

Minutes of Regular Meeting
Committee on Operations of the MTA New York City Transit Authority, Manhattan and
Bronx Surface Transit Operating Authority,
Staten Island Rapid Transit Operating Authority,
and MTA Bus Company
February 21, 2023

Meeting Held at:
Metropolitan Transportation Authority
Two Broadway
New York, New York 10004
10:15 am

The following Committee Members attended the meeting:

Hon. Haeda Mihaltses, Committee Chair
Hon. Andrew Albert
Hon. Jamey Barbas
Hon. David Jones
Hon. Lisa Sorin
Hon. Vinnie Tessitore
Hon. Sherif Soliman
Hon. Midori Valdivia

The following Committee members appeared by videoconference:

Hon. Randolph Glucksman
Hon. Frankie Miranda

The following Staff Members attended in person or by videoconference:

Richard Davey, President, NYCT
Demetrius Crichlow, Senior Vice President, Subways, NYCT
Chris Pangilinan, Vice President, Paratransit, NYCT
Quemuel Arroyo, Chief Accessibility Officer, MTA
Frank Annicaro, Senior Vice President, Buses, NYCT
Patrick Warren, Chief Safety Officer, MTA
Michael Kemper, Acting Chief, Transit, NYPD
Brian McGuinn, Deputy Chief, Transit, NYPD
William Amarosa, Vice President, Subways, Operations Support
Kenneth Corey, Chief of Department, NYPD
Dana Hecht, Senior Vice President, Infrastructure, MTA
Timothy Doddo, Vice President, Office of System Safety, MTA
Judith McClain, Chief, Operations Planning, NYCT
Monica Murray, Chief Administrative Officer, NYCT
Shanifah Rieara, Acting Chief Customer Officer
Paige Graves, General Counsel, MTA
David Farber, General Counsel, NYCT

Raymond Porteus, Inspector, NYPD Transit Bureau
Jaibala Patel, Deputy Chief Financial Officer, MTA
Jesse Seder, Acting Deputy Vice President, Central Maintenance Facilities, NYCT
Louis Montanti, Deputy Chief Procurement Officer, Operations, MTA
Robert Diehl, Senior Vice President, Safety and Security, NYCT
Jim Compton, Executive Vice President, Customer Environment & Facilities, NYCT

1. OPENING MEETING

Chair Mihaltses called to order the February 21, 2023 Committee meeting.

2. PUBLIC SPEAKERS

The MTA moderator reminded public speakers of the rules of conduct, the two-minute speaking limit, and that speakers will be alerted when 30 seconds remain to conclude their remarks.

The following public speakers commented:

Liam Blank
Michael Ring
Charlton D'Souza
Robert Whittaker
Joseph Morales
Murray Bodin
Jason Anthony
Michael Ortiz
David Kupferberg
Omar Vera
Andy Pollack
Cassie Raffuci
Sally Wolf
Yolanda Allenye

Refer to the video recording of the meeting produced by the MTA and maintained in MTA records, for the content of speakers' statements.

3. APPROVAL OF MEETING MINUTES

Upon motion duly made and seconded, the Board approved the Minutes of the Committee meeting held on January 30, 2023.

Refer to the video recording of the meeting, produced by the MTA and maintained in MTA records, for the details.

4. WORK PLAN REPORT

President Richard Davey stated that the MTA finalized a reformatted Work Plan which consolidates the list of the existing agenda items from month to month. He also announced that the Work Plan will be submitted annually instead of monthly. With the noted changes, the Committee approved the 2023 Work Plan.

Refer to the video recording of the meeting, produced by the MTA and maintained in MTA records, for the details.

5. PRESIDENT'S REPORT

President Davey delivered the President's Report.

President Davey stated that the Faster, Cleaner, Safer strategic operating plan has led to increased customer satisfaction and ridership. He noted that pulse surveys show that wait and travel times are among the most important factors for customers in determining their satisfaction.

President Davey reported that bus customers' overall satisfaction has jumped to 67% in the month of January, attributable to additional busways to speed up routes with high ridership, increased Automated Bus Lane Enforcement (ABLE), completion and expansion of bus network redesigns, and a performance management focus within Depots. He noted an increase in overall satisfaction with the customer experience, which was driven by bus cleanliness and driver helpfulness.

President Davey reported that the Department of Subways experienced one of the best months for service performance. He also reported that the overall subway experience satisfaction rate has steadily increased, most notably wait times, travel times, and overall experience. He said customer satisfaction increased with the (D) line, which was the lowest-rated line in December.

President Davey reported that customer perception of safety and security increased in December and is a trend that has carried over to January. He spoke about the results of the Cops, Cameras, Care initiative and noted a continued increase in perceptions about the number of uniformed police officers in the system. President Davey also reported that overall satisfaction with Access-A-Ride reached an all-time high of 76% this past month.

President Davey expressed appreciation to Chair Lieber and his team for tirelessly advocating for our customers and employees, along with Governor Hochul, and her unprecedented investment in public transportation.

Presentations were made by Demetrius Crichlow, Senior Vice President, Subways, NYCT, Frank Annicaro, Senior Vice President, Buses, NYCT and Chris Pangilinan, Vice President, Paratransit, NYCT, on their goals for 2023 toward Faster, Cleaner, and Safer service and increases in Customer Satisfaction across the board.

