street	-	-	-	-	-	-	
	362.5	Adjusted running time	-	-	-	-	-	-	
96 ZAP	-466	Adjusted weekday service	-	-	-	-	-	-	

<p style="text-align: center;"><b>Exhibit 7</b> <b>Long Beach Transit</b> <b>Conceptual Service Improvement and Reallocation Plan</b></p>									
This purpose of this chart is to describe service changes that have been implemented in the recent past and those that are planned for future fiscal years within the SRTP horizon									
Line/Route	FY16		FY17		FY18		FY19		
	Change in Total Hours	Service Change Description	Change in Total Hours	Service Change Description	Change in Total Hours	Service Change Description	Change in Total Hours	Service Change Description	
100 Carson	-		-250	Minor service reductions	-		-		
110 Broadway	600	Offset due to no more summer service reductions	-1475	Weekday peak service reduced from 15 to 20 minutes and minor weekend reductions	-		-33.41	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	2730	One bus was added on weekdays to improve on-time performance and reduce overcrowding	-1663	Early evening service on weekdays reduced from 20 to 30 minutes	-		-		
130 Redondo - Alamitos Bay	(650)	Adjusted weekday service	-		-		-		
	1,250	Adopted consistent 45 minutes headway to interline with 181 and 182	-		-		-		
151 4th Street	-		-3,711	Weekday service reduced from 20 to 27 minutes and no service after approximately 8:30 PM seven days per week	-		5,967	Extend route to either Marketplace (PCH at Studebaker) via Applan Way or to CSULB via 7th Street	
170 PCH	-				-		1,270	During peak hours, increase service from 15/30 minutes to 12/24 minutes.	
171 PCH	900	Additional trips added during the school year	1,214	Additional trips weekdays, later service span on weekends	-		-		
176 PCH - Lakewood	-		-1188	North end of route cut back to LBCC - LAC Campus	-		-		
180 Pacific / Magnolia	-1898	Eliminated Service After 9 PM seven days per week	-		-		-		
190 Santa Fe	1125	Running Time Adjustments	-		-		3,556	Extend 192 to Norwalk Station weekdays only and create 15-minute service on Studebaker between Cerritos Center and Norwalk Station	



## Exhibit 7

### Long Beach Transit

#### Conceptual Service Improvement and Reallocation Plan

This purpose of this chart is to describe service changes that have been implemented in the recent past and those that are planned for future fiscal years within the SRTP horizon

Line/Route	FY16		FY17		FY18		FY19	
	Change in Total Hours	Service Change Description	Change in Total Hours	Service Change Description	Change in Total Hours	Service Change Description	Change in Total Hours	Service Change Description
ALL ROUTES	-1650	Implemented minor schedule adjustments on other routes not mentioned above	-		-		-	
Total Revised Service Hours per Year	330		(4,740)		(3,889)		14,569	
Potential Change in Service From Previous Year	0.04%		-0.63%		-0.52%		1.94%	
<b>NEW SERVICE INITIATIVES</b>								
Airport Area Express	-		-				21,900	Operate every 30 min limited stop from Long Beach to LAX Bus Center
Long Beach City College UPASS	-		-				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	-		-				15,710	Extend 22, 93 or 111 to Lakewood Green Line station in FY16.
Carson Expansion	-		-				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	Expand service due to anticipated overcrowding & on-time performance issues
Douglas Park/ LB Airport	-		-				13,332	Operate service from Wardlow Blue Line Station to Long Beach Airport via Douglas Park

Annual Hour Calculation Assumptions:

. Weekdays 250; Saturdays 58; Sundays/Holidays 57 (Total 365)

. School days 180

## Exhibit 8: Service Reduction Scenarios

<b>Exhibit 8</b> Long Beach Transit Contingency Service Reduction Scenarios									
Route	Change	2% Service Hours Reduction			4% Service Hours Reduction			Alternative	
		Weekday	Saturday	Sunday	Weekday	Saturday	Sunday	Routes	
151	In 2%, eliminate service after 10:30 PM. In 4%, eliminate route entirely. Service is available 3 blocks north on 7th St or 2 blocks south on Broadway	-2.7	-2.7	-2.7	-59.6	-34.3	-34.3	91, 92, 94, 111, 112	
81	Eliminate route. Service east of Cal State would be provided by Route 94. Alternate service exists within 1/4 of a mile west of Cal State on 7th and Anaheim Streets.	-26.1	-	-	-26.1	-	-	45, 46, 91, 92, 93, 94, 96, 173, OCTA 50	
191/192	After 6 PM, operate 191 from the Transit Gallery to Bloomfield and operate 192 from Del Amo Station to Los Cerritos Center. Adjust 191 and 192 schedules to ensure a timed transfer at Del Amo Station with buses short turning there.	-4.0	-4.5	-4.5	-4.0	-4.5	-4.5		
191	On weekends, operate only to Lakewood Mall	-	-13.0	-13.0	-	-13.0	-13.0	91, 101, 192	
All	Reduce service on almost all routes to every 60 minutes after 10 PM.	-2.0	-2.0	-2.0	-2.0	-2.0	-2.0		
All	Reduce service before 6 AM weekdays and 7 AM weekends	-8	-13.0	-13	-8	-13.0	-13		
Daily Totals		-42.8	-35.2	-35.2	-99.7	-66.8	-66.8		
Weekly Service Hour Reduction Totals		-284.3			-632.2				

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# CHAPTER 5:

## Capital Investment Plan

The Capital Program is a long-term planning and budgeting process that identifies capital funding needs in order to maintain, improve and enhance LBT's fleet, equipment and infrastructure. The projects included in the Capital Program are those with initial project values exceeding \$5,000 and having an estimated useful life of at least one year.

The Capital Plan represents the culmination of the Agency'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 of Directors. Exhibit 9 shows the breakdown below. The funding allocated for the Capital Plan is based on available capital revenue and project priorities, see Exhibit 11 on page 44 for the total capital budget. 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 specific projects; and
- Locally raised money from sales taxes

The plan places an emphasis on ensuring capital funds are programmed in alignment with LBT's corporate strategic priorities and capital strategic focus.

