

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
June 26, 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. Jamey Barbas
Hon. Randolph Glucksman
Hon. David Jones
Hon. Sherif Soliman
Hon. Lisa Sorin
Hon. Midori Valdivia

The following Staff Members attended the meeting:

Richard Davey, President, NYCT
Quemuel Arroyo, Chief Accessibility Officer, MTA
Demetrius Crichlow, Senior Vice President, Subways, NYCT
Chris Pangilinan, Vice President, Paratransit, NYCT
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
Eamonn Foley, Special Counsel, MTA
Shanifah Rieara, Acting Chief Customer Officer
Michael Kemper, Chief, NYPD Transit Bureau
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

1. OPENING MEETING

Chair Mihaltses called to order the June 26, 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
Diane Lattner
William Samuels
Lisa Daglian
Dustin Jones
Tasha Lerebours
Valerie Williams
Cara Liebowitz
Xian Horn
Jessica Tambor
Manyon Lyons
Jean Ryan
Ruth Lowenkron
Christopher Greift
Joe Rappaport
Yolanda Alleyne

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 May 22, 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 there were no changes to the 2023 Work Plan. 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.

President Davey spoke about the beginning of summer and the celebration of freedoms such as LGBTQIA+ Pride and Juneteenth. He said that as the co-Executive Sponsor of the Pride Express Employee Resource Group, he was proud to be part of an organization that celebrates LGBTQIA+ customers and employees not just during pride month, but every day of the year. He noted the many efforts undertaken by the MTA to support Pride month such as Pride posters and digital displays and thanked the TWU Local 100 for their support.

President Davey spoke about 67 transit employees who were recognized for their achievements in areas such as safety, leadership and diversity at the NYCT President's Biannual Awards Ceremony. He also acknowledged 10 NYCT Bus Operators highlighted on the TODAY show who joined Al Roker for a ride on one of the newest electric buses, including 42-year veteran Bus Operator Tony DeLuca.

President Davey noted a slight dip in overall subway customer satisfaction, but reported on improvements in customer journey time performance, and an improvement in satisfaction with on-board cleanliness and staff helpfulness. He also spoke about the Station Re-NEW-ation Program and the goal to integrate renovations in a total of 50 stations by the end of 2023. He noted the addition of 36 bathrooms at 18 additional subway stations that will be reopening on a rolling basis beginning in July.

President Davey reported a dip in overall satisfaction with safety and security on trains and stations due to several incidents, but noted an improvement in overall subway safety satisfaction as a result of initiatives such as Station ReNew-ations and partnerships with "Cops, Cameras, Care".

President Davey reported that crime in the transit system is on the decline and acknowledged MTA's partnership with Chief Kemper and the addition of 1,000 uniform officers in the system.

President Davey announced that June 15th marked 100 years since the founding of the Brooklyn-Manhattan Transit Corporation (BMT) and he thanked those who made the celebration of that anniversary possible, which involved rolling out vintage BMT Standards on the F line.

President Davey reported on bus customer satisfaction, which he said has remained stable, and noted the first anniversary of the Bronx Local Bus Network Redesign - a key component of the "Faster, Cleaner, Safer" Plan to improve service delivery and increase customer satisfaction. He stated that the Department of Buses will continue to work closely with all stakeholders, including agencies like the New York City DOT and NYPD, to make service better.

President Davey spoke about overall customer satisfaction in Paratransit (AAR) and the continually increasing demand for AAR. He noted a 98% success rate for ride-time

performance. He spoke about AAR's commitment to improve service by adding an incentive payment for completed trips for drivers and expanding E-hail service. He also spoke about the launch of the MYmta App for Paratransit which saw an increase in usage in April and May 2023.

President Davey introduced Demetrius Crichlow, Senior Vice President, Subways, who made a special presentation on Subway's continued focus on the weekend experience for customers and commitment to balance service delivery with the execution of critical capital work.

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.

Arroyo stated that the Accessibility Group is partnering with the Customer Experience team to offer employee training on how to make digital content fully accessible using all the latest available tools and standards. He reported that to date, employees have been trained across three departments and he looks forward to building on their positive feedback as they reach thousands of MTA employees in the months to come.

Arroyo spoke about the continuation of retrofitting along 57 routes as part of the MTA Bus Open Stroller Pilot Program, and spoke about the success of the recent Bus Festival event where NYCT showed off the newest bus model with a stroller space. He also discussed the continued work to install Detectable Warning Surfaces (DWS) at remaining stations.

Lastly, Arroyo expressed MTA Accessibility's excitement to celebrate Disability Pride Month in July.

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

He provided the latest crime statistics and noted a reduction in subway crime. He also emphasized 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. ADJOURNMENT

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