

**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**

**Monday, July 29, 2024
10:45 a.m.
2 Broadway
New York, NY 10004**

The following Committee Members attended the meeting:

**Hon. Haeda B. Mihaltses
Hon. Andrew Albert
Hon. Sammy Chu
Hon. David Jones
Hon. Meera Joshi
Hon. Lisa Sorin
Hon. Midori Valdivia**

The following Board Members attended the meeting:

**Hon. Norman Brown
Hon. Randolph Glucksman**

The following Committee Member was present by videoconference:

Hon. Daniel Garodnick

The following staff members attended in person or by videoconference:

Demetrius Crichlow, Interim President, NYCT
Lisa Schreiber, Acting Senior Vice President, Subways, NYCT
Quemuel Arroyo, Chief Accessibility Officer, MTA
Frank Annicaro, Senior Vice President, Buses
Rachel Cohen, Acting VP, Paratransit at MTA
Christopher Pangilinan, Chief, Operations Planning, NYCT
Sean Fitzpatrick, Deputy Chief of Staff, MTA C&D
Hugo Zamora, Acting General Superintendent, NYCT
Jamie Torres-Springer, President, MTA C&D
Michael Kemper, Chief of Transit, NYPD
Jaibala Patel, Deputy Chief Financial Officer, MTA
David Farber, General Counsel, NYCT and MTA Bus
Theresa Brennan Murphy, Acting Chief Administrative Officer, NYCT

Franck Joseph, Acting Chief of Staff, NYCT
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, 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

1. OPENING MEETING

Chair Mihaltses called the July Committee Meeting to order.

A recorded audio public safety announcement was played.

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

2. PUBLIC SPEAKERS SESSION

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:

Jean Ryan
David Kupferberg
Charlton D'Souza
Christine Serdjenian Yearwood
Jason Anthony
Miriam Fisher
Christopher Greif
Andy Pollack
Monique Johnson
David Feliciano
Cassie Raffucci
Jessica Spezio
Kathy Collins

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

3. APPROVAL OF MINUTES

Upon motion duly made and seconded, the Committee approved the Minutes of the Committee meeting held on June 24, 2024.

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

Demetrius Crichlow, Interim President, NYCTA, stated there were no changes to the work plan.

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

5. PRESIDENT'S REPORT

Demetrius Crichlow, Interim President, NYCT, advised that to accommodate Chief Kemper's schedule, the safety and security report would be presented at this point in the meeting.

Interim President Crichlow spoke about the various initiatives that the MTA, in concert with the NYPD, have begun implementing to combat fare evasion. Interim Crichlow thanked Chief Kemper and his team for their unwavering support in this effort.

6. SAFETY AND SECURITY REPORT

Michael Kemper, Chief of Transit, NYPD, delivered the safety and security report.

Chief Kemper highlighted the strong and important relationship between the NYPD and MTA and discussed their continued efforts to combat fare evasion.

Chief Kemper reported a decrease in overall crimes in the system in June 2024 as compared to June 2023, including a 15% decrease in major crimes. He noted that this reduction was largely driven by a decrease in robberies.

Chief Kemper commended the NYPD officers throughout the system and the MTA, noting that the MTA's investments in security and safety make the NYPD's jobs easier and the system safer. Chief Kemper discussed the various safety measures that have been put in place to combat crime, including bag screening and the vast camera network throughout the system. He announced the launch of a pilot program with EVOLV Technology to install weapon detection systems throughout the system.

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

7. **PRESIDENT'S REPORT CONT'D**

Demetrius Crichlow, Interim President, NYCT, continued delivering the President's Report.

Interim President Crichlow reported that July was a busy month with lots of activities centered around safety and improved service to customers. He spoke about a public hearing held in Queens to discuss the Queens Bus Network Redesign and said that the feedback provided by customers will help inform next steps.

Interim President Crichlow spoke about his trip to West Farms Depot in the Bronx with Vice President of Buses Frank Annicaro and Chief Accessibility Officer Quemuel Arroyo. He said they engaged with staff, talked about the maintenance of bus ramps and lifts and solicited feedback from employees.

Interim President Crichlow gave an update on the work being performed to the G line, stated that free, frequent shuttle bus service remains available and that the MTA will continue to engage with customers.

Interim President Crichlow announced that New York City school students will begin to receive Student OMNY cards for the 2024-2024 school year. He detailed the expanded benefits offered by these OMNY cards.

Interim President Crichlow talked about the celebration of Disability Pride Month in June and the MTA's Accessibility Awards. He acknowledged the hard work of the Elevators & Escalators team and reported that 151 stations across the system are now completely accessible.

Lisa Schreibman, Acting Senior Vice President, Subways, NYCT, reported on subway performance and ridership trends for the month of June 2024.

Frank Annicaro, Senior Vice President, Buses, reported on bus performance and ridership trends for June 2024.

Rachel Cohen, Acting Vice President, Paratransit, reported on Paratransit performance and ridership trends for the month of June 2024 including broker performance.

Jon Kaufman, Chief of Strategic Initiatives and Chris Pangilinan, Chief of Operations Planning, shared a presentation on the results of the Fare-Free Bus Pilot. Kaufman explained that this pilot was based on the 2023 New York State budget mandating that the MTA select and operate one bus route in each borough to be fare free for 6-12 months. Kaufman and Pangilinan discussed results from the first 9 months of the program.

Interim President Crichlow thanked Jon Kaufman and Chris Pangilinan for their presentation and highlighted the importance of messaging to customers to let them know that the program is over and they need to begin paying fares.

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

8. ACCESSIBILITY UPDATE

Quemuel Arroyo, Chief Accessibility Officer, MTA, spoke about the MTA's celebration of Disability Pride Month. Arroyo said he joined events and resource fairs across all five boroughs with partners, including Disability Unite, elected officials, and cultural institutions such as the New York Transit Museum. He thanked the Mobile Sales team who supported these events.

Arroyo commended the thousands of MTA employees, including elevator maintainers, station agents, bus operators, railroad conductors and many others, for helping ensure the system functions for all customers including those with disabilities. He spoke about an event that took place on July 22nd, where 38 employees were honored for going above and beyond in furthering accessibility at the MTA.

Arroyo also spoke about his visit to West Farms Depot to meet frontline staff and listen to feedback about how employees are maintaining bus ramps and lifts. He emphasized that bus operators rise to the challenge of ensuring all customers have a safe and comfortable ride every day and noted how important it is to hear directly from them about how their experience can be improved.

Arroyo thanked the Customer Communications and Elevators & Escalators teams who worked hard to ensure that real time elevator status information was quickly restored following the worldwide CrowdStrike outage.

Arroyo acknowledged the continued efforts of the Accessibility team, in partnership with MTA Real Estate, Construction & Development, NYCT Station, Elevators & Escalators, and MTA Legal, to ensure the maintenance and performance of elevators owned and maintained by third parties.

9. ADJOURNMENT

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