



Long Beach Transit

Short Range Transit Plan
Fiscal Years 2019-2021

TABLE OF CONTENTS

CHAPTER 1: Introduction

Purpose.....	3
Long Beach Transit System	3
Organizational Focus.....	3
Key Performance Indicators.....	4

CHAPTER 2: Overview of the Transit System

Governance	7
Organizational Structure	7
Contracted Transportation Services	11
Transportation Services.....	11
Community Transit Programs and Services.....	14
Transit System Accessibility and Services.....	14
Fare Structure and Technology	17
Facilities and Equipment.....	19
Vehicle Fleet.....	21

CHAPTER 3: Service Planning and Evaluation

Routing.....	25
Service Trends.....	25
Service Changes.....	31

CHAPTER 4: Operating Plan

Conceptual Service Improvement and Reallocation.....	34
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CHAPTER 5: Capital Improvement Plan

Capital Strategic Focus.....	40
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CHAPTER 6: Strategic Planning and Community Outreach

Community Relations	44
Public-Private Partnerships	45
Title VI Compliance.....	46
Regional Coordination	49

CHAPTER 7: Transit Security

Transit Enforcement Detail	54
Security Officer Services.....	54

CHAPTER 8: Tables

L-1 Long Beach Transit Current Fare Structure	
L-2 Long Beach Transit Fleet Inventory	
L-3 Historic and Projected Fleet Characteristics	
L-4 (A) Historic and Projected Financial Status—Capital	
L-4 (B) Historic and Projected Financial Status—Operating	
L-5 (A) TPM Report Form—FY 2019 Audited	
L-5 (B) TPM Report Form—FY 2020 Estimated	
L-5 (C) TPM Report Form—FY 2021 Planned	
L-6 Performance Audit Follow-up of Recommendations	
L-7 Capital Project Summary	

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CHAPTER 1:

Introduction

Purpose

Long Beach Transit (LBT) is pleased to present its three-year Short Range Transit Plan (SRTP) for Fiscal Years 2019-2021.

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 focus.

LBT strives to be a public transit leader, provide excellent service to its customers, be a good neighbor throughout the community, partner with local and regional groups, and become an environmentally sustainable agency—all while maintaining a balanced budget.

LBT has pursued several undertakings that have positioned the agency for a positive future. These efforts include, but are not limited to, partnering with both the Los Angeles County Metropolitan Transportation Authority (LA Metro) and the Los Angeles County Municipal Operators Association (LACMOA); working cooperatively with our state and national industry associations such as the California Transit Association and the American Public Transportation Association; reaching out to the communities we serve; and engaging our legislative delegations to express the great need to invest in public transportation.

Long Beach Transit System

LBT is a California nonprofit corporation established in 1963 to provide public transportation to the City of Long Beach and 13 neighboring cities. The present 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, Downey, Hawaiian Gardens, Lakewood, Los Alamitos, Norwalk, Paramount, Seal Beach and Signal Hill. The service area, mapped in Exhibit 2 on page 12, 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 U.S. Census.

Organizational Focus

As LBT employees continue to transform the agency, it is important that every employee understands and utilizes the structural guideposts set in place to carry out the agency's mission. Much like the Organizational Focus on page 5, when all employees work together, they will continue to make LBT a world-class transportation organization.

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 on the following pages in detail. Exhibit 1 displayed on page 5 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

Executive Leadership Competencies

- Organizational Stewardship
- Building and Leading a High-Performing Team
- Stakeholder Management
- Emotional Intelligence – “It’s All About the People”
- Flexibility and Agility

Executive Leadership and Management Team Competencies

- 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 additional KPIs to support efforts that enhance the customer experience and retain, reclaim and recruit customers. All organizational KPIs are incorporated into the agency’s performance management plan. 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 (Board).

LBT is governed by a seven-member Board 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.

LBT Board meetings are generally held at noon on the fourth Thursday of the month at:

Long Beach Civic Chambers
411 W. Ocean Blvd.
Long Beach, CA 90802

The Board can call additional meetings as necessary to address immediate planning, operational, and/or budgeting matters. The 2020 LBT Board of Directors are shown on page 8.

Organizational Structure

LBT is directed by a President and Chief Executive Officer (CEO), who is responsible for the management of the organization. The CEO has an Executive Leadership Team (ELT) that manages the day-to-day operations

of the agency and its employees. The ELT consists of a Deputy Chief Executive Officer; General Counsel; and Executive Directors/Vice Presidents of Customer Relations and Communications; Employee and Labor Relations; Finance and Budget; Information Technology; Maintenance and Infrastructure; and Transit Service Delivery and Planning. The 2020 ELT is shown on page 9 and the 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, 2019.

Table 1:
LBT Employment Utilization Analysis
as of 11/19/19

Position	Full-Time Equivalents
Officials and Administrators	14
Professionals	102
Technicians	3
Paraprofessionals	6
Administrative Support	37.5
Skilled Craft	51
Service and Maintenance	528
Total	741.5

2020 Long Beach Transit Board of Directors



Colleen Bentley
Chair



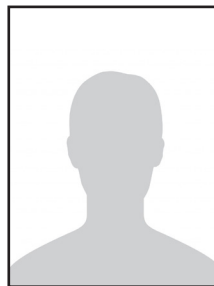
Michael Clemson
Vice Chair



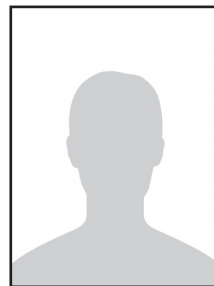
Adam Carrillo
*Secretary/
Treasurer*



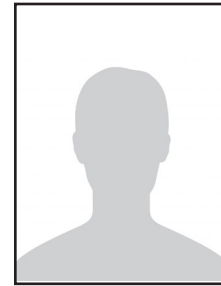
Sumire Gant
Board Member



Jeffrey Price
Board Member



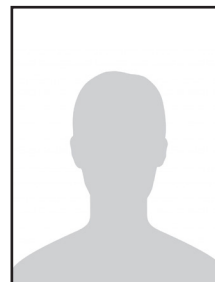
Vacant
Board Member



Vacant
Board Member



Lea Eriksen
*City Representative
Non-Voting*



Vacant
*City Representative
Non-Voting*

2020 Long Beach Transit Executive Leadership Team



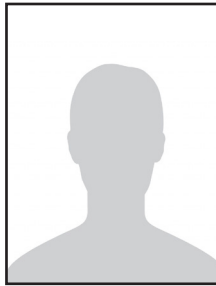
Kenneth McDonald
President and CEO



Debra Johnson
Deputy CEO



Vincent Ewing
General Counsel



Vacant
*ED/VP, Maintenance
and Infrastructure*



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



Lisa Patton
*ED/VP, Finance
and Budget*



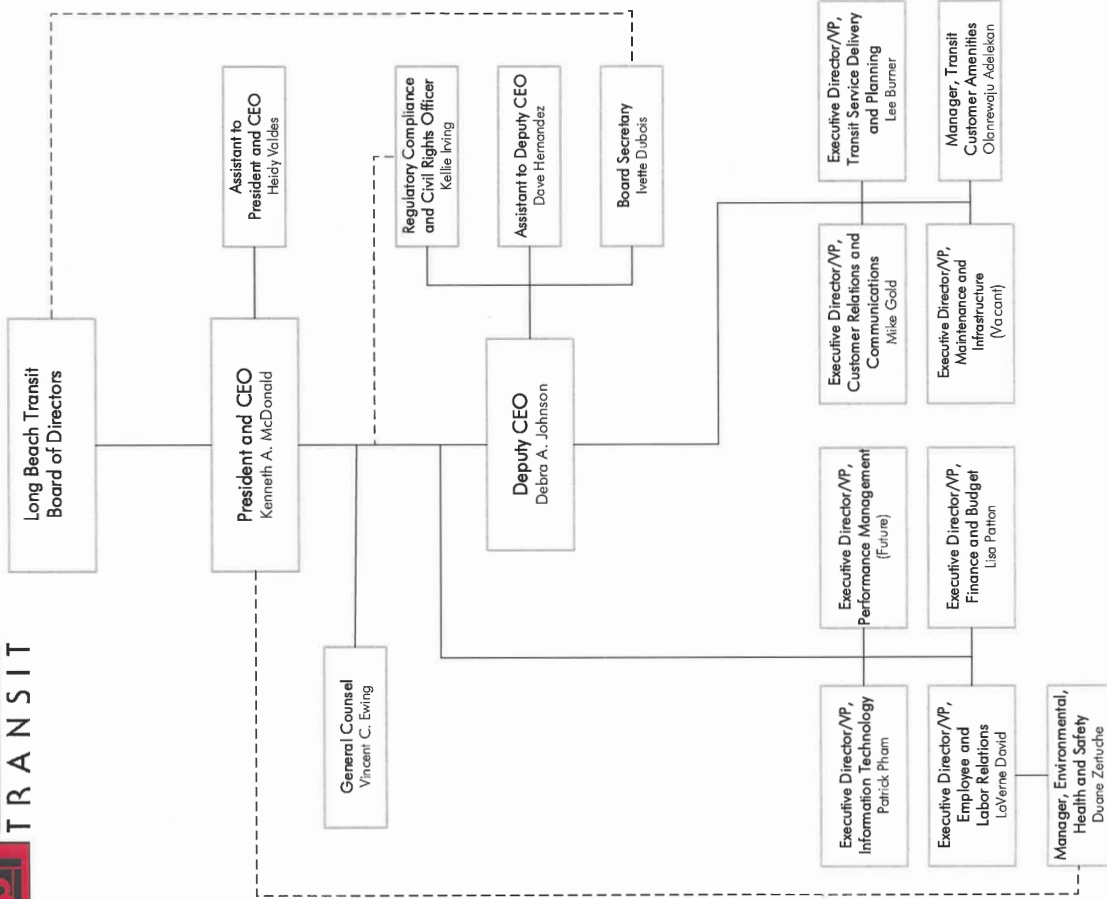
Lee Burner
*ED/VP, Transit Service
Delivery and Planning*



Patrick Pham
*ED/VP, Information
Technology*



Mike Gold
*ED/VP, Customer
Relations and
Communications*



Approved:

December 9, 2019

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.

LBT Supervisors are represented by the American Federation of State, County and Municipal Employees (AFSCME) District Council 36.

Contracted Transportation Services

LBT relies on contracted transportation for the provision of its water taxi service and Dial-A-Lift (DAL) paratransit service. The details of these services can be found on pages 13 and 14.

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

Transportation Services

System Map

LBT's System Map as of August 2019 can be found in Exhibit 2 on page 12.

Local Fixed-Route Service

Fixed-route service is provided with a fleet of 250 buses and is distributed over 35 routes with a peak requirement of 186 buses as of August 2019. Service is operated throughout the fixed-route system seven days a week between 3:55 a.m. and 1:20 a.m. For more detailed information on routes and ridership, please refer to Chapter 3.

Passport

The *Passport* route is a complimentary service 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, surrounding hotels, businesses and government hubs. Service

operates daily between approximately 5:10 a.m. and 1 a.m. The *Passport* map is depicted on page 13.

Commuter Express Service Pilot Program

In April 2019, LBT began piloting express service between Long Beach and the UCLA/ Westwood area connecting customers to job and educational opportunities. Three morning trips from Long Beach to UCLA and three afternoon trips from UCLA to Long Beach operate on weekdays. Currently, these trips are operating with LBT 40- and 60-foot buses. LBT is currently conducting a Title VI analysis, including a service equity analysis and fare equity analysis to ensure equitable services. Future plans include purchasing zero-emission over-the-road coaches for customers to experience enhanced amenities.

Limited-Stop Service (ZAP)

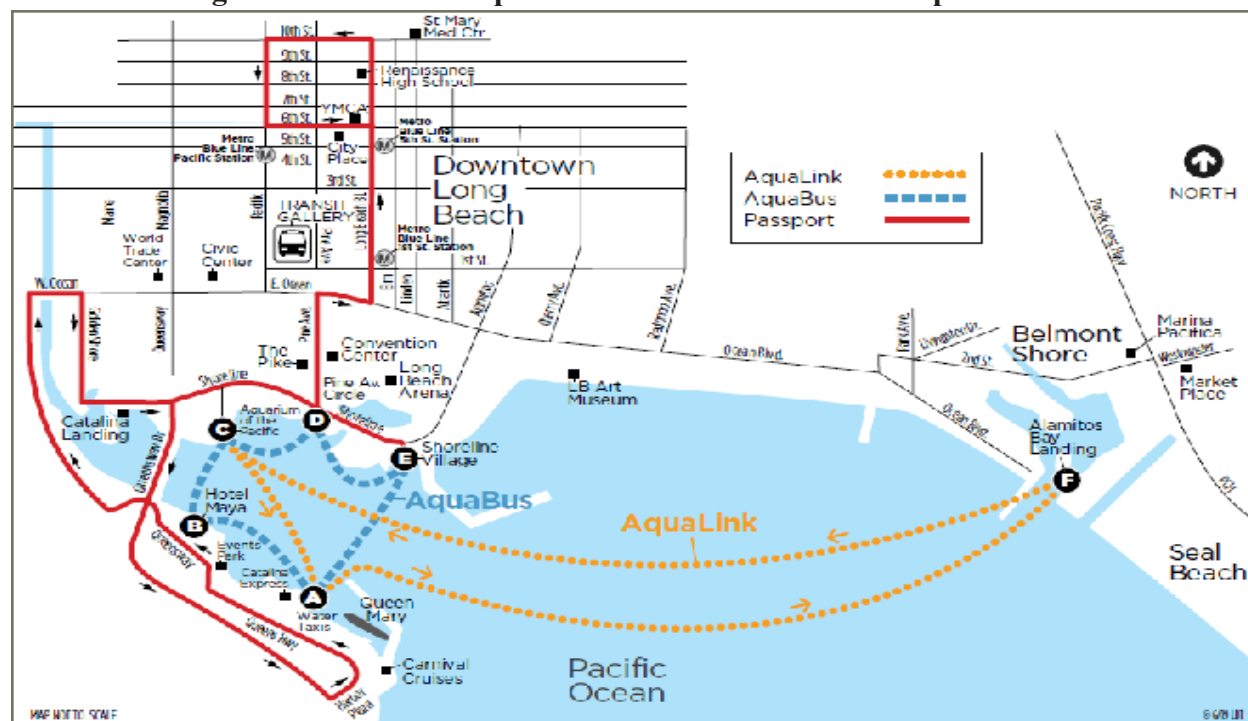
In addition to core local fixed-route services, LBT also provides limited-stop service. The ZAP limited-stop service was initiated to speed trip times and enhance customer service along 7th Street and Pacific Coast Highway (PCH). The *96 ZAP–7th Street* makes limited stops and decreases the typical travel time by 20 percent. Bus stops include retail centers and schools such as: California State University, Long Beach (CSULB), Franklin Middle School, Renaissance High School, Jefferson Middle School, VA Medical Center 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 Long Beach City College (LBCC) Pacific Coast Campus. Service is provided Monday through Friday between 6:50 a.m. and 7:02 p.m.

