

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
November 29, 2022

Meeting Held at:
Metropolitan Transportation Authority
Two Broadway
New York, New York 10004
10:45 AM

The following Board Members attended in person or by videoconference, as indicated:

Hon. Haeda Mihaltses, Committee Chair
Hon. Andrew Albert
Hon. Jamey Barbas
Hon. Randolph Glucksman (by videoconference)
Hon. David Jones
Hon. Robert Mujica
Hon. John Samuelson (by videoconference)
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, Senior Vice President, Buses, NYCT
Patrick Warren, Chief Safety 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
Jesse Seder, Acting Deputy Vice President, Central Maintenance Facilities, NYCT
Robert Diehl, Senior Vice President, Safety and Security, NYCT

Jim Compton, Executive Vice President, Customer Environment & Facilities, NYCT

1. OPENING MEETING

Chair Mihaltses called to order the November 29, 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:

Kara Gurl
Murray Boden
Charlton D'souza
Jason Anthony
Jean Ryan
Christopher Greif
Emily Rose Prats
Andy Pollack
Michael Ring
Betsy Plum
Jackie Spellen
Jackie Feliz
Pedro Valdez Rivera
Estepan Segura
Alicja Rak
Michelangelo Ball Van Zee
Kitt Garrett
Paul Fridman
Alfred Lynch, Jr.
Victor Walker
CN

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

Upon motion duly made and seconded, the Board approved the Committee Minutes of the MTA and MTA Agencies Regular Committee meeting held on October 24, 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 the Fare Evasion Report and Biannual Customer Survey Report were being removed from the Work Plan and put on the MTA website. He stated there were no changes to the Transit Committee Charters this year.

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 that customers have reported varying customer satisfaction opinions with respect to the transit system. He noted that the goal is to increase customer satisfaction by at least 10% by June of 2024. Emphasizing the importance of customer surveys and input, he reported customers stated most improvement is needed with respect to: (1) faster, more frequent service; (2) cleaner stations and vehicles; (3) safer environment; (4) better weekend service; and (5) enhanced communications.

President Davey discussed several strategies underway to improve customer satisfaction including the bus network redesigns, the creation of additional bus lanes, and tracking outcome-based performance metrics.

Frank Annicaro, Senior Vice President, Buses, NYCT, discussed the new Preteckt system, which uses Artificial Intelligence to create maintenance repair plans before failures actually occur. Jesse Seder, Acting Deputy Vice President, Central Maintenance Facilities, delivered a presentation providing further information about Preteckt.

Demetrius Crichlow, Senior Vice President, Subways, NYCT, discussed the re-“NEW”-vation program, which effectuates station and facility improvements during weekend closures. Jim Compton, Executive Vice President, Customer Environment & Facilities, delivered a presentation providing further information about the re-“NEW”-vation program,

President Davey reported an additional 1,200 officers have been deployed to the subway system. He noted homeless outreach continues.

Robert Diehl, Senior Vice President, Safety and Security, reported on the Guards at the Gates pilots, two initiatives to deter fare evasion.

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 discussed efforts being made to communicate with the public about the MTA's latest accessibility initiatives. He noted OMNY, the Open Stroller Pilot Program, and the MTA Capital Plan's historic commitment to station accessibility have been discussed throughout the City at more than thirty events.

He reported the rollout of OMNY continues to go well. He stated the Department of Subways recently installed tactile warning strips on multiple platform edges in several stations.

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 and Security Report.

He stated he looks forward to working with Mr. Diehl to address the fare evasion problem.

He commended two officers who rescued a man who fell onto the tracks on Thanksgiving Day at the 116th Street Station.

He discussed ongoing efforts to increase uniformed officer presence throughout the system, including thousands of station inspections and train patrols. He noted there have been many challenges including increases in felonies and robberies. He noted arrests have substantially increased as well. He added summonses for quality-of-life crimes have also increased.

He noted an increase in grand larcenies, and advised everyone to be vigilant against pick-pocketers during the holiday season. He reported a dedicated anti-pick-pocket team has been created.

He discussed ongoing initiatives to assist the homeless.

He stated he is thankful for the partnership between the NYPD and MTA, and advised they will continue to work hard to keep everyone safe during the holiday season.

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 five actions in the amount of \$304.4M.

He stated the first action was an award of two modifications to exercise options for the purchase of 289 low-floor 40-foot diesel buses for MTA Bus Company in the combined estimated amount of \$230.7M. He stated Nova Bus, Inc. will provide 173 buses in the estimated amount of \$137.35M, and New Flyer of America, Inc. will provide 116 diesel buses in the estimated amount of \$93.35M. (Schedule I in the Agenda).

He stated the next item was an award to JBA Change Management Corporation for consulting services for the Department of Subways, Maintenance of Way Division, that will build on previous work under the Subway Action Plan in the amount of \$31.4M. (Schedule F in the Agenda).

He stated the next item was a modification to the multi-agency contract with Cubic Transportation Systems Inc., for New Fare Pay System-OMNY to implement software and hardware enhancements that will provide operational and public facing improvements to 2,375 Configurable Vending Machines (CVMs) in the amount of \$27.5M. (Schedule I in the Agenda).

Finally, he stated the last item was the ratification of an Immediate Operating Need and approval of the award made to Transit Sourcing Services, Inc., for the purchase of 10,000 subway car wheels in the amount of \$14.8M. (Schedule D in the Agenda)

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