

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
December 13, 2022

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

The following Board Members attended the meeting:

Hon. Haeda Mihaltses, Committee Chair
Hon. Andrew Albert
Hon. Randolph Glucksman
Hon. David Jones
Hon. Jamey Barbas
Hon. Frankie Miranda
Hon. John Samuelson
Hon. Sherif Soliman
Hon. Lisa Sorin

The following Board members appeared by videoconference:

Hon. Robert Mujica
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
Michael Kemper, Acting Chief, Transit, NYPD
William Amarosa, Vice President, Subways, Operations Support
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 December 13, 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:

Canella Gomez
Aaron Morrison
David Kupferberg
Jean Ryan
Jesse Figueroa
Joseph Rappaport
Christopher Grief
Kara Gurl
Murray Bodin
Jason Anthony
Charlton D'Souza
Andy Pollack
Aleta Dupree
Michael Ortiz
Sally Wolf
Ulises Fernandez
Robert Whittaker

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 page 46 of the Committee Book, in the first line of the President's Report, the word "to" must be added after the words "with respect..."

Upon motion duly made and seconded, the Board approved the Committee Minutes of the MTA and MTA Agencies Regular Committee meeting held on November 29, 2022 as amended.

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 there were no changes to the Work Plan this month.

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 reported on positive trends in subway customer experience ratings and customer satisfaction. He also reported that service delivery in November was the highest it had been in 18 months, and he noted improvements in customer journey time performance as well.

President Davey announced a historic agreement with TWU providing that station agents will be coming out of the booths to directly engage with riders throughout the system. He also spoke about the next phase of enhanced customer service through the opening of 15 comprehensive Customer Service Centers in the subway system, designed to provide additional customer support in targeted, high-traffic subway stations. He said the Customer Service Centers will serve as a resource for customers and assist with OMNY use and Reduced-Fare support, among other customer needs.

Demetrius Crichlow, Senior Vice President, Subways, NYCT, discussed in detail three elements of President Davey's vision for implementing the Faster, Cleaner and Safer Strategic Action Plan:

1) speeding up the system safely, with an update on the work done to date; 2) the cleaning transformation plan, including how NYCT will transition from COVID cleaning to in-house and terminal station cleaning; and 3) how NYCT will be prioritizing customer service in the future, including effectuating the new role of the station agents. As part of his presentation, Crichlow introduced Bill Amarosa, the new Vice President of Subways, Operations Support. Amarosa spoke about the Speed Unit, a group established to increase train speeds, reduce delays, and improve operating efficiency.

Following Crichlow's presentation, President Davey requested that the Committee authorize a public hearing relating to station agents coming out of the booths. Upon motion duly made and seconded, the Committee authorized a public hearing as described in the staff summary included in the Committee Book.

President Davey reported on increases in bus customer satisfaction from October, which he said were driven in part by an improvement in satisfaction with bus announcements. He noted an increase in service reliability as well, and commended the expertise of dispatchers and field management, who he said keep service moving during adverse conditions. President Davey

discussed the draft proposal for the Brooklyn bus network re-design, which he said aims to create a simpler bus network to encourage bus ridership, reduce travel time and strengthen interborough bus travel. He noted there will be customer workshops starting in January to obtain feedback from customers on the proposal.

Frank Annicaro, Senior Vice President, Buses, NYCT, discussed NYCT's commitment to transition to a fully all-electric fleet by 2040. He noted that the 2020-2024 Capital Program includes funding for the purchase of up to 500 electric buses and associated charging infrastructure equipment installation. Annicaro also announced that NYCT would be requesting Board approval to award a contract to Fleet Watch in the amount of \$6.35M to upgrade the fuel management systems at all bus depots over two years. He emphasized the importance of a reliable fuel management system for the Department of Buses to be able to reconcile the amounts of fuel received to fuel dispensed for NYS Department of Environmental Conservation mandated reconciliation purposes.

President Davey provided an update on Access-A-Ride. He reported a dip in customer satisfaction in November but noted improvements in primary and broker service from October, with significant improvements in overall no-show performance.