### Capital Strategic Focus

LBT's capital budgeting process focused first on strategically developing capital priorities, which fell in line with LBT's strategic priorities which are as follows:

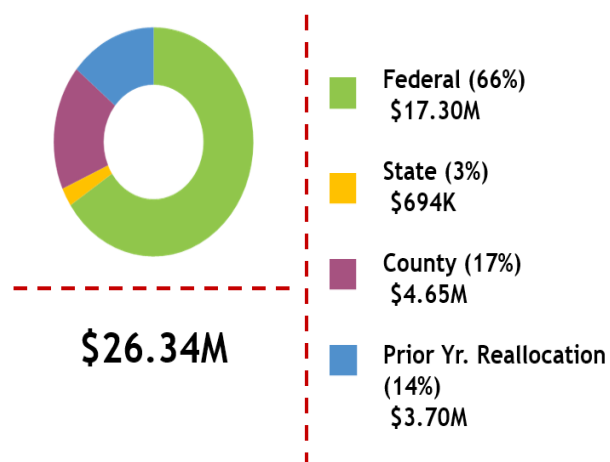
- Improve Safety and Service Quality
- Exercise Fiscal Accountability
- Foster Employee Engagement
- Enhance Customer Experience
- Promote Community and Industry Focus

Projects were ranked based on their value to the organization, with one of three designations: Essential, Priority or Value Added.

Projects were evaluated in relation to one another in terms of need, scope and cost to ensure the most efficient allocation of resources. Exhibit 10 on the following page depicts the process. This allowed LBT to further the goal of long-term planning by resource constraints.

The cross-functional KPI Team was included as part of the capital project evaluation process lending fresh perspective and differing points of view to the evaluation of the proposed capital projects. The KPI Team was developed as a working group of employees representing

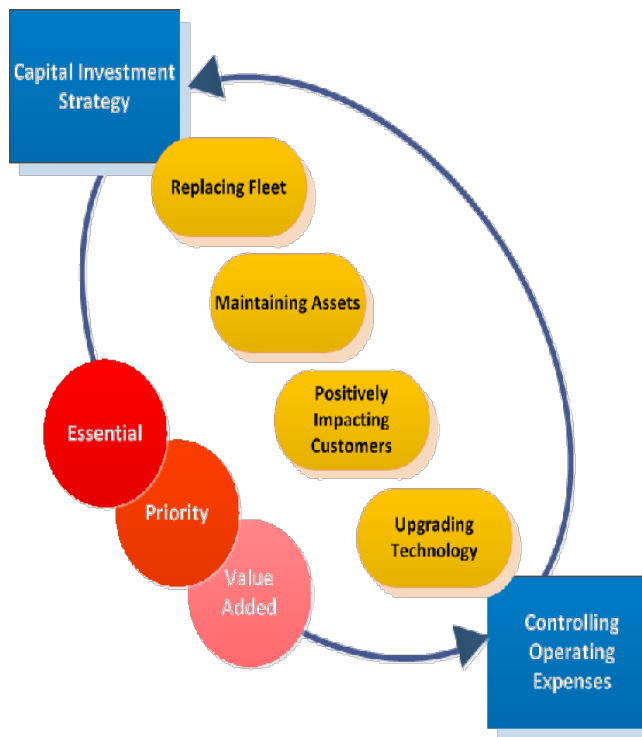
**Exhibit 9: Capital Funding Breakdown**



every department within LBT, who are directly responsible for data collection in their respective areas.

The team worked cooperatively to develop and recommend KPI's for the organization and again contributed to the recommended prioritization of LBT's capital projects this fiscal year.

#### Exhibit 10: Capital Strategic Focus



All projects are developed in consideration of the following Capital Strategic Focus:

- Replacing Fleet
- Maintaining Assets
- Positively Impacting Customers
- Upgrading Technology

These categories refine the selection of the most vitally important projects that promote reliable and high-quality service to LBT customers at the lowest cost possible. The cost savings achieved by the increased efficiency are reinvested in the future for further improvement and growth of LBT.

All proposed projects are prioritized and ranked based on the following categories:

1. Essential – Projects that cannot reasonably be postponed in order to avoid harmful or otherwise undesirable consequences.

- Required for operation to provide core services to customers
- Satisfies a legal obligation
- Corrects a condition dangerous to health or safety
- Alleviates an emergency service disruption or deficiency
- Prevents irreparable damage to a valuable customer facility
- Advocates/aligns with LBT's strategic priorities

2. Priority – Projects that address clearly demonstrated needs or objectives.

- Rehabilitates or replaces an obsolete customer facility
- Reduces future operating and maintenance costs
- Increases efficiency of operation
- Maintains assets in a like-new condition

3. Value Added – Projects that benefit community and/or internally but may be delayed without detrimental effects to basic services.

- Provides a new or expanded level of service
- Promotes intergovernmental cooperation
- Reduces energy consumption
- Enhances cultural or natural resources

#### Fleet Replacement

LBT continues to focus on its goal of maintaining a modern, efficient, and low-to-zero-emission transit fleet. The FY 2017 budget allocates \$9.03 million which would partially

fund the purchase of 54 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, and battery electric buses in optimum working order.

### **Facility and Bus Stop Improvements**

Facilities upgrade projects are ongoing and geared toward keeping facilities in a safe, secure, organized and like-new condition. Improvements will continue to take place at both LBT1 and LBT2 locations. The facility upgrade project also includes CNG and electric fueling station expansion, as well as associated infrastructure upgrades, in support of LBT's fleet plan.

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 components such as cameras and lighting equipment.

### **Information Systems**

Information technology projects totaling \$1.33 million will maintain the essential computer systems, infrastructure, and software to maintain, operate, secure and manage LBT's information systems.

### **Financial Policies**

LBT procures the majority of all capital assets through annual grants awarded by the Federal Transit Administration. Fiscal Year 2017 federal grants are allocated under Section 5307 of the Fixing America's Surface Transportation (FAST) Act.

In addition, LBT is eligible to receive other funds based on a formula allocation and

discretionary money for specific projects, such as buses. Any remaining capital needs not funded by federal monies are financed through state and local grants.

LBT 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.



