



NEW YORK CITY TRANSIT ALL-STARS

June 2024

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TRANSIT ALL-STARS

Recognizing our Employees

Our teams across NYCT continue to do incredible things, moving the needle closer to reaching our performance goals and improving safety and service reliability. This month we are showcasing some of our outstanding employees for their contributions.

June 2024 Honorees

We celebrate the collective work of a team of skilled experts in the Department of Buses for their continuing success in improving service on the B12, a historically low performing bus route and part of DOB's Route Improvement Initiative.

The B12's 4.3-mile route runs from Prospect Lefferts Gardens to East New York and carries approximately 5,500 average weekday customers - a lifeline for many New Yorkers who rely on this service for school, work, medical care, and other needs. Since the program's inception in January 2024, service delivery on the B12 has improved by 4.1% and customers have benefited from a 10% improvement in their journey time. In addition, customers are waiting less, as indicated by an improved waiting time of 4.7%.

Deliberate and proactive service management, from the road to Bus Command, is a key contributor to these improvements. This team has demonstrated an unwavering commitment to change and is using a variety of strategies to elevate the B12 route from being one of the lowest performing routes.



Robert Averill

Surface Line Dispatcher
Department of Buses

Robert Averill is the B12's AM supervisor, stationed at the Fulton Street terminal. In addition he oversees 5 other routes.

Mr. Averill's role includes efficiently managing meal reliefs for bus operators at this busy East New York location. His dedication to ensuring schedule compliance and regulating departures is crucial to maintaining the smooth flow of operations at the terminal.

Mr. Averill has been with NYCT for 23 years.

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Kevin Molaro
Surface Line Dispatcher
Department of Buses

Kevin Molaro supervises buses that arrive at the Parkside and Ocean Avenue terminal.

Mr. Molaro works diligently to ensure schedule compliance and regulates departures from this busy terminal. His commitment to maintaining punctuality and efficiency at the terminal is essential for effective operation of the B12 route.

Mr. Molaro has been with NYCT for 9 years.

Sharon Watson, Department of Buses' Transportation Superintendent, is responsible for overseeing the B12's line dispatchers. This requires skillful coordination and awareness of road situations that will impact the schedule.

Ms. Watson 23 years' experience have taught her the importance of being flexible and the ability to adjust "on the fly". She is meticulously detailed and has focused on streamlining communications between road operations and Bus Command Center.



Sanya Hill
Superintendent
Department of Subways

Lynn Guillaume is a supervisor in the bus command center, excels in remotely managing service and coordinating bus service adjustments with road operations supervisors.

Mr. Guillaume's efforts in reducing bunching, improving performance at timepoints, and ensuring bus operator schedule adherence have been crucial to the overall efficiency and reliability of the B12 route.

Mr. Guillaume has been at NYCT for 14 years.

Superintendent Sanya Hill is an integral member of the Subways' Service Diversions and Coordination team and is named a Transit All-Star for her many contributions to subway performance.

Superintendent Hill's primary role is to perform quality control at customer touch points during weekend service changes. This entails ensuring real-time information is up to date and available at stations impacted by service changes and that supplemental shuttle bus information is provided.

Ms. Hill does this by visiting locations during the service change, checking public address systems for performance and accuracy, and ensuring signage about the service changes is prominently displayed in stations. She also inspects bus routes to ensure Bus Drivers are following the prescribed routes that are in place to supplement subway service for customers during the diversion.

Ms. Hill began her career as a Conductor in Subways in late 2007. Over time, she was promoted to Train Operator



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and Train Service Supervisor. Her meticulous attention to detail earned her a reputation as a skilled teacher, leading to her subsequent promotion to Superintendent in Operations Training. Her experience in Subways has enabled her to see the many facets that are necessary to keep service running while work is being performed.



Sakinah Clerk

Conductor / Platform Controller
Department of Subways

Sakinah Clerk a Conductor/Platform Controller is being celebrated for her heroic actions involving a lost non-verbal autistic child who got separated from her parents on a 7 train at Grand Central-42nd St on June 6, 2024.

