

NEW YORK CITY TRANSIT ALL-STARS

October 2025

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.

October 2025 Honorees



Ray McKie

Conductor

Department of Subways

Ray McKie demonstrated extraordinary courage and presence of mind during a life-threatening incident at Queensboro Plaza. When a 14-year-old passenger fainted and fell onto the tracks, Ray acted without hesitation, quickly flagging down an approaching train and preventing what could have been a devastating tragedy.

His swift and decisive response reflects an unwavering commitment to safety and a deep sense of responsibility to the public. In just under two years of service, Ray has earned the respect of his peers through his strong work ethic, professionalism, and ability to remain calm under pressure. His background in the Construction Flagging Unit and current role in the General Orders & Diversions Unit have equipped him with the skills to manage high-stakes situations with confidence and precision.

Ray is also a devoted father, soon to welcome a second child, and his compassion and protective instincts were clearly evident in this moment of crisis. His actions speak volumes about his character and dedication, not only to his role, but to the people he serves every day.

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Akeilah Sturkey

Cleaner

Department of Subways

Akeilah Sturkey has redefined communication within the Division of Station Environment and Operations (DSEO). As a Cleaner, she brings firsthand knowledge of frontline challenges and has bridged the gap between leadership and employees through engaging and accessible digital content. Her monthly “Safety Grams,” animated communications, and innovative use of QR codes have transformed how safety information is delivered, resulting in improved employee availability, stronger engagement, and a measurable boost in morale.

Akeilah’s commitment to growth is equally notable. She has completed nearly every computer course offered by MTA University and recently graduated from the NYU Tandon Cybersecurity Program, demonstrating resilience, determination, and a clear focus on future leadership.

Known by her peers as “Sunshine,” Akeilah’s optimism and team spirit uplift her colleagues both on and off the job. Her creativity, care, and dedication have transformed communication within DSEO, strengthened employee morale, and enhanced safety awareness across the division. She truly embodies innovation, teamwork, and resilience.

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Daisy Mendez

Computer Associate, III
Department of Subways

Daisy Mendez exemplifies exceptional performance, adaptability, and professionalism. Throughout a series of leadership rotations, she has provided invaluable stability and continuity to the executive office, proactively identifying gaps, resolving challenges, and ensuring that critical work moves forward seamlessly.

Her ability to manage a demanding workload and juggle competing priorities while consistently delivering high-quality results is truly commendable. Daisy's positive, can-do attitude and collaborative spirit, paired with sharp analytical thinking and a results-driven mindset, distinguish her as a standout contributor.

Daisy embodies the dedication, impact, and values that define an All-Star, and does so while balancing the responsibilities of being a mom to two young children. Her ability to thrive professionally while managing a full life outside of work speaks volumes about her resilience and drive.

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Xenophan McCauley Hall

Cleaner

Department of Subways

Xenophan “Zin” Hall has had a profound impact on the Division of Station Environment and Operations (DSEO) through his leadership, mentorship, and steady presence. He has guided more than 300 probationary Cleaners, easing their transition from classroom training to fieldwork. His patience, encouragement, and hands-on support have strengthened the workforce and contributed to rising cleanliness scores in Customer Satisfaction Surveys.

Zin is also a cultural cornerstone. He inspired the 2025 Subways Rodeo and Family Day, and his heartfelt speeches at team gatherings are known for motivating colleagues and instilling pride.

Outside of work, he shares his talents as a pianist and poet while devoting most of his free time to his son, reflecting the balance and values that make him widely admired. Although he may soon be promoted to Conductor, his influence will continue through the “Cheat Code” handbook he is developing for Cleaners, ensuring his standards endure.

Through his mentorship, creativity, and dedication, Zin has elevated training, teamwork, and service excellence.

TRANSIT ALL-STARS



George Santos

General Superintendent

Department of Subways

Mr. Santos consistently demonstrates diligence, professionalism, and a deep commitment to public service. He is widely recognized as a positive and supportive leader, mentoring the workforce with patience, insight, and integrity.

His dedication goes beyond the scope of his responsibilities, actively working to enhance customer service and prioritize employee safety in every aspect of his role.

Whether guiding team members through challenges or stepping up to meet operational needs, Mr. Santos leads by example. His reliability, collaborative spirit, and forward-thinking approach make him a trusted presence among peers and supervisors alike.