## Exhibit 11: FY 2017 Total Capital Budget

Project Category	Project Description	Total
<b>FLEET VEHICLES</b>	Replacement of aging fleets. The proposed funds will be used to replace diesel and hybrid buses.	<b>\$ 9,028,335</b>
<b>FACILITY IMPROVEMENTS</b>	Improvements and upgrades of LBT facilities such as alternative fuel expansion, shop floor resurfacing, roofing upgrade, solar panels, etc.	<b>\$ 7,665,005</b>
<b>PREVENTIVE MAINTENANCE</b>	Capitalization of maintenance expenditures required to preserve and/or extend the functionality and serviceability of the asset.	<b>\$ 5,050,014</b>
<b>BUS COMPONENTS</b>	Acquisition and replacement of various bus components, detailing and rehabilitation of the buses, and lease of the bus tires.	<b>\$ 2,055,436</b>
<b>INFORMATION TECHNOLOGY</b>	Acquisition and replacement of information system equipment, as well as implementation of software upgrades.	<b>\$ 1,325,980</b>
<b>CUSTOMER AMENITIES</b>	Replacement of bus stop amenities such as shelters, lights, benches, signage, etc.	<b>\$ 633,700</b>
<b>SECURITY/SAFETY EQUIPMENT</b>	Acquisition and replacement of safety/security equipment, surveillance cameras, and security fence upgrade.	<b>\$ 407,150</b>
<b>DIAL-A-LIFT VEHICLES</b>	Replacement of Dial-A-Lift vehicles.	<b>\$ 175,000</b>
<b>TOTAL CAPITAL BUDGET</b>		<b>\$ 26,340,620</b>



# CHAPTER 6: Strategic Planning and Community Outreach



## Community Relations

### Customer and Community Survey

In keeping with LBT's Strategic Priorities and its mission "*Dedicated to connecting communities and moving people...making everyday life better*," an annual community evaluation survey is conducted each year to measure customer satisfaction.

### Executive Summary of the 2016 Customer and Community Survey

The FY 2016 Community Evaluation consisted of two market research activities: a customer survey at designated bus stops via intercept methodology and non-customer telephone and intercept surveys at key destination locations.

The results from both surveys show that LBT is held in high esteem. Customers and non-customers alike both rated LBT over 90 percent when ranking the system overall, but gave lower ratings relative to security presence for bus stop locations. It is important to note that the security questions were reformulated and had not been asked in previous surveys.

The results also showed that the most preferred service improvement is increased service

frequency which is consistent with the survey results of similar systems. Approximately 30 percent of non-customers would consider using LBT, presenting an opportunity to reach out and encourage potential customers to utilize LBT services.

For the first time, internet sources surpassed the LBT Route and Schedule Guide as the most frequently used sources for transit information. Nearly two-thirds of customers preferred obtaining service information from the LBT website (both mobile and regular), combined with Google Transit and other internet sites such as LA Metro's trip planner, Siri iPhone interface, and Moovit public transit app. The results also showed that LBT has thus far been successful in providing a public transit system that meets the needs of the customers it serves and sustains a cordial reputation with non-customers, translating to the opportunity of gaining new customers.

### Customer Code of Conduct

Safety and security are top priorities at LBT, and a successful partnership between LBT and its customers depends on LBT employees and customers behaving in a mutually respectful and courteous manner. On October 26, 2016,



the LBT Board of Directors approved a Customer Code of Conduct (Code), pursuant to the authority granted to LBT by the California Civil Code Section 2186.

The Code sets out expected behaviors for everyone who uses LBT property, which includes, but is not limited to, operating, maintenance and administrative facilities, vehicles, transit stations bus shelters, bus benches, water vessels and water vessel docks.

The Code authorizes specific personnel the ability to expel from LBT property persons who commit transit violations (as defined within the Code) and to suspend their privileges to enter upon LBT property and use of the transit system. Interior displays advertising the Code will be posted in all LBT buses and available in full on LBT's website.



### Community Outreach

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

Two population groups within the LBT service area with limited English proficiency and low literacy were identified. Of the 51 percent of the total residents in the LBT service area who speak a language other than English at home (2010 American Community Survey Estimate), most speak Spanish or an Asian language. 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, LBT provides service information in English and Spanish in its printed Route and Schedule Guide, customer bulletins, interior car cards, take-one cards and LBT's website. LBT also has a telephone information center with customer service representatives who speak Spanish and Khmer. A third-party translation service is available to assist customers who speak more than 200 different languages. Translators are made available at public hearings and community events involving LBT services, if so requested from LBT in advance, at least 72 hours before the meeting or event. LBT also outreaches to community stakeholders to provide additional aid in using public transit.

LBT is committed to the community it serves as well as surrounding communities and participates in a variety of community events that include schools, parades, festivals, going green/sustainability, cultural celebrations, and neighborhood community activities. During these events, LBT provides information about its programs and services to the community. Over the course of the year, LBT staff is presented with numerous opportunities to participate in community events. Some of these are detailed below.

LBT comes together with the Long Beach Unified School District (LBUSD) for its Halloween "Trunk-or-Treat" events, which invites parents and volunteers to bring their own cars to participating schools to park and



open their trunks and provide candy and items to the children. LBT participates by bringing its haunted “Ghoul Bus,” artfully decorated with spooky webs and skeletons. Students get the opportunity to board the bus and receive free LBT promotional items, keepsakes and information.

LBT also joins several other organizations in its annual “Shop with a Cop” event put on by the Long Beach Police Foundation (LBPF). Each year, economically disadvantaged elementary school students from the community are invited to a shopping spree at a local Target store. The students are provided with the opportunity to buy clothing and supplies using prepaid \$100 gift cards. LBT hosts an informational booth at the store and provides chaperones and buses to transport students to and from the event.

During the holiday season, LBT participates in two popular Long Beach annual holiday parades: the Belmont Shore Christmas Parade



and the Daisy Avenue Christmas Tree Lane Parade.

LBT buses are decorated festively in wreaths and snowflakes and LBT staff and their families greet parade-goers along the route. Both events draw thousands of people and create a festive ambiance as a way to celebrate the holiday season.

LBT partners with the City of Long Beach Parks and Recreation department at the Long Beach

Senior Center for the Long Beach Senior Center Wellness Fair. The event is an opportunity for seniors to get free influenza immunizations and learn about resources and services throughout the city.

LBT has also introduced the “Senior Travel Club” that provides seniors the opportunity to travel as a group to various destinations throughout Long Beach. LBT has also worked



to encourage senior ridership by making it easier for them to obtain TAP cards. LBT travels to senior centers to assist seniors with TAP applications and photos, and provide temporary reduced fare TAP cards so seniors can immediately access the transit system while they are waiting for their permanent TAP card to be processed.

LBT also participates in the annual Long Beach Lesbian and Gay Pride Parade and Festival, which has become one of the premiere Pride events nationwide attracting over 80,000 participants over two days. At these events, LBT participates to promote and introduce its services and products.

LBT also serves as an official sponsor of the “Sustainable Transportation Village” during the Green Prize Festival and has had the opportunity to display its new zero-emission Battery Electric Buses (BEB). The festival centers on making healthy lifestyle choices and protecting the earth’s resources, highlighting sustainable transportation, urban farmers, green chefs, and an eco-friendly marketplace.

