

TRANSIT ALL-STARS

Recognizing our Employees

Our teams across NYCT continue to do incredible things, collectively working towards improving service and security. **Transit All-Stars** is an employee recognition program that celebrates high performers who are also on-target to meet or exceed annual NYCT's service and safety goals. This quarter we are showcasing some of our outstanding employees for their contributions.

December 2024 Honorees



Kelly Geoghegan

Superintendent

Department of Buses

during AM and PM shifts to identify and address operator challenges. She has fostered a collaborative environment by engaging with depot management and union representatives to tackle road challenges and ensure smooth operations.

Kelly's contributions have not only improved safety and efficiency but also strengthened teamwork across the organization. Her dedication and impactful solutions have earned her respect from peers and management.

Thank you Ms. Geoghegan for your hard work.

With 27 years of service, Superintendent Kelly Geoghegan has been a driving force in Queens South Road Operations that has resulted in many of the improvements in Buses.

As an example, Kelly collaborated with service planners that led to the installation of left-turn signals at two critical intersections- Flatbush Avenue and Avenue H and Coney Island Avenue and Cortelyou Road. These changes resulted in reducing accidents and improving trip time for customers.

Her proactive efforts on the B103 route have contributed to a year over year performance improvements including increases of 5.6% and 3.2% in Service Delivery and Customer Wait time, respectively. In addition, Customer Journey time has improved by 1.8%.

Kelly's management describe her as an employee who sets a standard of excellence for the entire team. This is evidenced by her diligence during morning pull-out checks.

In addition, Kelly works closely with Surface Line Dispatchers (SLDs)

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Peter Watts

Dispatcher

Department of Buses

Buses' Dispatcher Peter Watts is celebrated as a Transit All-Star for his contributions to Buses during the past 21 years at NYCT.

As part of Road Operations' Queens South Division, Peter's attention to detail and proactive engagement with customers and operators have helped improve bus service in Queens—most recently along the B103 route. Peter is a forward-thinker, able to anticipate and addressing challenges before they become larger problems.

Peter's commitment to cover open work and make fast and effective adjustments have resulted in year-over-year line improvements on the B103. These include 5.6% higher Service Delivery, 3.2% better Wait Assessment, and 1.8% Customer Journey Time Performance (CJTP). Overall, the route is experiencing less bus bunching and a slight increase in ridership.

Peter has consistently demonstrated professionalism, leadership, and commitment. His management say that he excels in promoting a positive atmosphere and instilling collaboration across work groups. His clear and effective communication ensures that team members are informed, aligned, and motivated to achieve common goals.

Carlos Reinoso has been with NYCT for eleven years and part of Paratransit's Project Management unit for almost one year.

During this time his hard work and dedication have been critical for the success of a key Paratransit's initiative that enables customers to receive authorization for taxis directly from the MYMTA Web/APP.

His dedication to performing quality assurance tests has been instrumental in MYMTA Web/APP and contributed to a 17% per day increase of Access-A-Ride customer self-service trip booking.

Carlos demonstrates a strong work ethic, garnering great respect from peers and management. He shows an eagerness to learn, and consistently demonstrates a proactive approach



Carlos Reinoso

Associate Staff Analyst

Paratransit

to acquiring new skills. One of his greatest strengths is his ability to connect with others. Carlos has been with NYCT for 11 years.



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Harry Beck

Superintendent

Operations Planning Department

We celebrate Superintendent Harry Beck for his dedication and commitment at NYCT and his role in coordinating track access plans needed for critical subway maintenance and capital construction. Skillful coordination is necessary to accommodate the many requests to minimize customer impact.

As a leader in Operations Planning, Harry is responsible for overseeing over 200 subway service plans at any given time. In addition, Harry has been instrumental in the development and roll-out of the new Track Access Management System (TAMS). TAMS will replace the current obsolete database used across multiple departments to process requests for track access. The new system will enhance cross-departmental coordination and improve asset management of equipment.

Harry continues to excel in his role, balancing day-to-day cross-departmental track access requests with service requirements while also managing staff that write service plans.

Harry's management describe him as an invaluable asset to NYCT and is recognized for his technical expertise and leadership. He understands the challenges involved during system migration and consistently helps staff navigate complex changes. Harry has been with NYCT for 20 years.

We celebrate Subways' Train Service Supervisor Jonathan Sierra for his dedication and leadership during the transition from the outdated General Order system (UGOS) to the new Track Access Management System (TAMS) platform. The TAMS system is utilized for entering all Service Diversion Requests.

Jonathan has truly stepped up to the challenge, leading this significant change in subway operations. His proactive approach to troubleshooting potential issues has been instrumental in identifying and addressing challenges before they escalate.

Jonathan's management say that he consistently proposes innovative ideas and solutions that not only enhance the transition process but also ensure that the team is well-prepared for the new system. "His collaborative spirit and ability to engage with different teams embody the essence of teamwork and

dedication, making him a true asset to our organization". Jonathan has been with NYCT to 18 years.



Jonathan Sierra

Train Service Supervisor

Department of Subways

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Michael Lee

Revenue Equipment Maintainer II
Department of Subways



Michael Massa

Revenue Equipment Maintainer II
Department of Subways

The Department of Subways acknowledges the work of Revenue Maintainers Michael Lee and Michael Massa when they were challenged to come up with solutions to address customer access at Howard Beach Station while critical repairs are underway to the Rockaway Viaduct.

The idea they developed was to install a standalone fare bus validator at an entrance that is ordinarily there for emergency egress from the platform. This solution provided a modified entry point for customers in alignment with the bus shuttle operation during construction. This enables customers to pay their fare with all acceptable fare media, including OMNY contactless, to ensure fare collection.

Mr. Lee has been with NYCT for 9 years, and Mr. Massa has been with NYCT for 22 years. Both are an invaluable part of our team.

Their collaborative effort along with ACF Maintenance demonstrate a teamwork mindset, and we celebrate them.

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Brian Reccardi

Computer Specialist III
Department of Security



Konrad Waluszko

Associate Staff Analyst
Department of Security

The Department of Security is proud to recognize Computer Specialist Level III Brian Reccardi and Associate Staff Analyst Konrad Waluszko for their commitment and hard work in contract administration that help NYCT meet fare payment objectives.

Brian and Konrad oversee the vendor contract for gate guards that are in place throughout the subway network to defer fare evasion. This team ensures that contract requirements are both met and accurate, and timely invoicing and payment are adhered to. The number of gate guards has recently grown to over one thousand as part of NYCT's multi-pronged approach to reducing fare evasion.

Brian and Konrad have been with NYCT for 36 and 17 years, respectively.