

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
October 24, 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
Hon. Jamey Barbas

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, Senior Vice President, Buses, NYCT
Patrick Warren, Chief Safety Officer, MTA
Shanifah Rieara, 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:

Jason Anthony
Murray Bodin
Charlton D'souza
Aleta Dupree
David Kupferberg
Jean Ryan
Andy Pollack
Andy Quito
Lisa Daglian
Christopher Greif
Emily Borghard
Michael Ortiz
Debra Greif
Joe Rappaport
Sally Wolf
Michael Ring

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 that on pages 43 and 46 of the September Committee minutes, Acting Chief Customer Officer Shanifah Rieara's last name should be spelled "Rieara".

Upon motion duly made and seconded, the Board approved the Corrected Committee Minutes of the MTA and MTA Agencies Regular Committee meeting held on September 19, 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.

President Davey reported customers have been returning to the subway and bus systems, and ridership figures have increased. He stated Paratransit, as well, continues to recover and show improvements. Regarding Customer Satisfaction, he stated Subways and Paratransit remained steady, while Buses decreased slightly due to increased traffic. He noted wait times are an important factor to riders. He also noted customer journey time increased slightly.

President Davey discussed several initiatives being implemented to decrease wait time and travel time. In particular, he spoke about additional bus lanes, increased Automated Bus Lane Enforcement (ABLE), completion of the bus network redesigns, and targeted improvements to specific subway and bus lines. He noted measurable increases to weekend service have been achieved, and commended Jose LaSalle for that improvement.

He reported that a new dashboard and tools have been developed by Subways to provide daily, weekly, and monthly internal review processes across multiple levels of service delivery, from maintenance to line management. He stated that by addressing the root causes of common delays, the delays can be reduced in the future.

Demetrius Crichlow, Senior Vice President, Subways, discussed strategies and improvements regarding the A Line initiative.

President Davey emphasized the importance of providing the best service to all customers, including customers with disabilities. He noted that the Elevate Transit: Zoning for Accessibility program recently marked its one-year anniversary. He reported four ADA upgrade projects were achieved in that year.

President Davey noted that MTA's Open Stroller Program successfully launched in September, which allows customers with strollers to board buses and park their strollers in a dedicated area. He emphasized that this program will not reduce accessibility for passengers requiring priority seating.

President Davey stated he is dedicated to improving employee experience. He stated he held several town halls for employees to share ideas. He stated that in response to the alarming incidents of violence against employees, he personally calls each assault victim to check in on them. He noted that he recently attended the American Public Transportation Association meeting in Seattle, where the problem of transit worker assaults was discussed. He remarked that it is a national problem that requires national attention.

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.

Arroyo announced that OMNY is now available for reduced fare customers. He noted that any senior or customer with a disability can apply for OMNY, and for those that are already in the reduced fare program, can make the switch to OMNY, online at anytime from anywhere with digital assistance. Arroyo noted that OMNY equipment is also being set up at locations throughout the system and city for customers who prefer to get set up with OMNY in person.

Arroyo stated that for customers who do not have cards or devices and just prefer an OMNY card, the MTA will provide free MTA-issued reduced fare OMNY cards beginning next year. Further, he announced that testing for OMNY for AAR customers is underway and the pilot will be rolled out soon.

Arroyo spoke about the benefits of OMNY, which include giving customers a non-cash option and allowing for new ways to track rides and payments and consolidate cards. He thanked the entire OMNY team for their hard work.

Arroyo presented a short video to demo the OMNY process.

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

7. SAFETY & SECURITY REPORT

Jason Wilcox, Chief of Transit, NYPD, delivered the Safety & Security Report.

He spoke about several violent incidents that occurred in the system in the last month, including in Brooklyn, Bronx and the Rockaways. He discussed many of the efforts being undertaken to address safety, including making officers more visible in the system, deploying more officers throughout the system, deploying more officers during rush hour, addressing homelessness at end of the line stations and making additional train runs. He emphasized their relentless commitment and effort to fight crime and significant quality of life offenses.

Chief Wilcox reported increases in overall arrests, including robbery arrests and gun arrests and increases in transit-related summonses. He noted that these increases highlight that the NYPD is preventing potential and future additional acts of violence.

Chief Wilcox emphasized the importance of continuing to care for the homeless and those with mental illnesses. He reported that tens of thousands of contacts have been made with homeless individuals, and that related shelter placements have been made, as a result of the collaborative work of the NYPD with New York City Department of Homeless Services and Department of Health.

Chief Wilcox announced the graduation of a new police academy class of police officers on October 17th who will begin their patrol careers in subway training units. He also discussed the NYPD's joint efforts with the Community Fares Bureau, efforts which will include disseminating crime prevention materials to riders at 20 stations.

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 four actions in the total amount of \$1.85 billion. These items included requests to:

- 1) exercise an option to purchase 640 additional subway cars and related non-car items such as spare parts special tools, diagnostic test equipment, technical documentation, and training for NYC Transit Department of Subways from Kawasaki Rail Car, Inc.
- 2) approve a multi-agency estimated quantity contract with Plasser American Corporation ("Plasser") for the purchase of replacement parts, repair services, troubleshooting, and training for various Maintenance-of-Way equipment for NYC Transit, Long Island Rail Road, and Metro-North Railroad.
- 3) award consulting services for the R34211 Subway Car Contract, to C2K Partners.
- 4) approve the purchase of 20 Paratransit Ford Cutaway buses manufactured by Coach & Equipment Mfg. Corp. and 20 Paratransit Ford Transit vans from Fenton Mobility Products Inc.

A motion was duly made and seconded to approve the above procurements (Schedules A, H, I and D 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.