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## Partnerships with Educational Institutions

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### Long Beach Unified School District (LBUSD)

LBT places special emphasis on cultivating a productive partnership with LBUSD. With the District's significant reduction of school bus service, K-12 students now make up a large portion of LBT's ridership.

### LBT/LBUSD Communications Plan

One ongoing focus for LBT is a joint partnership with LBT, the Long Beach Police Department (LBPD) and the Office of the Assistant Superintendents of LBUSD. LBT works to cultivate a successful partnership to facilitate a better understanding by the District, students and their parents of LBT products and services. This partnership helps communicate acceptable behavior that would ultimately lead to an improved customer experience for all LBT customers. This included the development of LBT's "How to Ride" campaign, which provides information on riding the bus, greater LBT presence at LBUSD events, and strong support by District management and school principals for enforcement and disciplinary actions taken by LBT and its LBPD detail.

LBT staff have also targeted LBUSD students as a potential market of new customers. With a continued focus on increasing ridership in LBT's service area, LBT employees have been working to find creative ways to help attract students to the system. As one of the largest ridership groups in LBT's service area, the Revenue and Marketing departments partnered this year to assist students in more easily obtaining reduced-fare TAP cards.

LBT staff helped students through the TAP application process and administered temporary student TAP cards while their applications are being processed, enabling students to load

the new TAP cards and use LBT's services immediately. Since the start of the project, the outreach team has issued over 350 temporary student TAP cards among students at Millikan, Lakewood, Jordan and Cabrillo high schools.

### California State University, Long Beach (CSULB)

Commencing in the fall of 2008, LBT and CSULB launched the U-Pass program in which the university pays to allow students, faculty and staff to ride any LBT bus throughout the regular school year. Over the years, the program has become extremely popular, on average reaching over 10,000 boardings each weekday. The U-Pass program has helped alleviate parking issues on campus and in the surrounding neighborhoods and provided a valuable mobility tool for all students, faculty and staff.

LBT has also begun to explore the feasibility of programs like this with other educational institutions, such as California State University, Dominguez Hills (CSUDH), Long Beach City College and LBUSD.

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## Title VI Compliance

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### Title VI of the Civil Rights Act of 1964

In accordance with Title VI of the Civil Rights Act of 1964, LBT is committed to ensuring the equitable distribution of its services and amenities without regard to race, color, national origin, language proficiency, or economic status. LBT is required to demonstrate that its distribution of services and amenities is equitable by submitting a triennial Title VI Program to the Federal Transit Administration (FTA). LBT submitted the most recent update to its Program to the FTA in May 2016 and is awaiting concurrence.

LBT's Public Participation Plan, Major Service Change and Service Equity Policies (Disparate

Impact and Disproportionate Burden) were developed following public outreach and input from the community. This outreach was accomplished through a variety of means including notification on LBT's website, advertisements in local publications and emailed invitations to community stakeholders. The policies were also developed through an analysis of the demographics of LBT's service area and a comparison with the policies of peer transit agencies.

LBT 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:** LBT is required to 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 receive the same quality of rolling stock vehicle assignment benefits, which include the vehicle age and on-board amenities.

**Transit Amenities:** LBT is required to ensure that transit amenities are distributed in a non-discriminatory manner. Transit amenities are defined as items of comfort and convenience that are available to the general public, such as real-time information signage, benches and shelters.

### **Public Participation**

LBT holds a monthly Board of Directors' meeting at Long Beach City Hall, typically on the fourth Monday of the month starting at noon. In accordance with the Brown Act, LBT 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 its website, [www.lbtransit.com](http://www.lbtransit.com).

The LBT Board meeting agendas include a general description of each item and supplemental agenda information. Agendas also include LBT's monthly financial update and a monthly report on the agency's strategic priorities provided by the President and CEO. Members of the public have the ability to review the agenda and participate in the meeting during two designated 'Public Comments' sections. 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. The provisions of public participation are included on the meeting agendas.

LBT intends to provide reasonable accommodations in accordance with the Americans with Disabilities Act of 1990. If special accommodation is desired at an LBT Board meeting, the public can call 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. LBT Board meetings are mobility device accessible.

### **Public Comment Process for Major Service and Fare Changes**

#### 1. Public Hearing Determination

A. It shall be LBT's policy to solicit public comments prior to:

1. Any permanent fare change;
2. The addition of a new route;
3. The elimination of a route without alternative service or replacement route within three-quarters of a mile of



the existing service;

4. A reduction of 25 percent or more in total vehicle revenue miles in service on any specific route;
5. An increase of 25 percent or more in total vehicle revenue miles in service on any specific route;
6. A change in the daily span of service or frequency affecting 25 percent or more of the route's vehicle hours; and
7. A systemwide change concurrently affecting five percent or more of the total system revenue hours

B. It shall be LBT's policy that the following shall be exempt from public comment and public hearing:

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

## 2. Public Notification

Legal notification of a public hearing and public comment will occur no fewer than 14 days prior to the hearing or meeting. This notice will set a specific place, date and time for one or more public hearings, and will identify the dates during which public comment will be accepted. The public comment period will be no fewer than 10 days.

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

Place printed material on-board buses and transit hub(s) and public LBT facilities: interior car cards, flyers, customer bulletins

- Provide information on LBT websites
- Post information using social media outlets such as Facebook and Twitter
- Issue press releases and hold briefings, roundtables, and/or meetings with local media representatives
- Conduct presentations to professional, government, non-profit and student stakeholder organizations
- Issue correspondence to professional, government, non-profit and student stakeholder organizations
- Conduct LBT system user and non-user surveys

## 3. Schedule Public Hearing(s)

The public hearing(s) will be scheduled and conducted by LBT (Board of Directors or staff) at a time and place to be selected. The facility utilized for public hearings will be accessible to persons with disabilities. LBT intends to provide reasonable accommodations in accordance with the ADA. If special accommodations are desired, individuals should call the LBT Board Secretary's Office 48 hours\* prior to the meeting at (562) 599-8521.

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

## 4. Procedure For Conducting Public Hearings

Forms will be available to register interested persons' presence and desire to speak. Public

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

#### 5. Addressing Public Comments Received

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

#### 6. LBT Board of Directors

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

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### **Regional Coordination**

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LBT recognizes that its commitment to excellent service includes the experience its customers have when they travel beyond LBT's service area. This means there must be a cooperative effort with other transit providers and municipalities in the area to promote seamless regional service. LBT representatives regularly attend and participate in committee meetings held by the Metro Gateway Sector, Gateway Council of Governments Transportation Committee,

Metro Bus Operations Subcommittee, General Managers, Los Angeles County Municipal Operators Association, the Southern California Association of Governments Transportation Committee, Transit Access Pass (TAP) Operating Group and the Metro Board and its Committees, all with an objective of increasing regional coordination. LBT also participates in OCTA service development meetings with a goal of improved coordination of routes and schedules along the LBT/OCTA service area boundary.

