

Short Range Transit Plan

Fiscal Years 2018–2020



LONG BEACH
TRANSIT

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CHAPTER 1:

Introduction

Purpose

Long Beach Transit (LBT) is pleased to present its three-year Short Range Transit Plan (S RTP) for Fiscal Years 2018–2020.

The S RTP 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 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 Metropolitan Transportation Authority (Metro) and the Los Angeles County Municipal Operators Association (LACMOA); working cooperatively with our state and national industry associations; outreaching to the communities we serve; and engaging our legislative delegations to make our voices heard about the need to invest in public transportation.

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.

Long Beach Transit System

LBT is a nonprofit corporation established in 1963 to provide public transportation to the City of Long Beach and its 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, 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 vital that every employee understands and utilizes the structural guideposts set in place to fulfill our mission. Much like the elements illustrated on page 5, when all employees work together collectively, we 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 below 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

Leadership Competencies

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

Strategic Priorities

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

Key Performance Indicators

In order to operate within the Strategic Priorities, LBT includes quantitative analysis in the decision-making process. Key Performance Indicators (KPIs) are used as a basis for a more in-depth analysis on how LBT can improve service to its customers. LBT is currently developing additional KPIs to support efforts to heighten 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 Monday of the month at:

Long Beach City Council Chamber
333 W. Ocean Blvd.
Long Beach, CA 90802

The Board can call additional meetings as necessary to address imminent planning, operational, and/or budgeting matters. The 2017 LBT Board of Directors is 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 President and CEO has an Executive Leadership Team (ELT) that manages the day-to-day

operations of the agency and its 750+ employees. The ELT consists of the Deputy Chief Executive Officer; the General Counsel; and the Executive Directors/Vice Presidents of Maintenance and Infrastructure; Employee and Labor Relations; Finance and Budget; Transit Service Delivery and Planning; and Information Technology. The 2017 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, 2017.

Table 1:
LBT Employment Utilization Analysis
as of 9/30/17

| Position | Full-Time Equivalents |
|------------------------------|-----------------------|
| Officials and Administrators | 29 |
| Professionals | 80 |
| Technicians | 3 |
| Paraprofessionals | 10 |
| Administrative Support | 45 |
| Skilled Craft | 56 |
| Service and Maintenance | 527 |
| Total | 750 |

2017 Long Beach Transit Board of Directors



**Maricela De
Rivera**
Chair



Sumire Gant
Vice Chair



Colleen Bentley
*Secretary/
Treasurer*



Adam Carrillo
Board Member



Mary Zendejas
Board Member



Nancy Pfeffer
Board Member



Michael Clemson
Board Member



Eric Widstrand
*City Representative
Non-Voting*



Lea Eriksen
*City Representative
Non-Voting*

2017 Long Beach Transit Executive Leadership Team



Kenneth McDonald
President and CEO



Debra Johnson
Deputy CEO



Vincent Ewing
General Counsel



Tony Cohen
*ED/VP, Maintenance
and Infrastructure*



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



Lisa Patton
*ED/VP, Finance
and Budget*

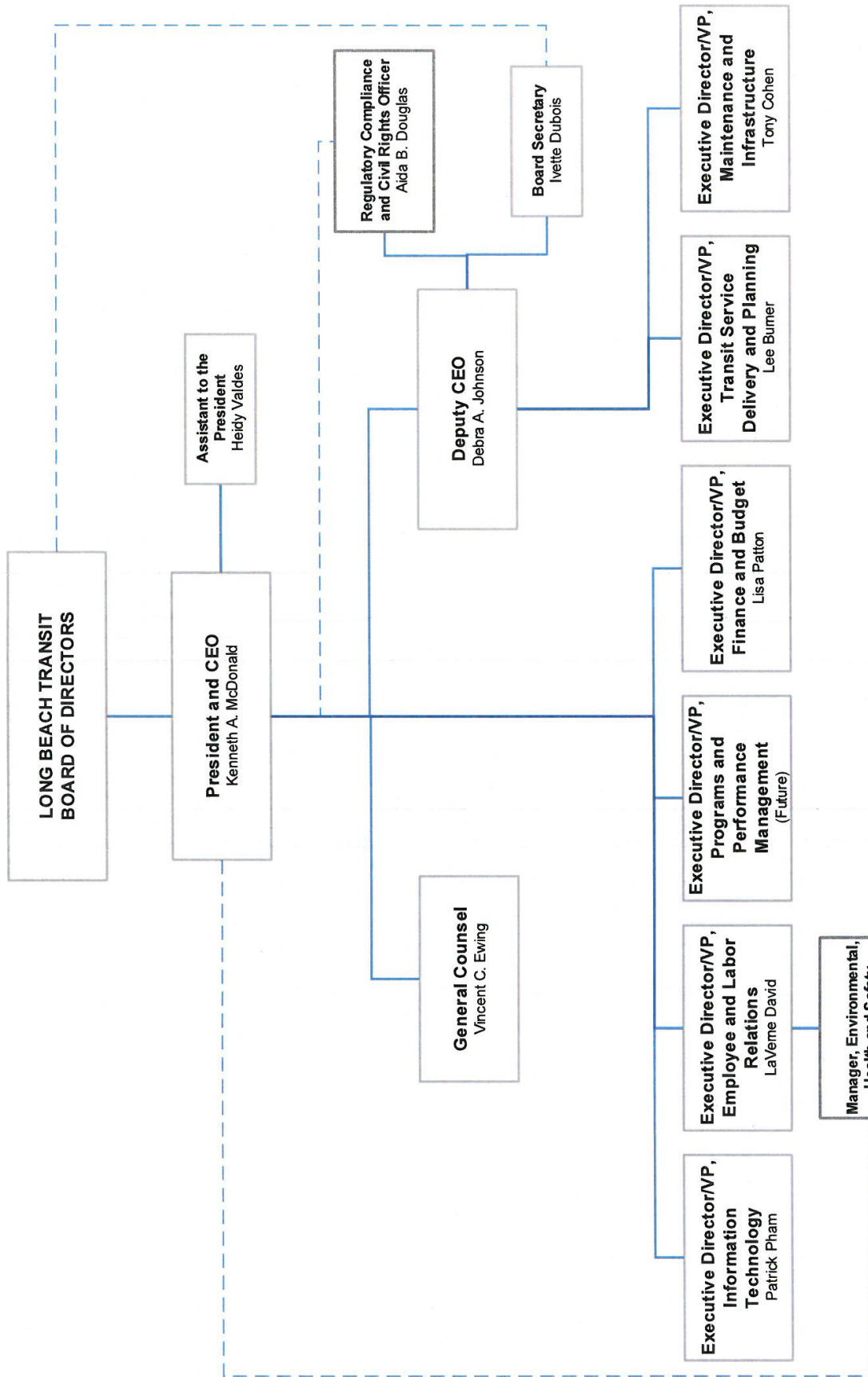


Lee Burner
*ED/VP, Transit Service
Delivery and Planning*



Patrick Pham
*ED/VP, Information
Technology*

Organizational Chart



Approved: 
September 18, 2017

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).

Contracted Transportation Services

LBT relies on contracted transportation for the provision of its water taxi service and Dial-A-Lift paratransit service. The details of these services can be found on pages 11 and 13.

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 2017 can be found in Exhibit 2 on page 12.

Local Fixed-Route Service

Fixed-route service is provided with a fleet of 227 buses and is distributed over 35 routes with a peak requirement of 189 as of August 2017. Service is operated throughout the fixed-route system seven days a week from 4:10 a.m. to 1:20 a.m. For more detailed information on routes and ridership, please refer to Chapter 3.

Limited Stop Service (ZAP)

In addition to core local fixed-route services, LBT also provides limited-stop service. The ZAP limited-stop service was initiated to speed trip times and enhance customer service along 7th Street and Pacific Coast Highway (PCH). The #96 ZAP–7th Street makes limited stops and decreases the typical travel time by 20 percent. Bus stops include retail centers, schools, hospitals and transfer points.

Service is provided Monday through Friday during peak hours when school is in session. The #176 ZAP PCH–Lakewood provides service between Technology Park and Lakewood Center Mall. Service is provided Monday through Friday from 6:46 a.m. until 7:10 p.m.

Passport

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



Water Taxi Service

AquaBus

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

Exhibit 2: Long Beach Transit Routing System Map (August 2017)



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

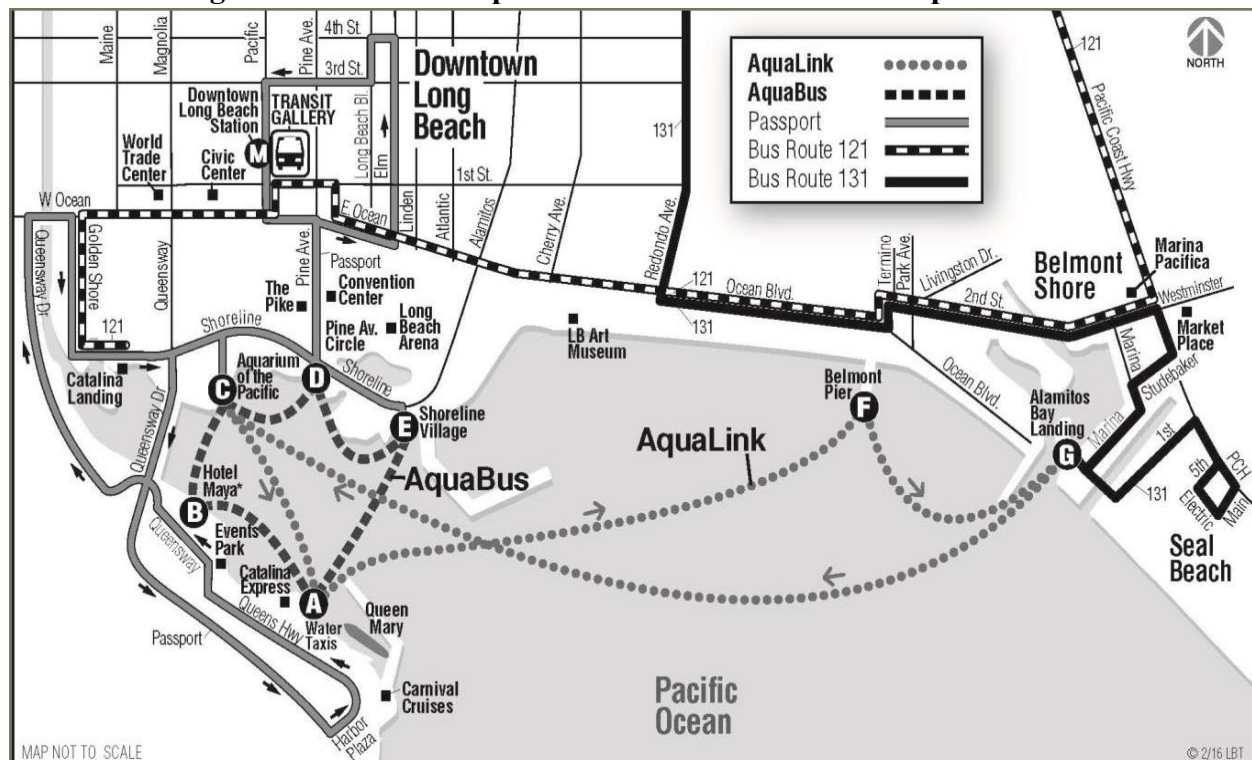


Exhibit 3 above depicts a map of LBT's Passport and Water Taxi Service.

AquaBus service is provided by two, 40-foot boats, each having a capacity for 37 customers. The boats are mobility-device accessible. The service operates seven days per week, generally from mid-April through October.