This situation occurred during the height of the Governor's Ball when trains were bustling with customers. As per protocol, trains were held due to Ms. Clerk's fast action to notify the Operations Control Center (OCC). She stayed with the child until NYPD arrived and successfully helped reunite the child and her parents.

Customers experienced only a 15-minute delay because of the adept work of Ms. Clerk and the other Platform Controllers. This is indicative of the value Subways' Platform Controllers provide not only in managing crowds but by providing exceptional customer service.

Her kindness not only helped the distressed child but also minimized the service impact. Without her intervention, the outcome could have been much different. It's heartwarming to see individuals like Sakinah Clerk making a difference!



Anthony Storniolo

Assistant Chief Officer
Department of Subways

Anthony Storniolo, Assistant Chief Officer, Infrastructure and his team are being celebrated as Transit All-Stars for the work they are accomplishing to improving subway safety.

Specifically, Maintenance of Way was tasked with finding a feasible, cost-effective solution to help protect customers from falling or accessing open track areas from subway platforms. The combined efforts of Infrastructure, MOW Engineering and Service Delivery has resulted in implementing NYCT's pilot platform barrier program.

The pilot began in January 2024, with more than 200 barriers constructed and installed at 4 stations. Following evaluation of the pilot, the target is to install barriers at 2 stations per month. The team is on target to meet that goal. These safety barriers are not only making stations safer but are a more cost-effective solution than platform screen doors. We salute Anthony and the MOW Iron team for their skillfulness in fabricating and installing these barrier to help keep customers safe.

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General Superintendent Pedro 'Pete' Delgado and the Service Diversions and Coordination team are being celebrated as Transit All-Stars for their contributions to improving Subways' weekend service—a marked jump in on-time-performance (OTP) last month to 84.2%.

Mr. Delgado's role can be compared to that of an orchestra's conductor—whereby he must lead, organize, and synthesize many different independent parts with the goal of completing before the next act (rush hour) is scheduled to begin. For Subways this includes keeping service moving through the general order (service change) and establishing safe flagging while Construction & Development and Maintenance of Way crews carry out critical infrastructure work.

At the same time, Mr. Delgado ensures front-line employees have the necessary information about weekend service changes to keep their customers informed through the weekend.

"Pete's calm problem-solving approach makes him an invaluable asset to our Service Diversions and Coordination team," his management says.

Mr. Delgado began his career at NYCT as a Bus Driver in 1991 and later transitioned to Subways' Service Delivery Division, first as a Tower Operator, and then to Operations Training as a trainer for Automated Train Supervision (ATS). Next, he began as a Superintendent before he was promoted to General Superintendent.

He credits his experience in Buses and in Subways as a critical path for his success by always making safety a priority and learning how to make nimble decisions in a calm and thoughtful manner despite the high pressure a situation presents. Pete is highly regarded by both his colleagues and peers.



Steve La

Project Manager Intern
Paratransit

Steven La joined NYCT's Paratransit Department immediately after completing his undergraduate studies in February 2024. His initial responsibility entailed devising a solution to enhance Paratransit's Dropped-Off On-Time Performance for the Non-Dedicated Service Providers.

Within his first four months, he has been a high contributor by assisting in implementing proof-of-concepts, establishing control charts for system monitoring and automating processes.

Paratransit has experienced a notable 16% improvement in Customers Dropped-Off On-Time Performance for the Non-Dedicated Service Providers, due in part to Steve.

Steven's peers would describe him as a keen intellect who enjoys deep dives into complex topics and problem-solving. His analytical nature allows him to dissect information meticulously and recognize patterns leading to logical conclusions. He is a strong asset to the Paratransit team.





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 4,500 buses, and we maintain 472 subway stations, 640 miles of track, 20 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
- Jamey Barbas
- Randolph Glucksman
- David Jones
- Frankie Miranda
- John Ross "JR" Rizzo
- Lisa Sorin
- Midori Valdivia

