

NEW YORK CITY TRANSIT ALL-STARS

February 2026

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.

February 2026

Honorees



Chaterpaul Singh

General Superintendent, Safety & Environmental Management

Department of Buses

Chaterpaul currently serves as the General Superintendent of Safety & Environmental Management at both the Fresh Pond and Grand Avenue Depots, where he works collaboratively with all stakeholders to reduce lost-time accidents and improve employee availability. Through proactive and engaged leadership, he consistently ensures that safety remains a top operational priority. He maintains high standards of housekeeping, conducts thorough investigations of injury claims and near-miss incidents, and implements effective corrective actions that have resulted in measurable improvements in workplace safety.

Recognizing that many incidents occur on the roadway, Chaterpaul actively fosters a culture in which Bus Operators feel comfortable reporting hazards and safety concerns. This open, supportive approach has strengthened reporting practices and enhanced risk prevention efforts. Chaterpaul demonstrates a deep understanding of the operational challenges unique to Brooklyn and Queens, including narrow roadways, tight turning angles, and heavy congestion. Through persistent follow-up with internal and external partners, he helps resolve hazardous conditions such as potholes, damaged signage, and unsafe road surfaces.

In addition, he has successfully managed two depots concurrently for several years, reflecting a sustained commitment to leadership and operational excellence. His dedication, collaboration, and unwavering focus on safety have directly contributed to Fresh Pond Depot achieving an increase of nearly 4,500 workdays and Grand Avenue Depot achieving an increase of nearly 3,200 workdays. Chaterpaul Singh's impact, professionalism, and results make him a Transit All Star.

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Marlon Holder

Manager, Bus Security Camera System
Department of Buses

Marlon has consistently demonstrated exceptional leadership and steadfast dedication in managing the day-to-day operations of the bus security camera system across a fleet of nearly 6,000 buses. The scale and complexity of this system demand not only technical expertise but also strong operational judgment, and Marlon brings both with remarkable consistency. His ability to maintain reliable system performance while ensuring rapid access to critical video footage reflects a deep understanding of the agency's safety and service priorities.

He plays an essential role in supporting timely responses to safety, operational, and investigative video requests, often navigating tight deadlines and high-stakes situations with calm efficiency. Marlon's leadership extends beyond system oversight; he guides a team of video data managers with clarity, purpose, and a strong commitment to excellence. Under his direction, the team ensures the secure retrieval, delivery, and compliant storage of video files, upholding rigorous standards for data integrity and confidentiality.

Marlon's responsiveness, attention to detail, and ability to coordinate complex workflows have strengthened agency-wide safety practices and reinforced a culture of accountability and trust. His contributions are felt across departments and directly support the organization's mission to provide safe, reliable service to the public.

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Rawlson Lawrence

General Superintendent, Safety &
Environmental Management
Department of Buses

Rawlson exemplifies dedication, professional growth, and sustained excellence throughout his career. Born and raised in St. Lucia, he brings strong values of community, discipline, and continuous learning to every aspect of his work. He joined the Metropolitan Transportation Authority in 2007 as a Car Inspector and has steadily advanced through the organization, earning each role through performance, commitment, and leadership.

Currently serving with distinction as GSSEM at Jackie Gleason Depot, Rawlson demonstrates exceptional technical expertise and sound leadership. He is widely respected for building strong professional relationships and for his collaborative, respectful, and solution-oriented approach. He consistently exceeds his assigned responsibilities, playing a key role in the development of the Safety Management System, supporting cross-departmental initiatives, and contributing meaningfully to projects beyond his immediate scope. His constructive feedback has helped shape departmental improvements, including the creation of impactful Safety Advisories and informational posters.

Rawlson's unwavering commitment to high standards, marked by accountability, efficiency, and deep knowledge of safety policies, standards, and operational procedures, has directly contributed to Jackie Gleason Depot achieving an increase of nearly 5,400 workdays. He is a highly valued leader whose integrity, work ethic, and results-driven mindset continue to make a lasting and meaningful impact on the success of the MTA.

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Doran Levine

Staff Analyst I

Paratransit Contracts

We proudly nominate Doran for his outstanding contributions and unwavering reliability in supporting some of Paratransit's most critical operational functions. Doran brings 12 years of dedicated service to New York City Transit, including 10 years in the Eligibility Determination Unit and the past two years in the Taxi Reimbursement Unit. His extensive institutional knowledge, combined with strong analytical skills and operational accountability, has made him an invaluable asset. His career progression reflects a solid foundation in customer-facing service paired with technical and operational expertise.

In his current role, Doran plays a pivotal role in overseeing two high-level operational systems within Paratransit. He provides analytical and operational support to the Taxi Reimbursement Unit, assisting in the oversight of a 17-member taxi staff team. He also serves as the primary analyst for a supplemental, multimillion-dollar vendor contract, ensuring performance standards related to on-time performance, customer service, and regulatory compliance are consistently met.

