

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
September 18, 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. Midori Valdivia
Hon. Randolph Glucksman

The following Committee members appeared by videoconference:

Hon. Jamey Barbas
Hon. Lisa Sorin

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, NYCT and MTA Bus
Michael Kemper, Chief of Transit, NYPD
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
Sean Fitzpatrick, Deputy Vice President, Paratransit, NYCT
Jessica Lazarus, Senior Director, MTA
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 September 18, 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:

Marcus Johnson
Iris Kelly
Matthew Buchys-Hyland
Jessica Tambor
Jesse Figureroa
David Kupferberg
Ian Matthews
David Paul Gerber
Jean Ryan
Aleta Dupree
Christopher Greif
Charlton D'souza
Lisa Daglian
Yolanda Alleyne
Andy Pollack
Tashia Lerebours
Jason Anthony

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 WORK PLAN REPORT

President Richard Davey stated that there were no changes to the Work Plan.

4. PRESIDENT'S REPORT

President Davey delivered the President's Report. He noted 59% customer satisfaction with subway service in August and 64% with bus service. He reported improvements on the 29 worst performing bus routes and thanked the Bus Road Operations and Operations Planning teams as well as NYPD and NYCDOT for their work on that initiative. President Davey indicated that 76% of Paratransit customers were satisfied with service in July.

President Davey discussed the results of the Employee Engagement Survey. He highlighted that most employees indicated that they felt proud to work for the agency. He also reported that the survey showed room for improvement. He noted that more than half of the agency's employees don't feel valued for their work they do and don't feel positive about their career prospects. He said that to address those results, the agency will be undertaking to develop more paths to advancement, make improvements to employee facilities, and expand employee recognition.

Demetrius Crichlow, Senior Vice President, Subways, delivered a subway service report, including a discussion of increases in service. He also gave an outline of an employee engagement plan.

Frank Annicaro, Senior Vice President, Buses, presented an employee engagement plan for bus employees and Sean Fitzpatrick, Deputy Vice President, Paratransit, did the same for paratransit employees.

President Davey as well as Crichlow, Annicaro, and Fitzpatrick then recognized and thanked a number of employees present at the meeting for their particular contributions and notable actions.

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

5. ACCESSIBILITY

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

Mr. Arroyo discussed the agency's success in training the agency's workforce on delivering customer service with accessibility awareness, as well as efforts to expand the agency's hiring of people with disabilities. He noted thirty-five employees were honored with Accessibility Employee Awards.

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

6. SAFETY & SECURITY REPORT

Michael Kemper, Chief of Transit, NYPD delivered the Safety & Security Report. He noted an overall reduction in crime from the previous summer. He reported robberies and shootings were down. He stated that he was encouraged by the improving statistics though a lot of work remains to be done.

He reported an increase in police engagement. He thanked a group of students he referred to as the subway squad for their contributions to the efforts of the NYPD and the agency in communicating the dangers of subway surfing to the public.

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

7. OMNY UPDATE

Jessica Lazarus, Senior Director, delivered an update about OMNY. She reported on upward trends in OMNY usage, and particular challenges in increasing usage by particular segments of customers.

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

8. PROCUREMENT

Louis Montanti, Deputy Chief Procurement Officer, Operations, stated the procurement package included one action this month.

He indicated the item was a modification to a sole-source miscellaneous service contract with Preteckt, Inc. in the amount of \$3.3 million.

Chair Mihaltses stated that the Board would be advised that the Committee members present recommended the item for Board approval.

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.