

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.

February 2024 Honorees



Joseph DePace Jr.

Track Maintenance Supervisor I
Department of Subways

who shows attention to detail. His approach to problem solving is described as thorough, methodical, and always focused on the best interests of the transit system and its users. “DePace doesn’t just fix issues; he dissects them to understand the root cause and implement lasting solutions”. Others have noted Depace’s “ability to remain calm under pressure”, and said, “In moments of crisis, DePace is a rock. His composed demeanor and swift decision making have a calming effect on the entire team, allowing us to address challenges effectively”.

Transit pride is a legacy that runs in the DePace family, and it is with great pride that we also honor pre-deceased Joseph DePace Sr., a 25-year retired NYCT bus operator who instilled strong family values and unmalleable work ethic in Joe.

Although he is on call 24/7, Joseph spends his down time with his family and has a passion for fishing, boating and the outdoors.

Joseph DePace Jr., Track Maintenance Supervisor Level I, is one of those exceptional individuals who continues to prove himself as someone who transcends the ordinary and delivers the exceptional.

Joseph has over 29 years’ experience at NYCT and as a true Transit All-Star, he is a valued and key contributor in Subways’ Maintenance of Way Track subdivision. Responsible for coordinating and implementing Transit’s overnight service shutdowns to allow system construction and maintenance, Joseph also manages the unit’s overnight emergency response team that handle unforeseen conditions and challenges to ensure availability of morning peak service.

It is not likely that you will see Joseph during the day, and most of the time he is deep in the roadbed or under a subway car, but he and the team are relentless in their mission, making a difference and succeeding! And customers are noticing, as shown by recent improved satisfaction ratings with service reliability and wait times (Fall 2023 Customers Count).

Regardless of a dynamic and high-pressure transit environment, Joe is a skillful leader who strategically and meticulously plans each operation with continuous commitment to safety and efficiency. He is a problem-solver and has earned a high level of confidence from management and peers. Colleagues describe him as a critical thinker

TRANSIT ALL-STARS



William Wong

Software Engineer

Department of Buses

There is so much to be said about Transit All-Star William Wong. A software engineer in the Department of Buses' Technology and Zero Emissions division, he continues to make strides to improve bus data collection, analysis, and usage that translates into better operations.

William has made significant contributions during his nine-year tenure at NYCT, most recently showcasing his expertise as both the acting Project Manager and lead engineer for Yard Trek, an internal facing dispatching application that supports bus operations and bus management.

Under William's leadership, Yard Trek achieved numerous milestones, including the release of several new features such as unscheduled pullouts, historical snapshots of track sheets, plus visual indicators for recently assigned buses. Yard Trek also integrated electric bus data and displays bus status from non-depot locations (e.g.: vendor location or other).

William also played a critical role in achieving day-to-day maintenance and bug-fixing while collaborating with internal stakeholders to establish dedicated data interfaces with the UTS, Road Ops, and Data & Analytics groups. For the Bus Time and Bus Trek applications, William assumed the lead engineer role, spearheading the successful implementation of Cancelled Trips API across all 28 depots.

Additionally, William Wong has taken on a pivotal role as the lead in the Swiftly Pilot project, that aims to enhance real-time customer information. Serving as Systems Integrator, he ensures seamless compatibility between Swiftly and the Department of Buses' data feeds. This work enables Buses to maintain a single source of truth and hold vendors accountable for performance claims and expected improvements.

William is known as an incredibly "warm person" and "a pleasure to work alongside". His peers and management commend him for his willingness to always help others get what they need to excel. He has proven himself to be a leader with exceptional state-of-the-art industry knowledge, and someone who is trustworthy that can be counted on. These are the qualities of a Transit All-Star, and we value everything about William.

TRANSIT ALL-STARS



Yogesh Patel

Director, New Bus Qualifications & Testing
Department of Buses

broken or missing mirrors. Yogesh worked with bus manufacturers to reduce obscuration caused by structural pillars to reduce the “blind spot” created by the pillars. Yogesh’s work has improved the overall visibility for the operators and safety for pedestrians and passengers.

Yogesh joined the Department of Buses as an Associate Project Manager in 1997 and is described by his colleagues as insightful, determined, and responsive. “An overall, invaluable member of the team”.

We appreciate Yogesh and are lucky to have him on the Bus team.

We celebrate Yogesh Patel, Department of Buses’ Director of New Bus Qualifications and Testing of the Maintenance, Support, & Engineering division for his technical expertise and implementations that are revolutionizing bus customer experience and improving bus operator safety.

Most recently, Yogesh and the team worked on two key customer facing initiatives including redesigning buses to accommodate the Open Stroller Pilot Program, that provides a designated space in buses for open strollers.

In addition, he was able to collaborate with vendors to successfully design and test many types of fully enclosed cockpits on local buses with the understanding that the main goal is bus operator safety.

