

Recognizing our Employees

Our teams across NYCT continue to do incredible things to improve performance and increase customer satisfaction, moving the needle closer to our North Star goals. This month we are showcasing some of our outstanding employees and their contributions.

November 2023 Honorees



Dominick Gallo

Vice President & Chief Maintenance Officer, Department of Subways

Keeping our subway system in good health requires great leadership, planning, and know-how and why we celebrate Vice President & Chief Maintenance Officer Dominick Gallo and his Chief Track Officer, Frank Farrell.

Maintenance of Way (MOW) is a critical contributor to Subway's stellar safety record and their ability to consistently achieve delivery service levels at or above 84% annually.

Dominick Gallo leads a team of 8,000 MOW employees, which includes 3,500 Track employees. Together with their combined expertise, Dom and Frank ensure over 665 miles of track are properly inspected, maintained, and timely repairs are made to track and track components.

NYCT's rail well-being is attributed to having an in-house, on-site Maintenance of Way (MOW) Track Construction team that systematically replaces outdated track with new prefabricated 39-foot track panels, each weighing about 13,000 pounds. Using track panels helps provide customers with faster, smoother, and safer trips allowing more track per square foot to be installed in less time.

While many transit properties do not have this capability, our in-house team is able to successfully replace and install thousands of feet of track annually. This year, under Frank's direction, the Track Construction team installed 730 panels of new rail throughout Brooklyn, Queens, Bronx, and Manhattan. This equates to approximately 29,000 feet of new track. For customers, this means fewer track defects that cause slow speed zones and other delays in some of our most challenging and problematic areas.

Dominick's "can-do" attitude, and Frank's ability to adapt to fast changing circumstances, have served both these professionals

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Frank Farrell

Chief Track Officer
Department of Subways

well throughout their careers in the transportation industry.

Dominick, who began as a helper and is reaching his thirty-eighth year at NYCT, credits his success to learning from the past and always trying to foresee the next obstacle. He also believes that listening to ideas from his teams is important and demonstrates this by having an open-door policy.

In his free time, Dominick likes to spend time with his friends and family. When colleagues are asked what it's like to work with Dominick, the responses include: "High standards and always fair." "Great guy to work for!" Makes the job fun with his sense of humor."

Frank has been in Subways for twenty-five years and believes learning the job from his predecessors and being hands-on is what makes a leader successful. When asked, his team said, "He is looks out for us and that means a lot". Frank is an avid traveler and enjoys spending time with his family and fur babies on his days off.



Jamie Cho

Bus Service Planner
Operations Planning Department

Faster moving buses is core for keeping New Yorkers moving and will become even more critical as the MTA transitions to congestion pricing. That is why we celebrate the hard work and commitment of Bus Planner Jaime Cho who successfully oversaw the recent implementation of the Gun Hill Road Dedicated Bus Lane project.

Working under the leadership of Robert Lai, Acting Deputy Chief Bus Service Planning and Bus Planning Director Buckley Yung, Jaime worked lockstep with NYC Department of Transportation as they advanced constructing dedicated bus lanes and pedestrian walkways for over 40,000 daily bus customers. Jaime was instrumental in ensuring all stakeholder needs were addressed, including residents of Co-Op City, local businesses, and Montefiore hospital that made the project live.

Jaime has been a Bus Planner with NYCT Operations Planning Department for slightly over one year and holds a master's degree in urban planning. Combined, her background, skills, and commitment to public service ensured that all safety and operational requirements were addressed early on, setting up this complex customer-facing project up for success.

The Gun Hill Road Dedicated Bus Lane initiative is an integral part

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Cathy Vitale

General Superintendent
Paratransit Department



Flor Barrientos

Associate Staff Analyst
Paratransit Department



Sultana Tomopoulos

Associate Staff Analyst
Paratransit Department

of NYCT's 2022 Bronx Bus Redesign Plan to make bus speeds faster and customer journey time shorter. We salute Jaime for her commitment to New Yorkers and seeing this challenging project through. We look forward to seeing more great things from her and the Bus Service Planning team.

We also celebrate our Access-A-Ride Paratransit team that continue to innovate towards providing faster, better service for our customers and reaching 94% On Time Performance (OTP) this month. Saluting the tireless efforts of Paratransit's Command Center, Compliance & Standards, and Operations teams, we are highlighting key members integral to this success.

General Superintendent Cathy Vitale is a tenacious leader whose focus is ensuring primary carriers comply with AAR service and maintenance standards. This is certainly no small feat but Cathy's drive for results has provided for higher availability of vehicles to meet customer demand and service requirements. With twenty-five years' experience, Cathy's background, and "no nonsense" attitude has made her a success, including raising standards and elevating performance from third party vendors.

Flor Barrientos is an Associate Staff Analyst in Paratransit's Command Center. Flor works fiercely to secure and onboard new contingency recovery carriers needed to support demand when there are same day issues. Flor's goal is to always keep the customer at the forefront of any discussion and why she excels at having qualified drivers available to fill the gaps when needed to keep trips on or close to promised scheduled times. Flor began her journey at NYCT in Paratransit and is a true asset to the team.

Sultana Tomopoulos is one of Paratransit's key problem solvers who works to resolve customer and broker issues in Paratransit's Non-Dedicated Service Operations unit. An Associate Staff Analyst, Sultana is mission driven and dedicates her time to fixing problems. She approaches every issue with the goal of a positive outcome for customers and brokers. Sultana has been with Paratransit for fifteen years and has a degree in Economics and an MBA in Finance.