Doran is also a key contributor to Paratransit's Organizational Change Management initiatives, supporting the implementation of two major system upgrades: the next iteration of the Taxi Database and the Paratransit Scheduling System. In this capacity, he effectively bridges day-to-day operations with evolving technology, helping ensure smooth implementation, staff readiness, and uninterrupted service delivery. As a trusted partner in Contract Management Unit, Doran is responsible for record retention and audit readiness. He works closely with the GoodTemps vendor to conduct audits, onboard staff, and maintain accurate documentation that supports transparency, accountability, and compliance. His meticulous attention to detail and commitment to process integrity help safeguard the Agency and ensure operational continuity.

Widely recognized as a dependable problem-solver, Doran consistently identifies process gaps, implements practical solutions, and stabilizes workflows in fast-paced, high-volume environments. While much of his work occurs behind the scenes, its impact is felt daily through improved efficiency, reduced risk, and seamless service delivery. Perhaps most indicative of his value to the organization is the trust placed in him to serve as direct operational backup for Contract Management Unit leadership. When called upon, Doran independently manages complex systems and responsibilities without disruption, an invaluable capability in an environment where reliability and continuity are essential. We commend Doran Levine for his professionalism, discretion, and sustained dedication to Paratransit customers, staff, and the mission of New York City Transit. His contributions truly exemplify the spirit of a Transit All-Star.



TRANSIT ALL-STARS



Brian Mills

Assoc Trans Cust Svc Spec II
Paratransit

Brian is recognized for his outstanding service, adaptability, and steady leadership within the Taxi Reimbursement Unit. He brings more than two decades of dedicated public transportation service, beginning his career in 2002 with Long Island Bus before joining New York City Transit in 2004. He spent many years in the Eligibility Determination Unit before transitioning to the Taxi Reimbursement sub-unit in 2025. His deep institutional knowledge, paired with his ability to quickly adapt to new roles and responsibilities, has made him a valued and dependable presence across Paratransit operations.

In his current role, Brian has become an integral member of the Taxi Reimbursement Unit, supporting critical functions related to contracts, compliance, customer service, and staff training. He consistently handles complex customer inquiries and reimbursement matters with professionalism and care, while managing technical and administrative responsibilities that require accuracy, discretion, and sound judgment. Brian plays a key role in operational pivots, frequently stepping in as priorities shift or new demands emerge. His calm demeanor and positive, can-do attitude help stabilize the office during periods of change, enabling the team to respond efficiently without compromising service quality, compliance, or productivity. Colleagues and leadership alike rely on Brian's ability to adjust seamlessly as needs evolve.

Throughout his career, Brian has demonstrated strong expertise in ADA and Article 19 compliance, invoice processing, contract servicing, FOIL requests, and records management. He has collaborated closely with Technology & Information Services to support system upgrades, provided operational insight during testing phases, and helped ensure new tools are successfully integrated into daily workflows. Equally important, Brian is a natural mentor and leader. He actively supports the onboarding and training of new staff, assists colleagues with technical and procedural questions, and leads by example through consistency, patience, and collaboration. His ability to balance customer advocacy with regulatory responsibility makes him a trusted and respected resource within the unit.

We commend Brian Mills for his long-standing commitment, adaptability, and positive impact within Paratransit. His calm leadership, operational flexibility, and dedication to both customers and colleagues truly exemplify the qualities of a Transit All-Star.

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Elena Lyashenko

System Safety Specialist IV
System Safety

Elena brings energy, determination, and the right attitude to work every day. She approaches challenges with an inquisitive mindset and pursues solutions until issues are resolved. When she first joined the team, she adapted quickly to working with a new manager, and found ways to learn and collaborate effectively. Later, during a period without a manager, she stepped up to perform acting duties, handling her own responsibilities along with additional tasks with enthusiasm and attention to detail. Now, with her second new manager, she has provided consistent guidance to help him lead his unit successfully. She remains open to learning and sharing ideas with the ultimate goal of raising performance standards and refining her skills and knowledge.

Elena also consistently anticipates needs and offers assistance at every level, including to her manager, executives, and colleagues. In addition, she collaborates closely with operating departments to ensure they have the resources and direction necessary to achieve compliance. Her commitment to the profession and continuous improvement exemplifies the hallmarks of excellence we expect in our group.

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Latoya Jones-Nappo

Superintendent,
Rapid Transit Investigations
Systems Safety

Since joining System Safety's Rapid Transit Investigations group in April 2024, Latoya has applied her extensive Service Delivery experience to strengthen RTI's work and expand safety awareness across New York City Transit. She has built strong relationships with operating departments, supported new employees in understanding safety expectations, and clearly communicated key performance indicators to senior leadership. Her efforts have helped improve overall understanding of OSS's role and contributed to a more informed and safety-focused environment. Her ongoing collaboration with the Public Transportation Safety Board further reflects her commitment to strengthening NYCT's safety culture.