Water Taxi Service

AquaBus

The *AquaBus* serves Queensway Bay near downtown Long Beach, providing point-to-

Exhibit 3: Long Beach Transit Passport and Water Taxi Service Map



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. *AquaBus* service is provided by two 40-foot boats, each having a capacity for 37 customers. Exhibit 3 above depicts a map of LBT's Passport and Water Taxi Service.

AquaLink

The *AquaLink* extends water taxi services between Queensway Bay across the outer harbor and Alamitos Bay on the east side of Long Beach. Passage is made on two 64-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 and Alamitos Bay Landing. The route provides a quick connection between Long Beach's east and west harbor attractions.

The docks for the *AquaBus* and *AquaLink* services are linked to LBT's fixed-route bus



services. Operation of both the *AquaBus* and *AquaLink* is currently contracted to Catalina Express. *AquaLink* and *AquaBus* are accessible to mobility devices and operate year round with seven-day service between April and September, and Friday through Sunday service September through April.

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

In 1976, LBT became one of the first transit systems in the nation to offer a paratransit service for persons with disabilities. The service, called Dial-A-Lift (DAL), is operated as a public-private partnership. This service is in addition to Access Services, Inc. (Access Services), the

Los Angeles County complementary paratransit services mandated by the Americans with Disabilities Act of 1990 (ADA). DAL service, with a fleet of 10 vehicles, is accessible from Sunday through Thursday, and on holidays between 7 a.m. and 10:30 p.m. On Friday and Saturday, the hours are 7 a.m. to 11:30 p.m. The service operates within the cities of Long Beach, Lakewood, Signal Hill, and as of February 10, 2019, LBT has expanded DAL service to include the City of Paramount. These four cities comprise about 80 percent of LBT's fixed-route service area.

Since 2015, LBT has contracted with Global Paratransit, Inc., to provide its DAL services. LBT DAL Coordinator 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.



Transit System Accessibility and Services

Since the enactment of the ADA of 1990, 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 of working to provide not just better services to its customers with disabilities, but also to provide better services for all of its customers. LBT places a great emphasis on providing mobility options and customer service that makes everyday life better.

Accessible Transit Services

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

In the early 1980s, LBT installed wheelchair lifts on all its buses, well ahead of ADA requirements. 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 on requirements and regulations on an annual basis through LBT's State Mandated Annual Refresher Training (SMART) Program. This program includes training on 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 all SMART sessions, as well as new Operator training.

ADA training is provided by LBT's Regulatory Compliance and Civil Rights Officer (RCCRO). These programs are coordinated and facilitated by LBT's Training department and feature

presentations with the ELT, LBPd and various LBT managers and staff. Training is conducted through classroom-style role-playing and situational methods of learning, ensuring ample opportunities for interaction and greater understanding.

LBT's DAL service offers a curb-to-curb, shared-ride transit service exclusively for persons with permanent mobility impairments and unable to use LBT's fixed-route bus system. DAL members must reside in and travel through the cities of Long Beach, Lakewood, Paramount and Signal Hill.

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

Bus Stops

The majority of LBT bus stops are accessible to customers with disabilities. LBT's RCCRO works with LBT's Manager of Transit Customer Amenities and the City of Long Beach's ADA Coordinator to make remaining stops accessible to all customers. LBT's RCCRO also works with LBT's Government Relations staff to relocate stops and identify funding opportunities to enhance the necessary infrastructure.

Access Services, Inc.

The ADA requires transit agencies to provide complementary ADA paratransit service to persons with disabilities who cannot use the accessible fixed-route buses and trains.

Access Services provides this ADA-mandated service to certain persons with disabilities on behalf of LBT and other transit operators in Los Angeles County.

Access Services is a shared-ride, curb-to-curb service, with door-to-door service available

for any qualified ADA paratransit-eligible individual 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.

Currently, Access Services customers 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 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 use 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 has one of the two seats allocated to Los Angeles County Municipal fixed-route operators on the nine-seat Access Services Board of Directors. The seat is currently held by LBT's Executive Director/VP, Transit Service Delivery and Planning.

LBT's RCCRO also holds a seat on the Access Transportation Professionals Advisory Committee, providing guidance and input on Access' paratransit services and policies from a staff perspective at its monthly meetings. Access also provides standing updates at several monthly regional meetings attended by LBT staff.

Community Partnerships

It is essential for LBT to ensure its proactive role in enhancing the mobility options for persons with disabilities and for all of its customers

today and in the future. 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 all organizations to both disseminate information and to receive input and feedback.

LBT works with the Long Beach Citizens Advisory Committee on Disabilities (CACoD) in its efforts to advise the Mayor of Long Beach and City Council on the concerns and issues affecting people with disabilities in the community.

LBT also works with the Disabled Resources Center (DRC) in Long Beach and is represented on its Board of Directors by the RCCRO who serves as its chair. The DRC 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.

Both organizations have served as valuable resources and have provided critical feedback for many initiatives undertaken by LBT.

Another key resource is LBT's Paratransit Advisory Committee (PAC), which is made up of community members as well as other stakeholders critical to the ADA community. The PAC, which meets bi-monthly, discusses topics relevant to DAL, Access Services and fixed-route issues impacting the ADA community. The PAC was formed with a mission to provide guidance and recommendations on the provision of transit services by LBT and to review how the services relate to those with disabilities in the community.

Community members serve on this Committee, which is supported and attended regularly by

the Executive Director/VP, Transit Service Delivery and Planning and the RCCRO, 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 (USDOT) Reasonable Modification regulation, the PAC is able to provide experience and real-life examples, offering an important perspective on the issues.



Community Transit Programs and Services

Museum Express

During summer months, LBT operates a community transit program with service to cultural destinations across Southern California intended to introduce people to transit, encourage their further use, as well as alleviate traffic congestion. The Museum Express service provides transportation every Friday-Sunday to popular locations. Customers can purchase Museum Express tickets in person or through a free smartphone application.

Fare Structure and Technology

Fare Structure

Table 2: Long Beach Transit Fare Structure

Regular Fares	2019 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	2019 Fares
Reduced Fare (Senior, Disabled and Medicare) customers require valid I.D. shown at time of boarding.	
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 customers only)	\$ 2.00

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

Technology

Transit Access Pass (TAP)

TAP is a fare payment system that allows customers to electronically store passes from TAP-enabled transit agencies and store value

(“cash”) on one eco-friendly smart card. LBT sales locations sell TAP passes. However, Day Pass and 5-Day (magnetic paper) Passes are still available for purchase onboard LBT buses.

LBT implemented TAP fare technology on all of its buses in February 2015 to fully integrate with regional transit systems and provide convenient fare media for customers.



Regional Interagency Transfers (IAT)

LBT participates in the regional Interagency Transfer (IAT) program called Transfer on 2nd Boarding (TON2), which allows customers to transfer to any of the other TON2 participating transit systems throughout Los Angeles County.

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

- Eliminated the paper interagency transfer by requiring that all transfers be made with a TAP card;
- Required payment of the transfer fare upon the second boarding, rather than first boarding;
- Extended the interagency transfer window from two to two and a half hours; and
- Provided 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 was implemented on July 15, 2018. The cost of an IAT is determined by each local transit agency. LBT's IAT fare is \$0.50.

These changes were implemented to improve fare collection and enhance the customer convenience by removing paper transfers.

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 monitors at selected bus stops—by calling from their smartphones/mobile devices.

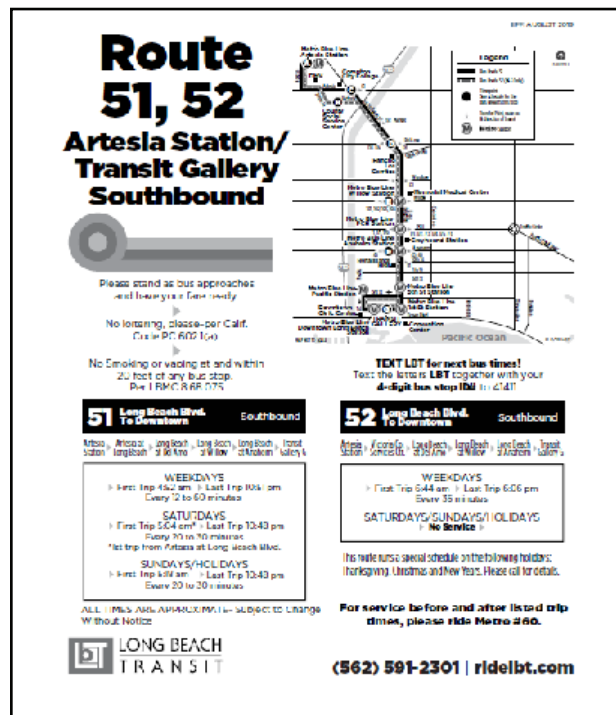


The image displayed above shows a typical LBT bus stop sign, which provides a phone number to access IVR and/or LBT Customer Service in the lower left-hand corner and the bus stop ID in the lower right-hand corner. LBT customers may also use their cellular phones to text for

the next bus arrival times at their bus stop.

Customers text LBT with the bus stop ID number, to 41411 to receive real-time information about the arrival of the next bus at any LBT bus stop.

The image displayed below shows the “Next Bus” text phone number located at each LBT bus stop below the bus stop sign.



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.

In 2018, LBT launched a brand-new website with responsive design that can be accessed by any device, including smartphones, tablets and computers. The new site features a trip planner with real-time bus information and a friendlier user experience.

Facilities and Equipment

Facilities Assessment

Currently, both of LBT's operating and maintenance facilities are functioning at full capacity. LBT is planning to have a 100-percent alternatively fueled bus fleet by 2020, with the ultimate goal of having an all-electric bus fleet. With the recent completion of LBT's Systemwide Transit Analysis and Reassessment (STAR) Initiative, the mid-term and long-term roadmap recommendations project an increase in operating hours by 25 percent and 50 percent, respectively.

Considering these initiatives, LBT is undertaking a Facilities Assessment, Programming Analysis and Facility Master Plan to determine and outline LBT's programmatic needs for the next 20 years (2019–2039). The assessment includes LBT infrastructure and programming needs consisting of service delivery, maintenance and operations and administrative services, along with other public services, such as information and call center support.

The Facilities Assessment, Programming Analysis and Facility Master Plan will provide LBT with the necessary information to make informed, effective decisions regarding operations and support facility needs over the next two decades.

1963 E. Anaheim St. (LBT1)

LBT's administration, operations and maintenance headquarters are located at 1963 E. Anaheim St., Long Beach, CA 90813. 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.

In 2017, 10 battery-electric buses (BEBs) were

added to the fleet. They were part of a pilot program for the agency's future transition to a zero-emission fleet at LBT1. The infrastructure for that pilot program and for future growth, up to 40 BEBs, was installed. LBT1 will house all BEBs and equipment to charge all electric vehicles; there are currently 10 in-depot chargers. The next phase of that growth will be a development project to accommodate the purchase of 14 additional BEBs. That infrastructure development project will be coordinated with the expected delivery of the BEBs around 2022.



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 LBT's service area, especially with reduced deadhead (trips in which no customers are transported, including trips to and from the division) time. Operations at LBT2 expanded from 85 to 125 CNG buses in Spring 2018. This facility is equipped and staffed for Transit Service Delivery, Service Planning, Training, fueling and maintenance.

The maintenance facility at LBT2 was renamed the James A. Ditch Maintenance Facility and Learning Center in honor of the former Executive Director of Maintenance. LBT2 also houses a CNG fueling facility that supports the operation of LBT's 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 in process of making an expansion of its existing CNG facility and parking configuration to accommodate this shift. Expected completion of the expansion project is summer 2020.

