

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.

March 2024 Honorees



John Villanueva

Director, SPEED Unit

Department of Subways

Operations Planning Department on Performance Improvement Pilot Projects, and engages with Service Delivery Field Management regarding incident investigations, reenactments, and problem-solving.

Furthermore, John's dedication to employee development and training has been instrumental in cultivating a highly skilled and motivated workforce. By investing in ongoing training programs and professional development opportunities, he has equipped his team with the knowledge and skills necessary to excel in their roles and adapt to the evolving needs of our organization.

During his downtime, John enjoys traveling, spending quality time with his family, and working on home improvement projects. We commend John for his exemplary leadership, unwavering dedication, and tireless pursuit of excellence.

Subways' Transit All-Stars include a team of dedicated and skilled practitioners in the SPEED Unit, which stands for Subway Performance, Evaluation, Education, and Development. Their mission involves traversing nearly every mile of the subway to conduct tests. These tests determine whether specific segments of track can safely support higher speeds than currently permitted. Essentially, the SPEED Unit plays a crucial role in evaluating and enhancing subway performance while ensuring customer safety.

Each member of the SPEED Unit has risen through the operational ranks, providing a valuable perspective that fuels the improvements for which the SPEED Unit is renowned. Collectively, the Unit boasts over 70 years of operational experience.

John Villanueva is the Director of Subways' SPEED Unit, beginning his journey at NYCT as a Conductor in 2006. Over the years, he developed multifaceted experience in the Department of Subways. He assumed roles such as Tower Operator, Train Operator, and Dispatcher before transitioning into management within the Service Delivery Division in 2019.

John is a hands-on manager who actively participates in Communications-Based Train Control (CBTC) projects, collaborates with Subways' Performance Analysis Unit and the

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Anthony Parlato

Train Service Supervisor
Department of Subways

attention to detail. We salute Anthony for his determination, tenacity, and commitment to make things better for customers.

Anthony Parlato began his career at NYCT in 2012 and is an original member of the SPEED Unit. His unwavering commitment to operations and subway safety have significantly contributed to the unit's success and the overall improvement of subway performance.

Anthony goes beyond the call of duty for a Train Service Supervisor when it comes to being accountable for NYCT operating staff such as train operators, conductors and tower operators. As a part of the SPEED Unit, he takes their safety to heart by ensuring proper signaling to prevent train collisions and operating trains to expedite train movements during emergencies. During his tenure, he successfully participated in over 4000 signal tests and implemented over 400 speed increases.

Anthony's ability to lead by example and inspire his team has created a culture of accountability and teamwork. Through his communication and mentorship, he has fostered a collaborative environment where his colleagues feel empowered to take ownership of their roles and contribute to the unit's success.

In his spare time, Anthony finds joy in physical fitness, playing musical instruments, tuning into Italian podcasts, savoring West Indian cuisine, and cherishing moments with his family.

His peers describe him as a joy to be around and having a keen



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Fidas Casado

Train Service Supervisor
Department of Subways

We appreciate Fidas and are lucky to have him on the Subways team.

We celebrate Train Service Supervisor Fidas Casado, also an invaluable member of the SPEED Unit.

Fidas has made significant contributions during his eleven-year tenure at NYCT, starting as a bus operator in 2013 before transitioning to his current role in 2019.

Fidas brings a wealth of knowledge from his experiences in various Subways operational units, including Service Delivery, Operations Training, and Operations Support. Fidas consistently seeks challenges and strives for more ways to enhance the system's efficiency. He candidly states, "I have encountered no greater challenge than that posed by the SPEED Unit, and that's precisely why I keep returning."

His leadership extends beyond the confines of his role as he actively collaborates with other departments to ensure a coordinated approach to subway system management. His ability to build strong relationships and leverage resources effectively has resulted in cross-functional solutions that have further enhanced subway reliability.

During his leisure hours, Fidas finds immense joy in traveling with his family and renovating his home.