President Davey gave a presentation on ridership trends and shifting patterns and discussed in detail proposed adjustments to service to adapt to these changes to better serve riders. He reiterated NYCT's commitment to provide faster, cleaner and safer rides.

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 the MTA's accomplishments in accessibility in 2022 and MTA's future plans for accessibility. He welcomed Paratransit Vice President Chris Pangilinan and discussed several programs and projects over the past year that helped support accessibility, including the open stroller pilot on buses and the OMNY Reduced-Fare program. He spoke about the accelerated work that took place to install tactile warning strips on platform edges on more than 25 platforms across more than a dozen subway stations.

Mr. Arroyo also spoke about the changing role of the subway station agent, with their time to be spent mostly outside of the booths, making them available and visible throughout the stations. He said this means better support for customers with accessibility issues. Mr. Arroyo said he was particularly proud that as part of the transition to this new role, all station agents will be going through a multi-day training with a major focus on accessibility and how to assist customers with using all the existing and new accessibility features in our system. He noted that this training is in addition to the new accessibility training for all MTA employees that was launched this year in order to ensure that all employees, whether front-line or office-based, are ready to help make our system and work environment feel safe and welcoming for everyone.

Lastly, Mr. Arroyo discussed the agreement with accessibility advocates to bring the subway system to 95% accessibility over the course of the next 3 decades. He emphasized that the MTA would be meeting with these advocates regularly, reporting on progress toward our accessibility goals and taking input on future plans. He noted that the MTA continues to award ADA projects at a record pace despite on-going fiscal challenges, and that he looks forward to working with colleagues across the agency as well as riders and advocates, to see all upcoming projects come to fruition in the years to come.

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

7. SAFETY & SECURITY REPORT

Michael Kemper, Acting Chief of Transit, NYPD, delivered the Safety and Security Report.

Acting Chief Kemper introduced himself and thanked Police Commissioner Sewell for giving him this opportunity. He spoke about his career as a police officer, beginning in April 1991, and his various roles throughout the years. He discussed meeting with the MTA leadership team and the Transit Bureau team and expressed his excitement to work with them and continue the hard work to keep the system safe.

Acting Chief Kemper spoke about the unprecedented investment in the safety of the system, including the recent increase in uniformed personnel in the system. He reported that crime is down for the sixth consecutive week in the system, and in November, there was a decrease of 12.8% in overall major crimes compared to last year. He noted that the largest reduction was in robbery, followed by rape and grand larceny. He also noted that in comparison to the relevant pre-COVID 2019 four week period, major crime was down 27% overall.

Acting Chief Kemper reported crime reductions in the subway system in each borough during the most recent four-week period. He noted that grand larceny continues to be the highest reported crime in this four week period and the year to date. Acting Chief Kemper reported that overall arrests, as well as TAB summonses for fare evasion and criminal court summonses, are up in this four-week period and the year to date.

He commended the investment in increased police presence and the hard work of the NYPD, and emphasized his strong commitment to work with the MTA and other partners to reduce crime further and keep people safe.

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 three actions in the estimated amount of \$27.1 million.

Mr. Montanti presented the proposed award of a competitively solicited five-year miscellaneous service contract, with a five-year option, for the removal and disposal of obsolete subway and rail cars. He stated that this is a multi-agency contract addressing the combined needs of NYC Transit, Long Island Rail Road, and Metro-North Railroad.

Mr. Montanti presented a proposed modification of a contract with Theradynamics Rehab Management, LLC which provides Eligibility Assessment Services for both Paratransit and the Reduced-Fare Unit. He said this modification is for a second Assessment Center in Brooklyn and is in the total estimated amount of \$4,129,984, with a base term of 4 years and a 2 year option.

Mr. Montanti presented a proposed ratification of an Immediate Operating Need contract award to S&A Systems, Inc. in the estimated amount of \$6,348,296 for the purchase and installation of an automated fuel management system consisting of 78 terminals and operating software and hardware, with a five year system warranty.

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