

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
July 25, 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. Randolph Glucksman
Hon. David Jones
Hon. Frankie Miranda
Hon. Robert Mujica
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
Christopher Papandreou, Senior Director, Customer Service, NYCT
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 July 25, 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:

Yuki Endo
Charlton D'Souza
Raymond Martinez
Michael Ortiz
Bradley Brashears
Lisa Daglian
Murray Bodin
Jean Ryan
Aleta Dupree
Brenda Price
Andy Pollack
Jason Anthony

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 proposed the following corrections to the draft June 27, 2022 meeting minutes: on page 13 of the Board Book, in the first sentence, it should say "remaining close" instead of "remaining loose"; on page 28, instead of "...crimes committed in the system are come from" it should say "crimes committed in the system are coming from" and on page 43, the President name is misspelled, it should say "Davey".

Upon motion duly made and seconded, the Board approved the Corrected Committee Minutes of the MTA and MTA Agencies Regular Committee meeting held on June 27, 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, including updates on Subways, Buses, Paratransit and Safety.

President Davey stated that leadership has been focused on outcomes that will strengthen relationships with customers. He said the old performance metric playbook has been enhanced with customer satisfaction metrics focusing on improving the customer experience and bringing back customers. He announced that he will be reporting on key performance metrics each month going forward and welcomed any input.

President Davey stated that the new report will be anchored on a recently launched monthly customer satisfaction pulse survey, but noted that deeper bi-annual customer surveys will continue. He said that with the market research team, MTA will track and report overall customer satisfaction across all modes every month. He commented that with direct feedback and operational performance data, MTA will be able to better attract riders and increase satisfaction.

President Davey said the monthly report will include, among other things, data on service reliability, wait time, station announcements, train and bus announcements, travel time and MTA staff helpfulness. He stated that the performance metrics will pinpoint specific areas where the MTA can take action and measure impacts in terms of improved service and rider experience. He noted that the historical metrics will continue to be made available to the public, the Committee and Board. President Davey thanked the whole transit team who put a lot of work into developing the monthly report.

President Davey reported that in June, survey results showed that personal safety, homelessness, and people behaving erratically in the system were at the top of people's minds. He said bus customers are reporting a greater need to improve wait times, crowding, travel times and bus speeds. He reported that with respect to Paratransit, customers are focused on pushing vendors to increase the supply of drivers as driver availability remains the the root cause for no-shows and performance issues. President Davey reported that the highest customer satisfaction ratings were for helpfulness of our employees in both subways and buses: customer satisfaction was for 79% for bus operators and 62% for subway personnel. He said this is an indication of the great work being delivered by frontliners.

President Davey reported that for Subways, several initiatives are underway to address the safety and security concerns raised by riders, including increasing cameras on trains, continued end of line outreach efforts and continued partnership with the NYPD to increase police presence. He relayed that there are now 200 cameras deployed on 100 subway cars, and that the MTA has begun 60 days of testing of those cameras and will determine next steps as to how to scale them.

President Davey reported that subway service was delivered at 92.2% and is projected to improve as more operators and conductors are hired and onboarded. He said NYCT is looking at operational

improvements in focusing on the customer experience on the A, B, C and D lines, where trains are losing time. He said we are strategically deploying staff and looking at end of line operations to improve terminal operations and ensure trains are leaving on time with appropriate crews.

President Davey reported that on buses, customers will enjoy faster journey times as the MTA is working with the city to roll out 150 bus lanes over the next three and a half years and expanding automated bus lane enforcement with more cameras on buses. He indicated that we are also continuing with bus network redesign. President Davey commented that the redesigned Bronx bus network is going well, the MTA is receiving great feedback from customers, and will continue to look for opportunities for improvement.

President Davey reported that accessibility in Subways remains a core focus and MTA is looking forward to installing ramps or elevators and achieving at least 95% accessibility across the system in the coming years.

President Davey announced that the MTA is going to be appointing someone to oversee weekend service, including the planning and execution of weekend maintenance, to ensure we provide good customer service on weekends.

President Davey spoke about the Subways station refresh program, “Mop My Stop”, and noted that he and Subways Senior Vice President Demetrius Crichlow visited one of the stations being refreshed along the Concourse Line. The Mop My Stop program work includes power washing, pile replacement, light fixture replacement, water intrusion prevention.

President Davey discussed hiring efforts and noted that Buses has hired over 1,300 bus operators this year and the increasing availability has resulting in bringing service in some boroughs up to 99%. He said Subways remains on target to reach its hiring goal in the first quarter of 2023, and that the lack of available crews continues to be the number one reason for service issues.

President Davey reported that a joint labor-management task force was recently established to address employee assaults and would be looking carefully at more ways to ensure safety, including looking at operating environments.