With a clear passion for the mission and a natural ability to inspire others, he stands out as a future leader within the organization.

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Recognizing our MOW Employees

Faced with a costly and complex challenge of excessive wheel wear, resulting in millions of dollars in overtime, wheel truing, and replacements; a team from Maintenance of Way (MOW) rose to the occasion with a strategic and effective response.

Robert Hermel, Robert Sarno, Ravi Ganpat, and Edwin Marrero led a comprehensive initiative to identify and resolve the issue, demonstrating technical expertise, collaboration, and a deep commitment to system-wide improvement.

Together, they analyzed the affected lines and partnered with an outside consultant to pinpoint the root causes of accelerated wheel and rail wear. Their solution: a targeted grinding program that was swiftly implemented, resulting in the profiling of 49 curves in under two months. This decisive action brought the situation under control and laid the groundwork for a long-term grinding strategy aimed at extending the life of both wheels and rails. Each member of the team brought unique strengths to the effort:



TRANSIT ALL-STARS



Robert Hermel

Assistant Chief Officer

Department of Subways

Robert Hermel has spent more than two decades shaping the backbone of New York City Transit's track operations.

As Assistant Chief Track Officer, he oversees Subway Maintenance divisions T2 and T6, while also managing the Track Cleaning Sub-division, T7.

Robert's leadership spans both strategic oversight and operational execution, ensuring that maintenance standards remain uncompromising across the board. Robert's dedication and command of complex systems make him an indispensable force in transit reliability.



Robert Sarno

Assistant Chief Officer

Department of Subways

Robert Sarno's 15-year journey through New York City Transit is a testament to resilience, mastery, and visionary leadership.

Beginning as a Track Worker in 2009, he has ascended to the role of Assistant Chief Track Officer, where he drives system-wide improvements with a focus on innovation and operational impact.

Robert's career reflects a rare blend of technical depth and strategic foresight, making him a key architect of the transit system's future.

TRANSIT ALL-STARS



Ravi Ganpat

General Superintendent
Department of Subways

General Superintendent Ravi Ganpat brings over 15 years of hands-on expertise to New York City Transit, with a career defined by technical rigor and collaborative problem-solving.

His recent leadership in Track Lubrication has been instrumental in advancing the wheel wear initiative, transforming data into actionable insights and creating a lasting resource for system-wide efficiency.

Ravi's contributions exemplify the power of applied knowledge in driving sustainable infrastructure solutions.



Edwin Marrero

Superintendent
Department of Subways

With over 24 years of distinguished service at New York City Transit, Edwin Marrero has become a cornerstone of operational excellence in track maintenance.

As Superintendent of Track Cleaning, he has led the deployment and oversight of specialized equipment, including the Grinder trains, ensuring the integrity and safety of the city's vast subway infrastructure.

Edwin's deep institutional knowledge and hands-on leadership continue to shape the standards for precision and performance

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Julio Rosales

Superintendent
Department of Buses

Superintendent Rosales exemplifies unwavering dedication, reliability, and leadership. He consistently goes above and beyond to ensure that all assigned tasks are executed with precision and care, often staying beyond scheduled hours to guarantee timely completion and operational continuity.

Julio's willingness to voluntarily report on his days off speaks volumes about his commitment to the success of his division and the broader mission of NYCT. Beyond his operational excellence, Superintendent Rosales plays a vital role in cultivating future leaders.

His mentorship of new superintendents and supervisors is marked by patience, insight, and a genuine investment in their growth. He dedicates extra time to ensure they are not only well-trained but also confident and prepared to meet the demands of their roles.

Rosales sets a high bar for professionalism and teamwork, and his consistent contributions make him an indispensable member of the team. His work ethic, leadership, and dedication to others embody the spirit of the Transit All-Star Award.

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Diego Ojeda

CM/ Body

Department of Buses

CM Diego Ojeda is a model of craftsmanship, dedication, and dependability in the maintenance of our bus fleet. In the face of ongoing staffing shortages, he has consistently stepped up, taking on the full scope of bodywork responsibilities with remarkable precision and care.

His ability to restore vehicles efficiently and to an exceptional standard has had a direct and lasting impact on fleet availability and overall appearance. What sets CM Ojeda apart is not only his technical skill, but his unwavering reliability.