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, convenient and fun connection between Long Beach's east and west harbor attractions. The *AquaLink* catamarans are accessible to mobility devices and bicycles and operate generally from mid-April through October.

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.



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. 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 from 7 a.m. to 10:30 p.m. On Friday and Saturday, the hours are 7 a.m. to 11:30 p.m. The service operates within the cities of Long Beach, Lakewood and Signal Hill, which comprise about 80 percent of LBT's fixed-route service area.

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



Community Transit Programs 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 and encourage their further use. Typically, tickets for *Museum Express* services sell out fast and it remains as one of LBT's most popular special services. Customers can purchase tickets for *Museum Express* online, in person or via mail.

Transit System Accessibility and Services

Since the enactment of the American with Disabilities Act (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 high 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. From 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, LBT has implemented critical improvements over the years that have led to a more integrated approach to addressing ADA guidelines.

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 to requirements and regulations on an annual basis through LBT's State Mandated Annual Refresher Training (SMART) Program. This training includes the operation of all recommended ADA equipment, as well as the regulations surrounding the use of service animals by persons with disabilities. Topics such as ADA customer awareness and ADA etiquette are also incorporated into 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.

In 1976, LBT introduced a DAL service, offering specialized service, 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 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 vast majority of LBT bus stops are accessible to customers with disabilities. LBT's RCCRO works across departments as well as with the City of Long Beach's ADA Coordinator to make remaining stops accessible either by relocating them or by identifying funding opportunities to enhance the necessary infrastructure.

Access Services, Inc.

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

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

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

Currently, Access 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 is represented on the Access Board of Directors through the appointment of a Board Member representing the Los Angeles County Municipal Operators Association (LACMOA).

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 important 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 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.

LBT also 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.

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 Dial-A-Lift, Access 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 LBT's Deputy CEO; 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.

Fare Structure and Technology

Fare Structure

Table 2: Long Beach Transit Fare Structure

| Regular Fares | 2017 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 | 2017 Fares |
|---|------------|
| <i>Reduced Fare (Senior, Disabled and Medicare) customers require valid I.D. shown at time of boarding.</i> | |
| Reduced Fare Cash | \$ 0.60 |
| Reduced Fare Day Pass | \$ 2.50 |
| Reduced Fare 5-Day Pass | \$ 9.00 |
| Reduced Fare 30-Day Pass | \$ 24.00 |
| Legally Blind | Free |
| Customers in Mobility Devices | Free |
| Dial-A-Lift Cash (For eligible customers only) | \$ 2.00 |

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

Technology

Transit Access Pass (TAP)

TAP is a fare payment system that allows customers to electronically store passes from TAP-enabled transit agencies and store value (“cash”) on one durable, eco-friendly smart card.

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.

LBT sales locations sell TAP passes. However, Day Pass and 5-Day (magnetic paper) Passes are still available for purchase onboard LBT buses.



Regional Interagency Transfers (IAT)

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

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

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

- Eliminated the paper interagency transfer by requiring that all transfers are 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 is expected to be implemented in Spring 2018.

“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 merely text LBT with the bus stop ID number, to 27299 to receive near-instantaneous information about the arrival of the next bus at any LBT bus stop, without having to use a smartphone.

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

TEXT LBT for next bus times! Text the letters LBT together with your 4-digit bus stop ID number to 27299.

Route 51, 52
Artesia Station/Transit Gallery Southbound

Please stand as bus approaches and have your fare ready.

No loitering, please—per Calif. Code PC 602.1(a).

No Smoking or vaping at and within 20 feet of any bus stop. Per LBMC 6.68.075

51 Long Beach Blvd. To Downtown Southbound
Artesia - Artesia at - Long Beach - Long Beach - Long Beach - Transit Station - Long Beach - at Del Amo - at Willow - at Anaheim - Gallery G

52 Long Beach Blvd. To Downtown Southbound
Artesia - Victoria Co. - Long Beach - Long Beach - Long Beach - Transit Station - Services Ctr. - at Del Amo - at Willow - at Anaheim - Gallery G

WEEKDAYS
First Trip 4:52 am Last Trip 10:50 pm
Every 12 to 60 minutes

SATURDAYS
First Trip 5:04 am Last Trip 10:43 pm
Every 30 to 30 minutes
*1st trip from Artesia at Long Beach Blvd.

SUNDAYS/HOLIDAYS
First Trip 8:18 am Last Trip 10:43 pm
Every 30 to 30 minutes

WEEKDAYS
First Trip 6:44 am Last Trip 6:06 pm
Every 35 minutes

SATURDAYS/SUNDAYS/HOLIDAYS
No Service

ALL TIMES ARE APPROXIMATE- Subject to Change Without Notice

For service before and after listed trip times, please ride Metro #60.

LONG BEACH TRANSIT (562) 591-2301 www.lbtransit.com

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 the fourth quarter of 2018, LBT expects to launch an all-new website with responsive design that allows customers to view the same site regardless of the device used. Simply, the site will look the same whether someone is using a mobile phone, tablet or desktop computer.

The new site will feature an easy to use trip planner and live tracking to help customers get to where they want to go quickly.

Facilities and Equipment

1963 E. Anaheim St. (LBT1)

LBT administration, operations and maintenance headquarters is located at 1963 E. Anaheim St., Long Beach, CA 90813 (LBT1). This site is located at the center of the LBT service area, about 2.5 miles from downtown Long Beach, and is well suited for Operator and bus exchanges. The eight-acre site was designed with 183 bus storage spaces.



6860 Cherry Ave. (LBT2)

LBT2 was built in 1998 and is situated on approximately 10 acres at 6860 Cherry Ave., Long Beach, CA 90805. This site offers operational advantages for the northern part of 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 are scheduled to expand 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, Jim Ditch. 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 preparing for the expansion of its existing CNG fueling facility and parking configuration to accommodate this shift.

Transit Gallery

LBT's Transit Gallery is located in downtown Long Beach on 1st St. between Long Beach Blvd. and Pacific Ave. This location is central to downtown activities as well as new and proposed 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 Blue Line light rail, regional bus routes: Torrance, Metro, LADOT, Amtrak's Thruway

Service; and LAX FlyAway bus service, making it a major transit hub in the southeastern region of Los Angeles County.

Transit and Visitor Information Center

LBT's Transit and Visitor Information Center (TVIC) is located at the corner of 1st Street and Pine Avenue which is one of the busiest corners in downtown Long Beach and adjacent to the Transit Gallery and Metro Blue Line.

Opened in June 2009, the TVIC was dedicated to LBT's long-time Chief Operating Officer, Guy B. Heston. Many customer service features are provided at the TVIC, such as expanded window service hours, a real-time transit schedule display, and a touch-screen kiosk that provides 24-hour transit information. In addition, downtown Long Beach's first public restroom facility with a dedicated attendant are free to the public and open daily from 5 a.m. to 1:30 a.m.

Bus Stops and Shelters

LBT has nearly 2,000 bus stops throughout its system. LBT bus stops are consistently rated favorably for safety, convenience and cleanliness in customer surveys. The vast majority of the stops have mobility-device access and roughly 24 percent have shelters. Real-time information signage is now installed at 76 selected stops, in addition to eight informational monitors at the Transit Gallery.



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

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

Eastside Regional Transit Center Study

LBT 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 Metro and the Orange County Transportation Authority (OCTA). After extensive analysis and community outreach, the Veterans Affairs (VA) Medical Center/California State University, Long Beach (CSULB) site was identified as the preferred location. LBT is working to advance this project.

Bus Stop Committee

LBT has a cross-departmental committee that works cooperatively in making recommendations to the ELT for the removal or relocation of existing stops. In addition, the Committee recommends prioritization for various bus stop capital improvements when funds become available. Suggestions for stop changes or improvements come from Committee members, other LBT employees (including Bus Operators), and members of the public.

The Bus Stop Committee consists of staff members from the following departments: Transit Service Delivery and Planning, Safety, Training, Customer Service, Maintenance and Infrastructure, Regulatory Compliance and Civil Rights, External Affairs, as well as LBT's Transit Enforcement Detail (TED) from

the Long Beach Police Department (LBPD). In addition to representatives of the above departments, two Operators also serve on the Committee. The Bus Stop Committee meets monthly.

Implementation of the 5S Program

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

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

Vehicle Fleet

LBT's revenue fleet consists of 244 vehicles: 223 fixed-route service buses, 21 contingency fleet buses, 10 Dial-A-Lift 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 2020. LBT's fleet will solely be CNG and BEB.

Fixed-Route Fleet

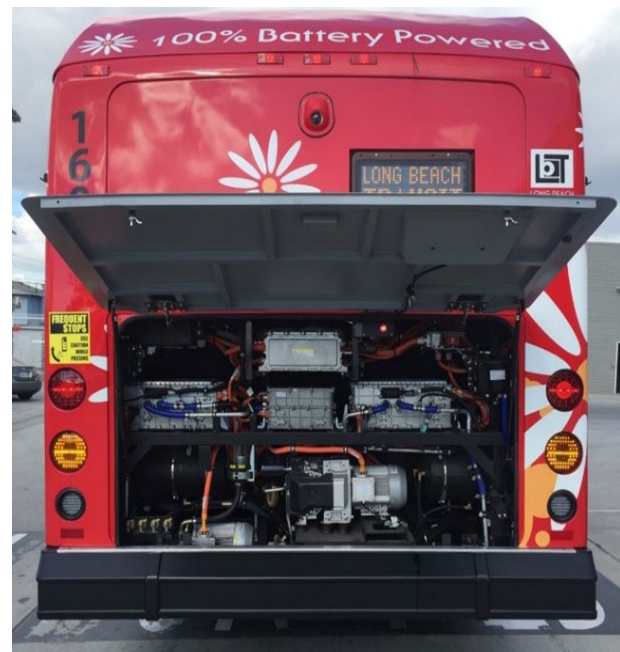
LBT is working to phase out its use of diesel buses in favor of alternatively fueled and zero-emission buses.

While LBT does operate some remaining diesel buses, they are fueled with "ultra-low sulfur diesel fuel" and are outfitted with particulate traps to lower emissions. LBT meets or exceeds all federal emission regulations.

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

By Spring 2018, 40 CNG buses will be added to LBT's fixed-route fleet, bringing the fleet to 95 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.



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



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

LBT has a long history of working to keep all its assets in a state of good repair through monitoring and regularly scheduled inspections, performance reviews and useful life analyses. LBT's extensive program includes mid-life cosmetic 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 seven CNG-fueled MV-1 vehicles, the first purpose-built mobility device accessible vehicles in addition to three Dodge Caravans retrofitted to accommodate mobility devices. All vehicles are operated from and maintained at the contractor's facility.

Other Revenue Vehicles

LBT also provides service with a 56-passenger over-the-road coach used primarily for the *Museum Express* service and other special services. Two boats with capacity for 37 customers each (*AquaBus*) and two catamarans with capacity for 73 customers each (*AquaLink*) operate service in Queensway Bay along the Long Beach coastline from mid-April to October.



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.



CHAPTER 3:

Service Planning and Evaluation



The objective of the Service Planning department is to plan and develop schedules that will provide the most efficient and effective transit services to the greatest number of customers. Transit routing design and service-hour allocation are carefully related to existing customer demand and potential markets, with consideration of other relevant factors such as operational procedures, performance standard requirements, land-use, population and employment density and street patterns. Currently, LBT implements three service changes per year: 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 ridership data collection effort. Ridership information is also being generated using data from LBT's fareboxes. LBT's automated vehicle location (AVL) systems also provide useful data about bus running times and operating speeds.

LBT plans to expand the use of APC's within its fleet.

Systemwide Transit Analysis and Reassessment (STAR) Initiative

LBT is currently undergoing a Comprehensive Operational Analysis (COA), known as the Systemwide Transit Analysis and Reassessment (STAR) Initiative, which includes a route-by-route analysis of LBT's network.

