

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
June 27, 2022

Meeting Held at:
Metropolitan Transportation Authority
Two Broadway
New York, New York 10004
10:30 AM

The following Board Members attended in person or by videoconference:

Hon. Haeda Mihaltses, Committee Chair
Hon. Andrew Albert
Hon. Jamey Barbas
Hon. Norman Brown
Hon. Randolph Glucksman
Hon. David Jones
Hon. Frankie Miranda
Hon. Sherif Soliman
Hon. Lisa Sorin
Hon. Midori Valdivia

The following Staff Members attended in person or by videoconference:

Richard Davey, President, NYCT
Demetrius Crichlow, Senior Vice President, Subways, NYCT
Chris Pangilinan, Vice President, Paratransit, NYCT
Quemuel Arroyo, Chief Accessibility Officer, MTA
Sarah Meyer, Chief Customer Officer, MTA
Robert Diehl, Senior Vice President, Safety and Security, NYCT
Jason Wilcox, Chief of Transit, NYPD
Dana Hecht, Senior Vice President, Infrastructure, MTA
Glenn Lunden, Deputy Chief, Rail Planning, NYCT
Timothy Doddo, Vice President, Office of System Safety, MTA
Judith McClain, Chief, Operations Planning, NYCT
Monica Murray, Chief Administrative Officer, NYCT
David Farber, General Counsel, NYCT and MTA Bus
Raymond Porteus, Inspector, NYPD Transit Bureau
Jaibala Patel, Deputy Chief Financial Officer, MTA
Louis Montanti, Deputy Chief Procurement Officer, Operations, MTA

Chair Mihaltses called to order the June 27, 2022 Committee meeting.

A recorded audio public safety announcement was played.

1. 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:

David Kupferberg
Robert Whittaker
Andy Pollack
Charlton D'souza
Murray Bodin
Lisa Daglian
Jean Ryan
Aleta Dupree

Refer to the video recording of the meeting produced by the MTA and maintained in MTA records, for the content of speakers' statements.

2. APPROVAL OF MEETING MINUTES

Board Member Andrew Albert noted on page 26 of the May Minutes, there was a reference to new tactile warning strips on the southbound platform at the 50th Street C and E lines. He noted if both platforms were done, it should say "platforms". He also noted "Archer" was misspelled as "Archur".

Upon motion duly made and seconded, the Board approved the Corrected Committee Minutes of the MTA and MTA Agencies Regular Committee meeting held on May 23, 2022.

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

3. WORK PLAN REPORT

President Richard Davey stated that 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.

4. PRESIDENT'S REPORT

President Richard Davey delivered the President's Report.

Noting customer satisfaction is a major priority, he stated in coming months, the Transit team will be focusing on making improvements in customer journey time, and communications during service disruptions and within stations for accessibility information.

He stated in response to customer surveys requesting an improved environment, a station refresh plan is beginning at nine stations. He noted the plan includes improvements to cleanliness, aesthetics, and safety, such as the addition of tactile warning strips, stair contrast, and improved lighting. He reported cameras will be piloted on trains.

With respect to improving customer journey time, President Davey noted new and enhanced bus lanes will help. He reported the Automated Bus Lane Enforcement On-Bus Camera Program will be expanded to 900 buses by the end of next year. He reported the Bronx Bus Redesign is going well. He also noted stakeholder engagement continues to be critically important.

He stated the recent dragging incident on the Q line at Avenue M, which resulted in a customer death, is being thoroughly investigated by System Safety. He also implored the public to refrain from “Subway Surfing”.

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

5. SUBWAY REPORT

Demetrius Crichlow, Senior Vice President, delivered the Subway Report.

He stated Subway performance has continued to improve, especially with respect to customer-focused metrics. He noted improvement in Customer Journey Time Performance, a decrease in Major Incidents, improvement in the Mean Distance Between Failures (MDBF), improvement in Elevator and Escalator Availability, and improvement in On Time Performance.

He noted crew shortages continue to be a problem, but are being addressed through accelerated hiring and training efforts, among other measures.

