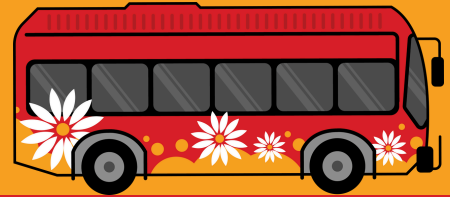


CONGRATULATIONS ON YOUR NEW POSITION!



It is my pleasure to announce the promotion of Tynishia Lewis, as Customer Care Escalation Agent, reporting directly to Thelma Zaras-Medrano, Customer Care Supervisor, Customer Relations and Communications. Tynishia assumed her new position on Monday, Dec. 23, 2024.

Tynishia will serve as a key point of contact for escalated customer issues, in addition to monitoring and following up on customer feedback. Tynishia will assist with the responsibilities at the Transit & Visitor Information Center, including balancing drawers and tracking inventory. She will also assist with promotional programs, clerical duties, reports and training new team members.

Tynishia joined the organization in July 2018 as a Customer Care Agent. She has developed an in-depth knowledge of Long Beach Transit's (LBT) routes, schedules, fares, and ridership policies and procedures. In her role, Tynishia has delivered exceptional customer service and represented LBT at community events to support outreach initiatives. She has also played a key role in ensuring the accuracy and timeliness of information on the company website and in promotional materials, helping to maintain up-to-date details about LBT services and policies.

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



TYNISHIA "TY" LEWIS

Customer Care Escalation Agent,
Customer Relations and
Communications

A blue ink signature of Elizabeth Brown.

Elizabeth Brown

ED/VP, Organizational Development and Administration (ODA)

