

# TRANSIT ALL-STARS

## 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.

## January 2024 Honorees

Transforming the customer experience for subway riders is a key North Star goal and a priority, and why we celebrate a dedicated team of professionals in Subways' Division of Station Environment & Operations. This group has been responsible for supporting the successful implementation of OMNY and the roll out of the new OMNY



**Jasmayne Catlyn**

Group Station Superintendent  
*Department of Subways*

Card Vending Machines. They work tirelessly to ensure all Station Agents, Station Supervisors, and Station Managers are properly trained and skilled at helping customers with the new fare system. Their aim is to ensure front line teams provide a consistent and positive end-to-end experience each and every time. Their collective efforts have resulted in improved satisfaction with customer engagement outside of the station booth. In addition, they are responsible for effectively and accurately promoting OMNY, explaining its benefits, and most recently using the new OMNY Card Vending Machines (CVM). Their hard work and dedication have contributed to continuous growth in OMNY use, with adoption at about 50%. To date the team has successfully trained over 2,500 Stations employees.

Group Station Superintendent Jasmayne Catlyn embodies the definition of a Transit All-Star.

With expertise in station operations, Jasmayne is described as a leader with relentless tenacity and perseverance. Jasmayne has worked in NYCT's station environment for over 25 years. She began her career as a Station Cleaner. She was recognized by her supervisors and moved through the ranks eventually being promoted to Station Manager. In 2022 she advanced to Group Station Superintendent. Her peers say Jasmayne leads by doing, positioning herself as an example to all. Her dynamic personality and knack for keeping employees engaged is a skill that has served her well. "Jasmayne will always be chosen to be on the team, she's our Michael Jordan, the most valuable all-star".



**Teniqua-Kornagay Cameron**

Group Station Superintendent  
*Department of Subways*

Teniqua-Kornagay Cameron is a Group Station Superintendent. Teniqua works diligently to set gold standards for the division and is patient with employees to ensure they understand the details of each task and requirements for delivering exceptional service. With over 25 years' experience at NYCT, Teniqua is known as the Stations' "quiet storm". She is meticulous at instilling the

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**Samuel Wong**

Operations Manager  
*Department of Subways*

the importance of high-quality performance across the team. She provides one-on-one training, professional development, and leads by example. Both management and her team say Teniqua is an inspiration to all.

Samuel Wong is an Operations Manager in the Division of Station Environment and Operations who was instrumental in bringing OMNY technology into the new customer service centers.

Sam joined the team in 2019 and his work and commitment to revolutionize support systems for customers and employees are invaluable. His efforts have resulted in widespread efficiencies and productivity across the division.

Sam's talents are unique, and he has improved how division leadership can view performance data using shared data platforms with Power BI. Sam has become the "go to" person in Stations at any time of day or night. The team often jokes about how Sam must never sleep.



**Victor Rodriguez**

Group Station Superintendent  
*Department of Subways*

Victor Rodriguez is a Group Station Superintendent who began his career at NYCT in 1994. As the most tenured of the group, he is often compared to motivational speaker Tony Robbins because of his ability to motivate and inspire even during the most challenging of times.

He is genuine and supportive and "walks the talk" because he understands the challenges that can arise when working on the front line. He is well respected across Subways and valued for consistently providing clear, positive communication. He consistently demonstrates appreciation and value for every team member. This was especially helpful through the Covid pandemic, when he went above and beyond to check on the wellness of employees to ensure they knew that he and his peers were there with them on the front line. Victor lives by the words of a quote he often paraphrases: "Empathy is often defined as understanding another person's experience by imagining oneself in that other person's situation."

We celebrate Victor and his drive to keep our employees in a healthy mindset.

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## Steve Mescall

Deputy Director, Bus Planning  
*Operations Planning Department*

Steve Mescall is Deputy Director for Bus Planning in NYCT's Operations Planning Department. Steve is a seasoned professional who has dedicated his 37-year service planning career to making bus routes feasible and in alignment with operational requirements. We celebrate Steve as a Transit All-Star for his commitment to improve bus service for millions of customers.

