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Press Release

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[NYC Transit](#)

IMMEDIATE

MTA NYC Transit Names Group and Line General Managers For All Subway Lines

Each Subway Line Now Under Watch Of Its Own Boss

MTA New York City Transit has completed the full roll-out of its Subway Line General Program with the appointment of two Department of Subways' veterans to the newly created Group General Manager posts for the lettered lines. They will join the three Group General Managers already in place, all appointed as part of the most sweeping organizational change in the subway's history. These appointments, along with the naming of Line General Managers for the lettered lines and Maintenance Group Managers, mark the full implementation of the program.

"With these most recent appointments we are completing a change in managerial philosophy that shifts the responsibility for the day-to-day operations of the city's subway system from the office to the field," said MTA New York City Transit President Howard H. Roberts, Jr. "These employees have shown the type of leadership qualities that will do nothing but benefit the city's subway customers."

Begun as a pilot program on the 7 and L Lines in December 2007, the Line General Manager Program has decentralized the decision-making process, moving the responsibility to a point where a direct hands-on approach is taken to subway operations. The program was expanded to all of the numbered lines in November 2008 and has proven to be a success.

The Line General Manager Program has been credited with introducing such customer friendly innovations as the new Express and Local markers on the Flushing Line cars, the recent Woodlawn Express pilot and the installation of platform monitors showing real-time train locations on the L.

Gricelda Cespedes has been chosen Group General Manager of the IRT West and Tracy Bowdwin will be in charge of the BMT Group. Cespedes is a 23-year NYC Transit veteran who began her career as a civil engineer intern and rose steadily through the engineering ranks. She was appointed Assistant Chief Stations Officer, Maintenance and Support, in 2002 and her most recent assignment was 6 Line General Manager.

"Both Gricelda and Tracy are innovative, energetic managers who work diligently to uphold NYC Transit's position as a world-class organization. They exemplify professionalism in all aspects of their jobs," said Steven A. Feil, Senior Vice President, Department of Subways. "These individuals join Dave Knights, Lou Brusati and Greg Lombardi in sharing the responsibility of implementing the most significant organizational change ever initiated at NYC Transit."

Bowdwin was hired by NYC Transit in 1982 as a Signal Maintainer Helper. He advanced in 1994 to the position of Superintendent and was appointed Assistant Chief Signals Officer in 2001. Most recently, Bowdwin served as the Maintenance General Manager in the IRT West Group. Cespedes and Bowdwin join David Knights, Group General Manager of the IRT East, Gregory Lombardi, head of the IND/BMT Group and Louis Brusati, Group General Manager of the IND Group.

Tapped by President Roberts in December, 2007, Brusati was the first 7 Line General Manager. A 28-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. Brusati recently served as Group General Manager for the IRT West. IND/BMT Group General Manager Greg Lombardi is a 30-year NYC Transit veteran, who served most recently as the first L Line General Manager. Prior to the assignment, Lombardi served as the General Superintendent in the Division of Car equipment where he was in charge of the Coney Island Maintenance facility overseeing day to day maintenance and overhaul of subway cars. This is the second tour of duty at NYC Transit for David Knights, who began his career at NYC Transit in 1981 as a Railroad Clerk selling tokens. After high level positions at WMATA, Amtrak and in the private sector, David rejoined Transit in 2007 as Chief Officer, Track & Infrastructure prior to assuming his new role as Group General Manager for the IRT East.

The Line General Managers are as follows: Joe Leader – 1 Line; John Doherty – 2 Line; Demetrius Crichlow – 3 Line; Stepfone Montgomery – 4S (42nd St Shuttle) Lines; Robert Smith – 5 Line; Paul McPhee – 6 Line; John Hoban – 7 Line; Herbert Lambert – AS (Rockaway Park Shuttle) Lines; James Leopard – BQS (Franklin Ave Shuttle) Lines; Frank Jezycki – C Line; Evelyn Koehler – D Line; Deidra Taylor – E Line; Dwayne Anglero – FV Lines; Pamela Elsey – G Line; Thomas Wehrman – JMZ Lines; Melvin Oliver – L Line; Joseph Ragusa – NW Lines; and Peter Velasquez, Jr. – R Line. The Maintenance General Managers are as follows: Michael Torrillo – IRT West; Warren Tobin – IRT East; Danny Ronan – BMT; Alan Doran – IND/BMT and Patrick Sohan – IND.

Customers wishing to contact Line General Managers with a comment or complaint about their service can email them by logging on to http://www.mta.info/nyct/service/line_general_manager.htm and clicking the line they ride.

