

**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**  
**September 19, 2022**

Meeting Held at:  
Metropolitan Transportation Authority  
Two Broadway  
New York, New York 10004  
10:30 AM

The following Board Members attended in person or by videoconference:

Hon. Haeda Mihaltses, Committee Chair  
Hon. Andrew Albert  
Hon. Randolph Glucksman  
Hon. David Jones  
Hon. Frankie Miranda  
Hon. Robert Mujica  
Hon. Harold Porr, III  
Hon. Sherif Soliman  
Hon. Lisa Sorin  
Hon. Midori Valdivia

The following Staff Members attended in person or by videoconference:

Richard Davey, President, NYCT  
Craig Cipriano, Chief Operating Officer, NYCT  
Demetrius Crichlow, Senior Vice President, Subways, NYCT  
Chris Pangilinan, Vice President, Paratransit, NYCT  
Quemuel Arroyo, Chief Accessibility Officer, MTA  
Frank Annicaro, Vice President, Buses, NYCT  
Patrick Warren, Chief Safety Officer, MTA  
Shanifah Riera, Acting Chief Customer Officer, MTA  
Jason Wilcox, Chief of Transit, NYPD  
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  
Raymond Porteus, Inspector, NYPD Transit Bureau  
Jaibala Patel, Deputy Chief Financial Officer, MTA  
Louis Montanti, Deputy Chief Procurement Officer, Operations, MTA

## **1. OPENING MEETING**

Chair Mihaltses called to order the September 19, 2022 Committee meeting.

A recorded audio public safety announcement was played.

## **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:

Lisa Daglian  
Jason Anthony  
Sally Wolf  
David Kupferberg  
Murray Bodin  
Jean Ryan  
Michael Ring  
Danielle Avissar  
Christopher Greif  
Deborah Greif  
Christine Serdjenian  
Joe Rappaport  
Charlton D'souza  
Aleta Dupree  
Andy Pollack  
Michael Ortiz  
Betsy Plum

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**

Board Member Andrew Albert noted on page 46 of the July Minutes it should say "has resulted in".

Upon motion duly made and seconded, the Board approved the Corrected Committee Minutes of the MTA and MTA Agencies Regular Committee meeting held on July 25, 2022.

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 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 Richard Davey delivered the President's Report.

He stated increased customer satisfaction is the North Star of performance indicators. He noted customer surveys indicate "shorter wait times" and "improved service reliability" would encourage people to ride the subways more.

He announced Jose LaSalle has been named Deputy Chief, Weekend Service Diversions and Coordination. He noted the Deputy Chief will be responsible for the experience of the riders using the subway on the weekends.

He noted senior leadership convenes weekly to discuss performance. In particular, he stated Subways has convened Subways Operations Analytics Review Meetings where leaders closely investigate performance and customer satisfaction results by subway line and station. Similarly, he reported, Buses is starting their own Surface Operations Analytics Review Team.

He summarized the Subways metrics. He reported positive statistics, including a significant improvement in Service Delivered, as well as improvements in Customer Journey Time Performance and Delays. Using the A Line as an example, President Davey discussed how enhancements were made by safely increasing speed limits in some segments, and by using additional platform personnel to prevent congestion.

He announced additional measures being taken to improve customer experience including: partnering with NYPD to minimize disruptive customers, reducing the number of slowdowns, adjusting train schedules, and addressing crew availability issues.

He summarized the Buses metrics. He reported positive statistics, including improved Customer Journey Time. He discussed additional measures being taken to improve service, including the expansion of Automated Bus Lane Enforcement (ABLE), the creation of new bus lanes, the implementation of network redesigns, the return of the Bronx Ambassadors Program, and the implementation of a new permanent routing of the southbound M125.

Emphasizing the importance of customer input, President Davey reported the Queens Bus Network Redesign Team hosted 39 events to gather feedback, including 19 virtual events and 20 in-person.

He summarized the Paratransit metrics. He reported Paratransit Service remained consistent, with slight improvements in No-Shows. He noted increased demand is expected post Labor Day.

He concluded by noting record ridership days have been achieved over the last two weeks, and stated he looks forward to increased customer satisfaction in October.

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

## **6. ACCESSIBILITY REPORT**

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

Mr. Arroyo announced an open strollers pilot is being launched in partnership with the Department of Buses. Frank Annicaro, Senior Vice President, Buses, provided details about the program.

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

## **7. SAFETY & SECURITY REPORT**

Kenneth Corey, Chief of Department, NYPD, delivered the Safety & Security Report.

He discussed measures being implemented to improve safety, including making officers more visible in the system, deploying more officers throughout the system, deploying more officers during rush hour, having officers check in with conductors, engaging the homeless with joint response teams, deploying the Subway Safety Task Force, improving training for new officers, instituting a train patrol force, implementing bus checks, and returning to increased quality of life enforcement.

He reported crime statistics from May through September are better this year compared to last year. He stated less than 2% of all crime in the City occurs in the Transit System.

Jason Wilcox, Chief of Transit, NYPD, emphasized the importance of quality of life enforcement and fare evasion enforcement. Noting the recent anniversary of 9/11, he reported a Brooklyn anti-terrorism unit has been created. He stated city agencies continue to work together to address homelessness. He emphasized the dangers of subway surfing. He also reported on new command level changes in the Transit Bureau.

Patrick Warren, Chief Safety Officer, delivered a presentation on reductions in crime.

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

## **8. STRATEGY & CUSTOMER SERVICE REPORT**

Shanifah Riera, Acting Chief Customer Officer, delivered the Strategy & Customer Service Report.

She delivered a presentation on the results of the bi-annual Spring Customer Accounts Survey.

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

## **9. PROCUREMENTS**

Louis Montanti, Deputy Chief Procurement Officer, Operations, presented the procurement package which included one item in the amount of \$7.8 million. He stated the action is a modification to extend the contract with DPR Ultrasonic Technologies LLC (“DPR”) for ultrasonic internal rail flow inspections for a period of three years.

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

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

## **10. ADJOURNMENT**

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