His role is one that most people will never hear about, however so critical for operating and maintaining NYC's large and complex bus network. Steve is the technical manager responsible for keeping GEO Hastus, the bus data map system current and accurate. GEO Hastus is the heart of bus operations—where information is derived for dispatchers, bus operators, bus GPS systems, and customer information systems. The intricate work Steve does include developing processes, bus schedules, determining cost of operations, and simulating routing options for proposed or new service initiatives. Working with multiple data resources and analysis tools, Steve is tasked with supporting impacts of proposed service adjustments including new added routes, with the

goal of always achieving cost efficiencies. Information from GEO Hastus is also necessary to implement the employee schedule pick process.

Steve's colleagues say he is a pleasure to work with and is valued not only for his positive attitude but willingness to go beyond expectations. Steve has been instrumental in helping train staff to implement NYCT's major bus redesigns including the first redesign in Staten Island and the largest in the Bronx.

The work Steve does is not talked about often, but Steve's work is well known around NYCT and MTA Bus because without it "we'd be stuck on the road." "The GEO map is the basis on what all our schedules are built on so having Steve, a committed professional, at the helm, makes everyone else's job much, much easier!"



## Karlene Daniels

General Superintendent  
*Department of Buses*

Meet Karlene Daniels, General Superintendent of Support Services at College Point Depot. Karlene has been with NYCT and in the Department of Buses for twenty-two years, beginning her career as a System Safety Specialist with NYCT's Office of System Safety. Progressing through the ranks, Karleen is one of Buses' highly regarded leaders.

We celebrate Karleen for her outstanding work at College Point Depot that includes consistency with helping keep buses and bus drivers available to meet service demand for thousands of Queens customers who depend on our services. With 2,094 bus trips daily, that collectively travel over 30,000 miles each day, Karleen is instrumental in ensuring bus operators, fleet equipment maintainers, and depot have what they need to succeed. Described as "firestorm who just gets things done" and recalling how Karleen managed bus operations for 26 bus routes with only 7 dispatchers during the Covid pandemic, Karleen is a problem solver who continues to prove herself an invaluable asset to the

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**John Breeden**

Bus Operator  
*Department of Buses*

department. This includes contributing to changes in bus culture at College Depot that continue to transform. Karleen prides herself on making things right regardless of the obstacles and is a true example of why NYCT is moving towards achieving its North Star goals.

In Karlene's spare time she enjoys spending time with her family, including taking care of her mother. She enjoys traveling with her family and loves to watch sports events and attend them on occasion.

John Breeden, Bus Operator, is being recognized as a Transit All-Star for his remarkable delivery in service and for consistent supporting his peers and colleagues at College Point Depot. This includes choosing to help operators who need assistance even when he is off duty.

John has been a bus operator at NYCT for twelve years and currently operates the QM7 that travels from Fresh Meadows to Wall Street.

A skilled driver, John is well respected for his knowledge of bus operations and excellent customer service. Although John is very humble, to newer bus operators he is known as the "go-to" person and avails himself to help them succeed. This includes helping with overcoming route challenges or understanding operational policies. He is committed to their success and committed to helping Buses meet its goals. Making New York's bus operation the best it can be is what John lives by.

John's management describe him as "a fixer" who know how to "build bonds and bridges". Moreover, John's peers say that they know they can count on him to be honest and candid but always in a respectful way. "That makes a difference, especially when dealing with what can happen on the road. We trust John." College Point is a depot in change and employees like John are part of the reason for this positive shift says one manager.



**Rich Cerezo**

Director, Transportation Training  
*Department of Buses*

John is an avid Buffalo Bills fan and spends time with his family on his day's off.

Rich Cerezo, Director of Buses' Oversight & Development Unit, success in training thousands of new and tenured bus employees at Zerega Bus Facility is why we celebrate him as a Transit All-Star. Rich has relentless passion and is committed to helping people. His positive demeanor is evident in everything he does.