#### **West Coast Multi-Agency Exchange (MAX) Program**

In keeping with LBT's Strategic Priorities of Fostering Employee Engagement and Promoting Community and Industry Focus, last year LBT partnered with Santa Monica's Big Blue Bus and Foothill Transit to launch the inaugural term of the West Coast MAX Program. West Coast MAX is a cooperative exchange program between these three agencies, focused on expanding employees' skills, knowledge and partnerships within the region.

The program objectives are to enhance employee industry knowledge, share respective experience of each agency, expose participants to LA County peer transit agencies, gain a better understanding of regional transit issues and best practices, and develop peer relationships to work towards a more integrated transportation network within LA County. The program consists of three, two-day sessions, each held at one of the participating agencies' properties. There, the host agency presents its experiences and knowledge on specific topics. The success of the first year of West Coast MAX will continue with new participants in FY 2017.

#### **Improved Customer Travel Experience**

Customers can transfer between LBT services, regional transit services and local community

circulators with the aforementioned Interagency Transfer (IAT) and with the countywide EZ Transit Pass that offers monthly unlimited riding on participating transit agencies within LA County. The implementation of TAP has allowed LBT customers to more easily transfer among systems throughout LA County.

LBT also regularly works to modify its schedules to improve connections with neighboring transit agencies.

### **Procurement**

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

LBT also launched its Small Business Enterprise (SBE) program, aimed at helping achieve its Disadvantaged Business Enterprise (DBE) program goals. LBT submitted its SBE program to the Federal Transit Administration (FTA) and will implement the program beginning in January 2017 and set SBE goals for its procurements.

LBT will also soon be able to include specific DBE goals in its procurements, allowing many opportunities to increase participation by DBEs and all small businesses. The SBE program is also used for local projects. To support these two programs, LBT works directly with the local community, chambers of commerce and directly with businesses to encourage participation on LBT projects.

### **Improved Resource Tracking**

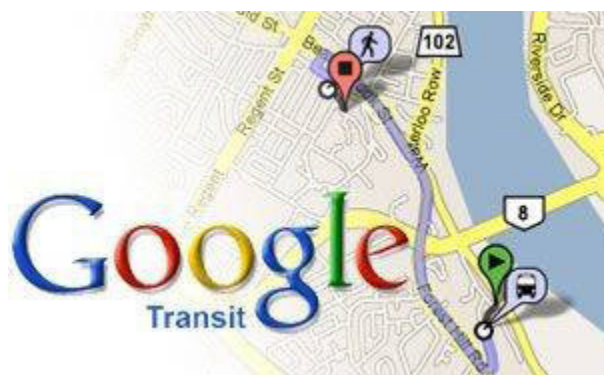
LBT values the use of Intelligent Transportation Systems (ITS) technology, which provides information about schedule adherence and passenger counts that will aid in resource allocation. LBT is a member of the Regional

Integration of Intelligent Transportation Systems (RIITS) project sponsored by Metro to exchange ITS information and improve transportation systems.

### **Improved Transit Information**

In addition to Metro's regional online trip planner, [www.socaltransport.org](http://www.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 costs 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, LA Metro, San Diego's North County Transit District, OCTA, Riverside Transit Agency, San Bernardino County's Omnitrans, San Diego MTS, San Gabriel and Pomona Valley's Foothill Transit, Metrolink, Thousand Oaks Transit, Santa Monica's Big





## Blue Bus and Torrance Transit.

LBT transit information is also included in the National Transit Map. The U.S. Department of Transportation's (DOT) Bureau of Transportation Statistics recently released the first-ever National Transit Map, with data feeds that provide open, machine-readable spatial and tabular data about 270 transit agencies, bus stops, routes and schedules. LBT's information, along with transit agencies across the country, will allow the DOT to demonstrate the importance and role of transit in American society and identify and address gaps in access to public transportation.

### **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 bottom-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 49 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. As of August 2016, the SCRTTC has delivered over 67,764 hours of training to over more than 4,724 transit employees that maintain vehicles in Southern California.

### **Collaboration with Cities on Pedestrian and Bikeway Projects**

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/lanes, bicycle hubs, bikeshare opportunities and bike racks. For example, the City includes information about taking bikes on buses in its public information and advertisements, and 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 LBT's buses travel to design lanes that will be safe for cyclists and bus customers.

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 Metro Blue Line rail stations in the City in order to address first-mile/last-mile challenges.

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 stops 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
- A Bus Stop Committee is in place to identify operation and safety issues, pedestrian paths, signage or ADA physical improvement ideas for submittal to the City

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# CHAPTER 7 :

## Transit Security

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### Transit Enforcement Detail

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

Since 1993, LBT has contracted with the City of Long Beach Police Department for a dedicated Transit Enforcement Detail (TED). LBT's current TED program includes seven police officers and one full-time sergeant that work to proactively address LBT's ridership, employee, business and citizen insights and concerns.

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

The LBT/LBPD partnership is beneficial for both LBT and the City of Long Beach. 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 Operations
- Handling customer disturbances
- Random bus boardings
- Multi-Agency Disaster Preparedness
- Annual transit enforcement review
- Respond to emergencies and incidents
- Accident response and investigation, and investigation of transit-related crimes
- Periodic updates with detail 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.

A Transit Security Enforcement Committee meets quarterly to discuss the aforementioned. The Committee is comprised of LBT's CEO; Deputy CEO; Executive Director/VP of Transit Service Delivery and Planning; Marketing Manager; System Security Administrator; Transit Service Delivery Supervisors and Operators. LBPD's representation consists of a Commander, Lieutenant, Sergeant and Officers.

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### Security Officer Services

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LBT contracts with a firm to provide security officer services at its central administrative, operations and maintenance facility located at 1963 E. Anaheim St., and its secondary operations and maintenance facility located at 6860 Cherry Ave. The security officer services firm is responsible for a number of functions which include controlling 24-hour access to LBT facilities 365 days a year, video monitoring and overseeing parking management.