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

This project will provide an in-depth study of LBT's transit system that will evaluate the overall structure and delivery of transit services. The analysis will determine the most effective and efficient use of existing and future transit resources by using approaches such as public participation to provide current and future service recommendations.

The STAR Initiative will provide LBT with a guide for the development of service plans to improve service delivery to its customers and meet the region's evolving transportation and travel needs.

The STAR Initiative is designed to attract customers to LBT's system, maintain a more cost-effective and sustainable operation, guide assessment of existing services and develop new services, while maintaining and improving the financial health of LBT.

Regional Ridership Improvement Task Force (RRITF)

In May 2016, LBT began working cooperatively with its partners at 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. The Regional Ridership Improvement Task Force (RRITF) is co-chaired by LBT's CEO and made up of representatives from Metro, LBT, Santa Monica's Big Blue Bus, Culver CityBus and Norwalk Transit. Consultant services have been procured that will help the RRITF develop a Ridership Growth Action Plan (RGAP) aimed at increasing transit use across the LA region over the next decade. The RGAP is intended to Retain, Reclaim, and Recruit customers to transit.

The project will provide solutions based on a comprehensive understanding of bus and rail ridership within the LA region and the travel attributes that can be prioritized for the local transit service area. The travel attributes, including safety, cost, speed, frequency, reliability, directness of travel, and accessibility to the travel mode will assist in the development of long-term solutions and options for transit service planning in each of the Metro and LACMOA transit service areas.

The outcome of the RGAP is a planned, phased approach for implementation of the identified solutions to support anticipated ridership growth over the next 10 years.

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 35.4 passengers per vehicle revenue hour in FY 2017. 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.

As shown on Exhibit 4A on page 25, LBT ridership decreased over the past fiscal year, falling to 25,220,528 annual boardings in FY 2017 from 26,271,977 in FY 2016. This represents a nearly eight percent decrease from the previous year.

Exhibit 4A: Fixed Route—Annual Ridership

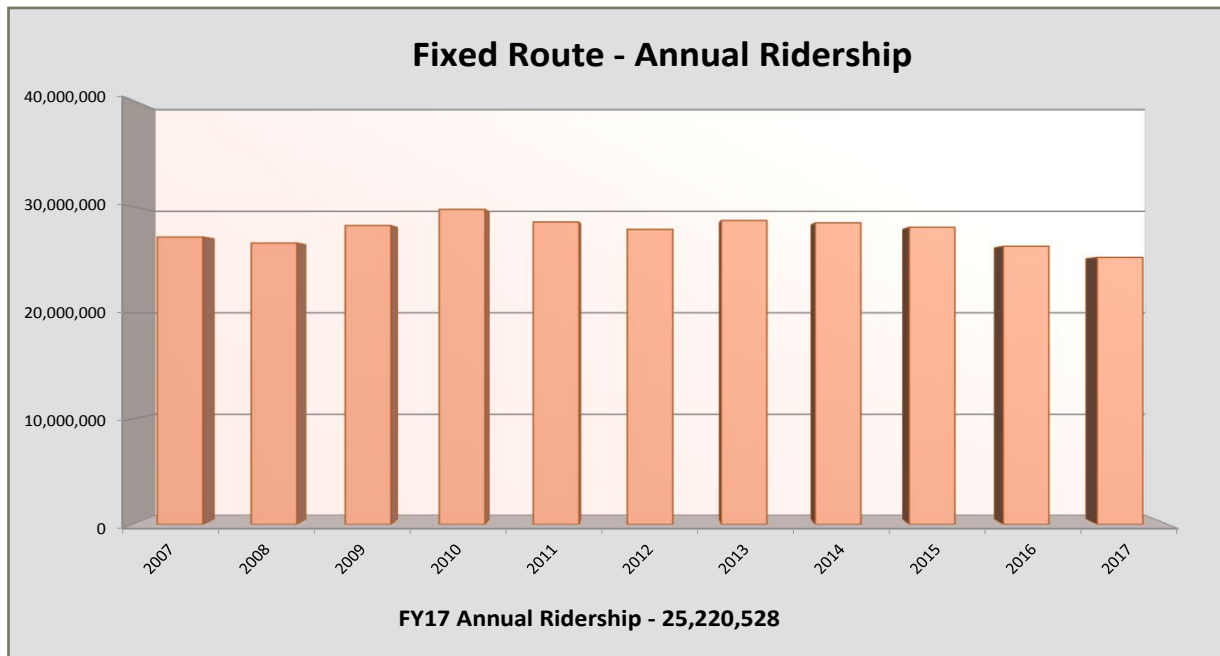


Exhibit 4B below depicts revenue service miles and Exhibit 4C on page 26 displays revenue hours that have fluctuated slightly, but overall have remained constant for many years due to continued funding constraints.

In FY 2017, both miles and hours remained constant. Without the financial capacity to expand service, changes from year to year

have typically been accomplished through minor reallocation of hours and miles to improve reliability and efficiency and to relieve overcrowding.

There was a slight decrease in cost per vehicle service hour in FY 2016 as shown in Exhibit 4D on page 26.

Exhibit 4B: Fixed Route—Annual Revenue Miles

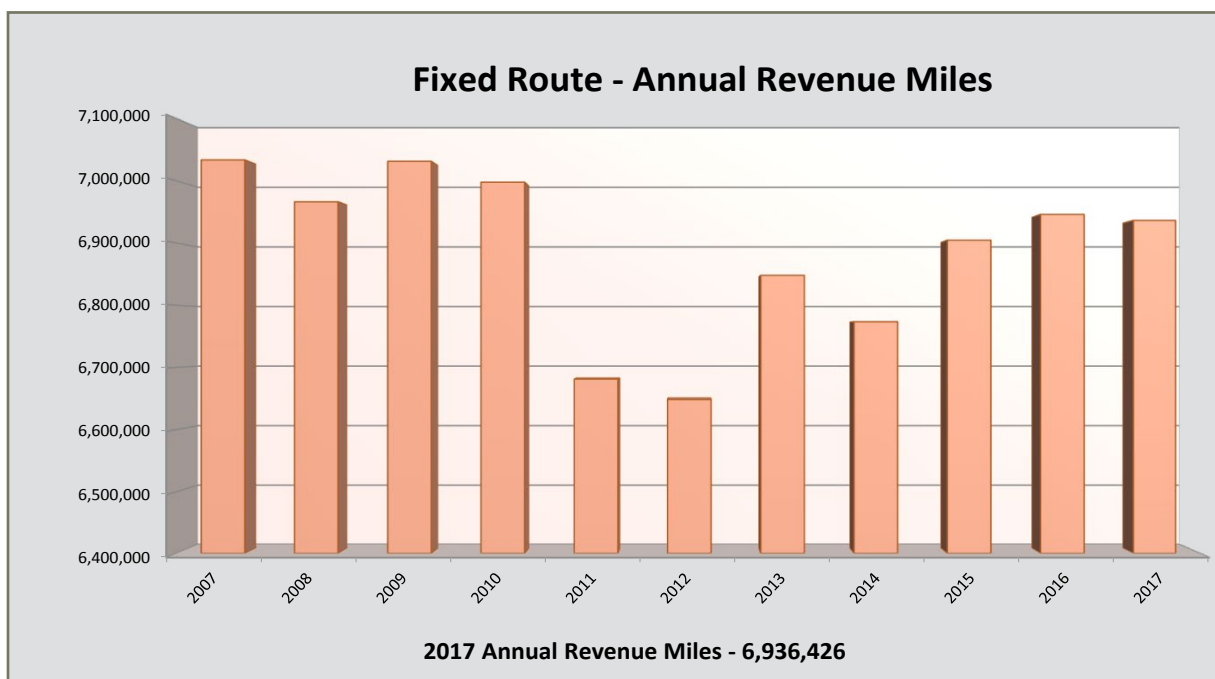
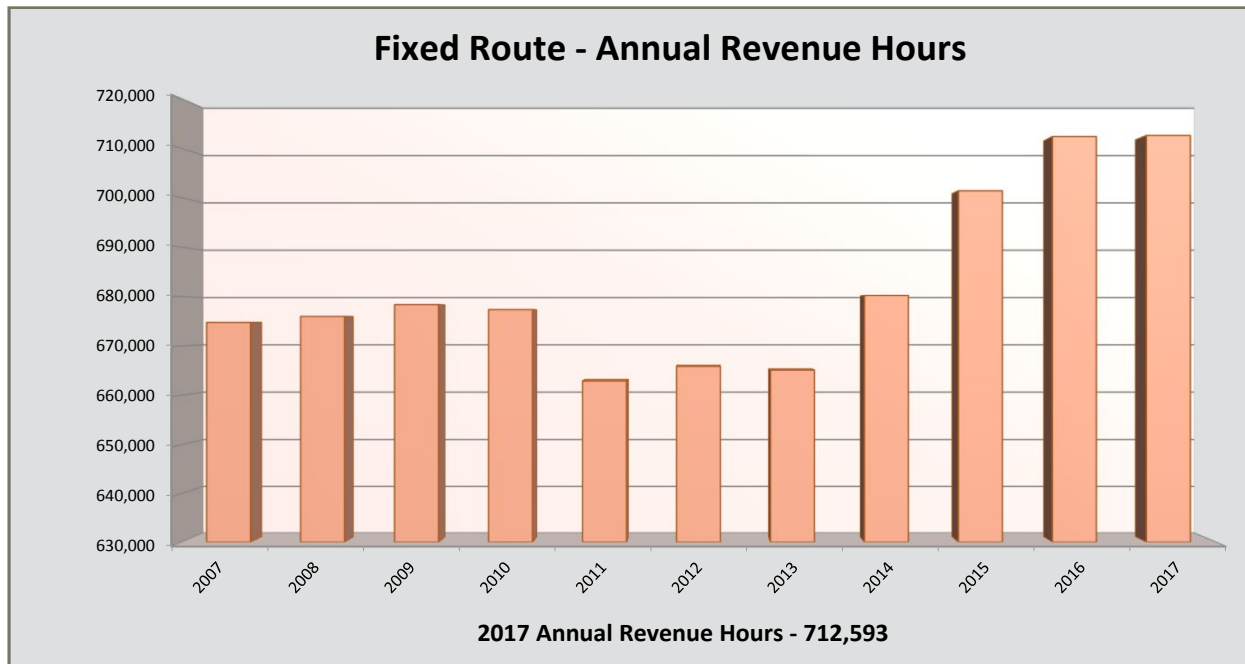


Exhibit 4C: Fixed Route—Annual Revenue Hours



As detailed below in Exhibit 4D, in recent years the cost per vehicle service hour continued to increase from year to year. In FY 2017, the cost per vehicle service hour increased to \$116.34.

Cost drivers include wages, health care and pension costs. LBT remains one of the lowest-cost public transit providers in the region.

Exhibit 5: Fixed-Route Summary (page 27), describes the level of service of the entire system, including passengers per hour. As detailed below in Exhibit 4D, in recent years the cost per vehicle service hour continued to increase year to year.

