

**NEW YORK CITY TRANSIT
ALL-STARS**

May 2024

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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.

May 2024 Honorees



Alvaro Brandon

Assistant Chief Officer, Safety Operations
Department of Buses

Assistant Chief Officer Alvaro Brandon is a dedicated Bus employee with over 32 years of experience.

Alvaro began his career as a bus operator and successfully rose through the ranks as a key leader, becoming responsible for our Zero Emission Bus Training Program and the Oversight & Development Unit.

Alvaro's role includes developing and implementing training programs that improve safety and customer service, including providing information about environmentally friendly transit solutions. His work involves evaluating and developing the training curriculum for new technology for programs like the New Flyer electric bus, Advanced Pedestrian Collision Warning System, E-Mirrors, Quantum, and Full Enclosure Partitions.

Alvaro advocates safety in everything he does, including speaking with communities and youth groups including Boy Scouts of America.

Alvaro is being celebrated as a Transit All-Star because of his demonstrated high standards of professionalism, integrity, and dedication to public service. His unwavering commitment to both safety and sustainability underscores his belief in the transformative power of transportation to shape communities and improve lives.

Alvaro is a dedicated Boy Scout leader who mentors other boy scouts, and he is a proud father of both a current and aspiring Eagle Scout. In his free time, Alvaro likes to travel.

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Raul Acosta Jr.

Director, Transportation Safety & Training
Department of Buses

in the training bus or the classroom.

Raul Acosta is the Director of Training for new bus operators at Zerega Bus facility. As someone who began his career as a bus operator more than 25 years ago, Raul is shaping the next generation of transit bus professionals by providing guidance and mentorship to bus newcomers.

Raul's journey within NYCT is a testament to his unwavering commitment and unparalleled work ethic. After driving a bus for 12 years, he leaned many facets of bus management.

His dedication to ensuring passenger comfort and safety on the myriad routes he navigated earned him not only admiration but also a deep-seated respect from his peers and management.

Transitioning into Dispatcher in the Staten Island Division, Raul's knowledge shone through as he helped pioneer Bustrek, an internal software tool that enables service management to track bus locations and provide customer with real time information about bus status. Raul was next appointed to Superintendent and oversaw quality control of bus operator performance. His vast knowledge and hard work became invaluable and landed him as a Director.

We celebrate Raul as a Transit All-Star because of his unwavering commitment to improving operator performance and success. Raul's direction has impacted Buses in a positive way, whether

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Mikhail Kolyadov

General Superintendent,
Safety & Environmental Management
Department of Buses

of things like getting a window shade to block sun glare at the depot.

Mikhail Kolyadov, General Superintendent of Safety in Buses, continues to be a shining star and is being celebrated as a Transit All-Star because of the work he is doing to improve bus safety and employee availability.

The work Mikhail does to ensure employee availability is critical for the quality and levels of service NYCT provides to bus customers. Reducing opportunities for injury and helping employees return to work as soon as possible are some ways Buses is working to reduce employee lost time.

Mikhail is credited with being part of the great team instrumental in reducing injury on duty incidents (IOD) by more than 50% at East New York Depot.

Mikhail works in lock step with depot management to ensure high standards of safety levels training and is integral in working with depot teams on all case investigations.

Mikhail has been with Buses for twelve years. His management describe him as a dedicated team player, committed to employees and customers.

Those who know Mikhail say he is a true professional who demonstrates compassion in everything he does. Further, Mikhail makes a point of getting to know all the employees in the depots and they know they can count on him for help, even with the smallest

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Joseph Riggi

General Superintendent of Transportation
Department of Buses

We celebrate General Superintendent of Transportation Joseph Riggi not only for his work that ensures service delivery at the depot level but his accomplishments that support zero-emissions bus fleet.

Joseph has been integral for the installation of fast charging systems points, known as autonomous pantograph dispensers, at the Herkimer lot in East New York Depot for our zero-emissions bus fleet. Joseph uses a hands-on approach, coordinating across internal and external stakeholders including contractors. His focus is on operational efficiency, customer and service needs, and depot operational requirements.

