

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

Monday, June 23, 2025
9:30 a.m.
2 Broadway
New York, NY 10004

The following Committee Members attended the meeting:

Hon. Andrew Albert
Hon. Haeda Mihaltses
Hon. Midori Valdivia

The following Board Members attended the meeting:

Hon. Randolph Glucksman
Hon. Gerard Bringmann
Hon. James O'Donnell

The following staff members attended in person or by videoconference:

Demetrius Crichlow, President, NYCT
Franck Joseph, Chief of Staff, NYCT
Bernard Jackson, Chief Operating Officer, NYCT
Valerie Dabas, Chief Administrative Officer, NYCT
William Amarosa, Senior Vice President, Subways
Rachel Cohen, Vice President, Paratransit, NYCT
Sunil Nair, Vice President, Zero Emissions and Fleet Technologies, NYCT
Joseph Gulotta, Chief, Transit, NYPD
Rich Hajuk, Manager, Bus Service Planning,
Quemuel Arroyo, Chief Accessibility Officer, MTA
Sean Fitzpatrick, Deputy Chief of Staff, MTA C&D
Hugo Zamora, Acting General Superintendent, NYCT
Jamie Torres-Springer, President, MTA C&D
Michael Kemper, Chief Security Officer, MTA
Jaibala Patel, Co-Chief Financial Officer, MTA
David Farber, General Counsel, NYCT and MTA Bus
Norman Grandstaff, Deputy Chief, Transit, NYPD
Brian McGuinn, Deputy Chief, Transit, NYPD
Kenneth Corey, Chief of Department, NYPD
Dana Hecht, Senior Vice President, Infrastructure, MTA C&D
Timothy Doddo, Vice President, Office of System Safety, MTA
Shanifah Rieara, Chief Customer Officer
Raymond Porteus, Inspector, NYPD Transit Bureau
Louis Montanti, Deputy Chief Procurement Officer, Operations, MTA

1. OPENING MEETING

Chair Haeda Mihaltses called the June 23, 2025 Committee Meeting to order.

A recorded audio public safety announcement was played.

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

2. PUBLIC SPEAKERS SESSION

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:

Murray Bodin
Christopher Greif
David Kupferberg
Kara Gurl
Jason Anthony
Omar Vera
Michael Ring
Jean Ryan
Ian Mathews
Robert Whittaker
Charlton D'Souza
Anna Humphrey
Andy Pollack
Alita Dupree

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

3. APPROVAL OF MINUTES

Board Member Andrew Albert noted on page 57 at paragraph 1 that there was a typographical error as to Arthur Avenue in the proposed Minutes of the Committee meeting held on May, 28, 2025.

Due to lack of a quorum, no vote was taken on the Minutes.

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

4. APPROVAL OF WORK PLAN

Demetrius Crichlow, President, NYCT, stated there were no changes to the 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 Crichlow delivered the President's Report.

He noted that the Transit Committee is overseeing a once-in-a-generation transformation that includes major investments across the system.

He discussed the Queens Bus Network Redesign, which has been in development for over six years. He stated his team has held more than 250 public events and gathered close to 20,000 public comments. He reported Phase 1 of the redesign is set to launch on June 29th. Crichlow praised the efforts of staff, particularly those from Operations Planning, the Department of Buses, and Government and Community Relations, for their coordination with NYC DOT and for raising public awareness through signage, updated materials, and a robust Customer Ambassador program currently active in the field. He noted the redesign is essential to improving service in the city's most bus-dependent borough.

He addressed the completion of the new Jamaica Bus Terminal at 168th Street. He described the old facility as outdated. He stated that in contrast, the new terminal is modern and built with globally sourced materials. He commended the support of NYCT leadership, local officials, and staff from the Department of Buses. He reported a ribbon cutting ceremony was held for the new swing room. Crichlow stated the new terminal will enhance both safety and service for Queens bus riders.

Turning to the Automated Camera Enforcement (ACE) Expansion, Crichlow reported that five new bus routes — the M2, M4, M42, M100, and Bx5 — are now ACE-enabled. He noted camera enforcement has led to average speed gains of 5%, with some corridors achieving improvements of up to 30%. He added that the program has also contributed to a reduction in collisions and emissions. Crichlow credited the strong partnership with NYC DOT and noted his shared vision with Commissioner Rodriguez.

Crichlow then discussed the "Ride Inside, Stay Alive" campaign, which targets the serious issue of subway surfing. He described the personal impact of seeing children engage in this risky behavior firsthand and emphasized the emotional toll it would take as a parent. He reported the campaign, conducted in collaboration with DYCD, NYC Public Schools, and the NYPD, now features new video messages recorded by BMX star Nigel Sylvester and NYC students. He stated comic book-style visuals are displayed across the system to better connect with youth. He thanked Shanifah Rieara and Nigel Sylvester for their tremendous help.