Exhibit 4D: Cost Per Vehicle Service Hour

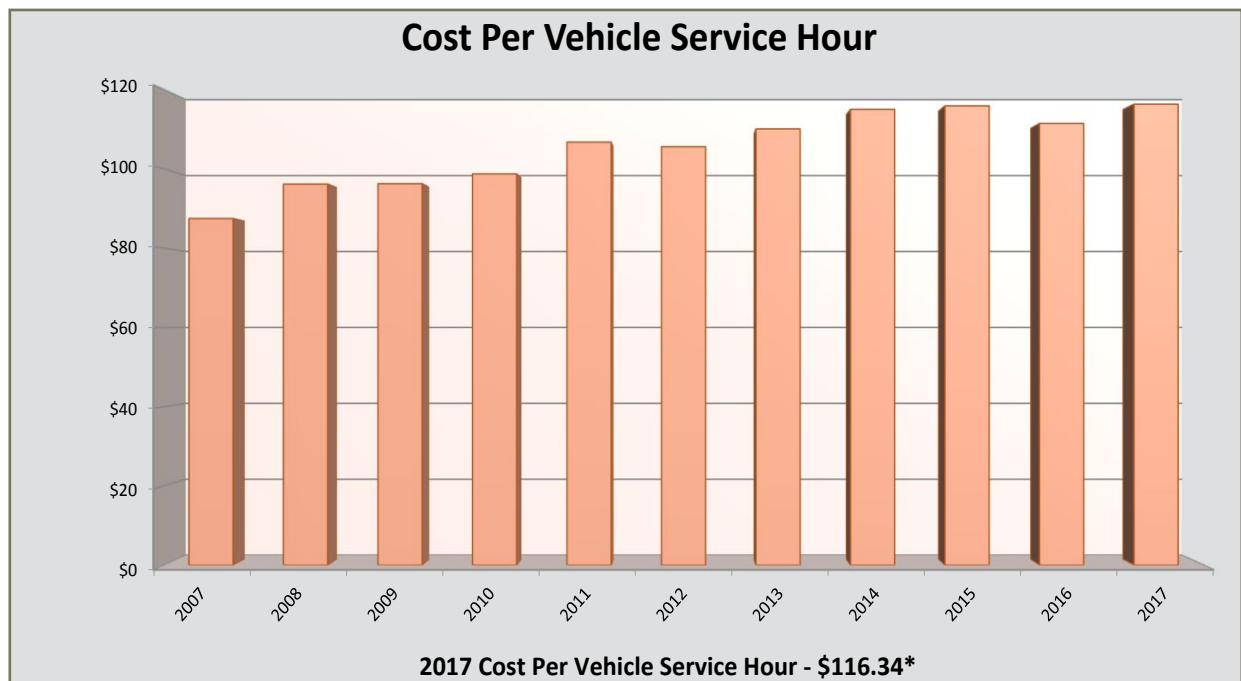


Exhibit 5: Fixed Route Summary

Exhibit 5

Long Beach Transit
Fixed Route Summary (as of August 2017 Service Change)

| No. | Line Name | Weekday PM Peak* | | Weekday Midday | | Weekday Service | | | Span of Service | | | Transit Gallery |
|---------------------------|--|------------------|---------|----------------|---------|-----------------|--------------|--------------------------------|----------------------------|-------------|-------------|-----------------|
| | | Vehicles | Headway | Vehicles | Headway | Veh Miles** | Veh Hrs** | Passengers Per Vehicle Hour*** | Mon - Fri | Sat | Sun | |
| 1 | Easy Ave. | 5 | 30 | 5 | 30 | 834 | 77 | 19.2 | 0503 - 2310 | 0607 - 2038 | 0607 - 2038 | Yes |
| 21 | Cherry Ave. | 5 | 30 | 5 | 30 | 798 | 79 | 28.6 | 0445 - 2510 | 0506 - 2513 | 0506 - 2513 | Yes |
| 22 | Downey Ave. | 5 | 30 | 4 | 30 | 656 | 65 | 26.8 | 0520 - 2055 | 0505 - 2125 | 0505 - 2125 | Yes |
| 37 | Passport - Queen Mary | 5 | 15 | 4 | 15 | 497 | 60 | 24.3 | 0508 - 2456 | 0508 - 2458 | 0508 - 2458 | Yes |
| 45 | Anaheim - Crosstown | 4 | 20 | 4 | 20 | 484 | 59 | 50.7 | 0510 - 2010 | 0814 - 2003 | 0854 - 1849 | No |
| 46 | Anaheim - Downtown | 4 | 20 | 4 | 20 | 507 | 66 | 53.2 | 0431 - 2524 | 0504 - 2524 | 0504 - 2525 | Yes |
| 51/52 | Long Beach Blvd | 11 | 12 | 11 | 15 | 1575 | 160 | 37.4 | 0430 - 2411 | 0505 - 2411 | 0510 - 2411 | Yes |
| 61 | Atlantic Ave. | 17 | 12 | 12 | 20 | 1844 | 194 | 42.4 | 0450 - 2520 | 0532 - 2515 | 0528 - 2516 | Yes |
| 71 / 72 | Orange Ave. | 5 | 30 | 5 | 30 | 720 | 73 | 22.0 | 0445 - 2025 | 0506 - 2055 | 0506 - 2055 | Yes |
| 81 | 10th Street | 2 | 50 | 2 | 50 | 235 | 24 | 26.1 | 0615 - 1842 | --- | --- | Yes |
| 90 | 7th St - Bellflower - Clark - Woodruff | 21 | 10 | 17 | 15 | 3185 | 309 | 36.5 | 0409 - 2515 | 0500 - 2515 | 0500 - 2515 | Yes |
| 96 | ZAP - 7th St Limited | 5 | 8/10 | --- | --- | 348 | 28 | 47.3 | 0632 - 0941 1320 - 1638 | --- | --- | No |
| 101/103 | Carson | 8 | 10/20 | 6 | 20 | 1121 | 105 | 33.4 | 0458 - 2245 | 0550 - 2005 | 0550 - 2005 | No |
| 102/104 | Willow - Spring St. | 5 | 20/30 | 4 | 40 | 740 | 61 | 25.9 | 0531 - 2057 | 0645 - 1925 | 0647 - 1925 | No |
| 111/112 | Broadway - Lakewood - Clark | 10 | 20 | 7 | 20 | 1291 | 118 | 25.9 | 0500 - 2520 | 0505 - 2501 | 0505 - 2459 | Yes |
| 121 | Ocean - CSULB - Traffic Circle | 8 | 20 | 8 | 20 | 1041 | 112 | 41.6 | 0425 - 2510 | 0501 - 2508 | 0502 - 2508 | Yes |
| 131 | Redondo - Alamitos Bay | 4 | 45 | 4 | 45 | 558 | 51 | 15.5 | 0512 - 2200 | 0530 - 2131 | 0530 - 2131 | No |
| 151 | 4th Street | 4 | 20 | 4 | 20 | 442 | 60 | 21.6 | 0423 - 2452 | 0459 - 2454 | 0459 - 2454 | Yes |
| 170 | PCH - Palo Verde - Studebaker | 18 | 15 | 14 | 15 | 2574 | 236 | 32.7 | 0459 - 2456 | 0508 - 2457 | 0508 - 2455 | Yes |
| 171 | PCH Crosstown | 11 | 15 | 8 | 20 | 1146 | 123 | 44.0 | 0430 - 2301 | 0700 - 2306 | 0708 - 2206 | No |
| 176 | PCH LBCC Crosstown | 4 | 30 | 4 | 30 | 472 | 50 | 26.6 | 0654 - 1905 | --- | --- | No |
| 180 | Magnolia / Pacific | 2 | 20 | 2 | 25 | 390 | 44 | 25.5 | 0530 - 2130 | 0515 - 2055 | 0515 - 2055 | Yes |
| 190 | Santa Fe - Del Amo - South | 19 | 15 | 13 | 15 | 2735 | 239 | 34.5 | 0410 - 2514 | 0507 - 2520 | 0505 - 2520 | Yes |
| | Trippers | 6 | | 0 | | 323 | 25 | 71.4 | | | | |
| | Training | 5 | | 5 | | | | | | | | |
| Fixed Route Bus | | 193 | --- | 152 | --- | 24,516 | 2,418 | | | | | |
| AQB | Aqua Bus**** | 2 | 20 - 40 | 2 | 20 - 40 | 6 | 7.0 | | | | 1100 - 2035 | - |
| AQL | Aqua Link**** | 2 | 60 | 2 | 60 | 40 | 7.5 | | | | 1100 - 2230 | - |
| Ferry Boat Service | | 4 | --- | 4 | --- | 46 | 14.5 | | | | | |

* Peak: P.M. service including trippers

** Vehicle Miles/Hours including trippers

*** FY16 Ridership information

Table 3: Service Requirements

| Service Requirements – August 2017 | | | | |
|---|-----------------|----------------------|---------------|---------------|
| 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 2017 service operated on weekday school days, Saturdays and Sundays.

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

Exhibit 6 below and Table 4 on page 29 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 nearly 83 percent, just shy of its 85 percent goal in FY 2017.

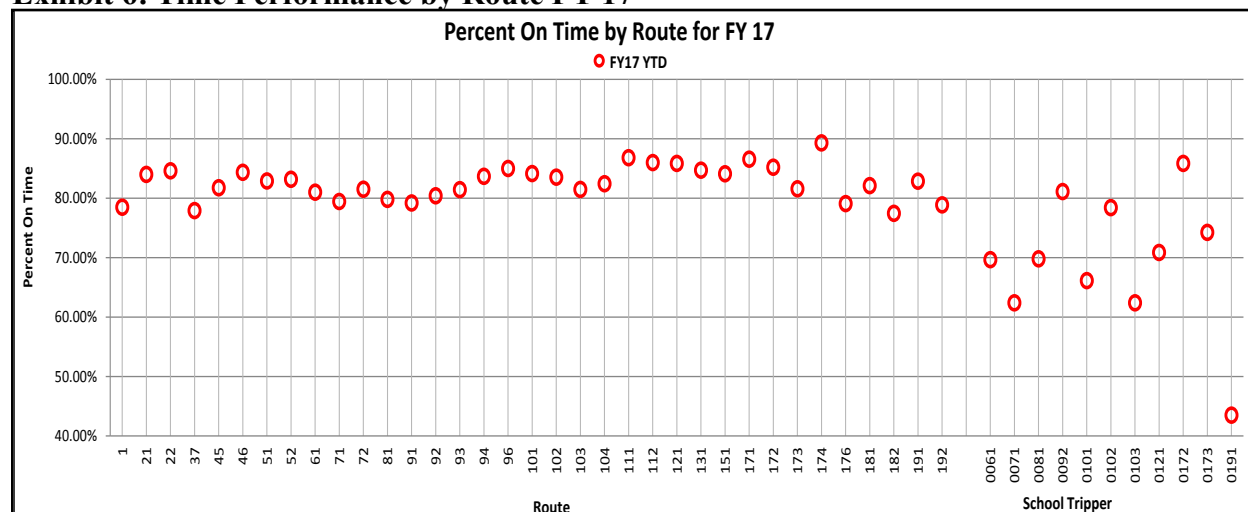
Exhibit 6: Time Performance by Route FY 17