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# CHAPTER 8:

## Tables



**TABLE L - 1**

**LONG BEACH TRANSIT  
CURRENT FARE STRUCTURE: As of October 2016**

<b>Fare Categories</b>	<b>Type of Service</b>		
	<b>Fixed Route</b>	<b>Demand Responsive</b>	<b>Ferry Service</b>
<b><i>Cash/Token</i></b>			
Regular	\$1.25	\$ 2.00	\$5.00 (AquaLink) /\$1.00 (AquaBus)
Metro Token	\$ 1.25	-	-
Seniors	\$ 0.60	-	-
Disabled/Medicare *	\$ 0.60	-	-
Student	\$ 1.25	-	-
College **	\$ 1.25	-	-
Express	-	-	-
<b><i>Cash Transfers</i></b>			
Regular within System	\$ -	-	-
Regular to other System	\$ 0.50	-	-
Seniors to other System	\$ 0.50	-	-
Disabled/Medicare to other System	\$ 0.50	-	-
<b><i>Day Passes</i></b>			
Regular	\$ 4.00	-	-
Seniors	\$ 2.50	-	-
Disabled/Medicare	\$ 2.50	-	-
<b><i>30 day passes</i></b>			
Regular	\$ 65.00	-	-
Seniors	\$ 24.00	-	-
Disabled / Medicare *	\$ 24.00	-	-
Student	\$ 40.00	-	-
College **	\$ 40.00	-	-
Express	-	-	-
<b><i>Monthly EZ Transit Pass (Regional Pass)</i></b>			
Regular	\$ 110.00	-	-
Senior & Disabled	\$ 42.00	-	-
<b><i>5 Day Pass</i></b>			
Regular	\$ 18.00		
Seniors / Disabled / Medicare	\$ 9.00		

\* Currently, passengers with Access cards ride free, with LBT being reimbursed by Access, at the rate of 60 ¢ .

\*\* Cal State Long Beach pays the a 75 ¢ for all currently enrolled students.

**Table L - 2**  
**FLEET INVENTORY AS OF JUNE 30, 2016**

Year Built	Manuf.	Model	Seats	Length	Type of Fuel	Total Vehicles	Vehicles used for:				Non-ADA		Vehicles w/ major Rehab*
							Fixed Route Service	Demand Responsive Service	Water Taxi Service	Charter Service	Vehicles in Active Service	ADA Vehicles in Active Service*	
Fixed Route													
2016	BYD	6120 LGEV	34	40	Electricity	1	1		-	-	0	0	0
2015	FIL	SR1872	56	60	CNG	13	13		-	-	0	13	0
2015	GIL	G27D102N4	38	42	CNG	8	8	-	-	-	0	8	0
2013	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	22	22	-	-	-	0	22	0
2004	FIL	GE40LF	38	40	**GA	27	27	-	-	-	0	27	0
2002	FIL	D40LF6	38	40	DF	39	39	-	-	-	0	39	0
***2000	FIL	D40LF6	38	40	DF	18	18	-	-	-	0	10	0
***1998	FIL	D40LF6	38	40	DF	12	12	-	-	-	0	0	0
***1997	FIL	D40LF6	38	40	DF	5	5	-	-	-	0	0	0
Demand Response													
2014	Mobility	MV-1	3	17	CNG	2	-	2	-	-	0	2	0
2014	Dodge	Braun	4	16	GA	5	-	5	-	-	0	5	0
2013	Dodge	Braun	4	16	GA	3	-	3	-	-	0	3	0
Water Taxi 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
Total Number of Vehicles:						264	249	10	4	1	0	238	0

\* ADA vehicles are those equipped with a 42" wheelchair or a low floor bus with a ramp

\* Major rehab as defined by Federal Circular on Section 5307 funding program

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

\*\*\* 1997, 1998 and 8 of the 2000 New Flyer buses are contingency fleet.

\*\*\*\* For 2016, customer capacity for AquaLink and AquaBus services are 74 and 37 respectively, per U.S. Coast Guard regulations.



**Table L - 3**  
**HISTORICAL & PROJECTED FLEET CHARACTERISTICS**

	<b>FIXED ROUTE</b>		
	<b>FY 2016 Actual</b>	<b>FY 2017 Estimated</b>	<b>FY2018 Planned</b>
Peak-Hour Fleet	187	189	187
Spares For Maint.	36	34	37
Spare Ratio*	19%	18%	20%
Emergency Contingency Reserve	25	24	25
Inactive Fleet	0	0	0
Total Vehicles	248	247	249
New Expansion Vehicles	0	0	1
New Replacement Vehicles	13	10	41

	<b>DEMAND RESPONSIVE SERVICE</b>		
	<b>FY 2016 Actual</b>	<b>FY 2017 Estimated</b>	<b>FY2018 Planned</b>
Peak-Hour Fleet	10	10	10
Spares For Maint.	0	0	0
Spare Ratio*	0%	0%	0%
Emergency Contingency Reserve	0	0	0
Inactive Fleet	0	0	0
Total Vehicles	10	10	10
New Expansion Vehicles	0	0	0
New Replacement Vehicles	10	0	0

	<b>SYSTEM TOTAL</b>		
	<b>FY 2016 Actual</b>	<b>FY 2017 Estimated</b>	<b>FY 2018 Planned</b>
Peak-Hour Fleet	197	199	197
Spares For Maint.	36	34	37
Spare Ratio*	18%	17%	19%
Emergency Contingency Reserve	25	24	25
Inactive Fleet	0	0	0
Total Vehicles	258	257	259
New Expansion Vehicles	0	0	1
New Replacement Vehicles	23	10	41

\* Spare Ratio = Spares for Maint/Peak-Hour Fleet

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

**MODE:**

<b>SOURCE OF CAPITAL FUNDS:</b>	<b>2015 Audited</b>	<b>2016 Estimated</b>	<b>2017 Planned</b>
<b>FEDERAL CAPITAL GRANTS</b>			
FTA Sec. 5309 (Sec. 3)	\$460	\$242	
FTA Sec. 5308	\$2,000		
FTA Sec. 5307(Sec. 9)	\$14,601	\$4,544	\$18,686
<b>STATE CAPITAL GRANTS AND SUBVENTIONS</b>			
TDA (ART 4) current from unallocated			
TDA from prior years reserves			
TDA (ART 8)			
STA current from unallocated - N/A			
STA from prior years reserve			
Other State (Specify)			
1B Transit Security	\$275	\$644	\$119
1B PTMISEA	\$1,990	\$191	\$824
LCTOP			\$513
<b>LOCAL CAPITAL GRANTS</b>			
System Generated			
General Fund			
Prop. A Local Return			
Prop. A Discretionary Carry Over			
Prop. C Discretionary			
Prop. C Local Return			
Prop. C 5% Security			
Measure R 15% Local Return			
Measure R Capital		\$33	
Prop 1B PTMISEA Bridge Funds			
Prop 1B Transit Security Bridge Funds	\$12	\$209	\$259
Prop. C Other (Specify)			
Other Local (Specify)			
Revenue Financing	\$117	\$102	
Dial a Lift Lease		\$23	
Tideland Funds - City of Long Beach	\$350	\$337	
Port of Long Beach _GHG		\$700	
MOSIP	\$4,957	\$2,700	\$5,940
<b>TOTAL CAPITAL REVENUE</b>	<b>\$24,762</b>	<b>\$9,726</b>	<b>\$26,341</b>
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$24,762</b>	<b>\$9,726</b>	<b>\$26,341</b>

