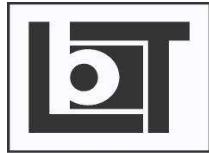


**LONG BEACH TRANSIT  
BOARD OF DIRECTORS MEETING  
AGENDA**



**LONG BEACH  
TRANSIT**

**FRIDAY, NOVEMBER 21, 2025  
4801 AIRPORT PLAZA DRIVE  
ROSA PARKS BOARD CHAMBER  
1:30 P.M.**

Abigail Mejia, Chair  
David Sutton, Vice Chair  
Raul Añorve, Secretary/Treasurer  
James Ahumada, Director  
Eduardo Angeles, Director  
Carl Kemp, Director  
Randy Rawlings, Director

Joshua Hickman, City Representative  
Christopher Koontz, City Representative

Kenneth A. McDonald  
President and Chief Executive Officer

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**LONG BEACH TRANSIT BOARD OF DIRECTORS HYBRID MEETING**

**MEMBERS OF THE PUBLIC CAN ATTEND MONTHLY BOARD MEETINGS AT LONG BEACH  
TRANSIT CORPORATE OFFICE ROSA PARK BOARD CHAMBER, BY RIDING ROUTES 102, 104,  
111 AND 112.**

**THE CLOSEST BUS STOPS TO LBTCO ARE LOCATED:  
LAKEWOOD BLVD. AND SPRING ST.  
CLARK AVE. AND 29TH ST.  
SPRING ST. AND AIRPORT PLAZA DR.**

**TO CONNECT TO ROUTES 102 AND 104, TAKE ROUTES 21, 22, 23, 61, 71, 91, 92, 93, 101, 111, 112,  
172, 173, 181 AND 182.**

**TO CONNECT TO ROUTES 111 AND 112, TAKE ROUTES 21, 22, 23, 91, 121, 131, 151, 171, 173, 175  
AND 192.**

**MEMBERS OF THE PUBLIC MAY LISTEN TO THE MEETING BY DIALING  
(213) 338 8477 AND ENTERING THE FOLLOWING  
MEETING ID: 811 6990 9502**

**MEMBERS OF THE PUBLIC MAY ALSO JOIN THE VIDEO CONFERENCE VIA  
THE FOLLOWING ZOOM MEETING LINK:  
<https://us06web.zoom.us/j/81169909502>**

**PLEASE NOTE THE ZOOM MEETING MAY ENCOUNTER TECHNICAL DISRUPTIONS, BUT IN-  
PERSON ACCESS AND PUBLIC COMMENT WILL CONTINUE TO BE AVAILABLE IN  
ACCORDANCE WITH THE BROWN ACT**

**PERSONS WISHING TO ADDRESS THE BOARD MAY SUBMIT PUBLIC COMMENT VIA EMAIL OR  
TELEPHONE. MEMBERS OF THE PUBLIC ALSO HAVE THE OPTION TO PROVIDE PUBLIC  
COMMENT IN THE ZOOM MEETING BY USING THE RAISE HAND FUNCTION OR PRESSING \*9 ON  
YOUR PHONE**

Public comments on agenda items may be submitted by email to [board@lbtransit.com](mailto:board@lbtransit.com) or by telephone at 562.599.8599.

If calling, please leave a voicemail with your name (please state it clearly), your telephone number for a return call, and the item number on which you would like to comment (or specify "public comment").

If emailing, please include your name, your telephone number for a return call, and the item number on which you would like to comment (or specify "public comment").

More information on this process may be found at [ridelbt.com/about-us](http://ridelbt.com/about-us)

**Special Session: Board of Directors STAR II Focus Group – 1:30 P.M.**

1. Call to Order. (Abigail Mejia)
2. Roll Call. (Jen Flores)
3. Systemwide Transit Analysis and Reassessment (STAR) II Board of Directors Focus Group (Jessica Cignarella)

**INFORMATION ITEM**

4. Public Comment.

Any member of the public may approach the lectern or raise their hand and, upon recognition by the Chair, state his or her name and proceed to address the Board on any item within the subject matter jurisdiction of the Long Beach Transit Board of Directors, provided that no action may be taken on off-agenda items unless authorized by law. Comments shall be limited to three minutes, unless different time limits are set by the Chair, subject to the approval of the Board.

5. Adjourn. The next regular meeting will be held on December 4, 2025. (Abigail Mejia)

**Suggested Action:** Approve recommendation.

**Note:**

Long Beach Transit intends to provide reasonable accommodations in accordance with the Americans with Disabilities Act of 1990. If special accommodation is desired please call the Office of the Board Secretary 48 hours prior to the meeting at 562.599.8599. Long Beach Transit is an entity which is separate and distinct from the City of Long Beach.



