



• **New roles**

- **Chief Administrative Officer** – The consolidated People, Procurement, IT, and Real Estate functions will report to the CAO. Labor Relations will again report directly to the Chair and CEO, with a dotted line to the CAO, given the critical role of Labor Relations to our organization. Diversity & Inclusion will continue to report to the Chair, but also report into the CAO via a dotted line, given the synergies with this important function and Procurement and People departments
- **Chief External Relations** – Manages government relations and affairs, communications, MTA Arts & Design, NYC Transit Museum, and select policy initiatives to deliver Chair’s agenda

• **New reporting lines**

- Chief Customer Officer reports directly to Chair
- Labor Relations will again report directly to Chair, with ‘dotted line’ accountability to CAO
- Diversity & Inclusion will continue to report to Chair, with ‘dotted line’ accountability to CAO