Table 4: Time Performance by Route FY 17

| LBT FY17 On-Time Performance Report Long Beach Transit | | | |
|---|-----------------------|----------------|------------------|
| Route | FY 17 Percent On Time | Minority Route | Low Income Route |
| 1 - Easy Ave. | 78.49% | Y | Y |
| 21 - Cherry Ave. | 84.01% | Y | N |
| 22 - Cherry/Downey Ave. | 84.63% | Y | N |
| 37 - Passport | 77.94% | N | N |
| 45 - Anaheim St. to Santa Fe | 81.75% | Y | Y |
| 46 - Anaheim St. to Downtown | 84.38% | Y | Y |
| 51 - Long Beach Bl. to Artesia Stn. | 82.92% | Y | Y |
| 52 - LB Bl./Victoria St./Artesia Stn. | 83.19% | Y | Y |
| 61 - Atlantic Ave. to Artesia Stn. | 81.03% | Y | Y |
| 71 - Alamitos/Orange Ave. | 79.46% | Y | Y |
| 72 - Alamitos/Orange Ave./Hunsaker Ave. | 81.52% | Y | Y |
| 81 - 10th St. to CSULB | 79.82% | Y | Y |
| 91 - 7th St./Bellflower Bl. | 79.21% | Y | Y |
| 92 - 7th St./Woodruff Ave. | 80.42% | Y | Y |
| 93 - 7th St./Clark Ave. | 81.44% | Y | Y |
| 94 - 7th St. Los Altos Only | 83.70% | Y | Y |
| 96 - ZAP 7th St. | 85.01% | Y | Y |
| 101 - Carson St./Norwalk Bl. | 84.14% | Y | N |
| 102 - Willow/Spring | 83.55% | Y | N |
| 103 - Carson St. to Lakewood Mall | 81.46% | N | N |
| 104 - Willow/Spring | 82.46% | Y | N |
| 111 - Broadway/Lakewood Bl. | 86.81% | N | N |
| 112 - Broadway/Clark Ave. | 86.01% | N | N |
| 121 - Ocean/Belmont Shore/CSULB/PCH | 85.86% | N | N |
| 131 - Redondo Ave. to Seal Beach | 84.72% | N | N |
| 151 - 4th Street | 84.11% | Y | Y |
| 171 - PCH to Seal Beach | 86.55% | Y | Y |
| 172 - PCH/Palo Verde | 85.20% | Y | N |
| 173 - PCH/Studebaker | 81.60% | Y | N |
| 174 - PCH to Ximeno only | 89.33% | Y | Y |
| 176 - ZAP PCH/LBCC/Lakewood Mall | 79.09% | Y | Y |
| 181 - Magnolia | 82.12% | Y | Y |
| 182 - Pacific | 77.47% | Y | Y |
| 191 - Santa Fe/Del Amo Bl | 82.86% | Y | Y |
| 192 - Santa Fe/South St. | 78.87% | Y | Y |
| 82.65% | | | |
| 0061 - Atlantic Ave. Tripper | 69.66% | Y | Y |
| 0071 - Orange Ave. Tripper | 62.41% | Y | Y |
| 0081 - 10th St. Tripper | 69.80% | Y | Y |
| 0092 - 7th St./Bellflower Tripper | 81.11% | Y | Y |
| 0101 - Willow/Carson Tripper | 66.15% | Y | N |
| 0102 - Willow/Spring Tripper | 78.42% | Y | N |
| 0103 - Carson - Lakewood High Tripper | 62.42% | N | N |
| 0121 - Atherton/CSULB Tripper | 70.89% | N | N |
| 0172 - PCH and Palo Verde Tripper | 85.87% | Y | N |
| 0173 - PCH and Studebaker Tripper | 74.26% | Y | N |
| 0191 - Santa Fe and Del Amo Tripper | 43.48% | Y | Y |
| Tripper | | 79.84% | |
| Total | | 82.63% | |

Service Changes

FY 2017 Service Change Highlights

LA Galaxy Express Shuttle Service

Service began February 25, 2017. This express shuttle service offers fans free non-stop service to and from LA Galaxy home games at the StubHub Center located in Carson. The shuttle service operates approximately every 10 minutes, beginning 90 minutes prior to kickoff and runs through the match's 15th minute. Return trips operate from the 75th minute through 45 minutes after the final whistle.



FY 2018 New Service

Implementation of the LA Chargers Express Shuttle Service to StubHub Center

Service for the Chargers Express began on August 13, 2017 in time for the first pre-season match-up between the LA Chargers and Seattle Seahawks. The Chargers Express operates 2.5 hours before kickoff and runs 1.5 hours after the game.

In order to provide enhanced mobility options for LA Chargers fans while the LA Stadium is constructed in Inglewood, LBT and AEG—the management agent and owner of the StubHub Center in Carson—entered into a public-private partnership to improve transit connectivity to

the stadium, thereby increasing transit ridership among fans attending these games and easing traffic congestion before and after the games for the 2017, 2018 and 2019 seasons.

The Chargers Express mirrors and builds upon the success of the Galaxy Express partnership that LBT entered into with AEG in February 2017 to provide service to Major League Soccer's LA Galaxy home matches.



LBT provides free game-day shuttle service from the Metro Blue Line Del Amo Station, as well as the Harbor Gateway Transit Center directly to the StubHub Center. The service will significantly increase transit options for football fans, as well as provide an opportunity to introduce to those who may not be familiar with LBT's service.

Upcoming Service Change Proposals

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

1. Extension of Route 22 to the Metro Green Line Lakewood Station
2. Establishment of New Layover Facility at the Villages of Cabrillo
3. Extension of Routes 45/46 into CSULB
4. Modification of Routes 51/52 to CityPlace

5. Modification of the *Passport* route
6. Modification of Route 176 along Lakewood Boulevard

Extension of Route 22 to the Metro Green Line Lakewood Station

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

Establishment of New Layover Facility at the Villages of Cabrillo

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

Extension of Routes 45/46 to CSULB

In order to provide better service to CSULB, LBT proposes to extend buses serving the Anaheim Street corridor on weekdays to the university.

In addition to CSULB, this extension will also improve LBT service to the VA Medical Center and facilitate better OCTA transfer connections.

Modification of Routes 51/52 to CityPlace

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

Modification of the *Passport* Route

LBT is again proposing to make a minor modification to the *Passport* route to avoid congestion surrounding the Aquarium of the Pacific and mitigate traffic congestion in the area.

Modification of Route 176 along Lakewood Boulevard.

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

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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.

2. Service improvements completed and/or in progress during FY 2018; and
3. Service improvements proposed for future years

Exhibit 8 (page 38) provides a listing of possible service reduction scenarios for consideration in the event that such reductions may be required.

Conceptual Service Improvement and Reallocation

Exhibit 7 (pages 34–37) shows the conceptual FY 2018–2020 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 2017;

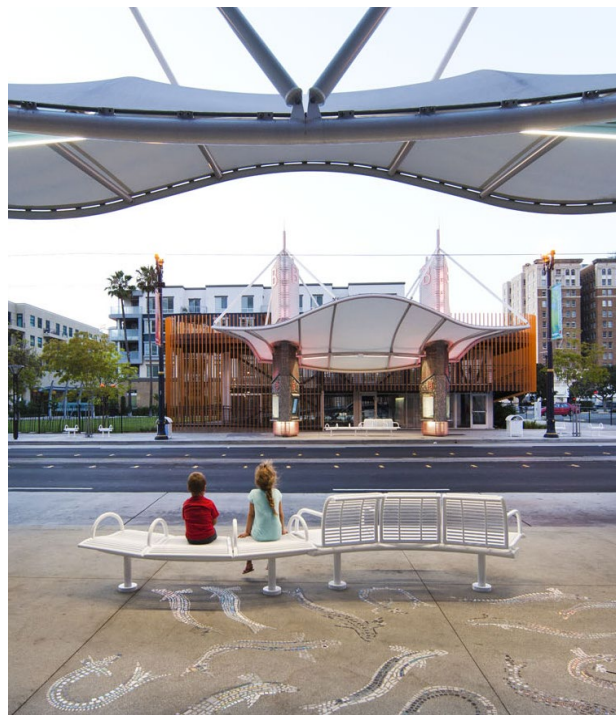


Exhibit 7: Service Improvement and Reallocation Plan

Exhibit 7

Long Beach Transit Conceptual Service Improvement and Reallocation Plan

| Line/Route | FY17 | | FY18 | | FY19 | | FY20 | |
|------------------|-----------------------|--|-----------------------|--|-----------------------|--|-----------------------|----------------------------|
| | Change in Total Hours | Service Change Description | Change in Total Hours | Service Change Description | Change in Total Hours | Service Change Description | Change in Total Hours | Service Change Description |
| 1 | | | | | - | | - | |
| Easy | | | (1918) | Minor Service Reductions | - | | - | |
| 20 | | | 1993 | Extend Route 22 to Lakewood Greenline Station (Part of FY18) | 3117 | 22 Extension Incremental for Full Year | - | |
| 37 | | | 0 | To improve on-time performance, the Passport will not enter Aquarium Way | - | | - | |
| | -4773.08 | The Passport was rerouted to not go north of 4th Street | | | | | | |
| 40 | | | 1189 | Extend Route 45/46 on weekdays to CSULB (Part of FY18) | 1859 | 45/46 Extension Incremental for Full Year | - | |
| | 788.92 | Additional running time and layover to improve on-time performance | - | | - | | - | |
| | | | - | | - | | - | |
| | | | - | | - | | - | |
| | | | | | 1,308 | Increase Saturday frequency from 12 to 10 minutes and Sunday from 15 to 12 minutes | - | |
| 50 | | | 0 | Minor downtown routing change | - | | - | |
| Long Beach Blvd. | 872.96 | Additional running time and layover to improve on-time performance | - | | - | | - | |
| | | | - | | - | | - | |
| 60 | | | - | | - | | - | |
| Atlantic | 568 | Additional running time and layover to improve on-time performance | - | | - | | - | |
| | | | - | | - | | - | |
| | | | - | | - | | - | |
| 7172 | | | - | | - | | - | |
| Orange | | | - | | - | | - | |

Exhibit 7: Service Improvement and Reallocation Plan

Exhibit 7 (Cont'd)

Long Beach Transit Conceptual Service Improvement and Reallocation Plan

| Line/Route | FY17 | | FY18 | | FY19 | | FY20 | |
|------------|-----------------------|----------------------------|-----------------------|---|-----------------------|---|-----------------------|----------------------------|
| | 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 91 | - | |
| | | | - | | - | | - | |
| | | | - | | - | | - | |
| | | | 7532 | Significant headway improvement on all routes north of CSULB on weekdays during the Aug and Feb service changes | - | | - | |
| 90 | | | | | 3,810 | Extend Route 93 from Woodruff and Alondra terminus to Cerritos College | - | |
| | 871.2 | Minor service improvement | - | | - | | - | |
| 96 | | | (1647) | Minor Service Reductions | - | | - | |
| 100 | | | 0 | Minor route change in the Lakewood Mall area | - | | - | |
| | | | - | | - | | - | |
| | | | (1623) | Summer schedule used all year | - | | - | |
| 110 | | | | | -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

| Line/Route | FY17 | | FY18 | | FY19 | | FY20 | |
|------------|-----------------------|---|-----------------------|--|-----------------------|---|-----------------------|----------------------------|
| | 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 | 24,52.56 | Headway and layover improvement to improve ontime performance | (4512) | Weekday service reduced from 18 to 20 minutes | - | | - | |
| 130 | (836) | | - | | - | | - | |
| | | Minor Service Adjustments | - | | - | | - | |
| 151 | | | | | 5,967 | Extend route to either Marketplace (PCH at Studebaker) via Applian Way or to CSULB via 7th Street | - | |
| 170 | | | | | 1,270 | During peak hours, increase service from 15/30 minutes to 12/24 minutes. | - | |
| 171 | | | - | | - | | - | |
| | | | 0 | Slight reduction in the weekday PM headway from 10 to 12 and slight route extension into the Villages at Cabrillo campus | - | | - | |
| 176 | -50.96 | Minor Service Adjustments | - | | - | | - | |
| | | | (1144) | Route change - no service north of LBCC - LAC campus and this route will not enter the airport | - | | - | |
| 180 | | | - | | - | | - | |

Exhibit 7 (Cont'd)

Long Beach Transit

Operating Plan 37

Exhibit 8: Contingency Service Reduction Plan

Exhibit 8

Long Beach Transit Contingency Service Reduction Scenarios

| Route | Change | 2% Service Hours Reduction | | | 4% Service Hours Reduction | | | Alternative Routes |
|--------------------------------------|--|----------------------------|----------|--------|----------------------------|----------|--------|--|
| | | Weekday | Saturday | Sunday | Weekday | Saturday | Sunday | |
| 151 | In the 2% Service Hours Reduction category, eliminate service after 10:30 PM. In the 4% Service Hours Reduction category, 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.

