

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
March 27, 2023

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

The following Committee Members attended the meeting:

Hon. Haeda Mihaltses, Committee Chair
Hon. Andrew Albert
Hon. Randolph Glucksman
Hon. David Jones
Hon. Sherif Soliman
Hon. Lisa Sorin
Hon. Midori Valdivia

The following Staff Members attended in person or by videoconference:

Richard Davey, President, 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
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
Shanifah Rieara, Acting Chief Customer Officer
Paige Graves, General Counsel, MTA
Norman Grandstaff, Deputy Chief, NYPD Transit Bureau
Raymond Porteus, Inspector, NYPD Transit Bureau
Jaibala Patel, Deputy Chief Financial Officer, MTA
Jesse Seder, Acting Deputy Vice President, Central Maintenance Facilities, NYCT
Louis Montanti, Deputy Chief Procurement Officer, Operations, MTA
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 March 27, 2023 Committee meeting.

2. PUBLIC SPEAKERS

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:

Murray Bodin
Michael Ring
Charlton D'souza
Jose Negron
Yuki Endo
Jesse Figueroa
Aleta Dupree
Jean Ryan
David Kupferberg
Yolanda Alleyne
Jason Anthony
Lisa Daglian

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 Minutes of the Committee meeting held on February 21, 2023.

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 the 2022 Year-End EEO & Diversity Report will be presented in April instead of this month. With the noted changes, the Committee approved the 2023 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 Davey delivered the President's Report.

He stated that customer satisfaction continues to be extremely important. He stated that the "Faster, Cleaner, Safer" plan has helped. He noted improvements in customer satisfaction statistics. He also noted improvements in other metrics including Subways on-time performance and Weekend Service.

President Davey discussed the rollout of the R211 into service on the A line and highlighted many of the new features of this model.

He noted partnership with the NYPD Transit Bureau is showing measurable results in helping to combat crime and quality-of-life issues. He noted statistics demonstrating customers are satisfied with subway safety.

With respect to renovations, President Davey stated NYC Transit is on track to complete fifty stations in 2023. He noted the successful ReNEWvation program is helping to increase customer satisfaction.

Demetrius Crichlow, Senior Vice President, Subways, provided an update on the Station Agent training program.

President Davey noted Buses also showed improvements in customer satisfaction. He attributed this to improvements in four areas: bus cleanliness, travel times, driver helpfulness and overall routes.

Frank Annicaro, Senior Vice President, Buses, provided an update on ABLE cameras.

President Davey noted many improvements in Paratransit, including high on-time performance, high ridership, low no-shows, and an increase in overall satisfaction.

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

6. ACCESSIBILITY

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

Mr. Arroyo announced the expansion of the open stroller pilot program to an additional fifty routes by the end of the year and discussed the details of that program.

Mr. Annicaro provided additional information about the stroller pilot program.

Mr. Arroyo reminded everyone that the MTA and NYCT recently entered into a proposed settlement agreement stemming from two class action lawsuits. He stated the settlement would add elevators or ramps to stations, so that by 2025, at least 95% of the inaccessible stations would become accessible. He stated the full notice of the proposed settlement can be found on the MTA's website.

7. SAFETY & SECURITY REPORT

Norman Grandstaff, Deputy Chief of the NYPD Transit Bureau, delivered the safety and security report.

He provided the latest crime statistics and noted we have had a very safe start for the year.

He discussed the dangers of subway surfing.

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 one action.

Mr. Montanti stated that the item is an Authorizing Resolution for the approval to use a Request for Proposal (“RFP”) process for the procurement of four bus operator simulators. The simulators are computer-based interactive training devices that are used to supplement on-road and on-vehicle training for bus operators.

He stated upon completion of the RFP process, NYCT will obtain Board approval for the actual contract award.

A motion was duly made and seconded to approve the above procurement (Schedule B 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.