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

**SOURCE OF OPERATING FUNDS:**

<b>2015</b> <b>Audited</b>	<b>2016</b> <b>Estimated</b>	<b>2017</b> <b>Planned</b>
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**FEDERAL CASH GRANTS AND REIMBURSEMENTS**

FTA Sec. 5307 (Sec. 9) Operating	\$ 5,888	\$ 5,199	\$ 7,479
CMAQ (Operating)			

**STATE CASH GRANTS AND REIMBURSEMENTS**

TDA Current from unallocated	\$ 22,058	\$ 21,397	\$ 22,589
STA Current from unallocated	\$ 2,768	\$ 3,354	\$ 1,814
Other State (Specify)- CAP & Trade		\$ 163	

**LOCAL CASH GRANTS AND REIMBURSEMENTS**

Passenger Fares	\$ 17,517	\$ 16,805	\$ 17,323
Special Transit Service	\$ 19	\$ 53	\$ 12
Charter Service Revenues			
Auxiliary Transportation Revenues	\$ 603	\$ 743	\$ 744
Non-transportation Revenues	\$ 293	\$ 1,097	\$ 790
Prop. A 40% Discretionary	\$ 12,768	\$ 14,185	\$ 14,546
Prop. A 25% Local Return	\$ 5,517	\$ 5,728	\$ 5,553
Prop. A Incentive fund			
Prop. A Interest			
BSIP	\$ 780	\$ 795	\$ 810
TSE	\$ 2,160	\$ 2,203	\$ 2,244
Base			
MOSIP	\$ 7	\$ -	
Prop. C 40% Discretionary			
Prop. C 20% Local Return			
Prop. C 5% Security	\$ 1,731	\$ 1,643	\$ 1,768
Prop. C Interest			
Measure R 20% Operating	\$ 8,971	\$ 8,711	\$ 9,193
Other Local (Specify)			
Foothill Transit Zone Mitigation	\$ 621	\$ 644	\$ 659
JARC	\$ 1,390	\$ 1,629	\$ 640
Caltrans Federal Operating	\$ 41	\$ 127	\$ 452

<b>TOTAL OPERATING REVENUES</b>	<b>\$ 83,132</b>	<b>\$ 84,475</b>	<b>\$ 86,614</b>
<b>TOTAL OPERATING EXPENSES</b>	<b>\$ 83,132</b>	<b>\$ 84,475</b>	<b>\$ 86,614</b>

**Table L-5 (A)**  
**TPM REPORT FORM**  
**2015 Audited**

**Fiscal Year : 2015**  
**Status: Audited**

**Agency Name: Long Beach Transit**

Annual Totals	FAP Funded			Other MTA Funded					Total Funded	Route 176 Jarc	Other Codes <sup>2</sup>	System Total
	Local	Express	Dial-A-Ride <sup>1</sup>	FAP Sub-total	Measure R (Expansion)	TSE	Base Restructuring	BSJP	MOSJP			
Total Vehicle Miles	7,176,281		192,543	7,368,824		201,825		72,850		145,497	11,457	7,800,453
Vehicle Service Miles	6,519,474		192,543	6,712,017		183,443		66,215		135,449	11,457	7,108,580
Total Vehicle Hours	697,670		10,094	707,764		19,578		7,067		12,589	3,613	750,611
Vehicle Service Hours	665,728		10,094	675,822		18,635		6,727		10,324	3,613	715,121
Unlinked Passengers	26,688,853		57,128	26,745,981		745,512		269,097		356,750	58,213	28,175,553
Linked Passengers	22,685,525		57,128	22,742,653		633,685		228,732		303,238	58,213	23,966,521
Passenger Revenue	16,358,419		95,846	16,454,265		457,903		165,297		253,684	204,430	17,535,579
Aux. Rev/Local Subs.	6,348,176		65,357	6,413,533								6,413,533
Op. Cost Less Depr.	77,016,687		1,105,795	78,122,482		2,160,211		779,741		1,389,765	674,842	83,127,041
Full Time Equiv Employees	668		9	677						6	4	687
Active Vehicles	245		15	260						4	4	268
Peak Vehicles	183		15	198						4	4	206
DAR Seat Capacity			60	60								60
Base Fare	\$1.10	\$1.25	\$2.00									
Effective Date	2/14/09	2/14/10	2/14/10									

<sup>1</sup> "Included Dial-A-Ride" only includes operations that historically have been included in the FAP calculations.

<sup>2</sup> Please Describe:

"Other Codes" includes: Water Taxi, Special Events service.

**EZ Pass Data included above:**

Revenue	968,374
Unlinked Passengers	987,831



**Table L-5 (B)**  
**TPM REPORT FORM**  
**2016 Estimated**

**Fiscal Year : 2016**  
**Status:**

**Agency Name:** Long Beach Transit

Annual Totals	FAP Funded			Other MTA Funded					Total Funded	Route 1 & 176 Jarc	Other Codes <sup>2</sup>	System Total
	Express	Dial-A-Ride <sup>1</sup>	FAP Sub-total	Measure R (Expansion)	TSE	Base Restructuring	BSP	MOSIP				
Total Vehicle Miles	7,196,363	382,231	7,578,594		204,236		73,720		7,856,551	199,313	13,361	8,069,225
Vehicle Service Miles	6,511,043	288,367	6,799,410		184,871		66,730		7,051,011	183,394	13,361	7,247,766
Total Vehicle Hours	705,632	29,082	734,714		19,974		7,210		761,897	17,643	3,413	782,953
Vehicle Service Hours	670,921	23,362	694,283		18,960		6,844		720,087	15,646	3,413	739,146
Unlinked Passengers	24,970,953	51,483	25,022,436		699,236		252,393		25,974,065	349,395	64,925	26,388,385
Linked Passengers	21,225,310	51,483	21,276,793		594,351		214,534		22,085,678	296,986	64,925	22,447,589
Passenger Revenue	15,656,512	87,062	15,743,574		450,919		162,769		16,357,262	372,104	279,338	17,008,704
Aux. Rev/Local Subs.	7,390,822	66,976	7,457,798						7,457,798			7,457,798
Op. Cost Less Depr.	74,302,014	941,924	75,243,938		2,202,767		795,102		78,241,807	1,629,242	773,493	80,644,542
Full Time Equiv Employees	678	19	697						697	9	4	710
Active Vehicles	242	12	254						254	7	4	265
Peak Vehicles	180	10	190						190	7	4	201
DAR Seat Capacity		40	40						40			40
Base Fare	\$1.10	\$1.25										
Effective Date	2/14/09	2/14/10										

