

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, September 29, 2025
10:45 a.m.
130 Livingston Street
Brooklyn, NY 11201

The following Committee Members attended the meeting:

Hon. Haeda Mihaltses
Hon. Andrew Albert
Hon. Samuel Chu
Hon. Daniel Garodnick
Hon. David Jones
Hon. John Ross Rizzo
Hon. Midori Valdivia
Hon. Lisa Sorin

The following staff members attended in person or by videoconference:

Demetrius Crichlow, President, NYCT
Bernard Jackson, Chief Operating Officer, NYCT
William Amarosa, Senior Vice President, Subways
Rachel Cohen, Vice President, Paratransit, NYCT
Christopher Pangilinan, Advisor, NYCT
Frank Farrell, Acting Senior Vice President, Buses, NYCT
Quemuel Arroyo, Chief Accessibility Officer, MTA
David Farber, General Counsel, NYCT and MTA Bus
Joseph Gulotta, Chief, Transit, NYPD
Jaibala Patel, Co-Chief Financial Officer, MTA
Shanifah Rieara, Chief Customer Officer
Geoffrey Ray, Assistant Deputy Chief Procurement Officer, NYCT
Alan Foster, Director of Rail Network Planning, NYCT
Frank Joseph, Chief of Staff, NYCT
Valerie Dabas, Chief Administrative Officer, NYCT
Steven Mauriello, Inspector and Executive Officer, NYPD
Tatyana Levina, Senior Director, Customer Market Research, NYCT
Rich Hajuk, Manager, Bus Service Planning,
Hugo Zamora, Acting General Superintendent, NYCT
Michael Kemper, Chief Security Officer, MTA
Norman Grandstaff, Deputy Chief, Transit, NYPD
Brian McGuinn, Deputy Chief, Transit, NYPD

Kenneth Corey, Chief of Department, NYPD
Timothy Doddo, Vice President, Office of System Safety, MTA
Louis Montanti, Deputy Chief Procurement Officer, Operations, MTA

1. OPENING MEETING

Hon. Haeda Mihaltses called the September 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:

Jason Anthony
Christopher Grief
Anna Humphrey
Kara Gurl
Omar Vera
Iris Kelly
Joe Rappaport
Michael Ring
Steven Cruz
David Kupferberg
Monica Bartley
Jean Ryan
Elizabeth Abraham
Aleta Dupree*
Evan Yankey
Monique Johnson

*Provided live virtual comments

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

3. APPROVAL OF MINUTES

Upon motion duly made and seconded, the Committee approved the Minutes of the Committee meeting held on July 28, 2025.

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

President Crichlow stated that 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

Demetrius Crichlow, President, NYCT, delivered the President's Report.

President Crichlow spoke about remembering those lost on September 11th. He reported that he addressed members of NYPD Transit District 4 at their annual ceremony and thanked them for their efforts to keep the system safe and the sacrifices called for in their line of work. He shared a story of two NYCT workers, Structure Maintainer William "Billy" Johnston and his father, MOW Superintendent William Johnston. He shared that after joining the FDNY in 2000, Billy responded to the World Trade Center on the morning of September 11th, 2001, becoming one of the 343 fire fighters lost on that day. President Crichlow explained that after 9/11, NYCT and the NYPD conducted threat assessments in the subway's security system, and the system's emergency exit hatches were updated. He noted that up until that time, the locking mechanism could be easily loosened and opened, and that Superintendent Johnston designed a new mechanism which proved difficult to open. He shared that in memory of Superintendent Johnson's son, the newly designed lock was named the "Johnston Lock," and the tool for opening the emergency exit hatches was named the "Billy Bar," which are now used systemwide.

President Crichlow reported on the summer's historic performance, newly launched programs, and the implementation of a big service improvement. He reported that major felonies declined by 22% compared to August and thanked NYCT's NYPD partners for this improvement. He reported that Subway On-Time Performance reached 85.1% in August, marking one of the best August results in the past decade, outside of COVID. He noted that with the support of Albany and NYCT's partners over the last several years, service has increased, which is validated by the recent OTP statistics.