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Shaquana Mills

Train Service Supervisor
Department of Subways

Meet Shaquana Mills. She is one of the latest additions to the SPEED Unit, joining in 2022. Since then she has consistently exemplified the unit's core values. Beyond her daily responsibilities, Shaquana has been a driving force behind initiatives aimed at continuous improvement and innovation within our train service operations. Her proactive approach to identifying and implementing best practices has resulted in tangible improvements in efficiency, reliability, and the overall customer experience.

Her unwavering dedication has contributed significantly to the department of Subways' commitment to improving On-Time Performance. Customers and peers alike have noticed - On-Time Performance remained at or above 83% since 2022!

Shaquana spends her free time engaging in volunteer work with children, cherishing moments with family and friends, and recently embarking on American Sign Language classes.

She is described by her peers as someone you can count on - she will make time in her schedule to lend a helping hand.

We celebrate Shaquana for her valuable contributions to NYCT and are excited to see her grow for years to come.



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Tyrone Bain

Train Service Supervisor
Department of Subways

help his colleagues reach their full potential. For this Tyrone, we salute you as a March 2024 Transit All-Star.

In the realm of subway operations, exceptional leadership can make all the difference in ensuring safe, efficient and satisfactory service. It is with great honor that we recognize Train Service Supervisor Tyrone Bain, whose service have left a mark on our Agency and the millions of New Yorkers we serve.

Tyrone, a recent addition to the SPEED Unit, brings 10 years of experience as a Train Operator. During this time, he has keenly observed the impactful efforts of the unit—from signal recalibration to the education and development of operating personnel.

He takes immense pride in being a valuable member of this team! Beyond his dedication to safety (and of course train speed!), Tyrone has become a key player in creating operational efficiency and customer satisfaction. Through his “can-do” attitude and innovative solutions, has been instrumental in optimized train schedules and streamlining maintenance processes.

His proactive approach to addressing challenges and identifying opportunities for improvement has been instrumental in enhancing the quality of our train service.

One of Tyrone’s most admirable qualities is his genuine concern for the well-being and development of his team members. He has have served as a mentor and advocate, providing guidance to

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Berchel Fredrick

Bus Operator

Department of Buses

Outside of work, Berchel enjoys mountain biking, road trips and is a music lover, but he mostly enjoys spending time with friends and loved ones. We appreciate Berchel for his hard work and commitment to NYCT's customers.

Let us introduce you to Bus Operator Berchel Fredrick from Queens Village Depot. He has left an undeniable, mark on our bus system and the communities who entrust us with their daily commutes. As a bus operator, Berchel has epitomized high standards of professionalism, reliability, and customer care throughout his tenure.

He is often described as an operator who is devoted to reliability and punctuality. Regardless of traffic conditions, weather, or other operational challenges, he has always managed to keep, or close to, the bus schedule and ensure that customers reach their destinations on-time. This is a testament to his professionalism and dedication to his craft.

Despite his exemplary service, he is more than a great bus driver. He is the type of person who goes above and beyond for people, just because. He is well liked by his fellow operators, supervisors & managers and described as having "a good heart".

The video that went viral on social media says it all: https://www.instagram.com/reel/C4RR_ILLQ5t/?igsh=YmVxcGp2aDh1a2Rn.

His personality can be attributed to growing up in a closely knit family and in the Presbyterian Church. He was also heavily involved in youth empowerment programs across his native Guyana.

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Michael Caruana

Farebox Maintainer
Department of Buses

Mike Caruana has been a Bus Farebox Maintainer at JFK Depot since 2016. He is a person with integrity and is a hard worker. He goes above and beyond to complete his job, is always pleasant and does his job to perfection.

His dedication and commitment are truly admirable. Mike seamlessly handles multiple tasks simultaneously, all while setting up his own routine to address farebox defects.

Every morning, he checks with his supervisor to find out if there are any open work orders. After finishing all the defects, he checks all the buses to make sure the revenue equipment is operational for pullout. Any time we need help with coverage due to a staff shortage, we can count on him.