# Board Agenda Item No. 03 November 21, 2025

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## INFORMATION ITEM

Systemwide Transit Analysis and Reassessment (STAR) II Board of Directors Focus Group

## STAFF REPRESENTATIVE

Jessica Cignarella, Manager, Service Planning, Transit Service Delivery and Planning

## BACKGROUND

The Board approved the initiation of the Comprehensive Operational Analysis (COA), or as it is now referred to, STAR II, at its March 27, 2025 meeting. In alignment with LBT's strategic priorities, STAR II is a systemwide review of LBT's fixed-route, Dial-A-Lift, and water taxi services to assess transit use, service performance, and future mobility needs. The study incorporates robust stakeholder and community engagement, including a passenger survey and a detailed line-by-line service analysis, to identify opportunities to improve reliability, enhance service quality, and support LBT's transition to a zero-emission fleet.

To ensure Board input, staff is convening a Special Session Board Focus Group. This facilitated session will provide Directors with an opportunity to share perspectives on LBT's strengths, challenges, and future service needs ahead of key planning milestones. Feedback generated during the session will directly inform STAR II's service evaluation, community engagement approach, and development of preliminary service concepts.

Findings from the Board Focus Group will be integrated into STAR II's needs assessment and stakeholder engagement phases. Staff will continue to provide updates as the STAR II study progresses and will return to the Board with recommendations based on the finalized COA.

## STAFF RECOMMENDATION

Not Applicable. Information Item.

A handwritten signature in blue ink, appearing to read 'K. McDonald', is written over a horizontal line.

Kenneth A. McDonald  
President and Chief Executive Officer

Attachment

A light gray background map of Long Beach, California, showing a complex network of transit routes. The routes are represented by thin, light gray lines that form a grid and various paths across the city. The map is centered on the page, with the title and other text overlaid on it.

# Long Beach Transit STAR II

Focus Group – Board of Directors

November 21, 2025

# Agenda

- Introductions
- Project Overview
- Focus Group Questions



# Today's Presenters and Project Team



**Jessica Cignarella**  
Manager of Service Planning,  
LBT



**Austin Phung**  
Service Development Planner,  
LBT



**Melissa Sather**  
Project Manager  
TMD



**Daniel Peña**  
Deputy Project Manager  
TMD



**Melissa Holguin**  
Outreach Consultant,  
Arellano Associates



**Yvette Ximenez**  
Outreach Consultant,  
Arellano Associates



# What is STAR II?

## STAR II



Ten-year vision for LBT's system based on community feedback and service analysis.



Address changes in population, work patterns, travel behavior, and new developments that have reshaped the demand for transit in the region since the original STAR Initiative.



Improve service quality to better serve current riders and increase transit's value to the community.

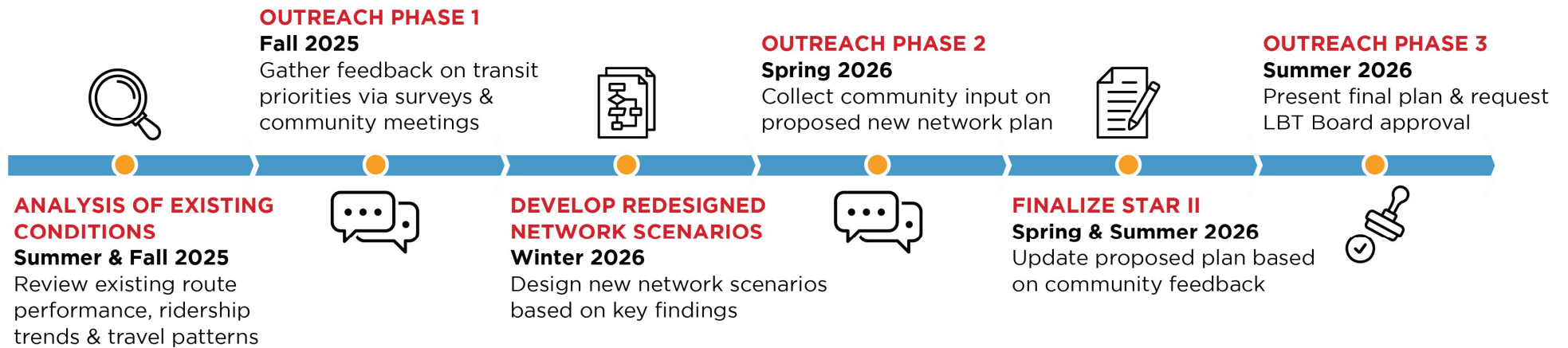


# Long Beach Transit Overview

- Long Beach Transit operates:
  - 38 Bus Routes
  - 2 Water Taxis
  - Dial-A-Lift
- Over 58,000 passenger trips on an average weekday
- Ridership in 2024 was 80% of pre-pandemic levels



# Timeline



# Community Outreach: Events

- On-Board Survey (1,500+ responses)
- 7 pop-up events
- 1 in-person community meeting
- 1 virtual community meeting
- Website: [ridelbt.com/star2](http://ridelbt.com/star2)

**Long Beach Transit - 2025 Rider Survey**

We are looking for feedback on how to improve public transportation services provided by LBT. Your information and responses will be used for transportation planning purposes only. Thank you for your help!