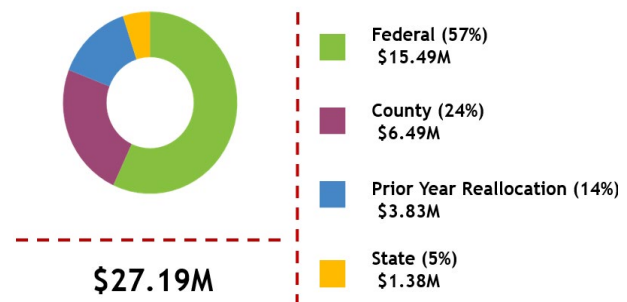
Annually, a Capital Call is conducted to solicit internal capital project requests. The capital projects are developed in alignment with LBT's Capital Strategic Focus. The capital projects are proposed by managers and the proposals are reviewed by the Key Performance Indicator (KPI) team, which is comprised of cross-departmental staff. 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 Executive Leadership Team (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 five-year outlook will be considered when reviewing projects for inclusion in the annual Capital Budget. The Capital Budget will provide for the maintenance and timely replacement of capital, plant and equipment.

Capital project proposals will 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 2018 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:

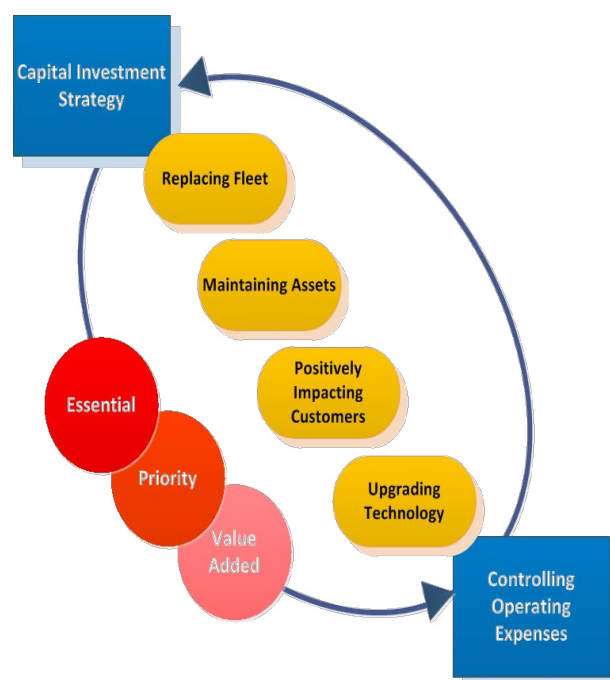
- Improve Safety and Service Quality
- Exercise Financial Accountability
- Foster Employee Engagement
- Enhance Customer Experience
- Promote Community and Industry Focus

Projects were 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 allowed LBT to further the goal of long-term planning by resource constraints.

The cross-functional KPI team was included as part of the capital project evaluation process lending fresh perspective and differing points of view to the evaluation of the proposed capital projects. The KPI team was developed as a working group of employees representing every department within LBT, who are directly responsible for data collection in their respective areas.

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:

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

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

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

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

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

2. Priority – Projects that 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 low-to-zero-emission transit fleet. The FY 2018 budget allocates \$16.2 million which will 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 battery-electric buses 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 both LBT1 and LBT2 locations. In addition, bus stop improvements are achieved with 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 \$525,209 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.

LBT has no debt and only uses available grant funds to procure capital acquisitions. The agency has no plans to issue debt and its policy is to continue to fund future capital needs on a pay-as-you-go basis through formula and discretionary grants.

LBT procures the majority of its capital assets through annual grants awarded through the Federal Transit Administration (FTA). The federal grants are allocated by the region under the Section 5307 and 5309 programs. The agency is eligible to receive formula funds based on an allocation and discretionary money for specific projects, such as buses.

Long-Term Planning

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.

LBT's five-year financial plan aligns the agency's financial capacity with its five-year service objectives and ensures it is able to maintain existing levels of service.

Strategies have been developed, including the transfer of federal capital funds to preventive maintenance operations, to achieve long-term sustainability in light of flat subsidy growth.

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

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CHAPTER 6: Strategic Planning and Community Outreach



Community Relations

Customer and Community 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.

Executive Summary of the FY 2017 Customer and Community Survey

LBT conducts an annual Customer and Community Evaluation Survey aimed at both customers and non-customers. Customers are interviewed at various bus stops 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 non-customers have a high overall opinion of LBT's service; however the trends show lower satisfaction with security and a desire for increased service frequency. These trends have been consistent for the past five years.

One 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 60 percent of respondents preferred method of obtaining service information.

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

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 about:

- Potential Service Changes;
- New Initiatives
- Customer Amenities
- Special Services (i.e., *Museum Express*, *Galaxy Express* and *Chargers Express*); and
- Other Important Information

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

- Quarterly Community Meetings
- Targeted Direct Outreach
- Targeted Digital Outreach
- Targeted Service Change Outreach
- General Digital Outreach and new E-newsletter
- Speakers Bureau
- 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 and Khmer to reach these populations in Long Beach.

Public-Private Partnerships

Educational Institutions

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



LBT/LBUSD Communications Plan

One ongoing focus for LBT is a joint partnership with the Long Beach Police Department (LBPD) and the LBUSD Office of the Assistant Superintendents. LBT works to cultivate a successful partnership to facilitate a better understanding by the district, students and their parents of LBT services and programs. This partnership helps communicate acceptable behavior that would ultimately lead to an improved customer experience for all LBT customers.

This included the development of LBT's "How to Ride" campaign, which provided information on riding the bus, greater LBT presence at LBUSD events, and strong support by district management and school principals for enforcement and disciplinary actions taken by LBT and its LBPD detail. LBT staff have also targeted LBUSD students as a potential market of new customers.

With a continued focus on increasing ridership in LBT's service area, LBT employees have been working to find creative ways to help attract students to the system. As one of the largest ridership groups in LBT's service area, the Revenue and Marketing departments partnered FY 2017 to assist students in more easily obtaining reduced-fare TAP cards.

LBT staff helped students through the TAP application process and administered temporary student TAP cards while their applications were being processed, enabling students to load the new TAP cards and use LBT's services immediately. Since the start of the project, the outreach team has issued over 350 temporary student TAP cards among students at Millikan, Lakewood, Jordan and Cabrillo high schools.

California State University, Long Beach (CSULB)

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

LBT has also begun to explore the feasibility of programs like this with other educational

institutions, such as California State University, Dominguez Hills (CSUDH), Long Beach City College (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. Initially, 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 Belmont Shore area parking congestion.

The program was originally funded by the 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. More recently, at its August 2017

meeting, the Long Beach City Council at the recommendation of the Commission, unanimously approved extending the program for a one-year period from September 1, 2017 to August 31, 2018 with an option to renew for two additional one-year periods. The program is currently being funded through parking meter revenues collected by the BSBA and administered through the COLB's Economic and Property Development Department. The BSBA is seeking a long-term extension of the agreement with LBT to continue to provide 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, LBT is committed to ensuring the equitable distribution of its services and amenities without regard to race, color, national origin, language proficiency, or economic status. LBT is required to demonstrate that its distribution of services and amenities is equitable by submitting a triennial Title VI Program to the Federal Transit Administration (FTA). LBT submitted the most recent update to its Program to the FTA in May 2016 and is awaiting concurrence. The next Title VI Program will be due June 1, 2019.

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 effects of vehicles allocated to routes according to the vehicle assignment plan at each service change. The purpose of this action is to ensure that all communities receive the same quality of rolling stock vehicle assignment benefits, which include the vehicle age and on-board amenities.

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

Public Participation

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

LBT Board meeting agendas include a general description of each item and supplemental agenda information. Agendas also include an oral report of activities in support of LBT's Strategic Priorities provided by the President and CEO and a financial update provided by the ED/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 Comments’ sections. The public has the right to comment on any item on the agenda or non-agenda items, prior to any decisions or votes being made. The provisions of public participation are included on the meeting agendas.

LBT provides reasonable accommodations in accordance with the Americans with Disabilities Act of 1990. If special accommodation is desired at an LBT Board meeting, the public can call the Long Beach City Clerk’s office 48 working hours prior to the meeting to arrange the proper accommodations.



Telecommunication devices for persons with a hearing impairment are also available through the City. Information regarding special arrangements is included in the LBT Board agenda. 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 up coming 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; and
7. A systemwide change concurrently affecting five percent or more of the total system revenue hours

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

1. Temporary route detours caused by road construction, maintenance, closures, emergencies, labor strikes, fuel shortages or safety concerns;
2. Route number designation changes;
3. Seasonal service changes;
4. The introduction or discontinuation of short or limited-term service (e.g., promotional, pilot, demonstration, seasonal, or emergency service, or service provided as mitigation or diversions for construction or other similar activities), as long as the service will be/has been operated for no more than 12 months; and

5. Any service change that does not meet the conditions of a major service 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 transit hub(s) and public LBT facilities: interior car cards, flyers, customer bulletins
- Provide information on LBT websites
- Post information using social media outlets such as Facebook and Twitter
- Issue press releases and hold briefings, roundtables, and/or meetings with local media representatives
- Conduct presentations to professional, government, non-profit and student stakeholder organizations. Issue correspondence to professional, government, non-profit and student stakeholder organizations
- Conduct LBT system customer and non-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 562.599.8541.

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

4. Procedure for Conducting Public Hearings

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

5. Addressing Public Comments Received

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

6. LBT Board of Directors

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

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

West Coast Multi-Agency Exchange (MAX) Program

In 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.

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-departmental team of five individuals is selected by each agency to participate in the program. The program consists of three, two-day



sessions, each held at one of the participating agencies' properties throughout the year. 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, regional transit services and local community circulators with the aforementioned Interagency Transfer (IAT) and with the countywide EZ Transit Pass that offers monthly unlimited riding on participating transit agencies within LA County.

The implementation of TAP has allowed LBT customers to more easily transfer among systems throughout LA County.

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

Procurement

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

LBT administers a Disadvantaged Business Enterprise (DBE) program as required of recipients of U.S. Department of Transportation (USDOT) funds under CFR 49 Part 26. LBT also launched its Small Business Enterprise (SBE) program, aimed at helping achieve its DBE program goals. LBT received FTA concurrence of its SBE program and implemented the program beginning in January 2017, allowing for the establishment of DBE and SBE goals for its procurements.

The SBE program is also used for locally funded projects. To support these two programs, LBT holds two business outreach events each year and works directly with the local business community, chambers of commerce and directly with businesses to encourage participation on LBT projects.

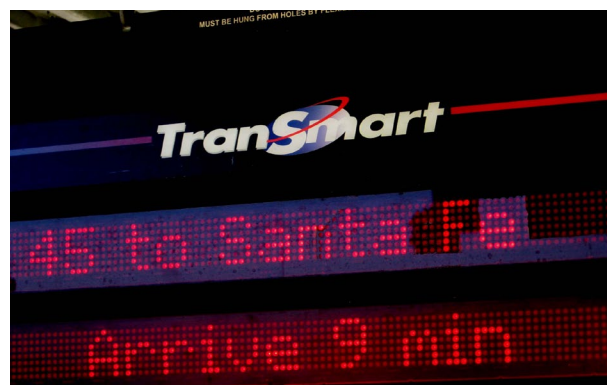
Improved Resource Tracking

LBT values the use of Intelligent Transportation Systems (ITS) technology, which provides information about schedule adherence and passenger counts that will aid in resource allocation. LBT is a member of the Regional Integration of Intelligent Transportation Systems (RIITS) project sponsored by 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) will be implemented in 2018 to support 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 Southern California Regional Transit Training Consortium (SCRTTC) was created and incorporated in January 2004, in response to the industry's need for a trained technical/mechanical labor work force. The SCRTTC benefits the transit industry and educational institutions by the development of a bottom-up industry driven competency based curriculum and delivery of training programs that meets present and future needs in the Southern California region.