Joseph has demonstrated exceptional skills and expertise in his field and is always willing to take on new projects. He has consistently strived to learn new technology for more efficiency and improved customer service.

Those who work with Joseph consider him a subject matter expert and compliment his willingness to share his knowledge of transportation and best practices,

His management reflects on Joseph as a team player whose “always willing to lend a hand to colleagues and take on additional responsibilities whenever necessary”.

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Tina Kong

Principal Transportation Planner
Department of Buses

Tina Kong, Principle Transportation Planner in the Department of Buses, is being celebrated as a Transit All-Star because of the high impact she has made in Buses that includes streamlining processes, change management initiatives, and supporting department needs. Tina joined Buses 7 years ago and has grown to know as the “go to” person on department-related issues.

Tina is responsible for many high-level priorities for the Senior Vice President, including his monthly email message that celebrates employee achievements, reports depot performance, and informs about events that impact over 18,000 bus employees. She also works diligently managing critical information for the monthly NYCT Committee and MTA Bus report that provides public accountability of Buses performance and project status.

Tina’s success is attributed to her relentless dedication and focus for timeliness and accuracy. Tina’s management say that her professionalism, hard work, and dedication are a driving force behind the success of the Buses Business Strategy team. Her counterparts in other departments gleam that Tina is always so pleasant and a pleasure to work with.

In her personal time, Tina spends time baking. She is an avid foodie and loves traveling with her family.

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Mario Barber

Cleaner

Department of Subways

Mario Barber is being celebrated as a Transit All-Star because of his courage, quick thinking, and fast action to safeguard other customers and employees during a very serious incident that occurred on May 10, 2024.

Like many crimes, this incident began at the street level when a man approached an 11-year-old girl walking with her mother on the sidewalk. He slashed the girl in the back of head, and then fled down the steps into the 116 St. subway station.

A group of people chased him, and he fled down to the subway.

Mario was working on the platform when he heard a lot of commotion.

He said that someone yelled that “he stabbed someone”. Mario then jumped into action, grabbed the man, and tried to restrain him until the police arrived. The man was able to get away, and Mario chased him to the fare area. However, he got away a second time. A relentless pursuit took place and finally a group of people caught him. The police arrived and arrested the man.

Mario began his career at NYCT in year and has been a Cleaner in Subways’ Stations Environment sub-division during his tenure. His co-workers describe Mario as a caring person who is committed to always doing the right thing.

We are proud of the above and beyond effort Mario made to help the police while at the same time protecting our employees and customers in the station from harm.

Mario is celebrated as a Transit All-Star for his bravery and commitment to customer safety.



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Dexter Renee

Train Operator

Department of Subways

Dexter Renee is a train operator on the 7 line who is being hailed as a hero by management and his peers for rescuing a person who was on the elevated structure between 82 St and 90 St stations.

Train Operator Renée was on the south bound tracks and was witnessed to be speaking very calmly to the person who was on the middle track. It appeared that Dexter was gaining the person's trust and confidence. Eventually, the man accepted Mr. Renée's extended hand, and he helped the man step over the 3rd rail to a safe location.

According to the witness, the person appeared intoxicated and was wearing soiled clothing and only socks on his feet. When they were climbing off the 3rd rail protection board, the man lost his footing (likely because he did not have shoes). Fortunately, Mr. Renee's held a tight grip on him, preventing him from falling. Despite the grave risk to both of them, Mr. Renee was steady and calm and saved the man's life.

The conductor that witnessed the incident said, "Seeing this brought me to tears because the gentleman was so close to the 3rd rail". He went on to say that "Mr. Renee's selfless act towards another human touched my soul".

We salute Mr. Renee as a Transit All-Star for his commitment to public service. Helping others in need, regardless of their situation, is truly remarkable characteristic.

Mr. Renee began his transit career in 2016. We commend and honor his efforts and support his future goals at NYCT.

This commendation was reported to management by Conductor Hakim Simmons. We want to thank and acknowledge Mr. Simmons for the details he provided. Taking the time to acknowledge and honor a fellow employee for their efforts is a characteristic of a great employee.