1. What bus route are you on (or are you waiting for)?

2. For this response to, how many buses (and drivers) will you ride for this upcoming trip?

3. Please list the neighborhood/city and major cross streets of where you started your current trip.

4. At what stop did you get on the bus?

5. Please list the neighborhood/city and major cross streets for the destination of your current trip.

6. At what stop will you get off the bus?

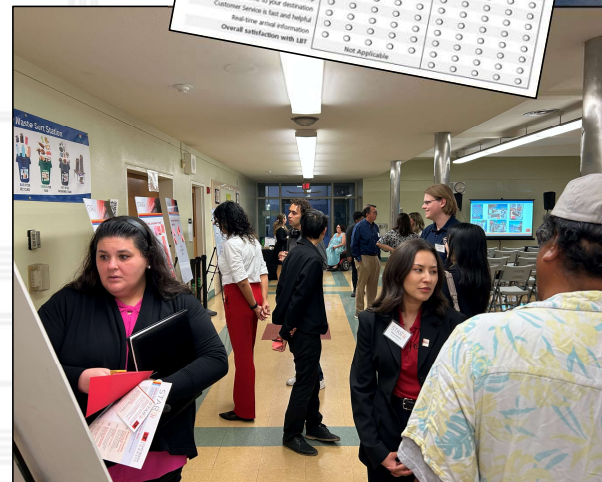
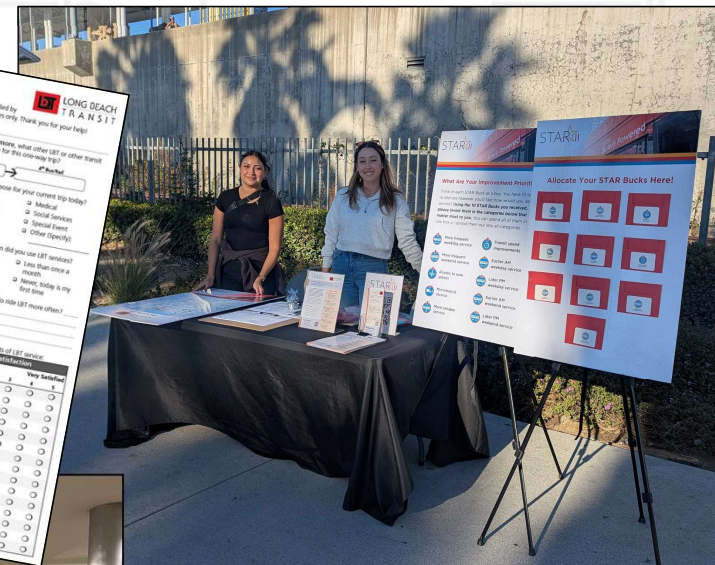
7. If at all, what other LBT or other transit services will you ride for this upcoming trip?

8. What is the main purpose for your current trip today?

9. In the past year, how often did you use LBT services?

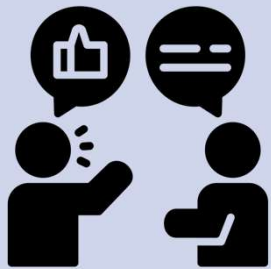
10. Please indicate your level of satisfaction with and level of importance for the following aspects of LBT service.

Aspect	Not Important			Very Important		
	1	2	3	4	5	6
Frequency of buses						
Ease of transfers to other LBT services						
Ease of transfers to other transit systems						
Service availability (hours of operation)						
Distance to the bus stop						
Buses being on time						
Cost of the fare						
Safety while riding or waiting for LBT						
Cleanliness inside the bus						
Cleanliness outside the bus						
Overall travel time to your destination						
Customer service is fast and helpful						
Real-time arrival information						
Overall satisfaction with LBT						
Not Applicable						





# Goals for This Focus Group



Understand your priorities for potential transit improvements.



Catalog issues around mobility in LBT's service area.



Discuss ideas for improving LBT service over the next 10 years.



# Discussion Questions



• From your perspective, what should be the top priorities guiding LBT's future service ?

- Geographic coverage
- Financial
- Sustainability
- Customer Experience
- Other



- **Strengths:** What do you see as LBT's greatest strengths in delivering reliable, efficient, and equitable service?
- **Challenges:** What do you see as LBT's biggest challenges in meeting those same goals?



- What unmet mobility needs or expectations should STAR II address?



• What compromises or trade-offs are acceptable from the Board's perspective to elevate system performance?

- Frequency
- Span of service
- Reliability
- New service areas
- Other



- Are there service areas or types of service where you believe LBT should invest more or less?



# What's Next?

- Please visit the STAR II project website at [ridelbt.com/star2](https://ridelbt.com/star2) for more information.
- Sign up for project email updates!
- Look out for upcoming meetings in spring 2026 to give feedback on the proposed new network plan!
- Get in touch:
  - Call – (800) 725-7505
  - Email – [comments@lbtransit.com](mailto:comments@lbtransit.com)
  - Website – [ridelbt.com/star2](https://ridelbt.com/star2)



Other Questions?



Thank you!