In order to provide CNG fueling service during a power outage, a backup power system is being developed. A project to install an emergency power generator is currently in process. Completion is expected in summer of 2020.



First Street Transit Gallery

LBT's Transit Gallery is located in downtown Long Beach on First Street between Long Beach Boulevard and Pacific Avenue. This location is central to activities as well as new developments.

The Transit Gallery provides a variety of customer amenities as well as improvements for transit operations, including dedicated transit lanes, traffic control equipment and 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, Metro A Line (Blue) light rail, regional bus routes: Torrance, Metro, LADOT, Amtrak's Thruway service; LAX FlyAway and FlixBus service, making it a

major transit hub in the southeastern region of Los Angeles County.

Transit & Visitor Information Center

LBT's Transit & Visitor Information Center (TVIC) is located at the corner of First Street and Pine Avenue which is one of the busiest corners in downtown Long Beach and adjacent to the Transit Gallery and Metro A Line (Blue).

Opened in June 2009, the TVIC was dedicated to LBT's long-time Chief Operating Officer, Guy B. Heston. A multitude of customer service features are provided at the TVIC, such as expanded window service hours Monday through Friday 7 a.m. to 6 p.m. and Saturday and Sunday from 9 a.m. to 6 p.m., 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 restroom facility with a dedicated attendant is free to the public and open daily between 5 a.m. and 1:30 a.m.

A project to install a pair of new ticket vending machines (TVMs) is in progress and expected completion in Spring 2020. The TVMs will provide customers with the ease of an automated fare card purchase for the LBT route system. They will be installed along the street in front of the TVIC and will be accessible 24 hours.

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, in addition to eight informational monitors at the Transit Gallery.



LBT's bus stops represent the cornerstone and the first point of contact between its customers and the transportation services it provides. LBT seeks to continue its bus stop enhancement efforts by delivering cutting-edge amenities to its customers. Over the next 3–5 years, the improvement efforts will focus on the enhancement of the following amenities:

1. Information Signs (e-Paper): Replacement of bus stop paper schedules with new technology, such as solar-powered real-time e-Paper (arrival/departure) schedule information technology system that will provide reliable on-time service operation schedule to customers, as seen in the image above.
2. Platforms (loading pads and sidewalk areas): Plan to enhance customers loading areas to improve safety and ADA accessibility for customers.
3. Benches: Plan for continuous amenities expansion to other areas in need of bus stop seating while meeting the increasing customer demand for seating at all bus stops.
4. Lighting: Plan to enhance customer safety, security and customer visibility in low-light bus stops within LBT's service area.
5. Shelter: Plan to replace aging shelters to cater to customer need and their protection

from inclement weather conditions. The plan also will encompass the construction of bus pullouts/loading bays, safe time point locations for buses to allow for designated pullouts outside regular traffic lanes for safety improvement.



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

Eastside Regional Transit Center Study

LBT conducted 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 LA Metro and the Orange County Transportation Authority (OCTA). After in depth analysis and community outreach, the Veterans Affairs (VA) Medical Center/CSULB site was identified as the preferred location. LBT is working to advance this project.

Vehicle Fleet

LBT's revenue fleet consists of 250 vehicles: 225 fixed-route service buses, 25 contingency fleet buses. Additionally, LBT operates 10 DAL vehicles, four water vessels and one over-the-road coach. LBT's current bus fleet is comprised of diesel, gasoline-electric hybrid, compressed natural gas (CNG) and battery-electric buses (BEB). Of its 10 DAL vehicles,

seven are CNG. LBT has adopted an alternative fuel strategy which will ensure LBT is 100 percent alternatively fueled by 2021. LBT's DAL and fixed-route fleet will solely be CNG and BEB.



Fixed-Route Fleet

LBT is working to phase out its use of diesel buses in favor of 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 88 gasoline-electric hybrid buses. LBT also operates 125 CNG buses, which include 112 40-foot buses, and 13 60-foot articulated buses.

In Spring 2018, 40 CNG buses were added to LBT's fixed-route fleet, bringing the fleet to 89 percent alternatively fueled.

In April 2015, LBT purchased 10 BEBs and associated charging systems. LBT began the deployment of several of these BEBs on the

Passport route in downtown Long Beach in March 2017. In November 2019, LBT's Board approved the purchase of 14 additional BEBs. This will bring LBT's zero-emission fleet to 24 BEBs.

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 the BEB fleet at LBT1. The continued purchase of BEBs is to meet the standards of the Innovative Clean Transit (ICT) Regulation that is discussed further on the next page.

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 (FAST) Act 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 upgrade 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 nine CNG-fueled vehicles, the first purpose-built mobility device-accessible vehicles in addition to one Dodge Caravan retrofitted to accommodate mobility devices. All vehicles are operated from and maintained at the contractor's facility.



LBT is planning to replace the single remaining Dodge Caravan with an alternatively fueled vehicle, either CNG or electric. With two additional vehicles, this would bring the total DAL fleet up to 12 vehicles.

Support Vehicles

LBT maintains a support fleet of 34 service, 10 supervisory, and six staff vehicles. Fifty-two percent of these vehicles are hybrids which further reduce LBT's carbon emissions.

Innovative Clean Transit Regulation

In December 2018, the California Air Resources Board (CARB) adopted the ICT and requires all public transit agencies to gradually transition to 100 percent zero-emission buses (ZEB) by 2040. Under the ICT regulation, LBT is classified as a Large Transit Agency, as it has a fleet larger than 100 buses and serves a population greater than 200,000 people.

LBT is required to submit an individual Transit Agency Rollout plan, for transition to zero-emission buses by July 1, 2020. This plan

must inform funding plans, utility planning, and engage the general public. The plan is not binding and is expected to change. Required Rollout Plan components are as follows:

- Plan to fully transition to ZEBs by 2040 (considering bus minimum useful life)
- Planned bus purchase schedule
- Identify types of ZEB technologies for deployment
- Battery-electric (en-route or depot), fuel-cell electric
- Conversions
- Infrastructure build out schedule, location and type
- Workforce training (Technician, operator, other)
- Describe how planned ZEBs would serve disadvantaged communities
- Identify potential funding sources

All early ZEB purchases will count toward future compliance.

CHAPTER 3:

Service Planning and Evaluation



The purpose 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 implements three service changes per year: in February, June and August.

LBT strives to deliver safe, 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 agency's ridership data collection efforts. Ridership information is also being generated using data from LBT's fareboxes. LBT's automated vehicle location (AVL) systems also

provide useful data about bus running times and operating speeds. LBT plans to expand the use of APCs within its fleet.

As LBT purchases new buses, all will be equipped with APCs to provide the agency with more ridership information and travel patterns. This will, in turn, allow for more informed planning efforts.

Systemwide Transit Analysis and Reassessment (STAR) Initiative

In 2018, LBT underwent a Comprehensive Operational Analysis (COA), known as the STAR Initiative, which included a route-by-route analysis of LBT's network.

The intent of the STAR Initiative was to provide LBT with the information, tools and data that would support the needs and opportunities for new and improved transit services and amenities in key corridors. The STAR Initiative has also aided LBT in identifying emerging markets brought about by new development, redevelopment and changes in travel patterns and demographics. LBT has already initiated many of the short-,

mid- and long-term recommendations laid out in the STAR Initiative, such as the expansion of Routes 45/46 to CSULB and VA Medical Center. Mid-term expansion of service on Route 22 has been achieved through the connection of the Metro C (Green) Line Station. In addition, LBT began piloting one of the long term recommendations with the creation of Route 510-UCLA/Westwood Express. Still in its pilot phase, this commuter service connects local residents with employment and educational opportunities in the UCLA/Westwood area.

LBT continues to review short- and long-term recommendations to determine additional implementation efforts.

Regional Ridership Improvement Task Force (RRITF)

In May 2016, LBT began working cooperatively with its partners at LA Metro and LACMOA to develop solutions that grow, improve and enhance transit ridership in LA County by better understanding changes in the region's demographics, travel options and patterns. Consultant services were procured to help the RRITF develop a Ridership Growth Action Plan (RGAP) aimed at increasing transit use across the LA region over the next decade.

Released in November 2018, the RGAP has outlined innovative solutions to attract customers to ride more, in what it calls the three R's – Retaining current customers, Reclaiming past customers and Recruiting new customers. The RGAP also shows a number of strategies that agencies can take to achieve this.

These four action strategies include:

1. Information: Make it easy to pay, reward frequent use, and market dynamically to individuals based on their own needs and interests

2. Collaboration: Share data and collaborate across agencies to unify efforts and ensure a consistent customer experience
3. Quality of Life: Enhance perceptions of safety and comfort through engagement with customer-minded staff and technology
4. Service of Quality: Provide consistent quality at stops and a unified transit network that serves travel demand efficiently through multiple mobility options

Routing

The route structure as shown in Exhibit 2: Long Beach Transit Route Map is oriented toward the 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.

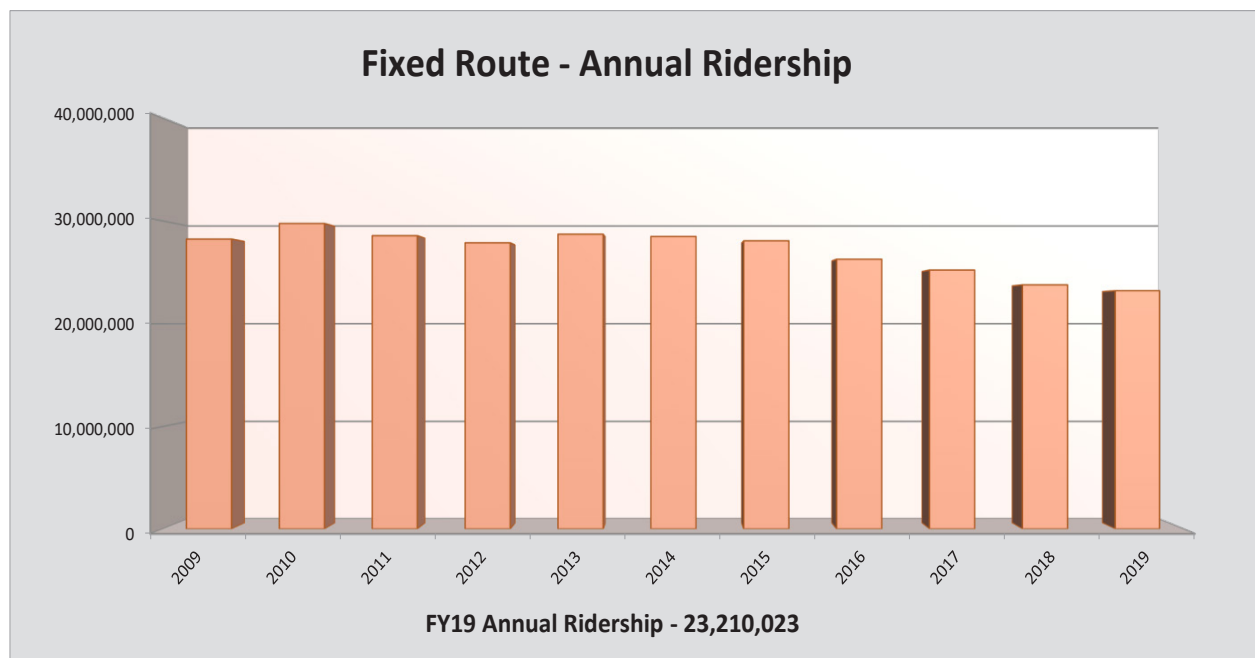
According to LBT's National Transit Database (NTD) ridership and data from its HASTUS scheduling software, the overall productivity of the system was 27.6 passengers per vehicle revenue hour in FY 2019. The most productive routes in the system are supported by the demographic characteristics, employment and population density, as well as land use along the transit corridors.

Service Trends

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's annual fixed-route ridership, revenue miles and revenue hours.

In FY 2019, both miles and hours increased slightly from FY 2018 primarily due to the expansion of service to the City of Paramount.

Exhibit 4A: Fixed Route—Annual Ridership



As shown above on Exhibit 4A, LBT ridership decreased over the past fiscal year, falling to 23,210,032 annual boardings in FY 2019 from 23,781,730 in FY 2018. This represents a nearly 2.4 percent decrease from the previous year.

