

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
November 29, 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. David Jones
Hon. Lisa Sorin
Hon. Midori Valdivia
Hon. Randolph Glucksman

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
Monica Murray, Chief Administrative Officer, NYCT
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
Rachel Cohen, Chief Accessibility Officer, delivered the Accessibility Report
Sarah Wyss, Acting Chief Operations Planning, NYCT
Sunil Nair, Chief Officer of Bus Technology, NYCT

1. OPENING MEETING

Chair Mihaltses called the November 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:

Gian Pedulla
Michael Ring
Yolanda Alleyne
Bruce Hain
Monique Johnson
Lisa Daglian
Jean Ryan
Jason Anthony
Christopher Grief
Vincent Pedulla
Murray Bodin
Michael Cohen
David Feliciano
Any Pollack

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 Committee approved the Minutes of the Committee meeting held on October 23, 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 work plan this month.

5. SAFETY & SECURITY REPORT

Chief Michael Kemper delivered the safety and security report.

Chief Kemper discussed an incident on a Manhattan Bound C train, which is still an active case. He discussed the crime figures for October 2023, which reflect a 5.7% increase in crime in the subways as compared to the previous year. Chief Kemper explained that there is still an overall year to date reduction in crime rates in the subways. He stated that officer engagement in the subways remains robust and noted that theft of service enforcement remains a benchmark of NYPD's strategy, with an increase of the issuance of summonses and, when necessary, arrests. Chief Kemper also discussed the efforts to curb subway surfing. He reported that there have been no surfing related injuries and/or deaths since the start of the school year. He then discussed technological efforts used to address 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 Richard Davey delivered the President's Report.

President Davey reported on the efforts to improve customer service by delivering Faster, Cleaner, and Safer service. He then focused on efforts to deliver faster service.

President Davey reported that for subways, the On-Time Performance for 2023 thus far is above 83%, the best annual performance since electronic record keeping began over a decade ago. He noted Customer Journey Time Performance is at 84.9%, also a historic high.

President Davey then stated that subway service has improved on eight lines on nights, weekends, and mid-days so far this year, reducing headways by two minutes in each instance. He stated that Phase III of enhanced service will go live in December on the C, N, R, and G lines, bringing faster, more frequent subway service to even more customers.

President Davey reported that the Maintenance of Way team has installed 730 track panels which reduce defects in some of our most problematic areas to maintain. He noted that the SPEED Unit continues to identify sections of track where the speed can be safely raised to shorten journey times. He then noted that the SPEED unit has been providing 1:1 coaching with Train Operators to improve performance by safely reducing run times.

President Davey stated that the most important tool to speed up bus trips, reduce wait times, and deliver faster services is bus priority lanes and busways on the city streets. He stated that the Gun Hill Road bus lane was completed, which will speed up trips crosstown, benefitting nearly 40,000 customers. President Davey thanked Jaime Cho from Operations Planning, who was the project manager for the Gun Hill Road project. President Davey noted that the eastbound busway on Livingston Street opened in downtown Brooklyn, which will benefit over 50,000 bus customers daily.

President Davey discussed the progress of the Department of Buses on twenty-nine priority routes. President Davey noted that year to date, 52% of the routes showed improvements in three or more metrics.

President Davey stated that there will be additional collaboration with NYPD's Transportation Bureau on road enforcement, which is currently taking place in Queens and Brooklyn. President Davey noted that thousands of tickets have been issued to offenders in bus lanes, bus stops, and to double parked cars.

President Davey reported that there has been time savings for Paratransit customers booking through myAAR app and on the web. He stated that beginning next month Paratransit is seeking to improve on-time performance by decreasing on-time windows to twenty minutes. President Davey noted that this fall, Paratransit had its highest ridership week ever. He thanked the Paratransit team and recognized General Superintendent Cathy Vitale, Associate Staff Analyst Flor Barrientos, and Associate Staff Analyst Soutana Tomopoulos.

President Davey stated that NYCT is committed to improving customer experience on weekends and announced that there were post-pandemic records for Saturday ridership on October 29th and Sunday November 5th.

President Davey discussed two milestones, the first ten OMNY Card Vending Machines going into service and the billionth subway customer on November 14th, which was forty-four days earlier than in 2022.

President Davey acknowledged SVP of Safety & Security Bobby Diehl, who is retiring.

7. AUTOMATIC BUS LANE ENFORCEMENT AND AUTOMATED CAMERA ENFORCEMENT

Frank Annicaro, Senior Vice President, Buses delivered a report on Automatic Bus Lane Enforcement (ABLE) and Automated Camera Enforcement (ACE).

Annicaro discussed efforts to make buses faster and cleaner. Annicaro also explained that buses are critical to equity and accessibility, disproportionately serving low-income, minority, and disabled New Yorkers. Annicaro then discussed strategies implemented to increase the speed of buses in the short term.

Annicaro noted that well enforced bus lanes are the most effective way to increase bus speeds. Annicaro discussed the initiative to improve service on the twenty-nine worst performing high ridership bus routes. Annicaro discussed the progress made with ABLE.

Sunil Nair, Chief Officer of Bus Technology, discussed plans to expand ABLE to ACE, which will be implemented in May 2024 and have a wider impact on city streets. Nair explained that this will increase enforcement not only on bus lanes, but along the entire bus routes. He indicated that the program will be a demonstration over four years. ACE will be activated on fourteen

routes in May 2024 and then expand to another 400 buses as well fourteen additional routes. Nair explained that over the course of 2025 through 2027, ACE will expand to add an additional ten routes each year.

Annicaro acknowledged several members of the NYPD for their efforts in traffic enforcement in support of buses.

Chief Rivera announced that the NYPD is creating a Bus Lane Enforcement Task Force to deter parking violations in bus lanes, busways, bus stops, expedite bus routes and improve traffic safety.

The Commanding Officer of Traffic in Queens South, Traffic Manager Ramen, discussed the mission of the Citywide Bus Lane Enforcement Task Force, which will begin on December 4, 2023.

Annicaro then recognized several employees of the Department of Buses for their effort.

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

8. RIDERSHIP CAPACITY

Sarah Wyss, Acting Chief Operations Planning, delivered a report on Capacity.

Wyss first discussed capacity on the subways. She explained that there is capacity for additional ridership on most lines. Wyss discussed the potential impact of congestion pricing on subway capacity. She then discussed bus capacity. Wyss explained that there are some routes which are reaching capacity, which will be addressed by adding additional buses.

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

9. ACCESSIBILITY

Rachel Cohen, Deputy Chief Accessibility Officer, delivered the Accessibility Report.

Cohen stated that the theme of the month is the “faster” part of faster, cleaner, safer, and stated that this is a perfect example of where the Agency’s accessibility and customer satisfaction priorities and goals are in sync.

Cohen spoke about the importance of keeping bus lanes and bus stops clear and accessible. Cohen stated that DOT and the Department of Sanitation are helping to ensure that bus stops are kept clear of garbage, debris, snow, and ice.

Cohen stated that through the bus open stroller program, parents and caregivers who use fifty-seven bus routes no longer need to take time to close and handle a child to board a bus.

Cohen discussed the expansion of the 2019 Accessible Station Lab, which received funding from Senator Hoylman-Sigal.

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

10. ADJOURNMENT

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