

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
January 29, 2024

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
Hon. Frankie Miranda
Hon. John Ross Rizzo
Hon. Lisa Sorin
Hon. Midori Valdivia

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
Tatyana Levina, Senior Director, Customer Market Research, NYCT
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
Shanifah Rieara, Acting Chief Customer Officer
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
Raymond Porteus, Inspector, NYPD Transit Bureau

1. OPENING MEETING

Chair Mihaltses called the January 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
David Kupferberg
Lisa Daglioni
Tashia Lerebours
Michael Ring
Joseph Morales
Stephen Bauman
Jean Ryan
Jason Anthony
David Feliciano
Ian Mathews
Charlton D'Souza
Andy Pollack
Aleta Dupree
Miriam Fisher

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 December 18, 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 made a motion to approve the proposed 2024 Work Plan, which was included in the materials presented to the Board. Upon motion duly made and seconded, the 2024 Work Plan was approved.

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 commended the entire transit team for its swift response to the snow and winter weather this month. He noted the remarkable efforts of Maintenance of Way and Subways during the three days of extreme cold weather and said that the team kept nearly all of the 2,600 subway switches working, switches which are essential to subway operations.

President Davey spoke about two incidents that occurred in the system, including a slow-speed collision induced derailment involving an in-service 1 train and out-of-service 1 train. He reported that NYCT is actively working with the National Transportation Safety Board (NTSB) as the NTSB continues its investigation.

President Davey discussed another incident involving a slow-speed derailment on the F line in Coney Island on January 10th. He reported that no customers or employees were injured and that the team was able to restore full service by that same evening. President Davey emphasized that safety for customers and employees is paramount at NYCT and that these types of derailments occur once in roughly every ten million subway trips. He further noted that NYCT has the most robust regime of Enterprise Asset Management in North America for maintaining track, infrastructure and subway cars. He assured that NYCT is diligently investigating the incident in order to prevent such an incident from occurring again.

President Davey, along with Jim Compton, Executive Vice President, Customer Environment & Facilities, Subways, Frank Annicaro, Senior Vice President, Buses, and Chris Pangilinan, Vice President, Paratransit, spoke about NYCT's 2024 priorities, including its North Star goal of 70% customer satisfaction on all modes. President Davey also discussed NYCT's goals of \$300M in operating savings delivered, decreased revenue loss from fare evasion, 10% improvement in employee satisfaction and achieving 201 available days per employee.

President Davey introduced Jon Kaufman, Chief of Strategic Initiatives, MTA, who presented NYCT's Fall 2023's Bi-Annual Customer Survey results.

6. TRANSIT ALL-STAR SEGMENT

Following Jon Kaufman's presentation, President Davey recognized several employees for their hard work and success:

Jasmine Catlyn, Group Station Superintendent, Subways;
Teniqua-Kornagay Cameron, Group Station Superintendent, Subways;
Samuel Wong, Operations Manager, Division of Station Environment and Operations;
Victor Rodriguez, Group Stations Superintendent;
Steve Mescall, Lead Manager for Hastus and GEO Mapping, NYCT's Operations Planning;
Karlene Daniels, General Superintendent, Department of Buses;
John Breeden, Bus Operator (College Point Depot);
Rich Cerezo, Director of Buses' Oversight & Development Unit;
Daniel Meade, Associate Staff Analyst, Business Process Reengineering;
Marie Holmes, Bus Operator (Mother Clara Hale Depot).

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

7. ACCESSIBILITY REPORT

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

Arroyo expressed NYCT's continued commitment to make Subways, Buses, and Access-A-Ride more accessible for all customers. He noted that this effort includes improving the consistency of automated and real-time audio/visual announcements across car classes and subway stations. He highlighted that access to real-time service information is a critical need for deaf/hard-of-hearing and blind/low-vision customers and stated that NYCT is committed to finding new ways to leverage existing technology and identify new solutions to make this information accessible to all.

Arroyo spoke about the continued installations for the NaviLens wayfinding, information, and language translation app and discussed recent installations. He also reported that accessible boarding area decals will expand to dozens more stations in 2024 through USDOT Grants. He noted that such improvements will complement Construction and Development's work to open elevators at fourteen newly accessible stations this year.

Arroyo stated that NYCT will focus on efforts to improve customer experience on buses by installing new instructional decals on coach bus lifts, increasing the maintenance cycle on bus lifts, and refreshing Operator training on lift usage. He reported that the expansion of the Automated Camera Enforcement program will include bus stops for the first time ever. Arroyo relayed a plan to increase usage of the MYAAR app for booking and tracking paratransit trips, along with a plan to develop a clear future for the E-Hail on-demand program using findings from phase two of the pilot.

Arroyo emphasized NYCT's commitment to increase accessibility and enhance customer satisfaction. He reported that the current availability of elevators systemwide was 97%.

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 reported that in December crime was overall down in the subway system compared to the prior year. He reported that crime was down 2.6% for the entire calendar year of 2023 compared to 2022. He attributed these decreases to a number of factors, including the hard work of the MTA, its leadership teams and the NYPD and its police officers. He highlighted the challenges police officers face and how the team confronts these challenges without hesitation.

Chief Kemper reported that end-of-year numbers showed that grand larceny made up about half of the crimes. He discussed a few recent examples of grand larceny in the system, and reminded everyone to remain alert, pay attention to surroundings, secure valuables and avoid falling asleep. Chief Kemper also spoke about the critical importance of surveillance cameras as both a deterrent and an investigative resource.

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 that the procurement package included one action this month. He reported that the item is an award of an estimated quantity miscellaneous service contract to Seon Design [USA] Corporation for the provision of maintenance and support services for the MTA's Bus Camera Security System. Mr. Montanti stated that the base term for this contract was a period of three years with up to three 2-year Options. Mr. Montanti stated that the Board was also being requested to authorize the NYC Transit Assistant Chief Procurement Officer to approve the exercise of up to three 2-year options when funding became available. He reported that the final estimated amount for the award was \$25.7 million for the base and an additional \$49.7 million for the options, the total being \$75.4 million.

Upon motion duly made and seconded, the procurement was approved by the Board.

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.