<sup>1</sup> "Included Dial-A-Ride" only includes operations that historically have been included in the FAP calculations.

<sup>2</sup> Please Describe:

"Other Codes" includes: Water Taxi service.

**EZ Pass Data included above:**

Revenue	793,341
Unlinked Passengers	835,096

**Table L-5 (C)**  
**TPM REPORT FORM**  
**2017 Planned**

**Fiscal Year : 2017**  
**Status:**

**Agency Name:** Long Beach Transit

Annual Totals	FAP Funded				Other MTA Funded					Total Funded	Route 1 JARC	Other Codes <sup>2</sup>	System Total
		Express	Dial-A-Ride <sup>1</sup>	FAP Sub-total	Measure R (Expansion)	TSE	Base Restructuring	BSIP	MOSIP				
Total Vehicle Miles	7,247,422		371,911	7,619,333		207,728		74,981		7,902,042	143,502	13,361	8,058,905
Vehicle Service Miles	6,560,481		280,581	6,841,062		188,032		67,871		7,096,965	129,654	13,361	7,239,980
Total Vehicle Hours	710,394		28,297	738,691		20,315		7,333		766,339	12,416	3,413	782,168
Vehicle Service Hours	674,327		22,731	697,058		19,284		6,961		723,303	11,799	3,413	738,515
Unlinked Passengers	25,123,961		50,093	25,174,054		711,192		256,709		26,141,955	180,115	64,925	26,386,995
Linked Passengers	21,355,367		50,093	21,405,460		604,513		218,203		22,228,176	153,098	64,925	22,446,199
Passenger Revenue	16,116,241		94,800	16,211,041		468,834		169,236		16,849,111	286,858	214,590	17,350,559
Aux. Rev/Local Subs.	7,014,211		72,527	7,086,738						7,086,738			7,086,738
Op. Cost Less Depr.	81,240,011		908,920	82,148,931		2,243,518		809,811		85,202,260	640,000	772,110	86,614,370
Full Time Equiv Employees	681		19	700						700	6	4	710
Active Vehicles	247		12	259						259	2	4	265
Peak Vehicles	187		10	197						197	2	4	203
DAR Seat Capacity			40	40						40			40
Base Fare	\$1.10	\$1.25	\$2.00										
Effective Date	2/14/09	2/14/10	2/14/10										

<sup>1</sup> "Included Dial-A-Ride" only includes operations that historically have been included in the FAP calculations.

<sup>2</sup> Please Describe:

"Other Codes" includes: Water Taxi, Special Events service.

**EZ Pass Data included above:**

Revenue	952,112
Unlinked Passengers	984,401

**Table L - 6**  
**PERFORMANCE AUDIT FOLLOW-UP**  
**OF RECOMMENDATIONS FROM THE LAST**  
**COMPLETED PERFORMANCE AUDIT**  
**FY 13-15**

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

**Table L - 7**  
**CAPITAL PROJECT SUMMARY (\$ 000)**

**FY 2016**

<b>Project Name</b>	<b>Funding Source Federal</b>	<b>State Local</b>	<b>Total Project Cost</b>
Capitalization of Preventative Maintenance	5,070	0	5,070
On-Going Bus Capital	6,623	3,836	10,459
On-Going Bus Detailing	0	440	440
On-Going Fleet Replacement	7,675	5,961	13,636
On-Going Security Projects (Prop 1B Bond)	0	580	580
Bus Stop Improvements	360	118	478
<b>TOTAL CAPITAL PLAN</b>	<b>19,728</b>	<b>10,935</b>	<b>30,663</b>

**FY 2017**

<b>Project Name</b>	<b>Funding Source Federal</b>	<b>State Local</b>	<b>Total Project Cost</b>
Capitalization of Preventative Maintenance	5,050	0	5,050
On-Going Bus Capital	2,803	618	3,421
On-Going Bus Detailing	0	135	135
On-Going Fleet Replacement	8,204	824	9,028
On-Going Security Projects (Prop 1B Bond)	0	407	407
Bus Stop Improvements	25	609	634
Facility Improvements	2,508	5,157	7,665
<b>TOTAL CAPITAL PLAN</b>	<b>18,590</b>	<b>7,750</b>	<b>26,340</b>



**Table L - 7**  
**CAPITAL PROJECT SUMMARY (\$ 000)**

**FY 2018**

<b>Project Name</b>	<b>Funding Source Federal</b>	<b>State Local</b>	<b>Total Project Cost</b>
Capitalization of Preventative Maintenance	7,500	0	7,500
On-Going Bus Capital	3,510	266	3,776
On-Going Bus Detailing	0	142	142
On-Going Fleet Replacement	4,097	0	4,097
On-Going Security Projects (Prop 1B Bond)	0	615	615
Bus Stop Improvements	665	0	665
Facility Improvements	8,068	4,752	12,820
<b>TOTAL CAPITAL PLAN</b>	<b>23,840</b>	<b>5,775</b>	<b>29,615</b>

**FY 2019**

<b>Project Name</b>	<b>Funding Source Federal</b>	<b>State Local</b>	<b>Total Project Cost</b>
Capitalization of Preventative Maintenance	7,500	0	7,500
On-Going Bus Capital	3,672	798	4,470
On-Going Bus Detailing	0	149	149
On-Going Fleet Replacement	12,232	0	12,232
On-Going Security Projects (1%)	211	0	211
Bus Stop Improvements	699	0	699
Facility Improvements	10,124	4,340	14,464
<b>TOTAL CAPITAL PLAN</b>	<b>34,438</b>	<b>5,287</b>	<b>39,725</b>