

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
December 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. Jamey Barbas
Hon. David Jones
Hon. Randolph Glucksman

The following Staff Members attended in person or by videoconference:

Richard Davey, President, NYCT
Quemuel Arroyo, Chief Accessibility Officer, MTA
Demetrius Crichlow, Senior Vice President, Subways, NYCT
Frank Annicaro, Senior Vice President, Buses
Michael Kemper, Chief of Transit, NYPD
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, Vice President, Safety and Security, NYCT
Jim Compton, Executive Vice President, Customer Environment & Facilities, NYCT

1. OPENING MEETING

Chair Mihaltses called the December 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:

Murray Bodin
Michael Ring
Jack Conners
Jean Ryan
David Kupferberg
Cameron Best
Jason Anthony
Christopher Greif
David Feliciano
Ian Matthews
Charlton D'souza
Cassie Raffucci
Aleta Dupree
Monique Johnson

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

There was no vote regarding last month's minutes.

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. He stated that a 2024 Work Plan was included in December's materials for Board approval in January.

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 Richard Davey delivered the President's Report.

President Davey stated that he challenged the team to push forward with faster, cleaner, and safer service in 2023, and discussed numerous achievements the past year. He discussed improvements in operating efficiency, routes, and bus lane enforcement. He also discussed improvements in cleaning services and facilities.

Emphasizing the importance of customer safety, he noted that crime is down and ridership is up. He discussed successes with subway car cameras, expanded security, tactile warning edges, protecting frontline employees, and quality of life issues.

President Davey also discussed weekend service enhancements. He noted progress with customer communication, including expansion of wifi in the tunnels and better accessibility signage on subways and buses.

He thanked the employees at New York City Transit and emphasized that they are highly valued. He also discussed successes in securing financial stability. He stated in conclusion that the 2024 North Star will be 70% customer satisfaction and \$300 million in operating savings at New York City Transit.

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

6. ACCESSIBILITY REPORT

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

Mr. Arroyo discussed recent accessibility enhancements including eight newly accessible stations, improved technology with Navilens wayfinding, language translation, and service information, and the improved Access-A-Ride app. He noted the addition of audio/visual Digital Information System (DIS) on buses. He also noted expansion of the Open Stroller Program, and the implementation of more high contrast floor decals. He thanked Senator Hoylman-Sigal for help with the decals, and he thanked the Infrastructure Capital Construction Team (ICC) for their work with tactile warning strips.

With respect to fare control, Mr. Arroyo highlighted eight new fare gates that have improved accessibility for customers with mobility devices and those traveling with strollers, bikes and luggage. He stated that the wide aisle gates will be expanded in 2024.

He thanked the Capital Construction Team for improving elevator service, and he thanked the Board members for approving congestion pricing.

Demetrius Crichlow, Senior Vice President, Subways, NYCT, discussed successful measures that were taken in response to the recent storm, and delivered a presentation outlining improvements to elevators and escalators.

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

7. TRANSIT ALL-STAR SEGMENT

President Davey recognized several employees for their outstanding contributions and thanked them for their service.

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

8. SAFETY & SECURITY REPORT

Michael Kemper, Chief of Transit, NYPD, delivered the Safety and Security Report.

Chief Kemper stated that subway crime was on the rise in November. He noted that this was driven mainly by an increase in grand larcenies. He noted, however, that overall crime for the year was down.

He reported a large increase in summonses for quality-of-life infractions. He reported there was also a large increase in arrests this year. He assured that the NYPD was committed to a safe end of the year and wished everyone a happy holiday.

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

9. PROCUREMENT

Louis Montanti, Deputy Chief Procurement Officer, Operations, MTA, presented the procurement package.

Mr. Montanti stated the procurement package included one action this month. The item was an award of a purchase contract (B40715) to New Flyer America, Inc. for the procurement of 224 low-floor 60-foot diesel buses with an option for 21 buses, as well as related items such as spare parts, special tools and equipment, diagnostic testing, technical documentation, and training, in a total amount of \$291.7 Million.

There was no vote regarding the procurement.

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

10. ADJOURNMENT

The meeting was adjourned.