Exhibit 4B: Fixed Route—Annual Revenue Miles

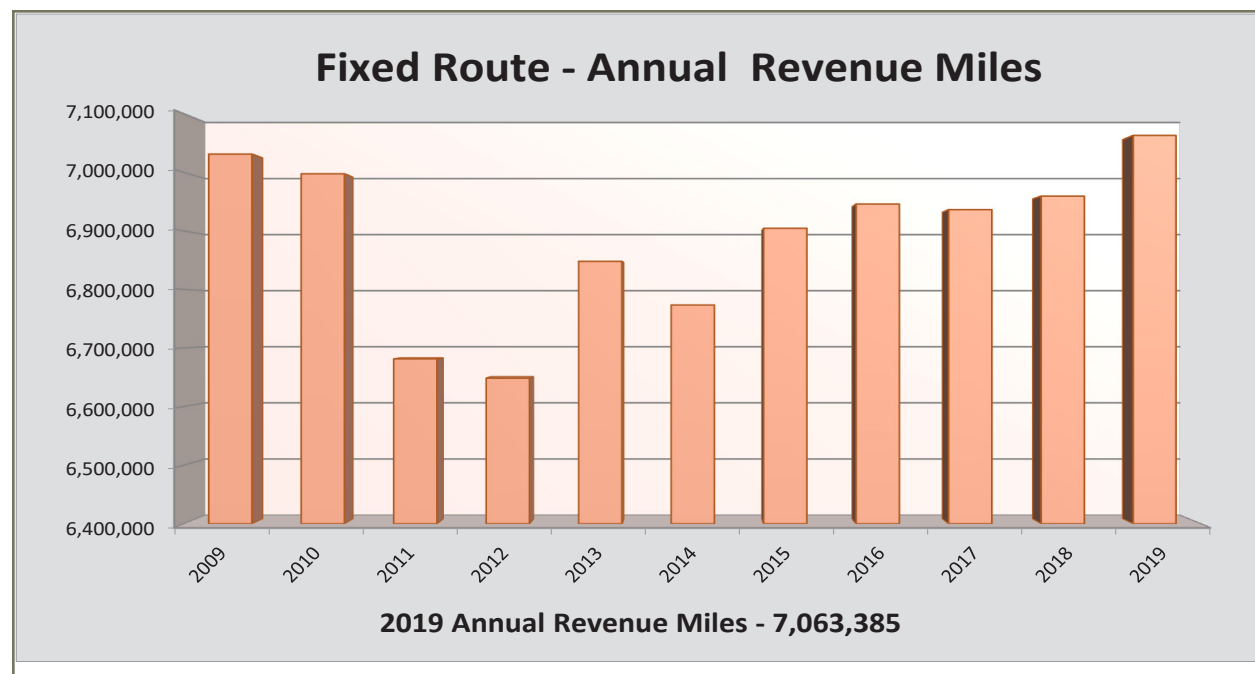
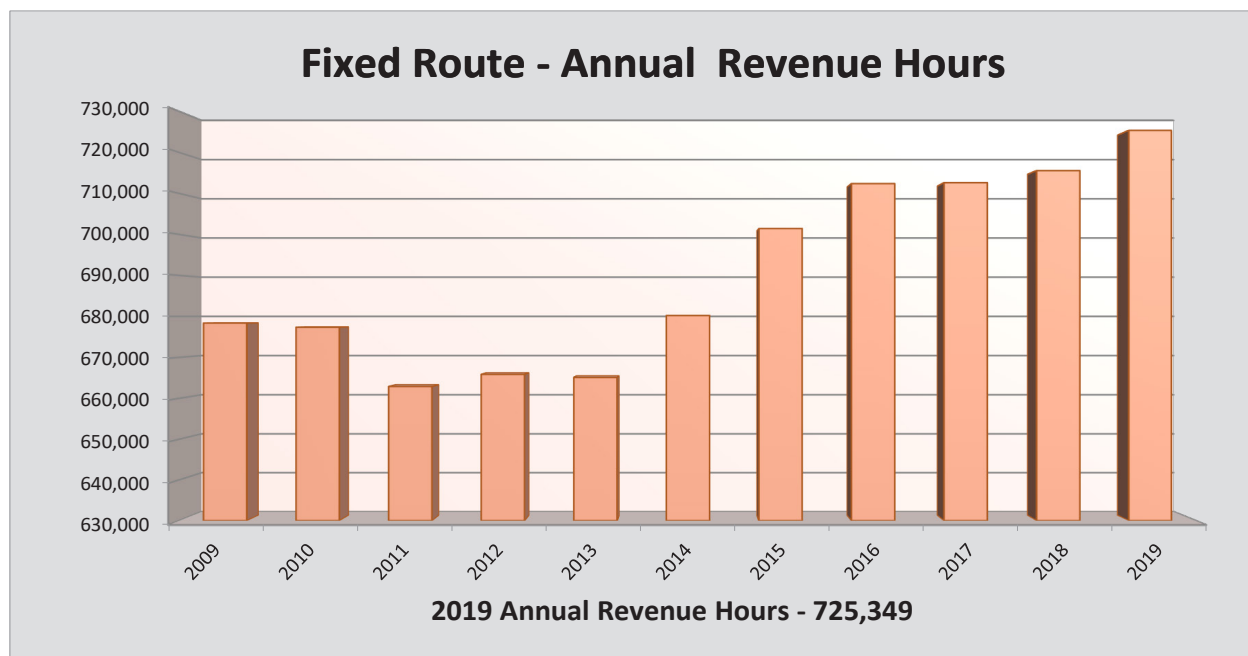


Exhibit 4B above depicts revenue service miles and Exhibit 4C on page 28 displays revenue hours that have fluctuated slightly, but overall have remained constant for many years due to continued funding constraints.

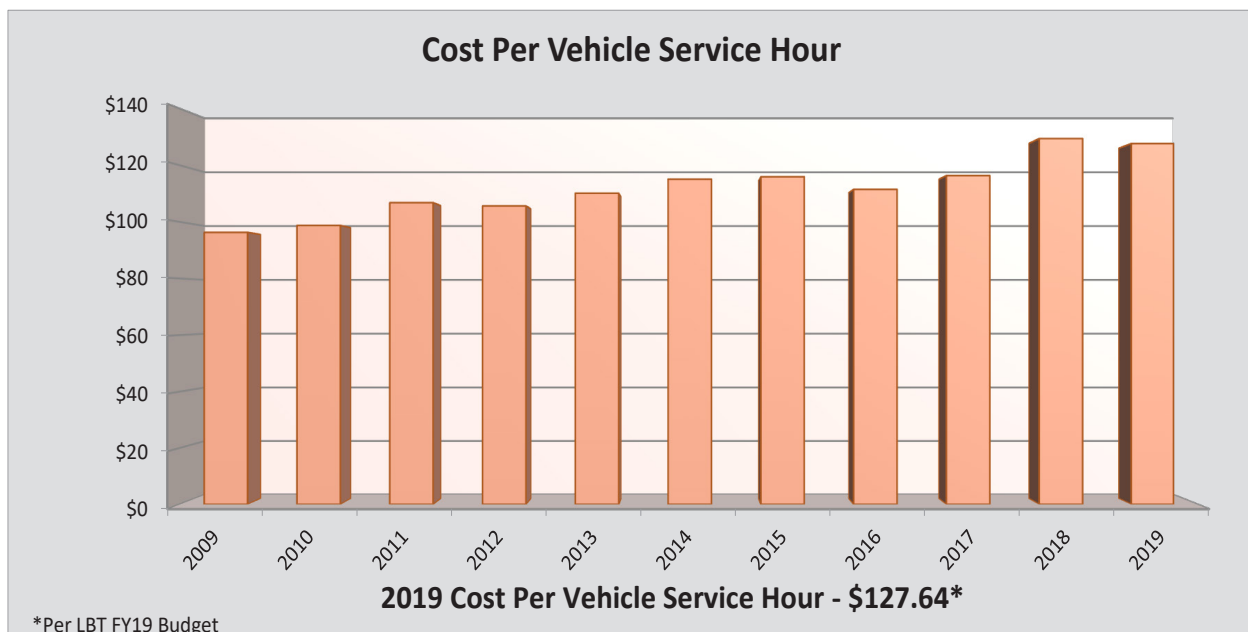
Exhibit 4C: Fixed Route–Annual Revenue Hours



There was a slight decrease in cost per vehicle service hour in FY 2019 as shown in Exhibit 4D below.

As detailed in Exhibit 4D below, in recent years the cost per vehicle service hour continued to increase from year to year. In FY 2019, the cost per vehicle service hour increased to \$127.64.

Exhibit 4D: Cost Per Vehicle Service Hour



On the following page, Exhibit 5: Fixed-Route Summary, describes the level of service of the entire system, including passengers per hour.

Exhibit 5: Fixed Route Summary

Long Beach Transit
Fixed Route Summary (as of August 2019 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./CSUDH	5.5	30	5.5	30	836	82	21.3	0438 - 2310	0609 - 2037	0609 - 2037	Yes	
21/21A/21B	Cherry Ave.	5.0	30	5.0	30	806	84	23.3	0445 - 2510	0506 - 2513	0506 - 2513	Yes	
22	Downey Ave./Lakewood Green Line	6	30	6	30	987	88	28.5	0440 - 2455	0455 - 2400	0456 - 2400	Yes	
37	Passport - Queen Mary	5	15	4	15	533	69	17.6	0504 - 2501	0503 - 2456	0503 - 2456	Yes	
45	Anaheim/Santa Fe/CSULB	6	20	6	20	665	59	56.7	0537 - 2525	0813 - 2033	0753 - 1853	No	
46	Anaheim/Downtown/CSULB	6	20	5	20	588	75	37.9	0455 - 2531	0502 - 2524	0505 - 2524	Yes	
51/52	Long Beach Blvd/ Artesia Station	12	12	12	15	1604	164	32.8	0430 - 2410	0504 - 2411	0510 - 2411	Yes	
61	Atlantic Ave./ Artesia Station	14	12	12	12	1813	190	37.6	0450 - 2520	0532 - 2516	0529 - 2517	Yes	
71	Alamitos Ave./Orange Ave.	5.5	30	5.5	30	813	80	20.4	0445 - 2025	0458 - 2055	0458 - 2055	Yes	
81	10th Street/ CSULB	2	50	2	50	235	24	22.8	0615 - 1843	---	---	Yes	
91/92/93/94	7th St - Bellflower - Woodruff - Clark - Los Altos	22	10	17	10	3292	311	29.8	0400 - 2504	0500 - 2506	0500 - 2506	Yes	
96	ZAP - 7th St Limited	4	8/10	----	----	348	28	23.5	0632 - 0941 1320 - 1638	---	---	No	
101/103	Carson/Norwalk/Lakewood Center	8	10/20	6	20	1128	106	32.8	0458 - 2245	0550 - 2005	0550 - 2005	No	
102/104	Willow - Spring St. - Wardlow	5	20/30	5	40	794	70	22.7	0446 - 2057	0648 - 1925	0650 - 1925	No	
111/112	Broadway - Lakewood - Clark	8	20	7	20	1349	120	23.8	0435 - 2520	0505 - 2501	0505 - 2459	Yes	
121	Ocean - CSULB - Traffic Circle	7	20	7	20	1065	113	25.4	0425 - 2509	0501 - 2508	0502 - 2508	Yes	
131	Redondo - Alamitos Bay	4	45	4	45	583	55	15.6	0451 - 2215	0530 - 2127	0530 - 2127	No	
151	4th Street	4	20	4	20	477	61	20.6	0418 - 2452	0459 - 2454	0459 - 2454	Yes	
171/175	PCH - Seal Beach - CSULB	11	15	8	15	1296	133	34.0	0425 - 2309	0655 - 2306	0658 - 2210	Yes	
172/173/174	PCH - Palo Verde Ave - Studebaker Rd - Ximeno Ave.	17	10	15	15	2600	240	28.6	0433 - 2456	0508 - 2457	0508 - 2455		
176	ZAP - PCH/LBCC	4	30	4	30	450	48	22.3	0650 - 1909	---	---	No	
181/182	Magnolia / Pacific	3	15	3	30	354	43	22.4	0540 - 2148	0505 - 2055	0505 - 2055	Yes	
191/192	Santa Fe - Del Amo - South	18	15	12	15	2767	241	33.0	0355 - 2515	0503 - 2521	0503 - 2521	Yes	
510	UCLA Express	1	45	----	----	345	19	26.7	0515 - 845 1620 - 2010	---	---		
	Trippers	3		----	----	323	25	27.8					
	Training	0		7									
	Fixed Route Bus	186	----	155		26,051	2,528		0355 - 2531	0458 - 2524	0456 - 2524		
AQB	Aqua Bus***	2	20 - 40	2	20 - 40	6	7.0		1100 - 1935	1100 - 1935	1100 - 1935	-	
AQL	Aqua Link***	2	60	2	60	40	7.5		1100 - 2230	1100 - 2230	1100 - 2230	-	
	Ferry Boat Service	4	----	4	----	46	14.5						

Table 3: Service Requirements

Service Requirements – August 2019				
Day	Number of Trips	Peak Bus Requirement	Vehicle Hours	Vehicle Miles
Weekday – School	2,159	186	2,416	24,525
Saturday	1,405	96	1,409	14,555
Sunday	1,343	91	1,327	14,017
Typical Weekly Total*	13,543	N/A	14,816	151,197
* 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

Table 3 above shows the number of trips, peak bus requirement, vehicle hours, and vehicle miles for August 2019 service operated on weekday school days, Saturdays and Sundays.

As discussed in Chapter 1, LBT developed KPIs for specific areas to assess performance. One such area is on-time performance.

Exhibit 6 below and Table 4 on page 30 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 had an on-time performance average of 85.49 percent.