This collaborative effort brings together 49 community colleges, transit agencies and universities to develop a regional mechanism for the coordination and development of training for the technical workforce within the transportation industry.

As of August 2017, the SCRTTC has delivered over 66,784 hours of training to over more than 4,617 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 as part of the Los Angeles/Long Beach Mobility Hub Program in the City in order to further the City's goal of increasing the mode share of public transit.



These mobility hubs will add bike parking, bike sharing, and car-sharing programs at existing Metro Blue Line rail stations in the City in order to address first-mile/last-mile challenges.

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

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

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CHAPTER 7:

Transit Security

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 seven police officers and one full-time sergeant that works to proactively address LBT's ridership, employee, business and citizen insights and concerns.

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



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

- 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 accidents 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 including anti-terrorism, bus system safety, etc.

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

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

In 2017, the Board approved funding for a one-year pilot program to place a team of two uniformed security officers (called Transit Ambassadors) on buses and at bus stops throughout the service area. Transit Ambassadors assist customers with general information questions but also serve as a visible deterrent against crimes, disturbances, fare evasion, and other Code of Conduct violations.



Where appropriate, Transit Ambassadors can also assist the LBPD Transit Enforcement Detail with various proactive System Security-related activities such as Bus Boarding, Fare Evasion Enforcement, Walk & Talk and Visible Intermodal Prevention and Response (VIPR) Operations.

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CHAPTER 8:

Tables



TABLE L - 1

**LONG BEACH TRANSIT
CURRENT FARE STRUCTURE: As of October 2017**

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

* Currently, customers with Access cards ride free and LBT is reimbursed by Access at the rate of 60¢ .

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

Table L - 2

FLEET INVENTORY AS OF SEPTEMBER 30, 2017

| 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 | Vehicles w/ major Rehab |
|--------------------|-----------|-----------|---------------------------|--------|--------------|----------------|---------------------|---------------------------|--------------------------|------------------|------------------------------------|--------------------------------|-------------------------|
| | | | | | | | Fixed Route Service | Demand Responsive Service | Water Responsive Service | Charter Services | | | |
| | | | | | | | | | | | | | |
| Fixed Route | | | | | | | | | | | | | |
| 2016 | BYD | 6120LGEV | 34 | 40 | BEB | 10 | 10 | - | - | - | 0 | 9 | 0 |
| 2015 | New Flyer | SR1872 | 56 | 60 | CNG | 13 | 13 | - | - | - | 0 | 13 | 0 |
| 2015 | Gillig | G27D102N4 | 38 | 42 | CNG | 8 | 8 | - | - | - | 0 | 8 | 0 |
| 2013 | Gillig | G27D102N5 | 38 | 42 | CNG | 31 | 31 | - | - | - | 0 | 31 | 0 |
| 2012 | Gillig | G27D102N6 | 38 | 42 | CNG | 33 | 33 | - | - | - | 0 | 33 | 0 |
| 2009 | New Flyer | GE40LF | 38 | 43 | Gasoline | 25 | 25 | - | - | - | 0 | 25 | 0 |
| 2007 | New Flyer | GE40LF | 38 | 40 | Gasoline | 15 | 15 | - | - | - | 0 | 15 | 0 |
| 2005 | New Flyer | GE40LF | 38 | 40 | Gasoline | 22 | 22 | - | - | - | 0 | 22 | 0 |
| 2004 | New Flyer | D40LFG | 38 | 40 | Gasoline | 27 | 27 | - | - | - | 0 | 27 | 0 |
| 2002 | New Flyer | D40LFG | 38 | 40 | Diesel | 39 | 39 | - | - | - | 0 | 39 | 0 |
| **2000 | New Flyer | D40LFG | 38 | 40 | Diesel | 17 | 9 | - | - | - | 0 | 10 | 0 |
| **1998 | New Flyer | D40LFG | 38 | 40 | Diesel | 11 | 0 | - | - | - | 0 | 0 | 0 |
| **1997 | New Flyer | D40LFG | 38 | 40 | Diesel | 2 | 0 | - | - | - | 0 | 0 | 0 |
| Demand Response | | | | | | | | | | | | | |
| 2014 | Mobility | MV 1 | 3 | 17 | CNG | 7 | - | 7 | - | - | 0 | 7 | 0 |
| 2014 | Dodge | Braun | 4 | 16 | Gasoline | 3 | - | 3 | - | - | 0 | 3 | 0 |
| Water Taxi Service | | | | | | | | | | | | | |
| 2012 | Kvichak | Aqualink | 74 | 69 | Diesel | 1 | - | - | 1 | - | 0 | 1 | 0 |
| 2002 | Kvichak | Aqualink | 74 | 69 | Diesel | 1 | - | - | 1 | - | 0 | 1 | 0 |
| 1998 | Willard | Aqua Bus | 37 | 40 | Diesel | 2 | - | - | 2 | - | 0 | 2 | 0 |
| Charter Service | | | | | | | | | | | | | |
| 1999 | Prevost | H Series | 56 | 45 | Diesel | 1 | - | - | - | 1 | 0 | 1 | - |
| | | | Total Number of Vehicles: | | | 268 | 232 | 10 | 4 | 1 | 0 | 247 | 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

** 1997 (2) and 1998 (11) AND 2000 (8) vehicles in contingency fleet

Table L - 3
HISTORICAL & PROJECTED FLEET CHARACTERISTICS

| | FIXED ROUTE | | |
|-------------------------------|---------------------------|------------------------------|---------------------------|
| | FY 2017 Actual | FY 2018 Estimated | FY2019 Planned |
| Peak-Hour Fleet | 187 | 189 | 189 |
| Spares For Maint. | 36 | 34 | 38 |
| Spare Ratio* | 19% | 18% | 20% |
| Emergency Contingency Reserve | 25 | 24 | 25 |
| Total Vehicles | 248 | 247 | 252 |
| New Expansion Vehicles | 0 | | 1 |
| New Replacement Vehicles | 13 | 10 | 39 |

| | DEMAND RESPONSIVE SERVICE | | |
|-------------------------------|----------------------------------|------------------------------|---------------------------|
| | FY 2017 Actual | FY 2018 Estimated | FY2019 Planned |
| Peak-Hour Fleet | 10 | 8 | 8 |
| Spares For Maint. | 0 | 2 | 2 |
| Spare Ratio* | 0% | 0% | 0% |
| Emergency Contingency Reserve | 0 | 0 | 0 |
| Total Vehicles | 10 | 10 | 10 |
| New Expansion Vehicles | 0 | 0 | 0 |
| New Replacement Vehicles | 10 | 0 | 0 |

| | SYSTEM TOTAL | | |
|-------------------------------|---------------------------|------------------------------|----------------------------|
| | FY 2017 Actual | FY 2018 Estimated | FY 2019 Planned |
| Peak-Hour Fleet | 197 | 197 | 197 |
| Spares For Maint. | 36 | 36 | 40 |
| Spare Ratio* | 18% | 18% | 20% |
| Emergency Contingency Reserve | 25 | 24 | 25 |
| Total Vehicles | 258 | 257 | 262 |
| New Expansion Vehicles | 0 | 0 | 1 |
| New Replacement Vehicles | 23 | 10 | 39 |

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

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

MODE:

| SOURCE OF CAPITAL FUNDS: | 2016 Audited | 2017 Estimated | 2018 Planned |
|---|-------------------------|---------------------------|-------------------------|
| FEDERAL CAPITAL GRANTS | | | |
| FTA Sec. 5309 (Sec. 3) | \$242 | \$4,284 | |
| FTA Sec. 5339 | | | \$1,173 |
| FTA Sec. 5307(Sec. 9) | \$4,652 | \$3,769 | \$15,512 |
| | | | |
| | | | |
| 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 | | | |
| Other State (Specify) | | | |
| 1B Transit Security | \$644 | \$84 | \$492 |
| 1B PTMISEA | \$300 | \$1,787 | \$284 |
| LCTOP | | | |
| 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 | \$33 | \$24 | \$613 |
| Prop 1B PTMISEA Bridge Funds | | \$931 | \$1,122 |
| Prop 1B Transit Security Bridge Funds | \$209 | \$92 | \$247 |
| Prop. C Other (Specify) | | | |
| Other Local (Specify) | | | |
| Revenue Financing | \$102 | \$185 | |
| Dial a Lift Lease | \$25 | | |
| Tideland Funds - City of Long Beach | \$337 | | |
| Port of Long Beach _GHG | \$600 | \$100 | |
| MOSIP | \$3,089 | \$3,461 | \$7,143 |
| MSRC | | | \$600 |
| TOTAL CAPITAL REVENUE | \$10,234 | \$14,718 | \$27,186 |
| TOTAL CAPITAL EXPENSES | \$10,234 | \$14,718 | \$27,186 |

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

| SOURCE OF OPERATING FUNDS: | 2016 Audited | 2017 Estimated | 2018 Planned |
|---|-------------------------|---------------------------|-------------------------|
| FEDERAL CASH GRANTS AND REIMBURSEMENTS | | | |
| FTA Sec. 5307 (Sec. 9) Operating | \$ 5,198 | \$ 4,249 | \$ 7,824 |
| CMAQ (Operating) | | | |
| Caltrans Federal Operating | \$ 127 | \$ 78 | \$ 308 |
| STATE CASH GRANTS AND REIMBURSEMENTS | | | |
| TDA Current from unallocated | \$ 21,397 | \$ 22,589 | \$ 22,488 |
| STA Current from unallocated | \$ 3,354 | \$ 1,814 | \$ 847 |
| Other State (Specify)- CAP & Trade | \$ 163 | \$ 25 | \$ 237 |
| LOCAL CASH GRANTS AND REIMBURSEMENTS | | | |
| Passenger Fares | \$ 16,946 | \$ 15,649 | \$ 15,538 |
| Special Transit Service | \$ 63 | \$ 55 | \$ 12 |
| Charter Service Revenues | | | |
| Auxiliary Transportation Revenues | \$ 743 | \$ 619 | \$ 570 |
| Non-transportation Revenues | \$ 1,189 | \$ 1,410 | \$ 301 |
| Prop. A 40% Discretionary | \$ 12,681 | \$ 14,075 | \$ 14,840 |
| Prop. A 25% Local Return | \$ 5,526 | \$ 5,990 | \$ 6,113 |
| Prop. A Incentive fund | | | |
| Prop. A Interest | | | |
| BSIP | \$ 795 | \$ 810 | \$ 824 |
| TSE | \$ 2,203 | \$ 2,244 | \$ 2,283 |
| Base | | | |
| MOSIP | \$ - | \$ - | |
| Prop. C 40% Discretionary | | | |
| Prop. C 20% Local Return | | | |
| Prop. C 5% Security | \$ 1,643 | \$ 1,768 | \$ 1,746 |
| Prop. C Interest | | | |
| Measure R 20% Operating | \$ 6,344 | \$ 10,092 | \$ 9,119 |
| Express Toll Revenue | | | \$ 200 |
| Measure M | | | \$ 8,685 |
| Other Local (Specify) | | | |
| Foothill Transit Zone Mitigation | \$ 644 | \$ 659 | \$ 660 |
| JARC | \$ 1,629 | \$ 959 | |
| | | | |
| TOTAL OPERATING REVENUES | \$ 80,645 | \$ 83,085 | \$ 92,595 |
| TOTAL OPERATING EXPENSES | \$ 80,645 | \$ 83,085 | \$ 92,595 |