He announced a significant upcoming service change called the "F and M Swap." He stated under this plan, the M local will run from 36th Street to 21st Street, Queensbridge, Roosevelt Island, and Lexington Avenue–63rd Street and from Jackson Heights, the F will remain on the express track to Queens Plaza, Court Square and Lexington-53rd. He stated this change will remove shared track segments between the E and M trains, reducing congestion and delays across the E/F/M/R lines. Crichlow emphasized that the new routing will shorten travel times for many customers, reduce crowding at 63rd Street station, and make use of previously underutilized connections.

William Amarosa, Vice President, Subways, delivered the Subways Report. He stated weekday subway on-time performance reached 85.2% in May, marking the highest level since COVID. He stated customer journey time performance reached a record 86.1%, the best since tracking began in 2015. He emphasized that this milestone reflects the collective efforts of all departments and announced a Subways Appreciation Day on July 3rd to recognize frontline and support staff.

Sunil Nair, Chief Officer, Emissions Fleet Transformation, delivered the Buses Report. He stated May bus service was stable compared to the prior year, although slightly down from April due to seasonal operator absences and slower speeds. He stated service delivered stood at 95.2%, customer journey time performance at 69.5%, and average bus speed at 8 mph. He noted bus operations teams are closely monitoring these trends. He affirmed strong commitment to the Queens Bus Network Redesign, noting that over 140 stops are being actively staffed by customer ambassadors to assist riders through the transition.

Rachel Cohen, Vice President, Paratransit, delivered the Paratransit Report. She noted continued record-high ridership in May with over 940,000 completed trips serving more than 1.3 million riders. She stated while there was a slight decrease in on-time performance within the 20-minute pickup window, key performance indicator goals remained on target.

Bernard Jackson, NYCT Chief Operating Officer, delivered the Ridership Report. He noted subway weekday ridership averaged 4.19 million, with a record 4.45 million on June 4th. He stated buses saw a 13% year-over-year increase with 1.475 million average weekday riders. He announced service reallocations for Staten Island, including the elimination of redundant routes to redirect resources. On the subway side, he reported additional A and L service due to infrastructure upgrades.

President Crichlow detailed NYCT's preparedness for the ongoing heat wave. He listed measures including heat patrols, proactive rail inspections, personnel staging at high-risk areas, and pre-service AC checks on all buses and trains. He noted equipment failing those checks is immediately removed from service. He stated staff facilities and vehicles are being checked for adequate cooling, and paratransit operators are reminded that functioning AC is required. Further, he stated safety advisories on heat stress have been widely distributed, and hydration supplies have been made available systemwide. Crichlow also acknowledged the elevator and escalator division's strong performance, with 33 of 40 elevators under capital rehabilitation and only 6 currently out of service.

President Crichlow acknowledged six employees as Transit All Stars.

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

6. SAFETY AND SECURITY REPORT

Joseph Gulotta, Chief, Transit, NYPD delivered the Safety and Security Report. He noted for May, there was a 5.1% year-over-year decrease in incidents, with 187 crimes reported. He stated year-to-date subway crime is down 3.9% from 2024. He highlighted a 67% increase in arrests due to a focus on quality-of-life offenses and safety enforcement. Gulotta expressed grave concern over an increase in subway surfing incidents, citing a recent severe injury involving a 14-year-old. He urged parents to remain vigilant and outlined a multi-layered prevention approach, including patrols, school visits, and family court interventions. He stated the NYPD continues to work closely with transit partners and confirmed there are no credible threats to the system at this time, despite international developments.

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

7. SPECIAL FEATURE

Rich Hajuk, Manager, Bus Service Planning, delivered a special presentation on the Queens Bus Network Redesign. He stated after years of planning, outreach and preparation, the first phase of implementation will begin on June 29th and the second phase will begin on August 31st. He reported on an extensive public education campaign as well as other steps being taken for implementation.

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

8. PROCUREMENT

Louis Montanti, Deputy Chief Procurement Officer, Operations, MTA, presented the procurement package. Mr. Montanti stated the package was a request for the Board to ratify the declaration of an immediate operating need and the award of a two-year emergency repair service contract for the R251 vacuum train to the original manufacturer, NEU International Railway Company, in the amount of 1.7 million dollars.

Due to lack of quorum, the Committee did not vote on the procurement.

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

9. ADJOURNMENT

The meeting was adjourned.