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Press Release

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IMMEDIATE

MTA NYC Transit Names Line General Managers For 7 And L

First Step in Reorganization Improves Service, Accountability

In the initial move of what is expected to be a sweeping reorganization of MTA New York City Transit's subway operations, agency president Howard H. Roberts, Jr. has named two veteran Department of Subways' professionals to the posts of Line General Manager for the 7 and the L. The new positions will be responsible for virtually all elements of the day-to-day operations on both of these lines, overseeing everything from announcements to station cleanliness.

The move will decentralize the decision-making process, moving the responsibility out to the field where managers will take a hands-on approach to subway operations.

Customers using the 7 and L were the first to fill out the NYC Subway Rider Report Cards, which solicited input on how they would like to see their services improved. The grades will be used as a benchmark to determine the increments of improvement made by the Line General Managers and their staff. Rider Report Cards will again be distributed for the two lines at the end of the first quarter of next year.

This pilot, which is fully funded, will help to determine the resources necessary to roll it out to other lines. It is planned that once this program is fully operational, each line will have a General Manager and groups of lines will have Group General Managers.

"The reorganization of the subway system will improve both operations and customer service," said Elliot G. Sander, MTA Executive Director and CEO. "For the first time, there will be a recognizable face associated with individual subway lines, providing accountability at the local level."

Greg Lombardi has been chosen as the Line General Manager of the L and Demetrius Crichlow will serve as Deputy General Manager. On the 7, Lou Brusati has been named Line General Manager and John P. Hoban will serve as Deputy General Manager. Lombardi is a 28-year NYC Transit veteran, who served most recently as General Superintendent in the Division of Car Equipment. Brusati has been with NYC Transit since 1981 and most recently served as General Superintendent in Rapid Transit Operations. Also chosen as General Managers for future lines are Gricelda M. Cespedes, Herbert E. Lambert and Joseph Ragusa, Jr.

Reporting directly to Steven Feil, Senior Vice President of the Department of Subways, the Line Managers will be, in effect, operating their own railroads. Their responsibilities will be wide-ranging and strongly focused on boosting customer satisfaction.

"We have chosen these Line General Managers for their leadership abilities and their talent to inspire their people. They will be responsible for sizing up situations and making innovative and immediate decisions," explained President Roberts. "This move to decentralize operations is expected to have a significant impact on how we deliver our services. This is a reshaping of management structure that is aimed at providing the best service possible for our customers."

Running along 19 miles, the 7 connects the Flushing section of Queens with Times Square. Customers are served by 21 stations, all but six of them elevated. The L stretches between Brooklyn's Canarsie section and Eighth Avenue-14th Street, Manhattan. The line has 24 stations along its 20-mile route and has experienced a tremendous growth in ridership with the recent development of the Williamsburg section of Brooklyn.

"These Managers will be given their own railroads and the responsibility for running them to the satisfaction of our customers," explained Steven Feil, Senior Vice President for the Department of Subways. "This team is being put out here to make a positive difference and I have every confidence that this is what will happen."

In terms of ridership, these two subway lines individually carry more customers than many major systems throughout the nation. With a daily ridership of 394,000, the 7 would rank as the fifth busiest rapid transit line in the nation, transporting more customers than the systems in Philadelphia, San Francisco (BART), Los Angeles or Atlanta. In fact, only the systems in Washington D.C., Boston and Chicago carry more customers each day. And the L, which would rank 10th among rapid transit systems, beats out San Francisco (MUNI), Portland, San Diego and Baltimore by carrying a total of 235,000 customers a day.