President Davey spoke about Transit Talks, including his visit to the 138th Street station, one of the stations he said has performed the worst on customer surveys. He reported that customers there cited fare evasion, reducing homelessness and people behaving erratically as top concerns.

President Davey discussed the proposed purchase of five all-electric buses as part of advancing the MTA’s commitment to sustainability and the environment, and also discussed the MTA’s plan for transition to zero emission buses.

President Davey announced Frank Annicaro’s permanent appointment as Senior Vice President for all of Buses and said he was excited for Mr. Annicaro’s leadership of the Buses team.

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

5. ACCESSIBILITY REPORT

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

Arroyo indicated that July is Disability Pride month, and that the MTA would be celebrating the 32nd anniversary of the signing of the Americans with Disabilities Act. He said that earlier this month, the MTA accessibility team partnered with the Transit Museum on a panel that highlighted a range of products that enhance accessibility throughout the system, from wayfinding apps to digital screens and enhancement. He thanked Sarah Barish and Joshua Gee for their efforts.

He said the MTA also participated in Disability Unites in Central Park to celebrate with the public and riders alongside other city agencies. In addition, Arroyo said the MTA has been highlighting colleagues across the MTA who do exceptional work to advance accessibility. He encouraged MTA staff to watch MTA's internal tv networks and read MTA's newsletters to learn about how departments across the MTA are contributing to system-wide accessibility.

Arroyo reported that the MTA is launching an updated mandated ADA training for all employees as part of the 2022 annual employee training cycle. He explained that the interactive training will cover topics such as language and etiquette, key accessibility features, customer service and sensitivity. Arroyo noted that the training will ensure frontline employees know the basics and are ready to help make the system and work environment feel safe and welcoming for all.

Arroyo indicated that work continues on elevator replacement projects and tactile edge installations, and tactile edges were recently installed at Grand Avenue in Queens and the downtown tracks of the Liberty Avenue A/C Station in Brooklyn. He said that the new elevator on the Manhattan-bound platform at the Roosevelt Island F station was recently placed back in service, with work to replace the Queens-bound elevators beginning later this month.

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

6. STRATEGY & CUSTOMER EXPERIENCE REPORT

Chris Papandreou, Senior Director of Customer Service, delivered the Strategy & Customer Service Report.

Papandreou said the Customer Service Department is working in lock step with its partners in Subways and Buses to help deliver improved performance results, beginning first with capturing and analyzing perceptions that are specific to customers' travel experience in a nimbler way.

He said that in May, the Department began using flash surveys, which allow customers to provide feedback more quickly about the issues that are most pressing to them. He reported that the

percentage of satisfied customers was about the same for each of the Subways, Buses and Paratransit systems. He also reported that waiting time remained stable for both Subways and Buses, and issues at the top of subway customers' minds include environmental surroundings, personal safety and security, reducing homelessness and people behaving erratically. He said bus customers cited wait times, crowding and travel times as needing improvement.

Papandreou said that most notable is the high satisfaction ratings about the helpfulness of our frontline staff,, including bus drivers and subway train and station teams. He also reported feedback indicating improvements in announcements on both subways and buses during service disruptions. Papandreou thanked Janice Pepper and James Rubin in market research for leading these survey efforts.

Papandreou reported that the MTA recently hosted the first customer appreciation luncheon. Twenty customers randomly selected from a pool of survey respondents came to MTA headquarters to have lunch with President Davey and some members of the leadership team to talk about various topics and concerns specific to their travel.

Papandreou said customer teams have been out meeting with customers at the Atlantic Avenue-Barclays Center station to promote OMNY and ways to save using fare capping. He noted customer engagement with the MTA Help Desk about ways to pay the fare, including through NYC's Fare Fares Programs. Papandreou emphasized that the MTA wants customers to make use of all of their opportunities to save money on fares. He added that outreach teams also communicate that fare revenues help to provide sustainable subway and bus service throughout the system.

Papandreou announced that the next Transit Talk is scheduled for mid-August, with details to come.

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

7. SAFETY & SECURITY REPORT

Jason Wilcox, Chief of Transit, NYPD, delivered the Safety and Security Report.

Chief Wilcox reported that transit crime currently accounts for about 1.9% of the total NYC crime picture. He noted that we are experiencing a 55% increase in the major crimes category when compared to last year at this time. He said, however, that in the larger view, when comparing current crime levels to pre-Covid crime levels of three or five years ago, there has been a decrease in overall crime. He said that the current level is six crimes a day, and prior to the COVID years, you would have to go back to around 2014 to see similar figures.

Chief Wilcox emphasized how hard NYPD is working to keep crime down, a focus that has not wavered. He indicated that total arrests in transit are up more than 65%, and added that felony arrests are up 44%, misdemeanor arrests up 69%, gun arrests up 36% and arrests for cutting weapons are up more than 105%.

