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Press Release

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[NYC Transit](#)

IMMEDIATE

### MTA NYC Transit Introduces First Group of Subway Line Managers

Nearly a year ago, MTA New York City Transit announced the creation of the Line General Manager program—an ambitious pilot endeavor aimed at improving subway service by putting the responsibility for individual lines into the hands of transit professionals who are ready, willing and able to tackle problems, address customer concerns and take a hands-on approach to running their own railroads.

The positive results achieved during the pilot have led to the program's full implementation along the numbered lines and the naming today of the individual managers, along with the two Group General Managers to whom they will report.

"We will be taking the lessons learned during the pilot and expanding them throughout the subway system. NYC Transit's Group General Managers and their Line General Managers will be running their own railroads and being responsible for the successes and the areas that need improvement," said NYC Transit President Howard H. Roberts, Jr. "The teams will receive resources they need to succeed and those successes can only benefit our customers."

The change in management structure, the most wide-ranging since the creation of the subway system, decentralizes the decision-making process, moving the responsibility into the field where managers are responsible for overseeing day to day subway operations. Decisions leading to operational improvements will now be made almost immediately, rather than winding their way along a bureaucratic chain that often took weeks or months. The success of the pilot program did not go unnoticed by rider advocates who over the past several months have given the L Canarsie and 7 Flushing Lines top survey scores.

Reporting directly to two newly-named Group General Managers, the Line Managers will be, in effect, operating their own railroads. Their responsibilities will be wide-ranging and strongly focused on boosting customer satisfaction and maintaining high levels of performance.

The numbered lines, currently known as the "A" Division, will now be split into two: IRT East and IRT West. Headed by new Group General Manager Louis Brusati, IRT West is comprised of the 1, 2, 3 and 7 Lines. David Knights is Group General Manager of IRT East, encompassing the 4, S (42nd Street Shuttle), 5 and 6 Lines. Each line will have a Line General Manager, who reports to their respective Group General Manager.

"The people we have chosen for these positions will be on the front line of our effort to provide the safest, most efficient transit services possible," Roberts added. "I am putting my faith in their abilities to translate their experience, dedication and hard work into a positive travel experience for our customers and I have every confidence that this is what will happen."

#### Group General Manager (IRT West) Louis Brusati

Tapped by President Roberts last December, Brusati was the first 7 Line General Manager. A 26-year Transit veteran, Brusati has held a wide range of positions responsible for areas ranging from scheduling and route planning to implementation of new technologies and customer service.

#### Line General Managers

##### Evelyn Koehler - 1

Koehler began her career at NYC Transit in 1982 as a Station Agent. She was promoted to Tower Operator two years later and has since held supervisory positions throughout the subway system. Her goals have been consistent during her time at transit, providing safe and efficient transportation for customers while maintaining a healthy work environment for employees.

##### Joseph Ragusa - 2

Ragusa has been with NYC Transit for 26 years, rising through the Car Equipment Division ranks. At 29, he was the youngest Car Equipment superintendent ever named to that position. Among his many achievements was keeping the 40-year-old red birds running at peak performance until their retirement. His most recent position was Deputy Line General Manager of the 7 line, aiding Lou Brusati with a comprehensive plan to roll out the remaining subway lines.

##### Demetrius Crichlow - 3

Crichlow joined NYC Transit in 2007 as Deputy Line General Manager on the L. He worked along with Line General Manager Greg Lombardi, helping to oversee all aspects of operations, including Transportation, Stations, Car Equipment, Track and Signal. His extensive background in Transportation Management includes 10 plus years at the Long

Island Rail Road, managing all aspects of Transportation, from supervision of Tower and Train Crew personnel, to overseeing the daily operations and train movement. As Line General Manager, he intends to use these same skills to tackle today's most pressing challenges on the 3 Line.

##### John Hoban - 7

Most recently, Hoban held the deputy position along the 7 Line, where he was a part of the team responsible for this implementation of the Line General

Manager roll-out. Prior to that position, he served as Assistant to the President where he was instrumental in the reorganization of the Department of Subways and the development of the Rider Report Card, an ongoing customer satisfaction measuring tool.

**Group General Manager (IRT East) David Knights**

A veteran of AMTRAK and WMATA, Knights most recently held the position of Chief Officer, Division of Track and Infrastructure at NYC Transit where he was responsible for all track and infrastructure maintenance, as well as major capital projects.

**Line General Managers****Herbert Lambert - 4 S**

Lambert began his NYC Transit career as a train operator in 1981 and has held positions of increasing responsibility ever since. As Line General Manager of the 4 and the S 42nd Street Shuttle, he will use his experience to run one of the busiest and most challenging subway lines in the world with an eye toward improving customer perceptions, employee performance and insuring the safest operation possible.

**Robert Smith - 5**

A veteran of NYC Transit's Car Equipment Division, Robert Smith began his managerial career in 1981 and worked his way up through several supervisory and managerial positions. Smith intends to use his experience, initiative and determination to meet the challenges of running a railroad.

**Gricelda Cespedes - 6**

With 22 years experience at NYC Transit, Cespedes, educated as a civil engineer, has held positions of increasing responsibility within several divisions in the Department of Subways. Cespedes' last position prior to this appointment was in the Division of Stations, where she served as assistant Chief Officer, Maintenance and Support. She brings to her new position a reputation for efficiency, problem solving and innovative thinking.

The "B" Division (lettered lines) Line General Managers will be rolled out next year. In the meantime, we will continue to fine tune the program to ensure that our customers receive the best service possible.