President Crichlow reported the completion of the replacement of the Staten Island Railway's 50-year-old fleet with the full deployment of new R211S cars, congratulated the Subways Department, and noted that it was a generational achievement for Staten Island. He addressed system challenges due to extreme weather, particularly power outages at West 4th Street, and emphasized the importance of full funding for the 2025–2029 Capital Program to modernize infrastructure.

President Crichlow discussed the implementation of Phase 2 of the Queens Bus Network Redesign. He commended the over 700 MTA employees who filled more than 3,000 Customer

Ambassador shifts to assist riders. He reported his attendance at the launch event where he spoke to riders and local officials about the new benefits of the Queen's Bus Network. He reported an increase of 7% in rush routes, which accounted for over 1 million trips in the first week of the new network. He explained that the rush routes make local stops further out from the subway system and then run express through major corridors, which allows riders to access the subway system. He indicated that a 6-month post implementation evaluation report will be shared with the public.

President Crichlow announced that Frank Farrell is the new Acting SVP of the Department of Buses, and recognized his predecessor, Chris Pangilinan, for his leadership in the redesign and his broader contributions to the agency. He presented Mr. Pangilinan with a plaque on behalf of NYCT.

William Amorosa, Senior Vice President, Subways, NYCT, discussed Subways August performance metrics.

Frank Farrell, Senior Vice President, Department of Buses, NYCT and MTA Bus, delivered the Buses Report and discussed August performance metrics.

Rachel Cohen, Vice President, Paratransit, NYCT, delivered the Paratransit Report and discussed August performance metrics.

Bernard Jackson, Chief Operating Officer, NYCT, delivered the Ridership Report and discussed August performance metrics.

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.

Chief Gulotta reported that there was a 22% reduction in crime compared to August 2024 which was largely driven by a decrease in robberies and felony assaults. He reported that from January to August there was a 3.8% reduction in crime in the subways system. He highlighted an increase in police officers in trains where 78% of crimes occur, and the emphasis on rules violations that impact the quality of a rider's journey and their perception of safety.

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

7. SPECIAL FEATURE

Chris Pangilinan, Advisor, NYCT and Alan Foster, Director of Rail Network Planning, NYCT, delivered a presentation on the F and M subway lines swap project.

Mr. Pangilinan and Mr. Foster reported that the F and M swap project was the first redesign of the subway network since the 2nd Avenue opening in 2017. They indicated that it will be an improvement in service and customer experience on 4 subway lines through increased reliability and shorter travel times. They reported that their presentation was focused on the tunnels crossing the East River between Queens and Manhattan, where the F and M trains will swap the tunnels they go through to cross the river. They stated that this will result in significant improvement in service along the E, F, M and R trains. They reported that it will be a weekday only change and that it will affect just 8 stations. They discussed the benefits for riding customers, the projected schedule and next steps for roll-out.

8. PROCUREMENT

Geoffrey Ray, Assistant Deputy Chief Procurement Officer, NYCT, delivered the Procurement Report.

Mr. Ray reported that this month's NYCT Procurement package included two items. He stated that the first is a request for ratification of two Automated Camera Enforcement ("ACE") contract modifications to Hayden AI, Inc. and Seon USA Corp. He explained that the contracts were awarded under a continuing Immediate Operating Need ("ION"), for the provision and operation of Automated Bus Lane Enforcement ("ABLE") systems in May 2022 and April 2024 respectively. They noted that the ABLE project name was changed to ACE. The modifications would expand ACE enforcement, add coverage for bus stops, double parking, bike lanes, and paratransit stops. The estimated values of the modifications are \$218.6 million (Hayden) and \$40.1 million (Seon), bringing the total contract values to \$301.7 million and \$98.5 million, respectively.

Mr. Ray reported that the second item is a request for ratification of the ION contract awarded to RideCo Us Inc. for the introduction of real-time optimization capabilities and automated adjustments to paratransit trip schedules and routes in response to unexpected events. The estimated value of the contract is \$72 million spanning up to 102 months, which includes up to 18 months for implementation and 7 years of operation and maintenance.

Upon motion duly made and seconded, the Committee approved the procurement package.

8. ADJOURNMENT

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