

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.

September 2024 Honorees



William O'Leary

Acting Chief, EAGLE Team
Department of Security

NYCT's celebrates the Department of Security's EAGLE Team, a group of dedicated professionals with a mission to protect NYCT revenue and reduce fare evasion. At the helm of this incredible team is Acting Chief William O'Leary.

The scope of the Security Department is vast and includes ensuring a safe and secure environment for employees, facilities, and users of our transit network. In particular, the EAGLE Team provides security for the bus system that operates 6,000 buses that carries over two million people each day. EAGLE Team members perform various security functions including carrying out fare enforcement by issuing summonses, assisting in the prevention and detection of vandalism including graffiti, and contributing to the investigations of property crimes. Most recently the EAGLE team expanded fare enforcement efforts as part of a wider, multi-pronged approach by NYCT to combat fare evasion.

The EAGLE team is comprised of over 250 Special Inspectors and Fare Enforcement Agents who work around the clock. The team consists of those with civilian and law enforcement backgrounds and military experience. William O'Leary joined New York City Transit as a Special Inspector in June of 2008, and was part of the original group of selected Special Inspectors hired to enforce fare payment on bus routes with high fare evasion. His was assigned to the SBS Bx12. Since then, Billy (as the team calls him) has moved steadily up the ranks of the EAGLE Team, first being promoted to Special Inspector Supervisor, then Manager and Director and most recently as Acting Chief.

Billy's management describe him as a role model for anyone looking to move up the ranks and credits his success to his ability to work well with all personalities. He has been a champion for the EAGLE Team and his peers recognize that he "has their backs", especially because he understands the challenges of dealing with difficult situations. Billy has guided the team to use listening and empathy to help deescalate situations that can become volatile very quickly.

As the EAGLE Team expands fare enforcement across more bus routes, Billy continues to provide strategic support and direction, along with NYPD, for successful outcomes. We celebrate Billy and the entire Eagle team as Transit All-Stars.

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Dorian Statom

Chief Officer

Department of Buses

Dorian Statom, Chief Officer of Bus Planning, is being celebrated as a Transit All-Star for his contributions towards to NYCT's recent multi-pronged effort to combat fare evasion. Enforcing fare payment on buses is an agency priority and one of the several projects Dorian works on to improve Buses.

Dorian has been with NYCT for approximately thirteen years. He has extensive bus route planning and field experience from his prior roles in Operations Planning, important skills for understanding the impact fare enforcement strategies will have on bus operations.

Dorian's management commends his dedication and leadership in helping select the routes for the fare enforcement project, providing support to the field, and initiating a customer information take-one to help guide operators on mitigating fare evasion and procedures that should be followed.



David Gaskins

Surface Line Dispatcher

Department of Buses

Buses' Surface Line Dispatcher (SLD) David Gaskins is being celebrated as a Transit All-Star for his contributions towards to NYCT's recent multi-pronged effort to combat fare evasion.

David is part of Queens North Road Operations group. With more than twenty years of service, David has extensive knowledge about bus routes and surrounding areas. As a result, he is skilled at analyzing bus route effectiveness and alternatives routes when obstacles arise.

David works "the road" and is hands-on, engaging with bus operators to reinforce ways they can help to prevent fare evasion such as ensuring fare boxes and OMNY are functioning properly, making sure central and rear doors are used only when needed, and interacting positively with customers about fare payment. David also works with the EAGLE team on enforcement efforts.

David is committed to keeping buses moving, and employees and customers safe. His experience and knowledge of bus operations and safety protocols has been immeasurable, especially for new bus operators.

David's management describe him as "professional" who can "calming mediate under pressure and find solutions when responding to incidents". David's work and that of his colleagues in Buses are positively impacting bus operations and customer experience.



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Ariel Garcia

Assistant General Superintendent
Department of Buses

Ariel Garcia, Assistant General Superintendent began his career in 2003 as a bus operator. He drove a bus for 10 years and then was promoted to Dispatcher for Manhattan Road Operations. In 2015, he was promoted to Superintendent for Bronx Road Operations. In 2023 he was again promoted to Assistant General Superintendent of Transportation at Jackie Gleason Depot.

We celebrate Mr. Garcia as a Transit All-Star because he consistently takes initiative to improve bus operations.

He has participated in several high-profile programs including NYCT's multi-pronged effort to end fare evasion. Mr. Garcia has been instrumental at the depot level to ensure route coordination and bus operator awareness.



Shirley Teran-Marty

Customer Services Manager
Department of Buses

Shirley Teran-Marty, Customer Services Manager, is responsible for developing and delivering training for bus operators. As part of NYCT's recent increase in fare enforcement, Shirley has been developing training techniques and videos, and investigating best practices to improve interactions between bus operators and our customers. These training programs are designed to address fare evasion and to equip operators with strategies to de-escalate challenging situations encountered in their daily duties.

Shirley Teran-Marty's has been with NYCT for over 15 years, beginning her career in Paratransit. Her experience and dedication reflect her commitment to improving public transit services and supporting both operators and customers.

Outside of her professional responsibilities, Shirley enjoys spending quality time with her family and exploring new destinations through travel. Her dedication to improving public transportation and her ability to balance her professional and personal life underscore her commitment to both her career and her family.

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Inger Cummings

Assistant General Superintendent
Department of Buses

Inger Cummings, Assistant General Superintendent, saw NYCT's recent effort to increase fare enforcement as an opportunity and she has played a critical role in implementation at Flatbush Depot. This includes supporting bus operators to ensure that both fare box and OMNY systems are fully operational during pre-trip inspections before leaving the depot, and ensuring bus operators report in-service failures promptly.

