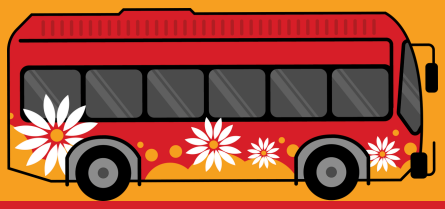
# CONGRATULATIONS ON YOUR NEW POSITION!



It is my pleasure to announce the promotion of Gabriela Meza, as Customer Care Escalation Agent, reporting directly to Thelma Zaras-Medrano, Customer Care Supervisor, Customer Relations and Communications. Gabriela assumed her new position on Monday, Oct. 5, 2026.

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



**GABRIELA MEZA**

Customer Care Escalation Agent, Customer Relations and Communications

Gabriela joined Long Beach Transit (LBT) in December 2025 as a Customer Care Agent. She has developed an in-depth knowledge of LBT's routes, schedules, fares, and ridership policies and procedures. In her role, Gabriela has delivered exceptional customer service and represented LBT at community events to support outreach initiatives. Prior to joining LBT, Gabriela gained more than 18 years of customer service experience at The Coffee Bean & Tea Leaf, which gave her a strong foundation in customer relations, communication and problem-solivng.

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

**Elizabeth Brown**
ED/VP, Organizational Development and Administration (ODA)