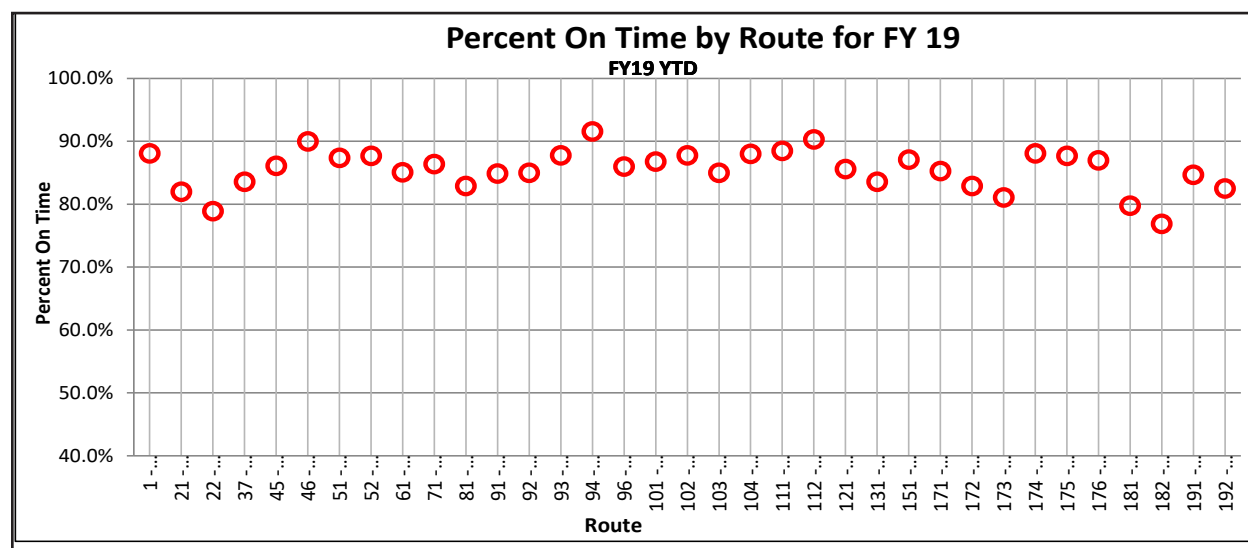
Exhibit 6: On-Time Performance by Route FY 19

Table 4: Time Performance by Route FY 19

LBT FY19 On-Time Performance Report Long Beach Transit			
Route	FY 19 Percent On Time	Minority Route	Low Income Route
1 - Easy Ave.	88.1%	Y	Y
21 - Cherry Ave.	82.0%	Y	N
22 - Cherry/Downey Ave.	78.9%	Y	N
37 - Passport	83.6%	N	N
45 - Anaheim St. to Santa Fe	86.1%	Y	Y
46 - Anaheim St. to Downtown	90.0%	Y	Y
51 - Long Beach Bl. to Artesia Stn.	87.4%	Y	Y
52 - LB Bl./Victoria St./Artesia Stn.	87.7%	Y	Y
61 - Atlantic Ave. to Artesia Stn.	85.1%	Y	Y
71 - Alamitos/Orange Ave.	86.4%	Y	Y
81 - 10th St. to CSULB	82.9%	Y	Y
91 - 7th St./Bellflower Bl.	84.9%	Y	Y
92 - 7th St./Woodruff Ave.	85.0%	Y	Y
93 - 7th St./Clark Ave.	87.8%	Y	Y
94 - 7th St. Los Altos Only	91.6%	Y	Y
96 - ZAP 7th St.	86.0%	Y	Y
101 - Carson St./Norwalk Bl.	86.8%	Y	N
102 - Willow/Spring	87.8%	Y	N
103 - Carson St. to Lakewood Mall	85.0%	N	N
104 - Willow/Spring	88.0%	Y	N
111 - Broadway/Lakewood Bl.	88.5%	N	N
112 - Broadway/Clark Ave.	90.3%	N	N
121 - Ocean/Belmont Shore/CSULB/PCH	85.6%	N	N
131 - Redondo Ave. to Seal Beach	83.6%	N	N
151 - 4th Street	87.1%	Y	Y
171 - PCH to Seal Beach	85.3%	Y	Y
172 - PCH/Palo Verde	82.9%	Y	N
173 - PCH/Studebaker	81.1%	Y	N
174 - PCH to Ximeno only	88.1%	Y	Y
175 - PCH to CSULB	87.7%		
176 - ZAP PCH/LBCC/Lakewood Mall	87.0%	Y	Y
181 - Magnolia	79.8%	Y	Y
182 - Pacific	76.9%	Y	Y
191 - Santa Fe/Del Amo Bl	84.7%	Y	Y
192 - Santa Fe/South St.	82.5%	Y	Y
Total	85.49%		

Service Changes

FY 2019 Service Change Highlights

Extension of Route 22 to the Metro C Line (Green) Lakewood Station

The extension of Route 22 to the Metro C Line (Green) Lakewood Station along Downey Avenue in the City of Paramount, which began in 2018, has significantly improved regional transit connectivity in southeastern Los Angeles County by making it possible to easily access the Los Angeles International Airport (LAX) and other key destinations from southeastern LA County with only one transfer.

This extension has been funded through the State's Low Carbon Transit Operations Program (LCTOP). The service was created to reduce overall greenhouse gas emissions and improve air quality throughout the region.

Extension of Route 71 to the Paramount Walmart and Elimination of Route 72

Also effective with the February 2019 service change, Route 71 was extended from its previous terminus on Garfield at Rosecrans to the Paramount Walmart located near the intersection of Lakewood and Rosecrans. This extension significantly improved student access to Paramount High School and resident access to shopping at the local Walmart.

Modification of the Passport Route

In June 2019, LBT made a minor modification to the *Passport* route to mitigate traffic congestion surrounding the Aquarium of the Pacific.

Route 510 Commuter Express Service to UCLA/Westwood (Pilot Project)

In April 2019, LBT began operating Route 510, a commuter express pilot program between Long Beach and the Westwood/UCLA area. Currently, three trips operate from Long Beach to UCLA in the morning and three trips operate from UCLA to Long Beach in the afternoon. Route 510 operates weekdays only and does not operate on holidays. Special fares apply: \$4 one-way, \$7 round-trip and \$120 for a monthly pass, with reductions for seniors and customers with disabilities. In October 2019, a daily average of 160 passengers utilized this service. LBT will analyze ways to continue and expand this service for additional days/hours.

Upcoming Service Change Proposals

In future fiscal years, LBT will continue to implement service change recommendations as outlined in the STAR Initiative as adequate resources become available.

In August 2020, LBT is proposing to implement some modified recommendations from the STAR Initiative as follows:

Routes 91/93/111/112 Modification

This modification involves changes to four LBT routes: 91, 93, 111 and 112. Route 112 will be eliminated and all existing resources will be added to Route 111. Route 111 will be modified to operate via Carson Street, Clark Avenue, and Del Amo Boulevard to serve LBCC Liberal Arts Campus (LAC). As a result of this change, service to Long Beach Airport, Kilroy Airport Way and LBCC LAC campus will double – from 40 minutes to 20 minutes on weekdays and from 60 minutes to 30 minutes on weekends.

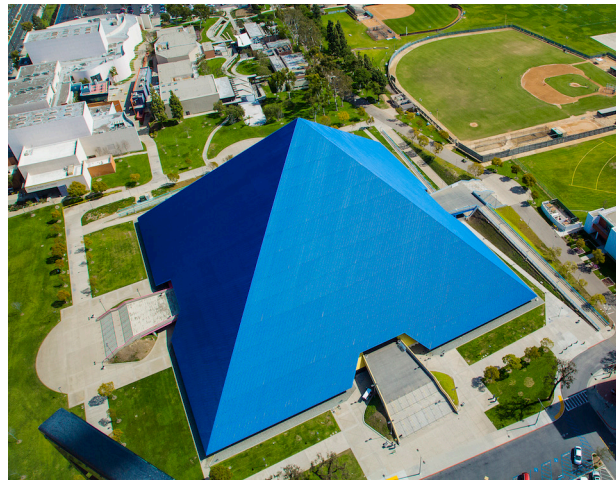
Routes 91 and 93 will have slight modifications to cover portions of existing Routes 111 and 112 that will no longer be covered by those routes. Route 93 will travel via Lakewood Boulevard between Carson Street and Del Amo Boulevard instead of via Clark Avenue, and Route 91 will travel via Clark Avenue between Carson Street and Stearns Street instead of via Bellflower Boulevard. Thus, all street segments that currently have bus service will continue to have bus service.

In addition to the doubling of service on some portions of existing Routes 111 and 112, the modifications to Routes 91 and 93 will have an effect of increasing all LBT service to LBCC LAC campus by 40 percent. This significant improvement in service will likely increase ridership.

Route 192 Modification

This modification entails a minor adjustment of Route 192 to better serve Lakewood Center by traveling via Lakewood Boulevard, Candlewood Street and Clark Avenue. This adjustment will make it easier for customers along the Route 192 corridor – including customers from the west side of Long Beach – to access employment and entertainment destinations in the Lakewood Center area. In addition, this change will make it possible for the first time for customers on Route 192 to transfer to Route 103 and vice versa.

In future fiscal years, LBT will continue to implement service change recommendations as outlines in the STAR Initiative as adequate resources become available.



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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 STAR Initiative recommendations 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.



Conceptual Service Improvement and Reallocation

Exhibit 7 (pages 36-39) shows the conceptual FY 2019–2021 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 2019;
2. Service improvements completed and/or in progress during FY 2020; and
3. Service improvements proposed for future years

Exhibit 8 (page 39) provides a listing of possible service reduction scenarios for consideration in the event that such reductions may be required.

Exhibit 7: Service Improvement and Reallocation Plan

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	FY19		FY20		FY21		FY22	
	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	-		-					
	316.4	Weekend service improved from 50 to 40 minutes / FEB19	506.24	Incremental for full year				
20	3117	22 Extension Incremental for Full Year	-					
	1154.6	21A and 21B re-route in Paramount / FEB19	1847.36	Incremental for full year				
					1605	Improved early evening service Mon - Sat		
37	59.2	Extended to 10th St and weekend headway reduced from 10 to 12 minutes / JUN19	1480	Incremental for full year				
					1605	Improved early evening service Mon-Sat		
40	1859	45/46 Extension Incremental for Full Year	-					
	-		-		1605	Improved early evening service Mon-Sat		
50	-		-		1605	Improved early evening service Mon-Sat		
	-372	Minor service reduction before and after school on weekdays / FEB19	-595.2	Incremental for full year				
	-		-		1605	Improved early evening service Mon-Sat		
60	-		-				5847.55	Operate every other trip seven days per week as Route 62 to Atlantic at Imperial Highway and add early morning and late night service as necessary to match existing Metro 260 service span
71/72	718.2	71 extended to Rosecrans at Lakewood and 72 eliminated / FEB19	1149.12	Incremental for full year				

Exhibit 7: Service Improvement and Reallocation Plan

Exhibit 7 (Cont'd)

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	FY19		FY20		FY21		FY22	
	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
81					-5196.84	Due to low ridership and route duplication, eliminate Route 81		
90	390	Operate Route 91 via LCD on weekdays /FEB19	624	Incremental for full year				
	-		-		1605	Improved early evening service Mon-Sat		
96					3,810	Extend Route 93 from Woodruff and Alondra terminus to Cerritos College		
100	-		-					
	173	One additional weekday eastbound trip on Route 101 /FEB19	276.8	Incremental for full year				
110	-		-		6230	Improved weekday off-peak service		
	-		-	Proposed Douglas Park and 111/112 combination / FEB20				
			-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.				

Exhibit 7: Service Improvement and Reallocation Plan

Exhibit 7 (Cont'd)

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	FY19		FY20		FY21		FY22	
	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
121	-		-		1605	Improved early evening service Mon-Sat		
				New Trippers-Beachside Shuttle Coordination				
130	-		-					
151			-1,200	Reduce weekday headway from 20 to 25 minutes / FEB20 -1920		Incremental for full year		
161							23,904	Operate the existing Metro 130 route from Harbor Gateway Transit Center to Cerritos Center
170	-							
	531.96	Extend weekend service to Seal Beach / AUG18	96.72	Incremental for full year				
171	-		3647.6	Improved weekday mid-day headway from 20 to 15 / AUG19	663.2	Incremental for full year		
176	-		-					
180	-		-					

Exhibit 7: Service Improvement and Reallocation Plan

Exhibit 7 (Cont'd)

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	FY19		FY20		FY21		FY22	
	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
190 Santa Fe	-		-		4145	Improved weekday mid-day service		
					3,556	Extend 192 to Norwalk Station weekdays only and create 15-minute service on Studebaker between Cerritos Center and Norwalk Station		
				STAR Initiative Realignment in Lakewood- FEB20				
510 UCLA	-		-		1605	Improved early evening service Mon-Sat		
SCHOOL TRIPPERS ALL ROUTES	1189.12	Inaugurate Route 510 on April 1, 2019	3548.78	Incremental for full year				
	-		-	Potential trip additions				
	-		-					
Total Revised Service Hours per Year	9,136		11,348		24,127		29,752	
Potential Change in Service From Previous Year	1.19%		1.47%					
NEW SERVICE INITIATIVES								
Airport Area Express	-	Operate every 30 min limited-stop from Long Beach to LAX Bus Center	-				21,900	Replaced with Route 510
Long Beach City College-UPASS	-	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.	-				36,481	Due to ridership loss, no longer applicable
Lakewood Green Line Station	-	Extend 22, 93 or 111 to Lakewood- Green Line station in FY16.	-				15,749	Completed
Carson Expansion	-	Break Line 190 at Del Amo Station and extend each of the 4 resulting lines into the city of Carson to different destinations	-				24,948	
Service Expansion	-	Expand service due to anticipated overcrowding & on-time performance issues	-				6,500	
Douglas Pk/LB Airport-	-	Operate service from Wardlow Blue-Line Station to Long Beach Airport via Douglas Park	-					Replace with a rerouted 101 or 103 when 101 and 103 can operate every 30 minutes each instead of every 40 minutes
Annual Hour Calculation Assumptions:							13,332	
Weekdays 250; Saturdays 58; Sundays/Holidays 57 (Total 365)								
School days 180								

Exhibit 8: Contingency Service Reduction Plan

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				

CHAPTER 5:

Capital Improvement Plan

LBT's 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.