Diego has not taken a single sick day, a testament to his commitment and resilience. His strong work ethic and respectful demeanor foster a positive, professional atmosphere that uplifts both colleagues and supervisors alike.

CM Ojeda's contributions go beyond the workbench. He elevates the team through his consistency, integrity, and quiet leadership, embodying the excellence we strive to recognize.

TRANSIT ALL-STARS



Michael Agard

Helper/ Maintainer

Department of Buses

Michael Agard is a dependable and dedicated member of the depot team whose consistent performance sets a high standard.

Throughout the year, he has maintained perfect attendance, never taking a single sick day, a reflection of his strong work ethic and commitment to supporting daily operations without interruption.

Agard plays a key role in assisting mechanics and ensuring that workflows run smoothly. His attention to detail, steady professionalism, and respectful demeanor contribute to a positive and efficient work environment.

Colleagues and supervisors alike value his reliability and the quiet strength he brings to the team.

Michael's contributions continue to reinforce the high standards of service expected across the MTA and make him a trusted and respected presence in the workplace.

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Bryan Bland

General Superintendent, Support Services
Department of Buses

General Superintendent of Support Services, Bryan Bland, embodies the qualities of a true Transit All-Star. During a temporary absence in the Transportation leadership team, he seamlessly stepped into the role, ensuring continuity and excellence without hesitation.

Bryan's collaborative spirit and clear, effective communication make him a trusted leader among peers and staff alike.

General Superintendent Bland approaches every challenge with a growth mindset, consistently seeking opportunities to learn and improve. His interactions with Dispatchers and Operators are thoughtful and results-driven, fostering a culture of respect and accountability.

With a deep understanding of the importance of safe, reliable, and clean service, he consistently goes above and beyond his responsibilities. As a mentor, he provides invaluable guidance to his team, helping to shape the next generation of transit leaders.

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Christopher Shaddock

Depot Training Supervisor

Department of Buses (Spring Creek Depot)

Depot Training Supervisors Julio Biel, Christopher Shaddock, and Denis Flynn exemplify the highest standards of dedication, professionalism, and service within New York City Transit.

Each plays a critical role in supporting the frontline maintenance workforce, ensuring that maintainers are equipped with the skills, knowledge, and confidence needed to keep our buses road-ready.

Through hands-on guidance, technical expertise, and an unwavering commitment to training excellence, these supervisors directly contribute to the availability of clean, safe, and reliable transit buses for the riding public. Whether mentoring new hires, leading depot-wide refresher courses, or stepping in to troubleshoot complex issues, Julio, Christopher, and Denis consistently go above and beyond.



Julio Biel

Depot Training Supervisor

Department of Buses (Fresh Pond Depot)



Denis Flynn

Depot Training Supervisor

Department of Buses (Kingsbridge Depot)

TRANSIT ALL-STARS



Joseph Pinto

General Superintendent of Transportation
Department of Buses

With 26 years of hands-on experience, General Superintendent Joseph Pinto is a cornerstone of Queens South Road Operations. His encyclopedic knowledge of South Jamaica and Far Rockaway bus routes, combined with his ability to navigate complex detours and respond swiftly to real-time incidents, makes him an indispensable leader in the field.

Whether supporting frontline managers, supervisors, or operators, Pinto approaches every challenge with precision, calm, and a steadfast commitment to public service. Known among colleagues as the go-to source for answers, “If you don’t know, ask Pinto”, his deep understanding of city routes, borough-specific challenges, and operational procedures consistently enhances service reliability. He communicates expectations clearly, listens attentively, and takes time to explain issues thoroughly, ensuring his team feels informed and supported. Fair and approachable, he fosters a positive work environment built on trust and mutual respect.

General Superintendent Pinto exemplifies the spirit of the MTA - dedicated, dependable, and deeply connected to the communities we serve. His leadership and unwavering focus on exemplary customer service continue to set the standard across the division.

TRANSIT ALL-STARS



Jeffrey Seay

Surface Line Dispatcher
Department of Buses

Surface Line Dispatcher Jeff Seay is a hard-working and dedicated professional whose integrity and reliability make him an invaluable member of the team.

He consistently maintains a calm and composed demeanor, even in high-pressure situations, allowing him to complete tasks with efficiency, accuracy, and attention to detail.