Ms. Cummings began her career as a bus operator and was later promoted to Road Dispatcher. She continued to work her way up the ranks to Superintendent of Transportation. Ms. Cummings was promoted to her current role earlier this year and works earnestly to make improvements to operations while also helping employees.

Her management describe her as "a pleasant asset to Flatbush Depot. She brings an extra quality to the depot with not only depot experience but her road experience." We celebrate Ms. Cummings as a Transit All-Star because of her commitment to always do more. Thank you, AGM Cummings!



Bob Dostogir

Director, Software Technology
Staten Island Railway

Software Technology Director Bob Dostogir is celebrated as a Transit All-Star for his leadership and commitment to implementing and maintaining new and legacy systems for Staten Island Railway (SIR) operations. Staten Island Railway is Staten Island's rapid transit train service that operates 24/7 local service between St. George and Tottenville, along the east side of the island. There are about 20,000 average weekday day riders who rely on this service for inter-borough travel or to connect with other services into Manhattan.

Bob and his small team of three ensure 24/7 system support across all departments and with vendors, from device maintenance to major operating systems. Bob led the roll out and implementation of SIR's digital Customer Information Signs (CIS) program that can now pull and display real time information on customers screens at stations. Bob is currently

leading a system upgrade program that will integrate SIR's data systems with Subways' Operations Control Center (OCC) to provide better service management and customer support. Another success for SIR was Bob's work that upgraded the CCTV system for improved customer and employee safety and incident investigations. Bob is currently leading a system upgrade that will allow for a faster network and integration of systems. This includes expanding system bandwidth, planning for scalability and overseeing technology installations at Clifton Shop, for seamless integration. Bob's efforts and that of his team ensures reliability and security of both physical and virtual systems, protecting customers and assets across the network.

Thank you, Bob, for your hard work and diligence!



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Tung Wong

Safety Manager

Department of Subways

Tung Wong is a key member Subways' Operations Support team and provides critical guidance on safety practices for Service Delivery and Car Equipment teams.

Tung has emerged as a champion for safety excellence. He was the lead for updating the Efficiency Testing program to ensure employees consistently adhere to safety protocols. He also collaborates closely with Car Equipment, updating safety procedures, acquiring new equipment, and revising evacuation plans. Tung performs inspections and audits, ensuring both divisions prioritize hearing conservation compliance, a vital element in protecting employee health.

Tung's management say that his leadership and collaborative spirit have been instrumental in promoting a strong safety culture across these essential departments.



Kenneth Daughtry

Train Service Supervisor

Department of Subways

Kenneth Daughtry, Train Service Supervisor, is a key member of the Service Delivery Efficiency testing team. His unwavering commitment ensures the safety of everyone involved in train operations. Ken goes beyond testing procedures, championing safety by diligently ensuring train service employees adhere to all safety rules and regulations. This dedication safeguards not only employees but also customers and vital equipment.

Ken actively contributes by providing safety critiques for Service Delivery and Station Environment.

Ken is known for his effective follow-through and for coordinating information collection and dissemination for monthly management meetings with TWU and divisional representatives.

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Dennis Lombardi

Maintenance Supervisor II
Department of Subways

Maintenance Supervisor II Dennis Lombardi is being honored as a Transit All-Star for his bravery and heroism that saved the life of another employee over the summer. The actions Dennis took on a warm July day exemplify the skill and courage of a great NYCT supervisor and colleague. The event was truly astounding, and we are so grateful for Dennis' quick thinking and action.

On July 5, performing his regular duties as Maintenance Supervisor II for Subway's Maintenance of Way (MOW) division, Mr. Lombardi, and his team of three Track Workers set out to survey track on the 6th Avenue Line. This work is part of NYCT's continuous Mainline Track Condition Survey that keeps trains moving and riders safe.

On that day and per NYCT protocol, each team member had a specific task: one assigned to flagging and watch for trains, one to assist the supervisor and act as an intermediate flagger if needed, and the third to assist the supervisor with measuring the track. Surveying the tracks

involves physically measuring track length with a measuring wheel, and it is accomplished while trains are moving during regularly scheduled service.

As the survey was underway just north of the 47th - 50th Street Station, the Track Worker responsible for measuring the track became ill, sweating heavily and asking for water. At the same time, the flagger blew his whistle to warn the team about an approaching train. Mr. Lombardi ordered the team to "clear the track" and move to a secure place to let the train pass at slow speed, in accordance with safety procedures. As the train was passing the team, Mr. Lombardi heard a noise and saw the Track Worker faint and fall towards the train. The Track Worker fell between two cars and landed underneath the train, between the electrified contact rail and the running rail. Mr. Lombardi immediately sprang into action and directed another Track Worker to contact the Operations Control Center (OCC) to cut the power and summon emergency assistance. At the same time, Mr. Lombardi grabbed a nearby plastic shovel and used it to carefully shield the worker's body from the energized third rail—saving him from electrocution. He then assisted in moving the injured employee to a safer location, ensuring their well-being until the emergency crew arrived.

Mr. Lombardi's remarkable actions saved the man from what would have been a tragic outcome. Dennis Lombardi has been a dedicated NYCT employee for 25 years, promoted to Track Maintenance Supervisor Level II in 2012. Servitude is in his blood, having served in the U.S. military for 30 years. He completed two overseas tours, in Iraq in 2004 and Afghanistan in 2014. In addition, he is with the New York National Guard since 1996, achieving the rank of Chief Warrant Officer 4.

Mr. Lombardi is married and has three children. He enjoys exercising, ATV riding, mountain biking, and obstacle course racing. He looks forward to retiring and spending more time traveling the country.

We salute and thank Dennis for his service!