He reported earlier in the month, cameras were installed in 65 subway cars as part of a pilot program. He stated the cameras are operational and capable of retrieving security footage in the event of an incident.

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

6. PARATRANSIT REPORT

Chris Pangilinan, Vice President, Paratransit, delivered the Paratransit Report.

He stated Phase 1 of the E-Hail On-Demand Pilot Program for 1,200 Access-A-Ride customers was extended until December 2022. He stated Contingency Recovery Rides were extended until June 2023.

He reported Overall Operational Performance remained stable. He noted Weekday Ridership has grown, and Total Trips Completed increased as well. He reported Broker No-Show Performance was better than expected, and Performance for the 30-minute pick up window also improved. With respect to Primary Carrier Service, the 30-minute pick up window declined slightly.

He reported Call Center Performance achieved 93% of calls answered in April, which was slightly below the 95% goal. He noted staffing shortages and driver shortages continue to be a problem, but we are working closely with the carriers to find creative solutions. He noted the number of eligible customers increased by 4.1% in April.

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, delivered the Accessibility Report.

He announced the MTA entered into a historic legal agreement to make more than 95% of subway and Staten Island Railroad stations fully accessible. He stated the agreement reflects our mission to enhance accessibility throughout the subway system at an accelerated pace.

He acknowledged Edith Prentiss and Peter Siström for their roles in bringing about the agreement. He stated that on Wednesday he and Tim Mulligan would present further details on this project to the Board.

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

8. STRATEGY & CUSTOMER EXPERIENCE REPORT

Sarah Meyer, Chief Customer Officer, delivered the Strategy & Customer Service Report.

She announced a new API (application programming interface) has been implemented that prevents canceled buses from appearing as arrivals on the MTA website. She stated the feature is live for routes in the Bronx, Queens, Brooklyn and Manhattan. She stated Staten Island is expected to be included in the future.

She stated the recently installed customer contact software has resulted in many benefits including an increase in incoming telephone calls and calls answered, and a decrease in customer wait time. She also reported activity on social media channels has increased.

She stated that two OMNY Help Desk events were held, and were well attended. She announced President Davy and members of his team would be engaging with customers at a TransitTalk event at 3rd Ave – 138th St on the 6 line.

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

9. SAFETY & SECURITY REPORT

Robert Diehl, Senior Vice President, Safety and Security, delivered the Safety and Security Report.

He reported Subway Customer Accident Rates decreased, Bus Collisions and Collision Injuries increased, Customer Accidents decreased slightly, Employee Lost Time Accidents decreased, and Subway Fires increased.

Jason Wilcox, Chief of Transit, NYPD, delivered the Crime Report.

He reported major crimes have increased around 54%, especially with respect to Grand Larceny and property theft, and especially during late night hours. He asked riders to be vigilant. He reported arrests have increased. He noted average number of crimes per day is down, and there was also a decrease in hate crimes. He emphasized the importance of maximizing police presence in the system. He noted the Subway Safety Taskforce made significant strides assisting homeless individuals and taking them to shelters.

He thanked the school teams for keeping children safe during the school year. He noted graffiti has increased. He emphasized “Subway Surfing” is incredibly dangerous. He stated Quality of Life summonses are up.

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

10. CONCOURSE LINE STRUCTURAL WORK/STATION REFRESH PRESENTATION

Dana Hecht, Senior Vice President, delivered a presentation on the construction work on the B and D lines. Glenn Lunden, Deputy Chief, delivered a presentation discussing the associated service changes. Demetrius Crichlow, Senior Vice President, delivered a presentation on Station Refreshes.

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

11. PROCUREMENTS

Louis Montanti, Deputy Chief Procurement Officer, Operations, presented the procurement package which included four items for an estimated expenditure of \$11.4 million. He stated items one through three are contract modifications to extend contracts with Arrow Inc., LEAP, and LimoSys, brokers that are part of the E-Hail Pilot Program.

He stated the fourth action is a RFP for procurement of nine R259 10-ton crane cars for NYCT.

A motion was duly made and seconded to approve the above procurements (Schedules H and B in the Agenda).

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

12. ADJOURNMENT

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