Most significantly, however, are Yogesh and the team’s contribution to improving bus operator visibility by successfully implementing testing of new technology to improve bus operator safety and reduce bus collisions using “e-mirrors.” The “e-mirrors” use cameras positioned on the bus to display nearby surroundings to drivers on a digital screen, eliminating the need for the traditional sideview mirrors that are often vandalized. This will not only improve overall safety but can potentially reduce maintenance and increase service reliability by eliminating the need to pull buses out of service for

TRANSIT ALL-STARS



Jason Ye

Manager, Contracts Management
Paratransit

\$700,000. Jason's hard work and dedication is the driving force behind Paratransit's taxi reimbursement's team productivity and garnered him great respect from his team and peers and appreciation from those who work with him.

Customers are benefiting from a milestone achieved by Jason and his team that has improved taxi reimbursement processing time by 83%. In collaboration with MTA IT and the Paratransit Project Management unit, Jason and the taxi reimbursement team have successfully reduced processing time for repayment from 60 days to a marked 10 days!

We salute Jason for his determination, tenacity, and commitment to make things better for customers.

We celebrate Jason Ye, a manager for Paratransit's Contracts Management unit. His commitment to success is helping Paratransit soar to record-breaking performance metrics and customer satisfaction ratings, including a four percentage-point increase in customer satisfaction from last year (Fall 2023 Customers Count).

Unlike other operating departments, access-a-ride transportation services are not directly provided by MTA NYCT. Instead, though challenging, contract relationships between the agency and third-party transportation service vendors are in place to meet service demand. This requires highly skilled professionals like Jason to ensure commitments and expectations are met and remediation is taken when they are not.

Jason's 18 years of experience at NYCT Paratransit has included working on a wide range of contracts including primary/dedicated, supplemental, voucher, broker car service, trip tickets and fuel. His invaluable service and proactive management approach has not only improved operations but is impacting team morale as indicated by lower turnover.

Jason is responsible for the team that handles taxi reimbursements for customers that get authorized use. This team processes over 31,000 taxi reimbursements requests per month, valuing over



TRANSIT ALL-STARS



Minh Tran

Manager, Bus Schedules

Operations Planning Department

Meet Minh Tran, Bus Schedule Manager at NYCT's Operations Planning Department. Minh began his 23-year career at NYCT as an analyst in Operations Planning's System & Data Research unit immediately after graduating college.

Since then, he has grown to be an integral part of the Operations Planning team, well-respected and knowledgeable about bus operations, and the intricacies of planning and implementing complex employee job picks (Bus Operator work selection opportunities). His willingness to always help others is an attribute that his peers admire and value.

Minh currently manages schedules for Casey Stengel Depot in Queens, that includes fifteen bus routes and six hundred fifteen bus operators. At a minimum, Minh successfully delivers 4 "picks" each year.

At the same time, Minh is responsible for analyzing and investigating depot bus routes to ensure service levels and trip running times are appropriate for customer usage. He collaborates with other teams for data collection and proposes schedule changes as necessary to ensure customer need is met.

Minh's management says that his contribution goes beyond his job description, using his mastery of spreadsheets to help further automate data analyses and making it easier and more productive for others in the department.

Minh is someone who perseveres under pressure and challenging conditions. These are skills he had to master at a very young age when he and his family left their native country because of the national conflict and strife. Together they supported each other, and lifelong lessons were learned.

We celebrate Minh for his valuable contributions to NYCT.

TRANSIT ALL-STARS



Dennis Lynch

Manager, Contracts Management
Paratransit

We celebrate Dennis Lynch, a manager for Paratransit's Contracts Management unit and his commitment to successfully help Paratransit soar to record-breaking ridership growth and customer satisfaction ratings. This includes the recent four percentage point year-over-year gain in overall customer satisfaction (Fall 2023 Customers Count).

Dennis Lynch is a leader and a Transit All-Star because of his demonstrated commitment to customer service, teamwork, and leadership.

With eleven years of experience at NYCT, he has been instrumental in detailing and monitoring Dedicated Carrier non-compliance with maintenance, safety and transportation practices and the development and tracking of Carrier remediation plans.

Additionally, he has worked closely and coordinated his oversight responsibilities with both Carrier and Standards and Compliance personnel. This has been essential in assisting the Paratransit Contracts Management Unit in achieving its' goal of monitoring and ensuring Dedicated Carrier vendor compliance. His efforts have led to increased safety and customer satisfaction.

A certified Six Sigma Program participant, Dennis was instrumental as one of the architects that launched the current application for customer taxi reimbursement. This has led to an 83% faster processing time!

Known as "an outside the box" thinker, Dennis consistently makes recommendations on how to improve the department. His teamwork mentality and strong leadership gleams daily when performing his job responsibilities. His management cites "his willingness to take on new projects and assignments" as a characteristic that is valued.

We appreciate Dennis for his hard work and commitment to NYCT's customers.



TRANSIT ALL-STARS



Carl Persuad

Assistant Chief Maintenance Officer
Department of Buses

methodical solutioning, and a strong work ethic. He is known for “always maintaining a humble, calm, and collected demeanor”.

Carl leads by example and is currently involved in several other critical projects for the Department of Buses. These include expanding Prognostic Maintenance analytics and upgrading the Bus Radio System. He is a key contributor towards transforming NYCT’s bus fleet to zero-emissions by 2040. These activities are in addition to his department’s regular functions that include identifying process efficiencies, scrutinizing maintenance job times for improvement, developing maintenance campaigns, and analyzing fleet wide Mean Distance Between Failure (MDBF) trends.