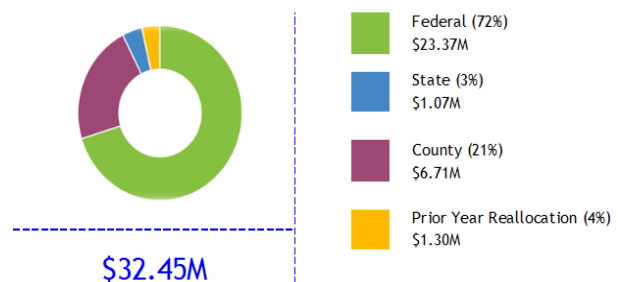
Annually, a Capital Call is conducted to solicit internal capital project requests. The capital projects are developed in alignment with LBT's Capital Strategic Focus. The capital projects are proposed by managers and the proposals are reviewed by the KPI team. The KPI team is a working group of employees representing every department within LBT, who are directly responsible for data collection in their respective areas. The KPI team evaluates the proposed capital projects based on the project priority ranking system (Essential, Priority and Value Added). Within these categories, essential projects are funded first, followed by priority projects. Value-added projects are funded last, and if they cannot be funded in the capital budget, LBT's Government Relations staff can then seek other funding sources. The plan places an emphasis on ensuring capital funds are programmed in alignment with LBT's corporate strategic priorities and capital strategic focus.

LBT's ELT then reviews the KPI team's recommendations to ensure that the capital budget best reflects LBT's Strategic Priorities and Capital Strategic Focus. For LBT customers, it means the agency is prioritizing spending to positively impact customers; while upgrading technology, replacing the vehicle fleet and maintaining existing assets.

A three-year outlook is considered when reviewing projects for inclusion in the annual Capital Budget. The Capital Budget provides for the maintenance and timely replacement of capital, facilities and equipment.

Capital project proposals include complete, reliable and attainable cost estimates. Inflationary allowances are incorporated for projects undertaken in subsequent fiscal years. Project contingencies are included in the project budget to compensate for unforeseen circumstances requiring additional funds to complete the project within the original project scope. All capital projects will be funded on a pay-as-you-go basis. No debt will be incurred.

Exhibit 9: FY 2020 Capital Funding Breakdown



Capital Strategic Focus

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

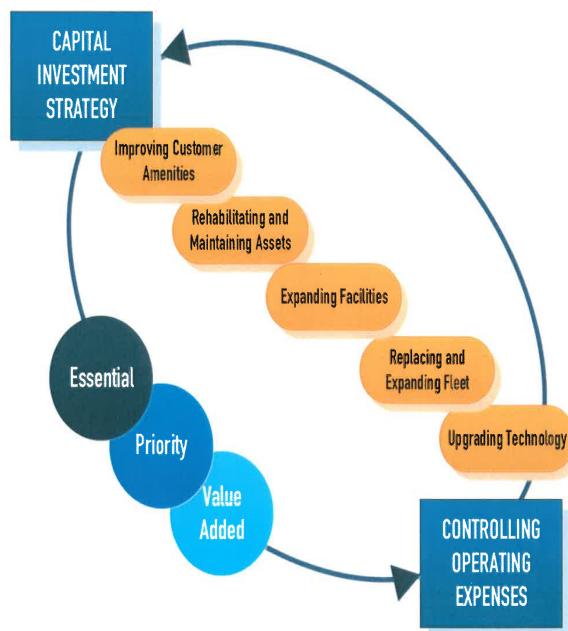
- Improve Safety and Service Quality
- Exercise Financial Accountability
- Foster Employee Engagement
- Enhance Customer Experience
- Promote Community and Industry Focus

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

The cross-functional KPI team is 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 team works cooperatively to develop and recommend KPIs for the organization and contributes to the recommended prioritization of LBT's capital projects each fiscal year.

Exhibit 10: Capital Strategic Focus



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

- Improving Customer Amenities
- Rehabilitating and Maintaining Assets
- Expanding Facilities
- Replacing and Expanding Fleet
- 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.

- Requires for operation to provide core service 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 clearly address 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 zero-emission transit fleet. The FY 2020 budget allocates \$12.8 million, which will be used to replace hybrid and diesel buses. In addition to replacing buses that have met their useful life, the Bus Component Project provides the supply of parts and equipment necessary to keep the existing fleet of diesel, CNG, hybrid and BEBs in optimal 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 have and will take place at all LBT locations (LBT1, LBT2 and TVIC). The FY 2020 budget has allocated \$270,000 towards bus stop improvements which are achieved through the installation and replacement of customer amenities such as benches, shelters, signs, waste receptacles, and safety and security items such as cameras and lighting equipment.

Information Technology (IT)

Information Technology projects totaling \$2.9 million will maintain the essential computer systems, infrastructure, and software to maintain, operate, secure and manage LBT's information systems.

Financial Policies

It is LBT's policy to maintain the fiscal integrity of its operating and capital budgets. The agency accomplishes this by ensuring that its ongoing operating costs do not exceed the amount of its ongoing revenue. Daily operations are financed by fare revenue, annual sales tax subsidies received from state and county programs, and miscellaneous revenue such as income from advertising on agency vehicles and investment income. The amount of operating sales tax subsidies received each year is based on a regional formula comprised primarily of fares and revenue miles. These subsidies are recorded in the year in which the grant is applicable and the related reimbursable expenditure is incurred.

LBT uses available grant funds to procure capital acquisitions. Federal, state and local grants, for the acquisition of capital assets, are not formally recognized in the accounts until the grant becomes a valid receivable as a result of LBT complying with appropriate grant requirements. It is LBT's policy to record capital grants as an addition to capital assets and net assets as the related expenditures are incurred.

LBT procures the majority of its capital assets through annual grants awarded through the Federal Transit Administration (FTA). The federal grants are allocated by region under Section 5307 program. The agency is eligible to receive funds based on a formula allocation and competes for discretionary funds for specific transit projects. The agency also uses these funds for preventive maintenance operating expenses to balance the operating budget, as permitted by federal law.

Long-Term Planning

LBT's long-term financial plan aligns the agency's financial capacity with its objectives and ensures it is able to maintain existing levels of service as well as expand service to meet the needs of the communities which it serves. Strategies have been developed to reduce costs, optimize efficiency and increase revenue in order to achieve long-term sustainability.

LBT's long-term financial planning combines financial forecasting with strategic decision making. Financial forecasts project revenues and expenditures over a five-year period, using assumptions about economic conditions and future spending, including such factors as:

1. Wages and labor agreements
2. Economic growth rates, including sales tax and Consumer Price Index
3. Contractual Obligations with vendors
4. Fuel types and price trends
5. Recommended and planned service changes
6. The accumulation of benefit liabilities
7. The difference between ongoing and one-time expenses and revenues
8. The operating costs associated with capital improvement projects

The agency's long-term operating and capital plan helps to stimulate discussion and engender a long-range perspective for decision makers. It is used as a tool to prepare for the future, it stimulates strategic thinking, and it gives consensus on LBT's long-term financial direction.

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CHAPTER 6: Strategic Planning and Potential Customer Outreach



Community Relations

Customer and Potential Customer Evaluation Survey

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

FY 2020 Customer and Potential Customer Survey Executive Summary

LBT conducts an annual Customer and Potential Customer Evaluation Survey aimed at both customers and potential customers. Customers are interviewed onboard buses on all LBT routes throughout the service area and others are asked to complete a survey online.

Generally, LBT is held in high esteem and the survey trends indicate that both customers and potential customers have a high overall opinion of LBT's service. The most preferred service improvement for customers was more buses/increased frequency with bus stop condition

and information at the bus stop being among the lowest-rated service attributes, with 81.3 percent rating it as excellent or good.

Another consistent trend has been how customers get their information about LBT. The website continues to be the top source of schedule and route information with all internet sources (including Google maps) accounting for nearly 70 percent of respondents preferred method of obtaining service information.

Internet sources, including the LBT website continue to be used more frequently than the Route and Schedule Guide.

Community Outreach

In August 2017, LBT adopted a new comprehensive community outreach program aimed at outlining the strategies and tactics needed to regularly communicate with customers in multiple ways. The overall goal of the plan is communicating to customers regarding:

- Potential Service Changes
- New Initiatives
- Customer Amenities

- Special Services (i.e., Museum Express, Galaxy Express and Chargers Express)
- Other important information

To meet these goals, LBT utilizes multiple strategies and approaches to communicate with customers, including in-person and virtual engagement. The tactics LBT uses include:

- Targeted Direct Outreach
- Targeted Digital Outreach
- Targeted Service Change Outreach
- General Digital Outreach
- Rollout of new E-newsletter
- Community Outreach and Events

LBT has identified targeted populations within its service area, including non-English speaking customers, senior citizens and students and is developing specific outreach plans to ensure that these customers are aware of LBT's services and programs.

These targeted outreach campaigns include specific programs tailored to each group to encourage ridership. For example, LBT has launched a program—the Connected Seniors Club—to train senior citizen ambassadors about transit and incentivize these ambassadors to lead trips on local buses.

LBT is also working with local schools, colleges and universities to make it easier for students to obtain TAP cards and use transit.

Finally, LBT has marketing programs in Spanish to reach these populations in LBT's service area.

Public-Private Partnerships

Educational Institutions

LBT places special emphasis on cultivating a productive partnership with Long Beach

Unified School District (LBUSD). With the district's significant reduction of school bus service, K–12 students now make up a large portion of LBT's ridership.



At the start of each school year, LBT staff helps students obtain discount TAP cards by visiting major high schools in the service area, assisting with the application process and providing temporary student TAP cards. As a result of these efforts, high school student TAP card use has increased each year for the past three years.

California State University, Long Beach (CSULB)

In 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), LBCC and LBUSD.



Local Businesses

Belmont Shore Employee Pass Program

As a part of LBT's continuing efforts to develop and support public-private partnerships within the community, LBT is in partnership with the Belmont Shore Business Association (BSBA) and the Belmont Shore Parking and Business Improvement Area Advisory Commission (Commission). Together, this partnership initiated the Belmont Shore Employee Pass Program. In 2012, the program began as a six-month trial to allow Belmont Shore-area employees to use LBT bus services in an effort to help reduce the parking congestion in the business district.

The program was originally funded by BSBA through a Parking Meter Fund administered in the City of Long Beach's (COLB) Department of Public Works. With the success of the initial partnership, in December 2012, the Long Beach City Council authorized its City Manager to execute a contract for a 12-month period to continue the program. In July 2013, approval was given to support the program using Proposition A funding which is used for mass transit programs and activities. In August 2017, the Long Beach City Council at the recommendation of the Commission, unanimously approved extending the program for a one-year period with an option to renew for two additional one-year periods. The

program is currently in its final option year from September 1, 2019 through August 31, 2020. The program is currently being funded through parking meter revenues collected by BSBA and administered through the COLB's Economic and Property Development Department. BSBA is seeking a long-term extension of the agreement with LBT to continue providing bus services for Belmont Shore employees.

Title VI Compliance

Title VI of the Civil Rights Act of 1964

In accordance with Title VI of the Civil Rights Act of 1964 (Title VI), 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 FTA. LBT submitted the most recent update to its Program to the FTA in May 2019 and has received FTA concurrence. The next Title VI Program is due June 1, 2022.

LBT's Public Participation Plan, Major Service Change and Service Equity Policies (Disparate Impact and Disproportionate Burden) were developed following public participation 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 affects 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 meeting at Long Beach City Hall, typically on the fourth Thursday of the month starting at noon. In accordance with the Ralph M. 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 at 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.ridelbt.com.

LBT Board meeting agendas include a general description of each item and supplemental agenda information. An oral report of activities in support of LBT's Strategic Priorities is provided by the President and CEO. Agendas also include a financial update provided by the Executive Director/VP of Finance and Budget.

Members of the public have the ability to review the agenda and participate in the meeting during two designated 'Public Comment' 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 provides reasonable accommodations in accordance with the ADA. If special accommodation is desired at an LBT Board meeting, the public can call the 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.

Additionally, LBT holds community meetings throughout the year to inform the public of agency updates, minor service changes as well as any upcoming plans.

Public Comment Process for Major Service and Fare Changes

1. Public Hearing Requirement

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 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

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
5. Any service change that does not meet the conditions of a major service change 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 LBT Board approval:

- Place printed material onboard buses and at transit hub(s) and public LBT facilities: interior car cards, flyers, customer bulletins
- Provide information on LBT websites
- Post information using social media outlets such as Facebook, Instagram and Twitter
- Issue press releases and hold briefings, roundtables and/or meetings with local media representatives
- Conduct presentations to professional, government, non-profit and student stakeholder organizations
- Issue correspondence to professional, government, non-profit and student stakeholder organizations
- Conduct LBT system customer and potential customer 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 provides 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 562.599.8554.

*Note: LBT's Board Secretary's office is closed on weekends. To assure proper accommodations for hearings held on Mondays, 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 or staff).

6. LBT Board of Directors (Board)

The Board 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.



