

# CONGRATULATIONS ON YOUR NEW POSITION!



It is my pleasure to announce the promotion of Vicky Gallo, as Service Planning Analyst, reporting directly to Jessica Cignarella, Manager, Service Planning. Vicky will assume her new position on Monday, October 9, 2023.

Vicky will be responsible for providing technical assistance in service planning, transit operations performance and data analysis. She will analyze and prepare various project reports and study findings on special assignments. Vicky will also be responsible for the transit planning practices as they relate to bus operations, ridership analysis and land use integration.

Vicky joined Long Beach Transit (LBT) in November 1991, and she has held the positions of Customer Relations Specialist and Administrative Assistant for the Customer Relations and Communications (CRC) department. During her 31 years of service, she has built strong knowledge of LBT software and transit regulations. As a Customer Relations Specialist she supported the department with investigations, reporting, and Key Performance Indicators. In September 2019, Vicky was promoted and assisted with clerical management for both the CRC and the Government Relations department. She also managed the department's budgets, processed invoices, reports, and upkeep of the interior cards on LBT's fleet.



## **VICKY GALLO**

Service Planning Analyst  
Transit Service Delivery and  
Planning

Please join the President and CEO, as well as the Executive Leadership Team, in welcoming Vicky to her new role at LBT.

**Elizabeth Brown**

ED/VP, Organizational Development and Administration (ODA)

