

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, December 15, 2025
11:15 a.m.
2 Broadway
New York, NY 10004

The following Committee Members attended the meeting:

Hon. Haeda Mihaltse
Hon. Andrew Albert
Hon. Randy Glucksman
Hon. David Jones
Hon. John Ross Rizzo
Hon. Melva Miller
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
Franck 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 Mihaltzes called the December 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
Kara Gurl
Iris Kelly
Michael Ring
David Kupferberg
Jean Ryan
Alita Dupree*
Brian Fritsch
Jessy Figueroa*
Mr. X
Joseph Morales
Simon Weiser*
Andy Pollack
Oliver Chessner
Ian Mathews
Charlton DeSouza*

*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 November 25, 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 discussed the work that is done to prepare for extreme winter weather. He stated that preparations for winter start in the fall, which include reviewing operational plans, gathering necessary supplies and discussing seasonal forecasts to anticipate potential challenges. He explained that exercises and tabletop drills are conducted to ensure every team member understands their roles and responsibilities in responding to winter weather events.

President Crichlow explained that in Subways, station cleaners shovel snow from customer pathways, the Facilities team spread salt ahead of icy conditions, and switches are tested from towers and the control center. He explained that ahead of and during extreme weather, local towers are serviced by tower operators and supervisors who test operate switches as necessary. He stated that a deicer is deployed throughout the system spreading a special gel on the tracks to prevent ice buildup on the running rails.

President Crichlow explained that in Buses, Road Operations manages the Stuck Bus Program and ensures that each Division has sufficient supplies. He stated that snow fighting vehicles are serviced and inspected weekly. He further explained that the Bus Commander Center monitors weather conditions and that the BCC Storm Advisory System utilizes an alert and advisory system, up to 12 hours prior to an extreme weather event.

He provided an update on the F/M subway lines swap, which began on December 8th. He noted that the benefits of this change for customers include additional M service during the weekday rush periods that make shorter wait times and less crowded trains, and critical station rehabilitation work at 21st and Queensbridge that include the installation of light fixtures, a new canopy over entrance staircases, new signage and new ADA tactile edge on platforms. He explained the work performed by Subways to ensure public awareness of this change and commended everyone involved in that work.

President Crichlow noted that Governor Hochul challenged the agency to upgrade its facilities and equipment to keep riders safe. He provided an update on station upgrades that are expected to be completed by the end of year, which include the installation of platform barriers, LED lighting in every station, fare gate fortifications, and cameras on subways and station platforms.

President Crichlow reported the opening in November of the first brand-new, full-scale subway car facility of its kind, located in Sunset Park Brooklyn. He projected monthly testing of 30 new cars at the facility. He explained that the location was chosen for its ability to accept cars by truck, rail and barge, and because it offers a direct connection to the mainline tracks which would result in more reliable trips for riders.

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

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

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

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

Demetrius Crichlow, President, NYCT, presented and commended the Transit All Stars and highlighted the good work and accomplishments of those employees.

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

6. SPECIAL FEAUTURE

Gene Ribeiro, Deputy Chief Customer Officer, NYCT delivered a special presentation on the transition to Tap and Ride.

He reported the work his team had done over the last three years to help customers transition from the MetroCard to the Tap and Ride fare payment system, which included customer messaging across screens, social media, the press, the MTA website, translated content and celebrity partnerships.

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

7. SAFETY AND SECURITY REPORT

Keith Shine, Deputy Chief, Transit, NYPD, delivered the Safety and Security Report.

Chief Shine reported a 24% reduction in crime in the subway system. He reported an 18% decrease in robberies, a 30% reduction in felony assaults and a 24% decrease in grand larcenies. He reported that in the 11 months of 2025, the system had 113 less crimes, which amounted to a 5.5% reduction in crime.

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, delivered the Procurement Report.

He reported that this month's NYCT Procurement package included two items. He stated that the first item is a request to approve the purchase of 100 additional low floor 40-foot clean diesel buses from Nova Bus in the estimated amount of \$97.6 million.

He reported that the second item is a request to ratify the declaration of an immediate operating need to approve the award of an emergency quantity contract to furnish and install fare evasion turnstile sleeves and fins to Boyce Technology, in the estimated amount of \$7.3 million.

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

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.