Chief Wilcox noted the NYPD's critical and unwavering commitment to expand uniform presence on the trains and within stations. He discussed the combined efforts of transit and precinct officers and housing patrols officers in performing vertical patrols and station inspections throughout the system, which has yielded more than 550,000 such patrols this year, or about 2,700 a day. He reported that transit officers from every district and unit have proactively done over 200,000 uniform train patrols this year. He said since the middle of May, the Transit Patrol Force (TPF) has conducted over 2,500 multi-borough patrols during the critical overnight hours and will be expanding in the near future.

Chief Wilcox also emphasized the work of the transit anti-terrorist unit (ATU), which operates 24/7 to keep the entire system safe. He said this unit has conducted thousands of train patrols and train sweeps and hundreds of tunnel and emergency transit inspections. He emphasized the critical role ATU plays to deter terrorism.

Chief Wilcox commended Transit's city-wide vandal squad for a recent and timely arrest of a 15-year-old male from the Bronx who was involved in subway surfing incidents and graffiti.

Chief Wilcox then discussed the overall issue of assaults in the system. He spoke about several stabbing incidents in the system that led to arrests, based in part on MTA surveillance footage from cameras installed throughout the system. He explained that many of these incidents begin as verbal disputes and escalate to violent incidents. He noted the increase in assaults on police officers and employees, with a majority of the crimes against police officers beginning as either fare evasion or other quality-of-life violations in the transit system. He said NYPD remains focused on such crimes, and reported that 64% of felony assaults have arrests attached to them, and that arrests have increased.

Chief Wilcox discussed an incident on July 5th involving a violent attack on homeless individuals. He discussed the continued vigorous efforts as part of the Subway Safety Plan to address this complex issue with the goal of connecting homeless individuals to services and shelter and to get them to safety. He remarked that from MTA employees to the NYC Department of Homeless Services, BRC, nurses, and clinicians, to the contracted vendors providing transportation, everyone involved plays an integral role in the success of those efforts. He said that altogether, those efforts along with the end of line initiatives and the dedicated nightly work of the Safety Subway Taskforce, 33,000 homeless contacts have been made as a result of 21,000 train inspections and 3,000 train runs, and most importantly, there have been 5,000 shelter placements or referrals for homeless individuals in the subway system.

Chief Wilcox then conveyed that the NYPD transit team is dealing with the shocking loss of Inspector Zaheer Azeez.. He recalled Inspector Azeez's 20 years of dedicated service to the city with the NYPD, where he had been an executive since 2008 and in leadership roles in the Transit Bureau since 2015. Chief Wilcox spoke about how much Inspector Azeez helped Brooklyn get through many tribulations, including COVID, and recently responded to the terrorist attack on the N train. He said Inspector Azeez's leadership will be greatly missed and conveyed his support and prayers for his family.

Chief Wilcox commended two Commanding Officers in the Transit Bureau who have moved on to other assignments in the NYPD, Inspector Ken Gorman and Captain Edison Gutierrez. He thanked them for their great work in Transit and wished them continued success in their new roles.

Chief Wilcox welcomed newly promoted Captains Lauren Foster, Senta Caleb and Alexander Messer to the Transit Bureau team, noting their investigative backgrounds and rich prior experiences in Patrol and Transit.

Chief Wilcox spoke about the Police Academy Graduation Ceremony in July at Madison Square Garden and noted that the Subway Training Unit (STU) received 57 new police officers out of that class. He indicated that the STU now has around 120 officers out patrolling trains and stations during the PM rush and evening hours.

Finally, Chief Wilcox commented how he was looking forward to working closely with new MTA Police Chief John Mueller to face the many challenges ahead.

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

8. PROCUREMENTS

Louis Montanti, Deputy Chief Procurement Officer, Operations, presented the procurement package which included three actions items for an estimated expenditure of \$238.2 million. They include the following:

1. Request to waive formal competitive bidding pursuant to Public Authorities Law, Section 1209-9(d) and to approve the purchase of five low-floor 40-foot articulated all-electric buses from Nova in the total estimated amount of \$8,275,562.
2. Request to approve a two-year contract extension with WSP USA Incorporated for worldwide inspection and testing services (November 1, 2022-October 31, 2024).
- 3-4. Request to exercise the contract option to extend the term of NYC Transit contract 06%11052 and MTA Bus Company (“MTABC”) contract J131613 with Sprague Operating Resources LLC for one year, from September 1, 2022 to August 31, 2023, to furnish and deliver Ultra-Low Sulfur Diesel #2 Fuel (“ULSD”) with Additives for use in buses at NYC Transit and MTABC locations for the combined estimated total of \$209,923,366 (\$160,500,243 for NYC Transit and \$49,423,123 for MTABC).

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

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

9. ADJOURNMENT

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