

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
July 17, 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. David Jones
Hon. Lisa Sorin
Hon. Sherif Soliman
Hon. Midori Valdivia
Hon. Randolph Glucksman

The following Committee members appeared by videoconference:

Hon. Jamey Barbas
Hon. Frankie Miranda

The following Staff Members attended in person or by videoconference:

Richard Davey, President, NYCT
Demetrius Crichlow, Senior Vice President, Subways, NYCT
Frank Annicaro, Senior Vice President, Buses
Michael Kemper, Chief of Transit, NYPD
Paige Graves, General Counsel, MTA
Jaibala Patel, Deputy Chief Financial Officer, MTA
David Farber, General Counsel, NYCT and MTA Bus
Judith McClain, Chief, Operations Planning, NYCT
Monica Murray, Chief Administrative Officer, NYCT
Quemuel Arroyo, Chief Accessibility Officer, MTA
Chris Pangilinan, Vice President, Paratransit, NYCT
Patrick Warren, Chief Safety Officer, MTA
Norman Grandstaff, Deputy Chief, Transit, NYPD
Brian McGuinn, Deputy Chief, Transit, NYPD
William Amarosa, Vice President, Subways, Operations Support
Kenneth Corey, Chief of Department, NYPD

Dana Hecht, Senior Vice President, Infrastructure, MTA C&D
Timothy Doddo, Vice President, Office of System Safety, MTA
Shanifah Rieara, Acting Chief Customer Officer
Raymond Porteus, Inspector, NYPD Transit Bureau
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 the July 17, 2023 Committee meeting to order.

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:

Michael Ring
Jack Nierbenberg
Gian Pedulla
Jocelyn Smith
Christopher Greif
Murray Bodin
Tashia Lierebours
Jason Anthony
Yolanda Alleyne
Cara Liebowitz
Jessica Hsich
Robert Weeks
Jean Ryan
Dustin Jones
Sean Connolly
Iris Kelly
Kara Gurl
Jessica Tambor
Joseph Morales
Elizabeth Valdez
David Kupferberg
Christine Bruno

Charlton Dsouza
Andy Pollack
Aleta Dupree
Michael Ortiz

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 June 26, 2023.

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

4. APPROVAL OF WORK PLAN REPORT

President Davey stated that there were no changes to the 2023 Work Plan. He indicated the financial reports due this month will be distributed through Directors Desk and posted on the MTA Website prior to the end of the month.

5. SAFETY & SECURITY REPORT

Chief of Transit Michael Kemper delivered the crime report. He reported that major crimes are down 5% in the subway system as compared with last year and down over 6.5% compared to pre-pandemic numbers.

Chief Kemper reported that arrests in the subway system are up by more than 50%. Summonses and criminal court summonses are also up. Chief Kemper noted that the increased enforcement of fare evasion has also led to recovery of illegal weapons and the arrest of individuals with active warrants. Chief Kemper also reported on the NYPD's efforts to deter subway surfing.

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

6. PRESIDENT'S REPORT

President Davey delivered the President's Report.

President Davey reported on the Faster, Cleaner Safer initiative. He stated that the MTA is moving in the right direction towards achieving a customer satisfaction rate of 70%, which is the goal for June 2024. He indicated that a recent survey showed customer satisfaction at about 60% for subways, mid to high 60% for buses, and about 70% for paratransit. He noted that NYCT is renovating stations and customers are noticing.

President Davey indicated that Automated Bus Lane Enforcement (ABLE) had been activated on an additional twelve routes had been established, to a total of nineteen routes. He stated that there is faster service, fewer collisions, and increased customer satisfaction along these routes. He also reported that MTA is working with NYPD on traffic enforcement initiatives to increase bus speeds.

Frank Annicaro, Senior Vice President, Buses reported on an initiative to increase the speed of bus service in areas where ABLE has not yet been activated. He explained an NYPD enforcement initiative that targets cars parked illegally in right of way lanes and cars in the bus lanes. He indicated that this initiative began in Queens, has expanded to the Bronx, and will expand to Brooklyn in August.

President Davey reported on the initiative for subway service increases beginning in August.

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

7. ACCESSIBILITY

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

Arroyo noted that July is Disability Pride Month. Arroyo reported that OMNY has been successfully launched for Reduced Fare customers and customers with disabilities, who number 1.5 million in New York City. He reported that elevator performance, which was already very high, has increased.

Arroyo reported that there are now 800 buses with additional flexible seating and 1000 buses with dedicated stroller space that is separate from priority seating.

Arroyo noted that leveraging technology is helping to enhance accessibility.

8. FARE COMPLIANCE

President Davey stated that fare evasion is still an issue. He noted that between buses and subways, \$600 million has been lost due to fare evasion. He reported that the City has expanded Fair Fares eligibility from 100% to 120% of the federal poverty income level. He also indicated that IDNYC is now an accepted form of identification for the MTA Reduced Fare program.

Frank Annicaro reported on an initiative to address bus fare evasion through education, equity, and effective enforcement. The goals of the initiative are to improve customer awareness of opportunities to pay reduced fares, to raise visibility and enhance equity of fare evasion enforcement on buses in all boroughs, and increase the effectiveness of the Eagle Team. He reported that these initiatives are initially being targeted for several bus stop hubs.

Demetrius Crichlow, Senior Vice President, Subways, discussed plans to address fare evasion at subway turnstiles, including eliminating the possibility of “back-cocking”. He also discussed the design changes that are being explored to deter individuals from jumping over the turnstile to evade paying the fare. Crichlow discussed plans to deter fare evasion by unauthorized use of the emergency gates.

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

9. FARE FREE BUS PILOT

Judith McClain, Chief, Operations Planning, NYCT provided an update on the Fare Free Bus Pilot. She identified the routes that were selected for the Pilot and the criteria used to do so. She indicated that the Pilot will begin on September 24, 2023.

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

10. CUSTOMER COUNT RESULTS

John Kaufman, Chief, Strategic Initiatives, reported on the biannual customer satisfaction survey that was conducted in May. He indicated that nearly 80,000 NYCT had responded to the survey. customers. He gave a detailed report on a variety of data from the survey.

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

11. Procurements

Louis Montanti, Deputy Chief Procurement Officer, Operations, presented the procurement package, which included one action in the estimated amount of \$4.8 million.

Montanti stated that this modification relates to the contract with New Flyer for the purchase of forty all electric buses. The modification extends the delivery schedule to allow New Flyer time to develop, test and install an early-warning detection system for thermal events on each bus prior to delivery. The increased amount of the contract is to compensate New Flyer for the cost impact of the schedule adjustment in connection with that work, which NYCT first requested after the award of the contract. Montanti indicated that New Flyer developed and is installing the early-warning detection system at no cost to NYCT.

A motion was duly made and seconded to approve the procurement.

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

12. ADJOURNMENT

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