Table L-5 (A)
LOS ANGELES COUNTY METROPOLITAN TRANSPORTATION AUTHORITY
TPM REPORT FORM

Fiscal Year : 2016
Status: Audited

Agency Name: Long Beach Transit

| Annual Totals | FAP Funded | | | Other MTA Funded | | | | | Total Funded | Route 1 & 176 Jarc | Other Codes ² | System Total |
|---------------------------|------------|---------|--------------------------|------------------|-----------------------|-----------|--------------------|---------|--------------|--------------------|--------------------------|--------------|
| | | Express | Dial-A-Ride ¹ | FAP Sub-total | Measure R (Expansion) | TSE | Base Restructuring | BSIP | MOSIP | | | |
| Total Vehicle Miles | 7,196,363 | | 382,231 | 7,578,594 | | 204,236 | | 73,720 | | 7,856,551 | 13,361 | 8,069,225 |
| Vehicle Service Miles | 6,511,043 | | 288,367 | 6,799,410 | | 184,871 | | 66,730 | | 7,051,011 | 13,361 | 7,247,766 |
| Total Vehicle Hours | 705,632 | | 29,082 | 734,714 | | 19,974 | | 7,210 | | 761,897 | 3,413 | 782,953 |
| Vehicle Service Hours | 670,921 | | 23,362 | 694,283 | | 18,960 | | 6,844 | | 720,087 | 3,413 | 739,146 |
| Unlinked Passengers | 24,970,953 | | 51,483 | 25,022,436 | | 699,236 | | 252,393 | | 25,974,065 | 64,925 | 26,388,385 |
| Linked Passengers | 21,225,310 | | 51,483 | 21,276,793 | | 594,351 | | 214,534 | | 22,085,678 | 64,925 | 22,447,589 |
| Passenger Revenue | 15,656,512 | | 87,062 | 15,743,574 | | 450,919 | | 162,769 | | 16,357,262 | 279,338 | 17,008,704 |
| Aux. Rev/Local Subs. | 7,390,822 | | 66,976 | 7,457,798 | | | | | | 7,457,798 | | 7,457,798 |
| Op. Cost Less Depr. | 74,302,014 | | 941,924 | 75,243,938 | | 2,202,767 | | 795,102 | | 78,241,807 | 773,493 | 80,644,542 |
| Full Time Equiv Employees | 678 | | 19 | 697 | | | | | | 697 | 4 | 710 |
| Active Vehicles | 242 | | 12 | 254 | | | | | | 254 | 4 | 265 |
| Peak Vehicles | 180 | | 10 | 190 | | | | | | 190 | 4 | 201 |
| DAR Seat Capacity | | | 40 | 40 | | | | | | 40 | | 40 |
| Base Fare | \$1.10 | \$1.25 | \$2.00 | | | | | | | | | |
| Effective Date | 2/14/09 | 2/14/10 | 2/14/10 | | | | | | | | | |

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

² Please Describe:

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

EZ Pass Data included above:

| | |
|---------------------|---------|
| Revenue | 793,341 |
| Unlinked Passengers | 835,096 |

Table L-5 (B)
LOS ANGELES COUNTY METROPOLITAN TRANSPORTATION AUTHORITY
TPM REPORT FORM

Agency Name: Long Beach Transit **Fiscal Year : 2017**
Status: Audited

| Annual Totals | FAP Funded | | | | Non-FAP Funded | | | | | NTD Reference |
|-----------------------|--|---------|--------------|--------------|---------------------------------|------------------------|---------|-----------------------|--------------|-----------------|
| | TDA, STA & Proposition A Discretionary | | | FAP Total | Proposition C 40% Discretionary | | | Other Codes 2-b | System Total | Total All Modes |
| | Local | Express | Dial-A-Ride¹ | | TSE | Base Re-Structuring | BSIP | | | |
| Total Vehicle Miles | 7,377,264 | | 335,188 | 7,712,452 | 224,594 | | 81,069 | 15,133 | 8,033,248 | S-10 |
| Vehicle Service Miles | 6,660,461 | | 245,306 | 6,905,767 | 202,772 | | 73,192 | 15,133 | 7,196,864 | S-10 |
| Total Vehicle Hours | 722,330 | | 25,671 | 748,001 | 21,990 | | 7,938 | 3,751 | 781,680 | S-10 |
| Vehicle Service Hours | 684,243 | | 20,533 | 704,776 | 20,831 | | 7,519 | 3,751 | 736,877 | S-10 |
| Unlinked Passengers | 24,217,136 | | 42,793 | 24,259,929 | 737,270 | | 266,122 | 71,239 | 25,334,560 | S-10 |
| Passenger Revenue | 14,693,559 | | 71,086 | 14,764,645 | 447,329 | | 161,464 | 311,465 | 15,684,903 | F-10 |
| Aux. Rev/Local Subs. | 7,875,333 | | 63,727 | 7,939,060 | | | | | 7,939,060 | F-10 |
| Op. Cost Less Depr. | 78,524,076 | | 809,128 | 79,333,204 | 2,243,518 | | 809,811 | 698,155 | 83,084,688 | F-30 |
| Active Vehicles | 251 | | 10 | 261 | | | | 4 | 265 | S-10 |
| Peak Vehicles | 189 | | 8 | 197 | | | | 4 | 201 | S-10 |
| DAR Seat Capacity | | | 4 | 4 | | | | | 4 | A-30 |
| Base Fare | \$ 1.10 | \$ 1.25 | | \$ 2.00 | | | | | | |
| Effective Date | 2/14/09 | 2/14/10 | | 2/14/10 | | | | | | |

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

2-a- Agencies that have Proposition A 5% of 40% Incentive Funds for their Sub-regional Paratransit program, please insert data here. (not applicable to LBT)

2-b- Please Describe:

Water taxi and special events

EZ Pass Data included above:

| | |
|---------------------|---------|
| Revenue | 715,897 |
| Unlinked Passengers | 753,576 |

Table L-5 (C)
LOS ANGELES COUNTY METROPOLITAN TRANSPORTATION AUTHORITY
TPM REPORT FORM

Agency Name: Long Beach Transit **Fiscal Year : 2018**
Status: Estimated

| Annual Totals | FAP Funded | | | | FAP Total | Non-FAP Funded | | | | | System Total | NTD Reference Total All Modes Rpt# |
|-----------------------|--|---------|--------------|---------------------------------|-----------|---------------------|--------------------|---------|------------|------|--------------|--|
| | TDA, STA & Proposition A Discretionary | | | Proposition C 40% Discretionary | | | Other Codes 2-b | | | | | |
| | Local | Express | Dial-A-Ride¹ | TSE | | Base Re-Structuring | | BSIP | MOSIP | | | |
| Total Vehicle Miles | 7,574,127 | | 335,188 | 7,909,315 | 214,046 | | 77,261 | 15,133 | 8,215,755 | S-10 | | |
| Vehicle Service Miles | 6,839,322 | | 245,306 | 7,084,628 | 193,281 | | 69,766 | 15,133 | 7,362,808 | S-10 | | |
| Total Vehicle Hours | 740,644 | | 25,671 | 766,315 | 20,931 | | 7,555 | 3,751 | 798,552 | S-10 | | |
| Vehicle Service Hours | 701,434 | | 20,533 | 721,967 | 19,823 | | 7,155 | 3,751 | 752,696 | S-10 | | |
| Unlinked Passengers | 24,823,756 | | 42,793 | 24,866,549 | 701,525 | | 253,220 | 71,239 | 25,892,533 | S-10 | | |
| Passenger Revenue | 14,631,132 | | 72,700 | 14,703,832 | 413,486 | | 149,245 | 283,880 | 15,550,443 | F-10 | | |
| Aux. Rev/Local Subs. | 6,917,211 | | 66,586 | 6,983,797 | | | | | 6,983,797 | F-10 | | |
| Op. Cost Less Depr. | 87,644,863 | | 969,371 | 88,614,234 | 2,282,780 | | 823,983 | 874,330 | 92,595,327 | F-30 | | |
| Active Vehicles | 251 | | 10 | 261 | | | | 4 | 265 | S-10 | | |
| Peak Vehicles | 189 | | 8 | 197 | | | | 4 | 201 | S-10 | | |
| DAR Seat Capacity | | | 4 | 4 | | | | | 4 | A-30 | | |
| Base Fare | \$ 1.10 | | \$ 1.25 | \$ 2.00 | | | | | | | | |
| Effective Date | 2/14/09 | | 2/14/10 | 2/14/10 | | | | | | | | |

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

2-a- Agencies that have Proposition A 5% of 40% Incentive Funds for their Sub-regional Paratransit program, please insert data here. (not applicable to LBT)

2-b- Please Describe: Water taxi and special events

| | |
|-------------------------------------|---------|
| EZ Pass Data included above: | |
| Revenue | 825,871 |
| Unlinked Passengers | 858,334 |

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

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

Table L - 7
CAPITAL PROJECT SUMMARY

FY 2017

| Project Name | Funding Source Federal | State Local | Total Project Cost |
|--|---------------------------------------|------------------------|-----------------------------------|
| Capitalization of Preventive Maintenance | 5,050 | 0 | 5,050 |
| Ongoing Bus Capital | 2,803 | 618 | 3,421 |
| Ongoing Bus Detailing | 0 | 135 | 135 |
| Ongoing Fleet Replacement | 8,204 | 824 | 9,028 |
| Ongoing Security Projects | 0 | 407 | 407 |
| Bus Stop Improvements | 25 | 609 | 634 |
| Facility Improvements | 2,508 | 5,157 | 7,665 |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| TOTAL CAPITAL PLAN | 18,590 | 7,750 | 26,340 |

FY 2018

| Project Name | Funding Source Federal | State Local | Total Project Cost |
|--|---------------------------------------|------------------------|-----------------------------------|
| Capitalization of Preventive Maintenance | 3,590 | 0 | 3,590 |
| Ongoing Bus Capital | | 5,390 | 5,390 |
| Ongoing Fleet Replacement | 11,816 | 4,251 | 16,066 |
| Ongoing Security Projects | 492 | 247 | 740 |
| Bus Stop Improvements | 445 | 0 | 445 |
| Facility Improvements | 156 | 799 | 955 |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| TOTAL CAPITAL PLAN | 16,499 | 10,687 | 27,186 |

| FY 2019 | | | |
|--|------------------------|-------------|--------------------|
| Project Name | Funding Source Federal | State Local | Total Project Cost |
| Capitalization of Preventive Maintenance | 8,162 | 0 | 8,162 |
| Ongoing Bus Capital | 3,011 | 798 | 3,809 |
| Ongoing Fleet Replacement | 12,232 | 0 | 12,232 |
| Ongoing Security Projects | 211 | 0 | 211 |
| Bus Stop Improvements | 699 | 0 | 699 |
| Facility Improvements | 9,536 | 4,340 | 13,876 |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| TOTAL CAPITAL PLAN | 33,850 | 5,138 | 38,988 |
| | | | |
| FY 2020 | | | |
| Project Name | Funding Source Federal | State Local | Total Project Cost |
| Capitalization of Preventive Maintenance | 8,195 | 0 | 8,195 |
| Ongoing Bus Capital | 529 | 3,164 | 3,694 |
| Ongoing Fleet Replacement | 11,776 | 0 | 11,776 |
| Ongoing Security Projects | 200 | 0 | 200 |
| Bus Stop Improvements | 734 | 0 | 734 |
| Facility Improvements | | 2,231 | 2,231 |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| TOTAL CAPITAL PLAN | 21,434 | 5,395 | 26,830 |
| | | | |