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Chris Robinson

Superintendent

Department of Subways

Superintendent Chris Robinson works every day to improve the safeguarding of fare areas in the subway system, and he has been successful in supporting the roll out of new systems and mechanisms with each generation of new technology.

Chris worked on OMNY and fare payment systems for the past 25 years. He has been in Subways' Electromechanical (EMD) Automatic Fare Collection unit for two years.

Chris is described as "one of the agency's experts" about fare payment hardware and software and the integrations of these systems.

Chris' work on the wide area gate (WAG) project has been critical to advancing this new faregate technology in the subway system. Chris has been instrumental in the detailed lab testing of the WAG, working with the manufacturer to improve the software at the gates to prevent fare evasion.

His managers say, "His attention to detail, thoughtful approach to problem-solving, and passion to make our systems work for our colleagues and our customers makes him an invaluable team member on many projects".

We are delighted to honor Chris as a Transit All-Star.

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Chantel Cabrera

Senior Director,
Subways Coordination & Solutions
Department of Subways

Chantel Cabrera manages fare compliance initiatives for the Department of Subways.

Chantel is a newcomer to NYCT and is being celebrated as a Transit All-Star because of her work on initiatives aimed at decreasing fare evasion and positive impact on operations and the customer experience.

A licensed social worker and MBA holder, Chantel brings a unique perspective to her role, combining empathy and business acumen to tackle complex challenges.

Through strategic partnerships and innovative thinking, Chantel leads fare evasion mitigation strategies and ensures actions are implemented, monitored, and to increase agency revenue.

Chantel also works to champion of diversity and inclusion, actively promoting opportunities for aspiring Latina professionals.

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Roderick McMillan

Maintenance Supervisor II
Department of Subways

Maintenance Supervisor II Roderick McMillan began at NYCT 1998 as a signal maintainer and in 1999 became a member of AFC team as a Revenue Equipment Maintainer (REM).

Roderick stood out as an excellent troubleshooter and was assigned the most difficult problems to solve.

In 2019 Roderick was tapped to become an REM II with the AFC Technical Support group.

In this role, Roderick has been instrumental in providing his technical expertise in the testing and design upgrades of the Wide Area Gate (WAG) as well as providing feedback regarding the delayed egress for the Emergency Gates all with combating fare evasion in mind.

We celebrate Roderick as Transit All-Star for commitment to excellence and making achievements to protect revenue and improve customer experience.

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Rhadalisa Filpo

Manager, Fraud Detection
Paratransit

Rhadalisa Filpo is Manager in Paratransit's Fraud Detection Unit, and she has been with NYCT for 11 years.

Rhadalisa has been in her role at Paratransit for almost a year and has proven herself to be a Transit All-Star with demonstrated success in fraud prevention across Access-A-Ride. The results of her work also include implementing methods to prevent E-Hail fraud. This has resulted in the agency's ability to expand E-Hail services to customers.

Rhadalisa also leads the team on a wide range of projects including modification of letter correspondence in various languages and the implementation of a new death audit service.

Her experience, coupled with her dedication to the job and our customers, makes her an asset to the Paratransit team.

During her time away from the office, Rhadalisa loves to spend time with her family.

ABOUT THE METROPOLITAN TRANSPORTATION AUTHORITY & NEW YORK CITY TRANSIT

The Metropolitan Transportation Authority is North America's largest transportation network, serving a population of 15.3 million people across a 5,000-square-mile travel area surrounding New York City through Long Island, southeastern New York State, and Connecticut.

New York City Transit and MTA Bus operate all subways and buses in New York City. Our 45,000 employees serve 4,500,000 passengers a day. We operate nearly 6,700 subway cars and 5,800 buses, and we maintain 472 subway stations, 640 miles of track, 28 bus depots and 70 shops and yards.

The MTA is governed by a 23-member Board of Directors, organized in eight committees. Members of the New York City Transit Committee include:

- Haeda Mihaltses, Chair
- Andrew Albert
- Samuel Chu
- Dan Garodnick
- David Jones
- Meera Joshi
- John Ross "JR" Rizzo
- John Samuelson
- Lisa Sorin
- Midori Valdivia