Carl is an invaluable asset to the organization, and we proudly salute his hard work.

We celebrate Assistant Chief Maintenance Officer for Technical Services Carl Persuad for his success in managing and overseeing the design and retrofit of the Department of Buses’ operator cockpit door on the Express Bus fleets and the fully enclosed cockpit design being tested on local buses.

These smart solutions became a priority with the onset of higher assaults on bus operators. Carl and his team quickly mobilized and created a design with vendors that would protect bus operators from direct contact with individuals while also ensuring the driver will still have positive engagement with customers.

This program prioritizes bus operators and their safety and has been a win-win for NYCT to lower bus operator assaults, improve employee availability and increase service reliability.

Carl joined the Department of Buses as an Assistant Mechanical Engineer and has successfully progressed to his current role in Buses’ Technical Service & Engineering.

Carl’s career includes 26 years of distinguished service, during which time he consistently demonstrated strong leadership capabilities, keen acumen for bus maintenance, and effective decision-making using data and analytics. He actively supports his team by instilling problem resolution through analytical thinking,

TRANSIT ALL-STARS



Anthony Amoroso

Director, Schedules

Operations Planning Department

Anthony Amoroso is the Director of Schedules for MTA Buses in the Department of Operations Planning, and he is a 22-year MTA veteran. A Queens resident, Anthony began his MTA career as a Train Operator during the 2001 holiday period.

Since then, he has successfully progressed at NYCT, taking on more responsibility with each new role. His in-depth knowledge about transit operations and technical aptitude have significantly contributed towards positively impacting customer experience as well as strengthening the Operations Planning team.

Anthony is currently responsible for developing better schedules for bus routes that operate out of College Point and LaGuardia depots – two of the largest bus depots within the MTA network. This is a continuous effort that involves creating and coordinating scheduling for 45 bus routes on 491 buses with 816 bus operators.

Anthony has been a significant contributor for NYCT's Queens and Brooklyn Bus Route Network Redesign projects, both currently in draft stages of route planning. This work is critical for improving the travel experience for thousands of Queens and Brooklyn bus customers who tell us that waiting time and travel time are key drivers of their satisfaction.

Anthony is well known for the extensive training sessions that he provides to colleagues about various aspects of bus route scheduling process including the ability to develop route plans while balancing operational efficiencies and customer convenience.

Staff say, "His leadership and ability to explain nuances are invaluable."

Anthony's personal interests include travel, sports, spending time with his children and family, and keeping up with various transportation-related topics.

TRANSIT ALL-STARS



Jeanne Davis

Senior Director, Audits & Controls
Department of Subways

Jeanne Davis is the Senior Director for Internal Controls & Audits for the Department of Subways, where she is the point of contact for the Offices of the MTA Inspector General, MTA Audit Services, MTA Corporate Compliance, NYS Comptroller, and other investigatory agencies internal and external to the MTA.

Jeanne provides a systems-levels approach to all Subways' owned audits and corrective actions and ensures successful implementation of the aforementioned.

Jeanne is a Transit All-Star because of her cross-collaboration successes within the department, and among other NYCT and MTA departments. She has brought efficiencies and cost savings to the department by improving internal controls and work processes that ensure long-term sustainability. Jeanne has proven to be a leader within the department and a valued resource to Subways' executive leadership.

Jeanne previously served in various roles at MTA, including Deputy Director for Emergency Management & Operations Support. She was a freelance editor and manager for Emergency Plans & Regulatory Compliance. She is described as a subject matter expert for Con Edison's regulated Electric Emergency Response Plan.

TRANSIT ALL-STARS



Burim Marke

General Superintendent, Facilities
Department of Subways

the team to successfully complete over 10,000 work orders in 2023.

Known for his meticulous planning, execution, and strong work ethic, Burim is a dedicated family man who leads by example, fostering positive relationships with peers and subordinates.

Burim Marke, General Superintendent of Facilities in the Department of Subways, is being celebrated as a Transit All-Star because of his consistent and demonstrated commitment to keeping employees, customers and NYCT assets safe.

Burim is a subject matter expert for building and implementing fire suppression systems. He is responsible for overseeing life safety equipment throughout all of NYCT as well as at Subways' Operations Control Center. He is currently implementing processes for including fire suppression system in EAM for better controls and efficiencies.

His work also includes supporting Subways Safety and NYCT Office of System Safety including the soon-to-be published NYCT Policy Instruction for Fire Safety Equipment.

Burim is an effective leader with over 18 years of diverse experience at NYCT that includes previous roles of Structure Maintainer, Maintenance Supervisor, and Superintendent of Facilities.

As head of the Fire Suppression team, he is responsible for inspecting over 1600 pieces of water-based fire suppression equipment's systems throughout Department of Subways, diligently performing mandated inspections at over 253 stations, 23 yards, and 14 under-river tubes in compliance with NYCT policy instructions. In addition, his untiring efforts to plan and coordinate work orders has allowed