

**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, September 23, 2024  
10:45 a.m.  
2 Broadway  
New York, NY 10004**

**The following Committee Members attended the meeting:**

**Hon. Samuel Chu  
Hon. Lisa Sorin  
Hon. Andrew Albert  
Hon. Daniel Garodnick  
Hon. John Ross Rizzo  
Hon. David Jones**

**The following Board Members attended the meeting:**

**Hon. Randolph Glucksman**

**The following staff members attended in person or by videoconference:**

Demetrius Crichlow, Interim President, NYCT  
Paige Graves, General Counsel, MTA  
Lisa Schreiberman, Acting Senior Vice President, Subways, NYCT  
Frank Annicaro, Senior Vice President, NYCT Department of Buses and MTA Bus  
Rachel Cohen, Acting VP, Paratransit, NYCT  
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  
Theresa Brennan Murphy, Acting Chief Administrative Officer, NYCT  
Quemuel Arroyo, Chief Accessibility Officer, MTA  
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**

Hon. Samuel Chu called the September 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:

Murray Bodin  
Jack Connors  
Daniel Reden  
Tehreem Nadeem  
John Morales  
Josiah Ramesar  
Salimatou Doumbouya  
Akkeem Polack  
Jason Anthony

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

## **3. PRESIDENT'S REPORT**

Demetrius Crichlow, Interim President, NYCT, discussed NYCT's various efforts during the summer including bus lane enforcement, major expansions to OMNY, and the successful completion of the G train work. He noted that it was his 100<sup>th</sup> day as Interim President and discussed his experience in that role thus far.

Interim President Crichlow indicated that students were welcomed back to school in September and were introduced to OMNY as their new payment system. He stated that OMNY has received positive feedback from student users. Interim President Crichlow then discussed efforts made to ensure access to customers experiencing difficulty paying fares, such as students in the CUNY ASAP program.

Interim President Crichlow discussed how service was delivered to customers on the G train line during the G train project. He announced that the next project will focus on service on the Rockaway Viaduct/A train line.

Lisa Schreibman, Acting Senior Vice President, Subways, NYCT discussed performance and ridership trends for subways for the month of August 2024.

Frank Annicaro, Senior Vice President, Buses, NYCT and MTA Bus discussed performance and ridership trends for buses for the month of August 2024.

Rachel Cohen, Acting Vice President, Paratransit, NYCT reported on performance and ridership trends for paratransit for the month of August 2024.

Interim President Crichlow commented that fare evasion is on the rise and discussed efforts to improve bus fare compliance, including through deployment of a revamped Eagle Team. Two members of the Eagle Team were present and introduced during the meeting. Interim President Crichlow also discussed new digital messaging that conveys the importance of paying the bus fare to riders. He noted that the improved visibility of fare inspectors has resulted in an increase in paid ridership at intervention stops. He reported that efforts to increase bus fare compliance have received positive feedback from customers and employees.

Senior Vice President Annicaro discussed initiatives by bus operations teams to improve bus fare compliance.

Interim President Crichlow introduced the Transit All Starts and expressed his appreciation for their work.

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

#### **4. APPROVAL OF MINUTES**

Upon motion duly made and seconded, the Committee approved the Minutes of the Committee meeting held on July 29, 2024.

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

#### **5. MTA 2025-2029 CAPITAL PLAN**

Jamie Torres-Springer, President, MTA C&D introduced Deputy Chief Development Officer Tim Mulligan who, along with his team, developed the MTA's 2025-2029 Capital Plan. He explained that the capital plan is a comprehensive investment plan to keep the MTA transportation system running, to provide frequent and reliable service and improve customer

experience, and to take action on climate change. He discussed certain aspects of the plan that are specific to NYCT.

Interim President Crichlow explained that the capital plan would include upgrades to older subway cars, subway signals, substations, and structures to increase reliability and to improve the customer experience by ensuring accessible, safe, and comfortable stations. He also indicated that the capital plan would support NYCT's efforts to combat the effects of climate change, reduce emissions, and improve air quality.

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

## **6. SAFETY AND SECURITY REPORT**

Norman Grandstaff, Deputy Chief, Transit, NYPD delivered the safety and security report.

Deputy Chief Grandstaff reported a 4% increase in subway incidents in August 2024 as compared with the prior year. He noted a 5% reduction in overall crime year to date in subway stations. He reported a year to date 61% increase in arrests and 21% increase in the issuance of summonses in the subway system.

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

## **7. PROCUREMENT**

Louis Montanti, Deputy Chief Procurement Officer, Operations, MTA provided a report on procurement, which included two actions. The first action was a request that competitive bidding be determined to be impractical or inappropriate for the procurement of paratransit camera security systems. The second action was a request for approval of a modification of a contract for the provision of paratransit and reduced fare eligibility assessments. This modification would add a new Eligibility Assessment Center at 3 Stone Street in lower Manhattan.

Upon motion duly made and seconded, the Committee voted to approved both procurement actions.

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

## **8. ADJOURNMENT**

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