He worked in various departments at JFK Depot. Everyone in the depot widely respects him because of his positive attitude and helpful demeanor. If a team player had a picture in the dictionary, it would be a picture of him. He makes everyone he meets comfortable enough to approach him for ideas, suggestions, and comments.

In his free time, he enjoys DIY projects, riding bicycles, taking and editing photographs, and landscaping. We're happy to recognize Mike as a Transit All-Star recognition.

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Celeste Farage-Yee

Director of Administration

Department of Buses

On a personal note, Celeste has a passion for fashion, finding a great deal, putting her camera to good use, and is most content spending quality time with her adult children. The honor is truly ours to have her on our Buses team.

Celeste Farage-Yee is the Director of Administration for the Office of the Senior Vice President of Buses. Celeste's career comprises over 30 years with the first half on the Subways side and the latter part of her career with Buses.

Celeste may not drive a bus or have direct contact with our external customers, but she treats every request, every task, and every person in her everyday work path with exemplary customer service. Celeste will ask "what needs to be done?" instead of "how can this be done?". Every task given to her is seamlessly executed like the Operator Safety Jackets, Perfect Attendance Awards, and Exemplary Attendance Awards.

Celeste is resourceful and knows how to leverage all the assets in her toolbox. Celeste makes things happen, like the initial roll out of the Safety Jackets. In a short period of time, she had the jackets ordered and distributed to over 3,000 operators in 28 depots. Celeste also handled the Perfect Attendance and Exemplary Attendance awards which required the purchase of 2 token appreciation items, printing all the award certificates, and distributing them to over 30 locations and over a total of 4,000 attendance awards.

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Sergio Henry

Bus Operator

Department of Buses

Meet Bus Operator Sergio Henry from Yonkers Depot. He is known as a mild-mannered individual who works well with everyone and takes pride in helping his customers. Sergio joined the Agency in May 2021.

Throughout his tenure, he has consistently gone above and beyond the call of duty to ensure the safety and comfort of our customers. His commitment to adhering to strict safety protocols, practicing defensive driving techniques, and maintaining a clean and well-operated vehicle has not gone unnoticed.

Beyond his high focus on safety, he has also demonstrated an exceptional level of customer service. Whether assisting passengers with directions, accommodating individuals with special needs, or simply offering a warm greeting and a friendly smile, he will always go the extra mile to make every journey a pleasant and memorable experience. Sergio's genuine compassion for our passengers has earned them the admiration and appreciation of all who have had the pleasure of riding with them.

A recent commendation sent by a pleased customer to MTA Chairman & CEO Janno Lieber is a testament to that. Bus Operator Sergio noticed a customer with a walker, pulled his bus to the curb. He then helped her enter the bus and carefully helped her be seated before resuming service. The customer stated she thought, "his courtesy, thoughtfulness, and adroitness were rare in this fast-moving city". It proves the specialness of the seemingly little things.

In his spare time, he enjoys spending time with his family and exercises religiously. His dedication and commitment to his work has been nothing short of exceptional.



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Emmanuel Dorcely

Associate Transit Management Analyst
Paratransit

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

We celebrate Emmanuel Dorcely, an Associate Transit Management Analyst in the Department of Paratransit's Finance & Administration Unit. He is a Transit All-Star because of his deep commitment to servicing Paratransit customers.

With nineteen years of experience at NYCT, he has been instrumental in Paratransit's compliance with annual National Transit Database (NTD) reporting in accordance with Federal Transit Administration (FTA).

Emmanuel Dorcely is a leader because he is extremely organized and focused on continuously developing best practices to manage FTA reporting activities effectively.

Emmanuel is a resource for the department's employees (internal customers), by providing office supplies and equipment, responding to staff administrative inquiries, and addressing facility issues with external partners that improve the quality of the work environment.

Emmanuel truly embodies NYCT's employee engagement vision, and his devoutness to fairness, accuracy, and integrity in his evaluations is unparalleled. His advocacy for the rights and well-being of those he serve is truly inspiring.

We appreciate Emmanuel for being an integral part of our Paratransit