Rich began his career as a Bus Operator with New York Bus Service (NYBS) 41 years ago. He progressed through the ranks quickly and in 2005, when MTA assumed NYBS's operations, he continued that growth within MTA Bus. Rich first became a Training Superintendent; next he was promoted to a Probationary Review Superintendent and then Director of the Probationary Unit.



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In his current role Rich has been responsible for delivering several key training components including the Department of Buses Mentor Program, The Beyond Force De-escalation project, the National Safety Council's Train the Trainer Defensive Driving curriculum. He also brought back T.O.P class project, Vision Zero Task Force and Fleet Group. Rich heavily contributes to the New Bus Simulator procurement, offering updates during component design for new buses.

Rich's management say that Rich's passion for the job is inspiring and that "he has a work ethic like no other". His peers say that he is a motivating leader who is respected. He is recognized by his colleagues as hard working, reliable, positive, supportive, patient, and compassionate.



## Daniel Meade

Associate Staff Analyst  
*Department of Buses*

Under the leadership of Chief Officer Meredith Luning, Business Process Re-Engineering is leading Bus data analysis and reporting for more robust data-driven decision making by Bus management. This equates to better service for customers, as demonstrated by recent improvements on several routes recategorized from being included in Buses 29 Underperforming Bus Routes. Without a doubt, Meredith and her team are a valuable asset for Buses.

Daniel Meade is an Associate Staff Analyst in Business Process Reengineering and is being celebrated as a Transit All-Star for his outstanding contributions to this team. As a newcomer to NYCT, Daniel began in summer 2022 and has proven himself to be a strong team member. His project management skills and technical expertise has allowed him to quickly grasp transit concepts and Bus operations. His work ethic is unsurpassed.

Daniel has successfully expanded and enhanced Tableau reporting for Buses that gives divisions the ability to quickly analyze key performance indicators.

He has also redesigned several major dashboards with more impactful visuals that give users the answers they need quickly. Additionally, he has consolidated redundant reports, incorporating universal filtering for locations to concentrate on statistics solely for their business, and provided drill down functionality to better investigate performance stats. His improved visualizations have helped Bus management more easily analyze performance data and identify trends and highlight areas in need of change. These improvements are essential for guiding data-driven decision making to improve operations.

Daniel is valued and appreciated not only because of the quality of work he has accomplished during his short tenure, but because of his timely completion of his projects, demonstrated support for his peers, and ability to work independently while providing proper communication to his management to mitigate project risk. Daniel is also skilled at presenting complex data and in a user-friendly manner to all levels of management.

Daniel's management say he is detailed and conscientious and keeps an open line of communication across the team. He is responsive to unit inquiries, and "always willing to make modifications and create new reports to accommodate operational needs." He is not afraid to report issues and is mindful about delivering recommended solutions to these issues to help with a quick resolution. The team within his unit say that Daniel is a collaborator

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who is patient, and able to lead brain storming sessions with ease. His peers across Buses say he is professional, easy to work with and always willing to help, no matter the size of the task.

A personal project of Daniel's is his role of Co-founder and managing editor for the Manic American, an immersive travel and documentary art website, producing stories about American culture using essays, interviews, photography, video, and interactive maps. Daniel has also done free-lance work as a Technology Writer and Editor.

## Marie Holmes

Bus Operator

*Department of Buses*

Marie Holmes is a Bus Operator at Mother Clara Hale Depot. We celebrate Ms. Holmes for her commitment to excellent customer service and outstanding perspective about her job. Each and every day Marie aims to provide a pleasant experience for her customers—and she does, demonstrated by the volume of customer commendations she receives each month. Her peers say that Marie's free spirit, charismatic attitude, and positive outlook make her a pleasure to work with.

Ms. Holmes has over twenty-three years' experience operating a bus. She consistently aims to please and understands the importance of customers service and is a mentor to newly hired bus operators at her depot. Compassion and empathy are the common themes in the many customer commendations she receives. This is an invaluable attribute of effective customer service and what is helping NYCT reach its North Star goals.

