

**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**  
**April 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. Meera Joshi, Acting Committee Chair  
Hon. Andrew Albert  
Hon. Samuel Chu  
Hon. John Ross Rizzo  
Hon. David Jones  
Hon. Lisa Sorin

The following Committee Member attended by videoconference:

Hon. Midori Valdivia

The following Board Member attended the meeting:

Hon. Marc Herbst

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  
Jaibala Patel, Deputy Chief Financial Officer, MTA  
David Farber, General Counsel, NYCT and MTA Bus  
Paige Graves, General Counsel, MTA  
Monica Murray, Chief Administrative Officer, NYCT  
Christopher Pangilinan, Vice President, Paratransit, NYCT  
Carl Hamann, Acting Chief Safety Officer, MTA  
Norman Grandstaff, Deputy Chief, Transit, NYPD  
Brian McGuinn, Deputy Chief, Transit, NYPD  
Sheila Hudson, Vice President, Station Environment & Operations

Shanifah Rieara, Acting Chief Customer Officer  
Louis Montanti, Deputy Chief Procurement Officer, Operations, MTA

## **1. OPENING MEETING**

Acting Chair Meera Joshi called the April 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  
Tasha Lerebours  
Joseph Morales  
Jean Ryan  
Jesse Figueroa  
David Kupferberg  
Monique Johnson  
Christopher Greif  
Jason Anthony  
Aleeta Dupree  
Matty Buchys Hyland\*  
Charlton D'Souza\*  
Yuki Endo\*  
Carl Perrera\*  
Andy Pollack \*

\*Provided comment via Zoom

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 March 25, 2024 with the following amendment: on page 49 under President's Report, "Appreciate Day" is changed to "Appreciation Day."

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 the final review of the 2023 operating results will take place in May instead of in April.

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 emphasized that NYCT put safety first in the wake of the solar eclipse and the earthquake that occurred in April. He highlighted a successful event that took place on March 30<sup>th</sup>, the Fair Fares day of action, where staff from the City's Department of Social Services were paired with NYCT station staff. He said together they informed customers about the Fair Fares Program and enrolled customers on the spot if they were eligible.

President Davey announced the completion of major track reconstruction in the 63rd Street Tunnel which had involved substantial disruption for some customers. He thanked customers for their patience and noted that customers on the F line can now look forward to decades of reliable service.

President Davey reported that April marked the celebration of the one-year anniversary since 2,300 station agents stepped out of the booth to interact with customers and provide enhanced customer service. He reported that 78% of customers who interact with an agent out of the booth are satisfied and are twice as likely to feel safe on the platform.

President Davey reported that on April 15<sup>th</sup>, NYCT showed off the first of 15 battery-electric Access-A-Ride vehicles. He explained that this pilot fleet will be comprised of vans and larger cutaway buses, and NYCT will monitor performance to assess future expansion. President Davey commended the work of the Paratransit team on this pilot.

President Davey reported that the Station Re-NEW-Vation program continues apace and that NYCT is continuing to upgrade every subway station with brighter, more comprehensive LED lighting.

President Davey reported that ridership growth continued in April, especially on subways, with average weekday ridership up about 80,000 paying customers as compared to the previous year. He stated NYCT eclipsed the 4 million paying customers threshold on the subway five times this month, which is becoming a regular occurrence.

President Davey commended the NYCT team that is representing NYCT at the APTA International Bus Roadeo in Portland Oregon, where NYCT operators and maintainers compete with and demonstrate to their peers the hard work it takes and the rewarding job of moving New York City. He wished the selected employees luck and expressed his appreciation.

President Davey stated that April marked the third straight month of improving transit safety metrics for both customers and employees, noting the continued sharp drop in the crime rate. He said the data shows that strategies such as SCOUT, cameras, and the continued surge of NYPD officers into the system are paying dividends. He reported that the first quarter saw progress in

employee safety, which he said could be traced at least partly to the Joint Workplace Violence Prevention Program with NYCT's labor partners.

President Davey congratulated Chris Pangilinan, who he said will be departing Paratransit to serve as Chief of Operations Planning. He remarked on the exemplary job done by Sarah Wyss as Acting Chief for the past several months, and congratulated Rachel Cohen, who will be serving as Acting Vice President of Paratransit upon Chris' departure.

Senior Vice President, Department of Subways Demetrius Crichlow and Vice President, Station Environment & Operations Sheila Hudson, presented an update on customer service in Subways.

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

## **6. SAFETY & SECURITY REPORT**

Norman Grandstaff, Deputy Chief of Transit, NYPD, delivered the Safety and Security Report.

Deputy Chief Grandstaff reported that that April saw a 24.7% decrease in crime and year-to-date crime was down 6.4%. He stated that the continued decrease in overall crime in April is due in great part to the significant increase in deployment of uniformed officers since February. Deputy Chief Grandstaff noted the NYPD's commitment to the continued deployment of visible officers in the system and enhanced focus on fare evasion enforcement. He also reported a continued increase in arrests and summonses.

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

## **7. ACCESSIBILITY UPDATE**

Quemuel Arroyo, Chief Accessibility Officer, MTA delivered a presentation on Paratransit.

Mr. Arroyo announced that new elevators were completed earlier this April at the Metropolitan Av (G line) and Lorimer St (L line) stations in Brooklyn, resulting in the number of accessible stations at NYCT surpassing 150. He also reported that since 2020, five new ADA stations have opened in Greenpoint and Williamsburg, improving accessibility for these growing neighborhoods.

Mr. Arroyo congratulated Rachel Cohen on her appointment as Acting Vice President of Paratransit for NYCT, and also congratulated Chris Pangilinan on his new role as Chief of Operations Planning at NYCT.

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, MTA, presented the procurement package.

Mr. Montanti stated that the procurement package included one action this month, a request for Board ratification of an immediate operating need and award of contracts to Hayden AI and Seon USA Corp for Automated Bus Lane Enforcement (ABLE). He stated that the awards to both Hayden and Seon are for the purchase, installation, operation, and maintenance of ABLE systems and reported that the combined total award amount for Seon and Hayden is \$141.5 million.

Mr. Montanti reported that Procurement is actively engaged in negotiations with both vendors to add the enforcement of bus stop and double-parked vehicle laws to these contracts, and as these modifications are also being conducted as immediate operating needs, they will be presented to the Board at a subsequent meeting for ratification following negotiation and award.

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.

## **9. OTHER ITEMS:**

Queens Bus Network Redesign: Upon motion duly made and seconded, the Committee authorized a public hearing on the Queens Bus Network Redesign.

Express Bus Service Additions 2024: The President informed the Committee of the planned implementation of bus schedule changes to increase service levels on six express bus routes in connection with the Congestion Pricing program.

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

## **10. 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.

## **11. ADJOURNMENT**

Upon motion duly made and seconded, the meeting was adjourned.