Regional Coordination

LBT recognizes that its commitment to excellent service includes the experience of its customers 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, LACMOA, the Southern California Association of Governments Transportation Committee, 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 2016, LBT partnered with Santa Monica's Big Blue Bus and Foothill Transit to launch the inaugural term of the West Coast Multi-Agency Exchange (MAX) Program—a cooperative exchange program across these three agencies, focused on expanding employees' skills, knowledge and partnerships within the region. Most recently, the 4th annual West Coast MAX class consisted of participating employees from Foothill Transit, Santa Monica's Big Blue Bus (BBB) and LBT, as well as Beach Cities Transit, Antelope Valley Transit Authority and City of Santa Clarita.

The program objectives are to enhance employee industry knowledge; share respective experience of each agency; expose participants to 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 the region.

A cross-section cohort comprised of 15 individuals, four individuals from LBT, BBB and Foothill with the remaining three individuals coming from LACMOA agencies, to participate in the program. The program consists of three two-day sessions, each held at one of the host agencies' properties throughout the year (Foothill Transit, BBB and LBT). There, the host agency presents its experiences and knowledge on specific topics, special projects, programs or services it provides; policies and/or procedures it follows; in addition to orienting participants to agency type—as one is a city department, another a joint powers authority, and LBT as a non-profit, public transportation company—as well as agency tours, site visits and sharing of best practices.

In keeping with LBT's Organizational Focus, specifically, its Strategic Priorities of "Foster Employee Engagement" and "Promote Community and Industry Focus," West Coast MAX provides a venue for every manager and supervisor to have an opportunity for professional development.



Improved Customer Travel Experience

Customers can transfer between LBT services and regional transit services with the aforementioned IAT and with the countywide EZ Transit Pass that offers monthly unlimited riding on participating transit agencies.

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 help limit operating expenditures. LBT has participated in joint ventures in equipment purchases and maintenance training programs. This process has allowed LBT to share procurement costs with other agencies in order to maximize best pricing and reduce overhead.

LBT administers a Disadvantaged Business Enterprise (DBE) Program as required of grantees of USDOT funds under CFR 49 Part 26. As part of the DBE Program, LBT launched its Small Business Enterprise (SBE) Program to leverage race-neutral DBE program goals. LBT received FTA concurrence of its SBE Program and implemented the program in January 2017. FTA's concurrence permitted not only DBE goals on procurements, but also SBE goals.

The addition of the LBT SBE Program allows maximum small business participation on LBT procurements to include not only federal funded projects, but also local and state funded projects as well. To garner small business awareness and increased participation, LBT actively participates in business outreach events throughout the year that are hosted by chambers, business and trade organizations. In addition, LBT works directly with the local business community, particularly certified DBE and SBE 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 LA Metro to exchange ITS information and improve transportation systems.

Improved Transit Information

In addition to LA Metro's regional online trip planner, 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.

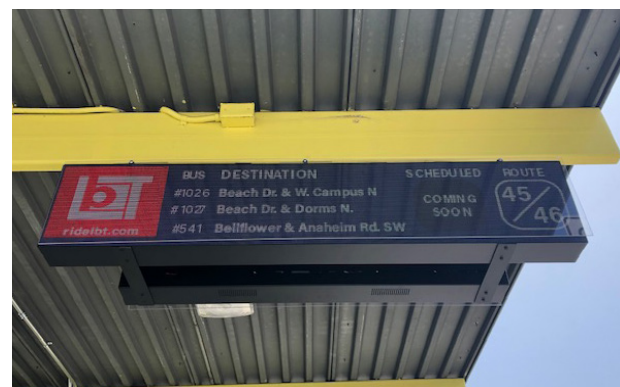
Google's goal for transit coverage aims to eventually provide seamless results for regional interagency trips. Currently there are more than 500 transit properties worldwide who have partnered with Google in this effort. Beyond LBT's service area, interagency trips can currently be planned between the 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 USDOT's 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 USDOT to demonstrate the importance and role of transit in American society and identify and address gaps in access to public transportation.

General Transit Feed Specification (GTFS)

General Transit Feed Specification (GTFS) supports LBT's website upgrade and mobile app projects. GTFS Real Time is an extension of the GTFS feed and is updated every 30 seconds from the TransitMaster AVL software to provide customers with next bus arrival times, trip updates and service alerts. GTFS Real Time can also be made available to developers to create smartphone apps, websites and sign interfaces.



Southern California Regional Transit Training Consortium (SCRTTC)

At the initiation of LBT staff, the 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 2019, the SCRTTC has delivered over 80,000 hours of training to over more than 5,700 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 cyclists 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 is working with the City to develop a network of mobility hubs in the City as part of the Los Angeles/Long Beach Mobility Hub Program 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 A Line (Blue) 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 City's 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, North Long Beach Uptown Plan, as well as Long Beach's Everyone In Initiative



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CHAPTER 7:

Transit Security

Transit Enforcement Detail

Safety and Security are key components of LBT's Strategic Priorities. Since 1993, LBT has contracted with the LBPD for a dedicated Transit Enforcement Detail (TED). LBT's current TED program includes one part time police lieutenant, one full time police sergeant and seven full time police officers who work to proactively address LBT's ridership, employee, business and citizen insights and concerns.

The TED receives training in the specialized field of transit policing through programs offered through agencies like the FTA and Department of Homeland Security (DHS). As subject matter experts, the 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. The TED provides a variety of functions that have been well received by transit customers, the community and LBT employees, some include:

- Conducting undercover operations
- Training with LBT Supervisors, Transit Security and Operations
- Handling customer disturbances
- Performing random bus boardings
- Implementing Multi-Agency Disaster Preparedness Planning
- Implementing annual transit enforcement review
- Responding to emergencies and incidents
- Responding to and investigating collisions and investigating transit-related crimes
- Conducting periodic updates with detail sergeant to discuss issues
- Leveraging directed enforcement, for example, at particular bus stops to reduce nuisances
- Participating with DHS in anti-terrorism operations, 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, Transit Service Delivery and Planning; Executive Director/VP, Customer Relations and Communications; System Security Officer; Transit Service Delivery Supervisors and Operators. LBPD's representation consists of a Commander, Lieutenant, Sergeant and Officers.

Security Officer Services

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 includes controlling 24-hour access to LBT facilities 365 days a year, video monitoring and overseeing parking management.

Now in its third year, the Transit Ambassador (TA) program yields positive results throughout the transit system. LBT has documented consistent reductions in crimes, disturbances and fare evasion incidents on each of the routes the TAs target.



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When not focused on specific routes or bus stops, the TA's make every effort to maintain a presence on all routes in the system throughout each month. By educating LBT's customers concerning the Customer Code of Conduct, deterring crimes and disturbances by virtue of their professional uniformed presence and demeanor and serving as goodwill ambassadors on the system. They welcome customers, answering their questions about the system and helping them along their way.

The TAs also help represent LBT to the communities which LBT serves by participating at LBT's information booth at public outreach events and helping to escort LBT's bus entries in various parades throughout the year.

CHAPTER 8:

Tables

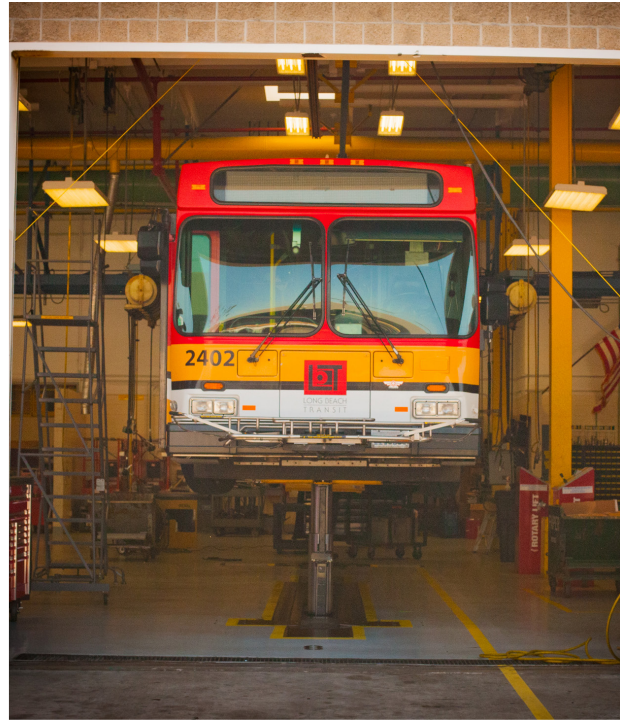


Table L - 1				
LONG BEACH TRANSIT				
CURRENT FARE STRUCTURE: 2019				
Fare Categories	Type of Service			
	Fixed Route	Demand Responsive	Ferry Service	
Cash/Token				
Regular	\$ 1.25	\$ 2.00		\$5.00 (AquaLink) \$1.00 (AquaBus)
Token	\$ 0.60	\$ -	\$ -	
Elderly	\$ 0.60	\$ -	\$ -	
Disabled/Medicare	\$ 0.60	\$ -	\$ -	
Student	\$ 1.25	\$ -	\$ -	
College	\$ 1.25	\$ -	\$ -	
University Pass*	\$ 0.75	\$ -	\$ -	
Express - Specify Zone Structure	\$ -	\$ -	\$ -	
Cash Transfers**				
Regular within System	\$ -	\$ -	\$ -	
Regular to other System	\$ 0.50	\$ -	\$ -	
Seniors to other System	\$ 0.50	\$ -	\$ -	
Disabled/Medicare to other System	\$ 0.50	\$ -	\$ -	
Day Passes				
Regular	\$ 4.00	\$ -	\$ -	
Elderly	\$ 2.50	\$ -	\$ -	
Disabled/Medicare	\$ 2.50	\$ -	\$ -	
30 Day Passes				
Regular	\$ 65.00	\$ -	\$ -	
Seniors	\$ 24.00	\$ -	\$ -	
Disabled/Medicare	\$ 24.00	\$ -	\$ -	
Student	\$ 40.00	\$ -	\$ -	
College	\$ 40.00	\$ -	\$ -	
Express	\$ -	\$ -	\$ -	
Monthly EZ Transit Pass (Regional Pass)				
Regular	\$ 110.00	\$ -	\$ -	
Senior & Disabled	\$ 42.00	\$ -	\$ -	
5 Day Pass				
Regular	\$ 18.00	\$ -	\$ -	
Seniors/Disabled/Medicare	\$ 9.00	\$ -	\$ -	
* Long Beach Transit is reimbursed \$.75 per ride for all currently enrolled University Students under the UPASS program.				
** As of July 15, 2015, interagency transfers require the use of stored value via the TAP system.				

Table L - 2
FLEET INVENTORY AS OF DECEMBER 2019

Year Built	Manuf.	Model	Seats	Length	Type of Fuel	Total Vehicles	Vehicles used for:				Non-ADA Vehicles in Active Service	ADA Vehicles in Active Service (3)	Vehicles w/ major Rehab
							Fixed Route Service	Demand Responsive Service	Water Responsive Service	Charter Services			
Fixed Route													
2018	New Flyer	SR2040	40	40	CNG	40	40	0	0	0	0	40	0
2016	BYD	6120LGEV	34	40	Electricity	10	10	0	0	0	0	10	0
2015	Gillig	G27D102N4	38	42	CNG	8	8	0	0	0	0	8	0
2015	New Flyer	SR1872	56	60	CNG	1	1	0	0	0	0	1	0
2015	New Flyer	SR1872	56	60	CNG	12	12	0	0	0	0	12	0
2013	Gillig	G27B102N4	38	40	CNG	31	31	0	0	0	0	31	0
2012	Gillig	G27D102N4	38	40	CNG	33	33	0	0	0	0	33	0
2009	New Flyer	SR1246	38	40	Gas	25	25	0	0	0	0	25	0
2007	New Flyer	SR1159	38	40	Gas	15	15	0	0	0	0	15	0
2005	New Flyer	SR1010	38	42	Gas	2	2	0	0	0	0	2	0
2005	New Flyer	SR924	38	40	Gas	20	20	0	0	0	0	20	0
2004	New Flyer	SR924	38	40	Gas	26	26 (1)	0	0	0	0	26	0
2002	New Flyer	SR850	39	40	Diesel	29 (2a & 2b	26 (1)	0	0	0	0	28	0
2000	New Flyer	SR657	39	40	Diesel	1 (2c)	0	0	0	0	0	0	0
Demand Response													
2017	Mobility	MV-1	4	17	CNG	7	0	7	0	0	0	7	0
2014	Mobility	MV-1	4	17	CNG	2	0	2	0	0	0	2	0
2014	Braun	Entervan	4	17	Gas	1	0	1	0	0	0	1	0
Water Taxi Service													
2012	Kvichak	Aqualink	74	69	Diesel	1	0	0	1	0	0	1	0
2002	Kvichak	Aqualink	74	69	Diesel	1	0	0	1	0	0	1	0
1998	Willard	Aqua Bus	37	40	Diesel	2	0	0	2	0	0	2	0
Charter Service													
2000	Prevost	H Series	56	45	Diesel	1	0	0	0	1	0	1	0
Total Number of Vehicles							249	10	4	1	0	239	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

Table L - 3
HISTORICAL & PROJECTED FLEET CHARACTERISTICS
Attachment C

	FIXED ROUTE		
	FY 2019 Actual	FY 2020 Estimated	FY 2021 Planned
Peak-Hour Fleet	186	186	186
Spares For Maint.	38	38	38
Spare Ratio*	20%	20%	20%
Emergency Contingency Reserve	25	25	25
Inactive Fleet	4	3	3
Total Vehicles	253	252	252
New Expansion Vehicles	0	0	0
New Replacement Vehicles	0	0	10