His commitment to going above and beyond is evident in his daily actions. Whether assisting operators, supporting fellow dispatchers, or stepping in to aid supervisors, Dispatcher Seay approaches each task with a positive attitude and a strong sense of teamwork. His character, work ethic, and professionalism foster a collaborative and respectful work environment.

Dispatcher Seay's contributions reflect the highest standards of service and leadership. His presence strengthens the team and sets a tone of excellence that benefits everyone around him.

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Carl Walsh

Surface Line Dispatcher
Department of Buses

Surface Line Dispatcher Carl Walsh exemplifies reliability, diligence, and a strong commitment to his responsibilities. He consistently goes above and beyond, arriving early, staying late, and taking on additional tasks without hesitation.

His dedication to the job is evident in every aspect of his work. Equally notable is Dispatcher Walsh's collaborative spirit. He readily supports his coworkers, offering help wherever it's needed and fostering a team-oriented environment built on trust and mutual respect.

His positive attitude and consistent dependability make him a valued presence in the workplace.

Dispatcher Walsh leads by example, setting a high standard through his actions and work ethic. His contributions strengthen the team and reflect the kind of excellence every organization strives for.

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Amauris Delorbe

Superintendent

Paratransit

With over 27 years of service at NYCT, Amauris has built a career defined by commitment, growth, and integrity. He began his journey in the Bronx as a Bus Driver and was quickly promoted to Dispatcher, demonstrating early leadership and reliability.

In 2013, he joined the Paratransit team as a Superintendent, and through hard work and determination, earned his certification as a 19A Examiner. In this critical role, Amauris oversees compliance for more than 500 drivers, ensuring medical records are current and licenses are monitored daily. His attention to detail and proactive approach help maintain the highest standards of safety and professionalism across the AAR fleet. Each week, he takes to the road to observe operators firsthand, reinforcing NYCT's expectations and supporting continuous improvement.

Amauris brings the same dedication to his personal life. As a devoted husband and father of three, he still finds time to volunteer for church events and support his community. He consistently steps up when called upon, embodying the values of service and accountability. Paratransit is stronger because of employees like Amauris; steadfast, compassionate, and deeply committed to the mission.

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Deborah Bynum

Transit Property Protection Supervisor
Department of Security

In the early hours of Sunday, March 23, 2025, Transit Property Protection Supervisor Deborah Bynum demonstrated exceptional vigilance and decisive leadership during a critical incident at the Livonia Train Yard.

While conducting a routine inspection, Supervisor Bynum detected a strong odor of smoke and immediately began investigating the source. Her swift response led her to a large fire in the yard's parking area, where flames had already engulfed two parked vehicles. Recognizing the imminent danger, Supervisor Bynum promptly contacted emergency services and then alerted the yard dispatcher to initiate an evacuation of the building situated directly above the fire.

Thanks to her quick thinking and clear communication, the facility was evacuated without delay, and no injuries were reported. The fire department arrived shortly thereafter and successfully extinguished the blaze, which was later determined to have originated outside the yard near the fence line.

Supervisor Bynum's attentiveness, calm under pressure, and proactive decision-making undoubtedly prevented serious harm to NYCT personnel and mitigated what could have been extensive damage to Transit property. Her actions reflect a deep commitment to safety and operational integrity, and serve as a powerful example of the professionalism and dedication we strive to recognize through the Transit All-Star Award.

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Jose Mathew

Transit Property Protection Supervisor
Department of Security

Transit Property Protection Supervisor Jose Mathew played a key role in ending a costly vandalism spree at the Grand Avenue Bus Depot.

Over several weekends, a suspect had been smashing bus windows with rocks or bricks, causing about \$12,000 in damage.

After a photo of the suspect was captured, NYCT Security assigned overnight supervision. TPPS Mathew was deployed and immediately took a proactive approach, coordinating with the NYPD Vandal Squad and maintaining direct communication.

When he spotted a man matching the suspect's description loitering near the depot, he quickly alerted officers, who apprehended the individual.

His vigilance, collaboration, and swift action reflect the highest standards of professionalism, protecting NYCT property and reinforcing the vital role of security personnel in transit operations.

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, 27 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
- Melva Miller
- Meera Joshi
- John Ross "JR" Rizzo
- John Samuelsen
- Lisa Sorin
- Midori Valdivia