

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
May 22, 2023

Meeting Held at:
Metropolitan Transportation Authority
Two Broadway
New York, New York 10004
10:45 am

The following Committee Members attended the meeting:

Hon. Haeda Mihaltses, Committee Chair
Hon. Andrew Albert
Hon. Jamey Barbas
Hon. Randolph Glucksman
Hon. Frankie Miranda
Hon. John Samuelson
Hon. Sherif Soliman
Hon. Lisa Sorin
Hon. Midori Valdivia

The following Committee member appeared by videoconference:

Hon. David Jones

The following Staff Members attended the meeting:

Richard Davey, President, NYCT
Quemuel Arroyo, Chief Accessibility Officer, MTA
Chris Pangilinan, Vice President, Paratransit, NYCT
Frank Annicaro, Senior Vice President, Buses, NYCT
Patrick Warren, Chief Safety Officer, MTA
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
David Farber, General Counsel, NYCT and MTA Bus
Shanifah Rieara, Acting Chief Customer Officer
Norman Grandstaff, Deputy Chief, NYPD Transit Bureau
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

1. OPENING MEETING

Chair Mihaltses called to order the May 22, 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:

Jack Nierenberg
Yolanda Alleyne
Jesse Figueroa
David Kupferberg
Michael Ring
Charlton D'souza
Lisa Daglian
Yuki Endo
Aleta Dupree
Jean Ryan
Jason Anthony
Andy Pollack
Pascale Pierre Paul

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 April 24, 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 there was one change to the Work Plan. He stated that the first quarter Transit and Bus EEO reports will be presented in June rather than this month. With the noted change, 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.

He stated that May marks his one-year anniversary as President of New York City Transit. He noted that customer service continues to be his North Star. He discussed multiple successful initiatives that have been underway, including the "Faster, Cleaner, Safer" plan, new Customer Service Centers, and a reimagined Station Agent role out of the booth.

Noting vast improvements in customer satisfaction metrics, President Davey thanked all the employees, and in particular, Group Station Manager Germain Jackson, Group Station Superintendent Renuka Bhupathi, Mariam Standing, and Ken Lau. He also discussed recent improvements to OMNY.

In addition, President Davey discussed contributions of other employees in other areas of the system, including Sam Wong, Frank Farrell, Mike Lubanski, Lou Lanfair, and Michael Moore. He also discussed progress with subway safety initiatives, and thanked Governor Hochul, Mayor Adams, and Chief Kemper.

Regarding Subways, President Davey discussed ridership milestones and improvements to weekend service.

Regarding Buses, President Davey discussed improvements in speed, safety, reliability, and cleanliness. He thanked Frank Annicaro, Tyrone Lampkin, Bus Operator Cleveland, and David Crespo. He also noted progress being made with the "Open Stroller" pilot program, the ABLE camera program, and a legislative proposal for five fare-free bus routes.

Regarding Paratransit, President Davey discussed significant improvements in customer satisfaction and ridership, and thanked Chris Pangilinan and his team. He also discussed additional initiatives underway to continue to improve customer satisfaction.

He concluded by stating that Transit is what makes New York City possible, and expressed confidence that even cleaner, faster, and safer service will be achieved by this time next year.

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 discussed the 2-gate Wide Aisle Gate pilot, and stated he was encouraged by the early results. He noted on fare evasion, initial figures were positive. He also discussed expansion plans focusing on Sutphin-Archer JFK Airport Station.

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

7. SAFETY & SECURITY REPORT

Norman Grandstaff, Deputy Chief of the NYPD Transit Bureau, delivered the safety and security report.

He provided the latest crime statistics and noted a reduction in subway crime.

He discussed the dangers of subway surfing.

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.

Mr. Montanti stated that the item is an award of a four-year estimated value contract to Plasser American Corporation for the upgrade of critical systems on two NYC Transit-owned Track Geometry Cars, the TGC3 and TGC4, in the amount of \$19.1 million.

A motion was duly made and seconded to approve the above procurement (Schedule A 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.