



TRANSPORT WORKERS UNION

OF GREATER NEW YORK • AFL-CIO • LOCAL 100

John V. Chiarello
President

Carlos Bernabel
Secretary Treasurer

Shirley Martin
Recording Secretary

Alexander Kemp
Administrative VP

January 26th, 2026

Via Electronic Mail

Demetrius Crichlow
President
MTA New York City Transit
2 Broadway, 30th Floor
New York, New York 10004

RE: Bus Radio System Maintenance

On behalf of our members in TWU Local 100— and our allies in the ATU, TWU 106, SSSA, and UTLO unions— I express our collective outrage at the NYCT memorandum dated January 21st, 2026, entitled “Scheduled Bus Radio System Maintenance Affecting All Divisions” (hereinafter referred to as the “memo”).

We have grave concerns over the reliability and functionality of the radios on NYCT buses— as well as the entire communications network— including systems at the Bus Command Center (BCC). We have repeatedly expressed these concerns to your management team, both privately and publicly, over the last few months.

As you know, under Article 19-A of the applicable motor vehicle laws, buses must be equipped with working radios. The radio is a critical link in the safety of both the employees, and the riding public. Unfortunately, our members have been grappling with various outages and failures of the radio systems. These ongoing problems pose a significant safety risk for all concerned.

The January 21st memo, which speaks vaguely of “scheduled maintenance” to the radio system, provides no assurances that these issues will be resolved. In fact, the memo seems to predict further disruptions of the radio system during the maintenance period— a whole five days worth. During that time, Operators are directed to contact console “via telephone”. Since buses are not equipped with telephones, the only inference here is that you are directing Operators to utilize their personal cellular phones to communicate with console.

Considering all this, we have two urgent questions which require immediate answers, and three demands:

1. What is the scope of the “scheduled maintenance” as referred to in the memo?
2. Will this “maintenance” resolve all the known issues with the bus radio systems?

As to the ongoing technical issues with the bus radio systems, we are demanding copies of reports, logs, summaries, and any other documentation from the vendor(s) involved that may be relevant to understanding the cause(s) and learning the full extent of these problems. Consider this a FOIA request.

With respect to employees utilizing their cell phones, for the duration of these radio disruptions we demand a moratorium on all cell phone-related disciplinary investigations and actions.

On behalf of the Surface Line Dispatchers (SLDs) represented by alliance members, we demand the restoration of SLD posts that have been removed from bus routes across the city. The SLDs play a vital role in communicating with our Operators and assisting in the safe and efficient operation of surface transportation.

We await your response.

Sincerely,

A handwritten signature in black ink, appearing to read "John V. Chiarello".

John V. Chiarello
President, TWU Local 100
On behalf of the NYC Transit Alliance

cc: F. Farrell, NYCT DOB
P. Valenti, TWU Local 106
D. Cassella, ATU Local 726
L. Alzate, ATU Local 1056
M. Carrube, SSSA
M. Bucceri, UTLO