	DEMAND RESPONSIVE SERVICE		
	FY 2019 Actual	FY 2020 Estimated	FY 2021 Planned
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	0	0	0

	SYSTEM TOTAL		
	FY 2019 Actual	FY 2020 Estimated	FY 2021 Planned
Peak-Hour Fleet	196	196	196
Spares For Maint.	38	38	38
Spare Ratio*	20%	20%	20%
Emergency Contingency Reserve	25	25	25
Inactive Fleet	4	3	3
Total Vehicles	263	262	262
New Expansion Vehicles	0	0	0
New Replacement Vehicles	0	0	10

*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)

Attachment C

MODE:

From Audit Schedule 71b

SOURCE OF CAPITAL FUNDS:

FEDERAL CAPITAL GRANTS

	2019 Audited	2020 Estimated	2021 Planned
FTA Sec. 5309 (Sec. 3)	66		1,243
FAU Grants			
FTA Sec. 5307 (Sec. 9)	1,963	9,310	17,800
Other Federal - Prior Years Reserve		773	16,000
Other Federal (Assume 80/20 match) (Specify source) 5316	11		
Other Federal (Assume 80/20 match) (Specify source) 5339	17		
FHWA - Ferry Boat Project		146	

STATE CAPITAL GRANTS AND SUBVENTIONS

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			
Transit Inncert Rail Capital Project		3,951	
Other State (Specify) - 1B - PTMISEA	237		2,800
Other State (Specify) - 1B Security (CALTRANS)	205	512	
Other State (Specify) - 1B Interest	52		
Other State (Specify) - SB1- SGR			3,130
Other State (Specify) - LCTOP	483	29	

LOCAL CAPITAL GRANTS

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	-		
Prop 1B PTMISEA Bridge Funds	57		1,500
Prop 1B Transit Security Bridge Funds	300	407	
Prop. C Other (Specify) - MOSIP - Prior Year	1,056	9,059	3,500
Other Local (Specify) - RFI	11	304	
Other Local (Specify) - MSRC		15	
Other Local (Specify) - MOSIP FY20		4,700	
Other Local (Specify) - MOSIP FY21			4,800

TOTAL CAPITAL REVENUE	4,458	29,206	50,773
TOTAL CAPITAL EXPENSES	4,458	29,206	50,773

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

SOURCE OF OPERATING FUNDS:	2019 Audited	2020 Estimated	2021 Planned
FEDERAL CASH GRANTS AND REIMBURSEMENTS			
FTA Sec. 5307 (Sec. 9) Operating	3,159	3,020	1,977
CMAQ (Operating)			
Caltrans Federal Operating	(30)	0	0
STATE CASH GRANTS AND REIMBURSEMENTS			
TDA Current from unallocated	23,426	25,186	24,757
STA Current from unallocated	3,812	4,968	4,240
Other State (Specify) - Cap & Trade	343	584	584
STA - SB1	2,245	3,235	3,276
LOCAL CASH GRANTS AND REIMBURSEMENTS			
Passenger Fares	14,167	14,264	14,326
Special Transit Service	292	247	251
Charter Service Revenues			
Auxiliary Transportation Revenues	1,070	850	875
Non-transportation Revenues	2,643	1,930	2,268
Prop. A 40% Discretionary	10,945	15,623	16,032
Prop. A 25% Local Return	7,085	6,985	7,174
Prop. A Incentive fund			
Prop. A Interest			
BSIP	847	866	889
TSE	2,346	2,399	2,462
Base			
MOSIP	48	0	0
Prop. C 40% Discretionary			
Prop. C 20% Local Return			
Prop. C 5% Security	1,870	1,979	1,951
Prop. C Interest			
Measure R 20% Operating	9,521	10,411	10,273
Express Toll Revenue	88	85	85
Measure M	9,612	12,888	13,315
Other Local (Specify)			
Foothill Transit Zone Mitigation	840	921	975
JARC			
TOTAL OPERATING REVENUES	94,326	106,441	105,708
TOTAL OPERATING EXPENSES	94,326	106,441	105,708

Table L-5 (A)
LOS ANGELES COUNTY METROPOLITAN TRANSPORTATION AUTHORITY
Fiscal Year 2019 TPM Report Form

Agency Name: Long Beach Transit

Status: Audited

Annual Totals	A			B	C			D=A+B+C			E	F					G	H	I=D+E+F+G			J=D+H	K	System Total	NTD Reference Total All Modes Rpt#
	FAP Funded				Non-FAP Funded										Total MTA Funded	Other Codes ²									
	TDA, STA & Proposition A Discretionary			FAP Total	Proposition C 40% Discretionary				Non-FAP Total																
	Local	Express	Dial-A-Ride¹		TSE	Base Re-Structuring	BSIP	MOSIP																	
Total Vehicle Miles	7,600,609		318,926	7,919,535	199,869		72,144	4,053	276,066	18,748	8,214,349	S-10	S-10	S-10	S-10	S-10	S-10	S-10	F-10	F-10	F-30	R-10	S-10	S-10	A-30
Vehicle Service Miles	6,815,823		239,276	7,055,099	179,232		64,695	3,635	247,562	18,748	7,321,409														
Total Vehicle Hours	740,451		29,568	770,019	19,471		7,028	395	26,894	4,289	801,202														
Vehicle Service Hours	699,926		23,203	723,129	18,406		6,644	373	25,423	4,289	752,841														
Unlinked Passengers	22,396,552		38,126	22,434,678	588,951		212,585	11,944	813,480	83,576	23,331,734	F-10	F-10	F-30	R-10	S-10	S-10	A-30							
Passenger Revenue	13,306,958		63,872	13,370,830	349,926		126,308	7,097	483,331	605,481	14,459,642														
Aux. Rev/Local Subs.	10,646,139		128,064	10,774,203						23,632	10,797,835														
Op. Cost Less Depr.	88,916,789		1,034,000	89,950,789	2,345,612		846,663	47,570	3,239,845	1,135,812	94,326,446														
Full Time Equiv Employees	700		20	720						4	724	S-10	S-10	S-10	A-30										
Active Vehicles	249		10	259						4	263														
Peak Vehicles	186		10	196						4	200														
DAR Seat Capacity			40	40						40	40														
Base Fare	\$ 1.10	\$ 1.25																							
Effective Date	2/14/09	2/14/10																							

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

2-a- Agencies that have Proposition A 5% of 40% Incentive Funds for their Sub-regional Paratransit program, please insert data here.

2-b- Please Describe 2a:

Special Events and Water Taxi Services

EZ Pass Data included above:

Revenue	541,745
Unlinked Passengers	564,318

Table L-5 (B)
LOS ANGELES COUNTY METROPOLITAN TRANSPORTATION AUTHORITY
Fiscal Year 2020 TPM Report Form

Agency Name: Long Beach Transit										Status: Estimated							
A			B	C		D=A+B+C		E	F	G	H	I=D+E+F+G		J=D+I	K	L=J+K	
Annual Totals	FAP Funded			Non-FAP Funded							Total MTA Funded	Other Codes ²	System Total				
	TDA, STA & Proposition A Discretionary			FAP Total	Proposition C 40% Discretionary				Non-FAP Total								
	Local	Express	Dial-A-Ride ¹		TSE	Base Re-Structuring	BSIP	MOSIP									
Total Vehicle Miles	7,943,733		326,426	8,270,159	188,865		68,172		257,037	8,527,196	23,529	8,550,725					
Vehicle Service Miles	7,123,524		237,379	7,360,903	169,365		61,133		230,498	7,591,401	23,529	7,614,930					
Total Vehicle Hours	773,878		30,086	803,964	18,399		6,641		25,040	829,004	5,383	834,387					
Vehicle Service Hours	731,525		23,507	755,032	17,392		6,278		23,670	778,702	5,383	784,085					
Unlinked Passengers	23,371,657		39,122	23,410,779	556,526		200,881		757,407	24,168,186	99,442	24,267,628					
Passenger Revenue	13,407,429		66,240	13,473,669	319,258		115,238		434,496	13,908,165	602,690	14,510,855					
Aux. Rev/Local Subs.	9,620,142		125,000	9,745,142						9,745,142	20,000	9,765,142					
Op. Cost Less Depr.	100,662,886		1,212,934	101,875,820	2,399,092		865,966	0	3,265,058	105,140,878	1,300,350	106,441,228					
Full Time Equiv Employees	700		20	720						720	4	724					
Active Vehicles	249		10	259						259	4	263					
Peak Vehicles	186		10	196						196	4	200					
DAR Seat Capacity			40	40						40		40					
Base Fare	\$ 1.10	\$ 1.25															
Effective Date	2/14/09	2/14/10															

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

2-a- Agencies that have Proposition A 5% of 40% Incentive Funds for their Sub-regional Paratransit program, please insert data here.

2-b- Please Describe 2a:

Special Events and Water Taxi Services

EZ Pass Data included above:	
Revenue	492,127
Unlinked Passengers	512,632

Table L-5 (C)
LOS ANGELES COUNTY METROPOLITAN TRANSPORTATION AUTHORITY
Fiscal Year 2021 TPM Report Form

Agency Name: Long Beach Transit										Status: Planned					
A			B	C	D=A+B+C			E	F	G	H	I=D+E+F+G	J=D+H	K	L=J+K
Annual Totals	FAP Funded				FAP Total	Non-FAP Funded							Total MTA Funded	Other Codes ²	System Total
	TDA, STA & Proposition A Discretionary		Dial-A-Ride ¹	Proposition C 40% Discretionary			Non-FAP Total								
	Local	Express		TSE		Base Re-Structuring		BSIP	MOSIP						
Total Vehicle Miles	7,941,688		326,426		8,268,114	190,368		68,714				259,082	8,527,196	23,529	8,550,725
Vehicle Service Miles	7,121,690		237,379		7,359,069	170,712		61,619				232,331	7,591,400	23,529	7,614,929
Total Vehicle Hours	773,679		30,086		803,765	18,546		6,694				25,240	829,005	5,383	834,388
Vehicle Service Hours	731,337		23,507		754,844	17,531		6,328				23,859	778,703	5,383	784,086
Unlinked Passengers	23,365,632		39,122		23,404,754	560,953		202,479				763,432	24,168,186	99,442	24,267,628
Passenger Revenue	13,452,779		66,240		13,519,019	322,969		116,577				439,546	13,958,565	618,208	14,576,773
Aux. Rev/Local Subs.	11,371,093		125,000		11,496,093							3,350,439	11,496,093	20,000	11,516,093
Op. Cost Less Depr.	102,452,351		1,281,146		103,733,497	2,461,828		888,611	0				107,083,936	1,323,970	108,407,906
Full Time Equiv Employees	700		20		720								720	4	724
Active Vehicles	249		10		259								259	4	263
Peak Vehicles	186		10		196								196	4	200
DAR Seat Capacity			40		40								40		40
Base Fare	\$ 1.10	\$ 1.25													
Effective Date	2/14/09	2/14/10													

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

2-a- Agencies that have Proposition A 5% of 40% Incentive Funds for their Sub-regional Paratransit program, please insert data here.

2-b- Please Describe 2a:

Special Events and Water Taxi Services

EZ Pass Data included above:

Revenue	492,127
Unlinked Passengers	512,632

Table L - 6
PERFORMANCE AUDIT FOLLOW-UP
OF RECOMMENDATIONS FROM THE LAST
COMPLETED PERFORMANCE AUDIT
FY 16-18

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

Table L - 7
CAPITAL PROJECT SUMMARY

FY 2020

Project Name	Funding Source Federal	State Local	Total Project Cost
Capitalization of Preventive Maintenance	5,000	0	5,000
Ongoing Bus Capital	1,270	2,576	3,846
Ongoing Fleet Replacement	1,000	10	1,010
Ongoing Security Projects	218	667	885
Bus Stop Improvements	549	155	704
Facility Improvements	2,046	15,715	17,761
TOTAL CAPITAL PLAN	10,083	19,123	29,206

FY 2021

Project Name	Funding Source Federal	State Local	Total Project Cost
Capitalization of Preventive Maintenance	5,000	0	5,000
Ongoing Bus Capital	1,289	1,961	3,250
Ongoing Fleet Replacement	10,081	772	10,853
Ongoing Security Projects	221	119	340
Bus Stop Improvements	405	119	524
Facility Improvements	2,077	5,972	5,049
TOTAL CAPITAL PLAN	19,073	8,943	25,016

FY 2022

Project Name	Funding Source Federal	State Local	Total Project Cost
Capitalization of Preventive Maintenance	5,250	-	5,250
Ongoing Bus Capital	1,308	2,234	3,542
Ongoing Fleet Replacement	10,234	880	11,114
Ongoing Security Projects	225	135	360
Bus Stop Improvements	411	135	546
Facility Improvements	2,108	3,385	5,493
TOTAL CAPITAL PLAN	19,536	6,769	26,305

FY 2023

Project Name	Funding Source Federal	State Local	Total Project Cost
Capitalization of Preventive Maintenance	5,408	-	5,408
Ongoing Bus Capital	1,347	2,301	3,648
Ongoing Fleet Replacement	10,541	906	11,447
Ongoing Security Projects	232	139	371
Bus Stop Improvements	423	139	562
Facility Improvements	2,171	3,487	5,658
TOTAL CAPITAL PLAN	20,122	6,972	27,094