Latoya also brings a strong sense of personal growth and balance to her work. She pursues cultural exploration, language study, and self-directed learning, all of which reflect her dedication to continuous development. Family is central to her life, and she spends meaningful time with her daughters through cultural, recreational, and athletic activities. Latoya's professionalism, initiative, and ability to connect with others make her a valued and well-rounded member of System Safety's RTI team. Her contributions have had a positive impact on both the group and the broader safety culture at NYCT.

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Wayne Fleming

Superintendent,
Rapid Transit Investigations
System Safety

Wayne has more than two years in the Rapid Transit Investigations group and over 18 years of service at New York City Transit. He has played a pivotal role in numerous rail incident investigations, consistently helping identify root causes and contributing factors, leading to effective corrective actions and measurable safety improvements. His work requires close coordination with the units within System Safety, NYCT senior leadership, and the Public Transportation Safety Board, ensuring that investigative findings are accurate and credible and that they support system-wide safety enhancements.

In addition to his investigative expertise, Wayne brings valuable operational insight from his background in the Maintenance of Way divisions of Track, and the Department of Subways' Safety group. He has contributed to improvements in Roadway Worker Protection, training effectiveness assessments, and policy and procedural updates affecting both roadway workers and train operations. Wayne is also recognized for his exceptional leadership and dedication, frequently working beyond regular hours, volunteering to support investigations on his days off, assisting colleagues with active caseloads, and developing tools to improve efficiency for new RTI Superintendents. His professionalism, reliability, and commitment to teamwork have had a lasting positive impact on RTI operations and NYCT's safety culture, making him highly deserving of this award.

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Operations Planning - Queens Bus Network Redesign Team

The Queens Bus Network Redesign team, Transportation Planners Andrey Prigov, Evan Mancini, Garrett Hoie, Lola Vieira Sullivan, Porter Crumpton, Ryan Wilkinson, Schayne Fox, and Senna Phillips, led by Project Manager Rick Hajduk, has been nominated as Transit All Stars. Together, this team delivered one of the largest and most complex bus network redesigns in North American history, implemented in two phases during the summer of 2025. Their work introduced a modernized bus network for Queens, New York's most bus-dependent borough, built around the priorities expressed by Queens riders: reliability, faster travel, stronger connections, and simplified service.

This six-year effort required extensive coordination across numerous MTA departments and partner groups. The team engaged the Queens public through three rounds of proposals, collecting more than 18,000 comments and hosting or participating in over 250 events. That feedback shaped a network that reflects the diverse needs of communities across the World's Borough. During the 2025 implementation period, Rick worked closely with an expanded team of eight, coordinating the many moving parts of this historic rollout, including managing the Customer Ambassador program, which mobilized more than 750 employees across the MTA to staff over 3,000 shifts and distribute more than 600,000 brochures. Eighteen neighborhood-specific brochures were developed in house in partnership with Marketing Production. The team also oversaw thousands of bus stop signage updates completed by the New York City Department of Transportation, along with additional street changes needed to support the redesigned network. They created more than 7,000 geographically tailored Guide-A-Ride inserts to ensure customers had clear, localized information at their bus stops, and coordinated the design and production of the 668-page Final Plan book, which was printed and distributed to Queens libraries, senior centers, and other key institutions.

The smooth and successful launch of the Summer 2025 redesign is a direct reflection of this team's dedication, collaboration, and meticulous attention to detail. Their collective effort represents an extraordinary achievement for the MTA and for the riders who depend on Queens bus service every day.



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Department of Subways - Safety Efficiency Test Team

The DOS Safety Efficiency Test Team, consisting of four Train Service Supervisors—Pedro Mack, Kenneth Daughtry, Shea Noteman, and Edward Korovich—are nominated for the All-Star Award in recognition of their exceptional vigilance, teamwork, and decisive action during a potentially dangerous incident. While traveling as passengers, they observed prohibited and high-risk behavior, including the unhooking of train safety chains and active subway surfing, actions that posed a serious threat not only to the individual involved but to everyone on the train.

Despite not being on duty, the team immediately recognized the severity of the situation and coordinated with Service Delivery's Operations Control Center to ensure an appropriate and safe response. Their ability to quickly assess the unfolding risk reflects the depth of their operational experience and their instinctive commitment to rider safety. Working together, they helped bring the train to a controlled stop, deboarded ahead of customers to prevent crowding or confusion, and maintained a calm environment for riders. Their quick judgment allowed them to identify the individual responsible for unhooking the safety chains and provide precise information to NYPD, enabling a swift and safe intervention.

Their actions prevented what could have been a far more serious incident. The professionalism, situational awareness, and commitment to customer safety they demonstrated reflect the highest standards of NYCT and exemplify the purpose of the All-Star Award. Their conduct underscores the value of having dedicated, well-trained employees who remain alert and ready to act, even when they are simply riding as passengers. Their response serves as a reminder that safety is a shared responsibility, and their leadership in this moment made a meaningful difference.



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 M. Miller
- Meera Joshi
- John Ross "JR" Rizzo
- John Samuelsen
- Lisa Sorin
- Midori Valdivia