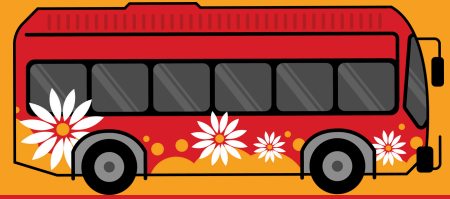


CONGRATULATIONS ON YOUR NEW POSITION!



It is my pleasure to announce the selection of Thelma Zaras-Medrano as the Customer Care Supervisor reporting directly to Mike Gold, ED/VP, Customer Relations and Communications. Thelma assumed her new position on Friday, Nov. 1, 2024.

Thelma will supervise the Customer Care team to build a customer-centric organization focused on excellent service. She will oversee daily operations at the call center, Transit and Visitor Information Center (TVIC), and mail courier services, ensuring agents follow best practices and established procedures to support Long Beach Transit's (LBT) priorities. Additionally, she will promote customer care across the organization by providing training and presentations.

Thelma began with LBT in October 2004 when she joined as a Customer Service Representative. She was then promoted to Customer Care Lead in 2019. Her responsibilities included creating and managing their work schedules, providing ongoing training and mentorship, and handling customer inquiries that required investigation, resolution, or escalation. Furthermore, Thelma collaborated closely with the customer service supervisor to conduct associate performance reviews and develop training materials that would enhance the team's effectiveness.

Please join the President and CEO, as well as the Executive Leadership Team, in congratulating Thelma on her promotion.

A blue ink signature of Elizabeth Brown.

Elizabeth Brown

ED/VP, Organizational Development and Administration (ODA)



THELMA ZARAS-MEDRANO

Customer Care Supervisor, Customer Relations and Communications