Following these presentations, President Davey requested that the Committee approve a staff summary regarding the plan to replace station booth service with station agents providing customer service outside of the booths, as part of our move to modernize the station customer experience.

Demetrius Crichlow elaborated that the services that are currently provided from station booths will be provided by station agents working in the station but outside of the booths. He said moving station agents outside of the booths will enable them to provide a broader range of customer service functions throughout the station, such as providing assistance at turnstiles, at MetroCard and OMNY vending machines, and on platforms. Crichlow stated that station agents would return to the fare array area as necessary to provide assistance to customers who are not able to use the turnstiles or the AutoGate.

He further stated that each station in which booth service is reduced or eliminated shall continue to be staffed by a minimum of one station agent per day 24 hours per day, 7 days per week, except during the period of the station agent's lunch break. He noted that information would be provided in stations about obtaining assistance during that period, such as by using a Help Point intercom.

Demetrius Crichlow reported that pursuant to New York Public Authorities Law Section 1205(5)(a), a public hearing was held on Wednesday, February 1, 2023, to gather public input on this proposal. He stated that a transcript of the speakers' comments as well as the written comments received on or before the hearing date were provided to all Board members, and a summary of the comments and NYCT responses were attached to the staff summary.

Upon motion duly made and seconded, the Committee approved the staff summary as described in the Committee book.

Judith McClain, Chief Operations Planning, spoke about the Bronx Network Redesign, noting that the project improved equity for service areas and is providing faster, more reliable service. Robert Thompson, Manager for Bus Service Planning, gave a further update of the six-month evaluation of the Bronx Redesign.

Shanifah Rieara, Acting Chief Customer Officer, shared the results of the bi-annual Customer Counts survey. She reported that since the spring survey: subway customer satisfaction increased to 54%; on Local, Limited and Select Bus, customer satisfaction levels were 64%, from 63%; and Access-A-Ride customer satisfaction scores increased from 61% to 65%.

Refer to the video recording of the meeting, produced by the MTA and maintained in MTA records, for the details.

6. ACCESSIBILITY

Quemuel Arroyo, Chief Accessibility Officer, delivered the Accessibility Report.

Arroyo reported that the MTA recently entered into a proposed settlement agreement that would resolve two class action lawsuits relating to the accessibility of the subways for those with mobility disabilities. He stated that if approved by the Court, the MTA will add elevators or ramps to stations, subject to the terms and conditions of the settlement agreement, so that by 2055, at least 95% of the MTA's inaccessible stations as identified in the settlement agreement will provide stair-free paths of travel. He announced that the terms of the settlement agreement and related court hearings can be found in the MTA website at new.mta.info/accessibility/ADA settlement notice.

Arroyo presented the goals for 2023, including expanding the open stroller program, developing more accessible bus designs, launching a pilot of OMNY for Access-A-Ride customers, completing installation of tactile edge warnings, enhancing elevator status communications and installing wide aisle gates.

7. SAFETY & SECURITY REPORT

Michael Kemper, Acting Chief of Transit, NYPD, delivered the Safety and Security Report.

Chief Kemper introduced the new Deputy Chief of Transit Bureau Brian McGuinn, who he said was a 35-year veteran in the NYPD beginning as a transit cop and having different assignments in multiple ranks throughout until his current appointment.

Chief Kemper thanked Chair Lieber and MTA Police Chief John Mueller and all the dedicated MTA employees for their partnership and cooperation.

Chief Kemper spoke about the swift and significant results of the Cops Cameras and Care Program, a program that added 1200 police officers to patrol the subway system. He noted the immediate and continuing decline of overall major crimes in the subway system, with a most notable decrease in robberies when comparing this four-month period to the same four-month period in prior years. Chief Kemper also noted an increase in enforcement arrests, including felony and misdemeanor arrests along with TAB and criminal courts summons arrests.

Chief Kemper reported that pulse surveys show that riders feel safer and are more satisfied with the number of officers seen in the subway system. He then spoke about a tragedy involving a 15-year-old boy who climbed on top of a moving train to subway surf, which resulted in his unfortunate death. Chief Kemper offered his sincerest condolences to family and friends and emphasized that subway surfing is not only illegal but extremely dangerous.

Chief Kemper underscored the NYPD's steadfast commitment to reduce crime and provide a safe environment for ridership and thanked MTA leadership, all MTA employees and the NYPD officers for all of their hard work.

Refer to the video recording of the meeting, produced by the MTA and maintained in MTA records, for the details.

8. Procurements

Louis Montanti, Deputy Chief Procurement Officer, Operations, presented the procurement package which included one action in the estimated amount of \$7.2 million.

Montani stated that this item is a modification to extend the contract with Seon Design (USA) Corp for continued maintenance services for buses and depots equipped with Bus Camera Security Systems (BCSS) for 11 months, through January 31, 2024. He stated that this system allows video images to be captured on 5,050 buses and to be wirelessly uploaded based on user-initiated requests

related to accidents, torts and security issues to depot servers during fueling operations in all 28 depots.

A motion was duly made and seconded to approve the above procurements (Schedule I in the Agenda).

Refer to the video recording of the meeting, produced by the MTA and maintained in MTA records, for the details.

9. ADJOURNMENT

Upon motion duly made and seconded, the Committee voted to adjourn the meeting.