

Minutes of the Regular Meeting  
Joint Long Island Rail Road and Metro-North Committees  
Monday, September 19, 2022

Meeting held at  
2 Broadway – 20<sup>th</sup> Floor  
New York, New York 10004  
9:30 am

The following Board members were present in person:

Hon. Blanca López, Co-Chair  
Hon. Samuel Chu, Co-Chair  
Hon. Frank Borelli, Jr.  
Hon. Gerard Bringmann  
Hon. Randolph Glucksman  
Hon. David Mack  
Hon. Vincent Tessitore, Jr.  
Hon. Midori Valdivia  
Hon. Neal Zuckerman

The following Board members were present via video conference:

Hon. Harold Porr III

The following Board members were not present:

Hon. Norman Brown  
Hon. Michael Fleischer

**Representing Long Island Rail Road:**

Catherine Rinaldi – Interim President  
Rob Free – Senior Vice President, Operations  
Lori Ebbighausen – Vice President, Corporate Safety  
Paul Dietlin – Vice President, Maintenance of Way

**Representing Metro-North:**

Catherine Rinaldi – President  
Susan Sarch – Vice President, General Counsel & Secretary  
Shelley Prettyman – Vice President, System Safety  
Joseph Lagana – Chief Transportation Officer  
David Melillo – Vice President, Maintenance of Way  
Anthony Gardner – Senior Director of Procurement and Material Management

The members of the Long Island Rail Road (“LIRR”) Committee met jointly with the members of the Metro-North Committee.

Co-Chair López called the joint meeting to order.

## **PUBLIC COMMENTS:**

The following public speakers commented:

Sally Wolf (in person) said she is among many who are immunocompromised and it has become untenable because unmasked people sit near her. She recommended safe spaces where people like her can self-select into cars or areas of cars.

Kara Gurl (in person), PCAC Research and Communications Associate, said that ridership was bouncing back and that weekends continue to be strongest. She said that existing MTA Away deals on discount group excursions help encourage people to ride transit for leisure and that more package deals heading towards the city would be valuable. She said that the new TrainTime app is great and having one central app for Metro-North and LIRR ticketing and schedules makes trip planning easier and more convenient, but would be even better if riders could use it to purchase the Atlantic Ticket.

John Mishno (via video) said that in Mineola there were many weekends with no train service and no alternative transportation provided. He also said that there were no ADA accessible crossings at Main Street and Willis Avenue and that the new overpass by the station house has no elevator. He said that there were daily switch and signal problems despite brand new infrastructure. Her also said that speakers at past meetings lied and made personal attacks on him, and that the Committee does not enforce its own rules of conduct.

Andrew Sparberg (via video) said that he is a retired LIRR manager and is still a regular rider, transportation historian, and CUNY adjunct instructor. He commended the MTA on the new signage at Jamaica station but suggested that LIRR be added to the station identification at the subway station below. He requested that LIRR reissue paper branch timetables.

Murray Bodin (in person) from Concerned Grandparents said there was no safety factor in train horns. He said the new Committee Book has no agenda and no mention of the prior month's meeting. He said that a person was killed at a Valhalla accident because the person was not familiar with the flashing red lights. He said that the Committee members are responsible for replacing train horns with something at the station saying that people should step back because a train is coming. He thanked the people at Metro-North and MTA who helped and taught him how to do things over the years.

Jason Anthony (in person) from Amazon Labor Union said that when East Side Access ("ESA") opens, the Brooklyn branch will lose connections to Long Island and he will not have a one seat ride. He also said that Penn Station bathrooms are closed and hand dryers are not working.

Judy Chestnut (via video) said that she and her Queens neighbors do not understand why Queens is being used by the Penn Station Access project merely as a passthrough. Running at least 160 trains per day along the Hell Gate Line will increase noise pollution, plus track maintenance and repair in the middle of the night will disturb people's sleep. This violates the spirit of the New York City ("NYC") Noise Code Law and will lessen the quality of life for those in Queens who

live along the rail line. She said that there were possible remedies, including acrylic and/or polycarbonate sheets, and better train brake pads, welded rail, regular maintenance, and moving switch plates to less congested areas.

Charlton D'Souza (via video), Passengers United President, said that the N22 NICE bus from Hicksville to Mineola again did not show up, leaving his colleague stranded. He said Coach buses can be used to shuttle people on LIRR's Main Line when they are doing track work. He said that there are shuttle buses for Long Beach and Port Washington residents. He asked where the second set of elevators are going at Mineola. He said it was a big mistake not to build an island platform there. He asked that Metro-North work with Shore Line East to get a reduced fare UniTicket at the vending machines and whether MTA is considering unified CityTicket for Metro-North and LIRR. He said that Metro-North is having accessibility issues.

Christopher Greif (in person) said he brought up accessibility issues to Metro-North ADA Task Force and they are working on it. He said LIRR CARE staff are doing a fantastic job. He asked that train bathrooms be checked when in terminals and not in use. He also asked that they continue working on signage and larger print maps so that people with visual disabilities can see.

Deborah Greif (in person) said she was looking forward to LIRR Grand Central access, which will make more room at Atlantic Terminal. She asked that the bathrooms be kept clean and accessible. She also asked that they let people with disabilities and seniors know that they are allowed to pay their fare on the train. She asked that every LIRR CARE representative receive a commendation.

Aleta Dupree (via video) said it was easier for her to access pdf schedules. She enjoyed presentations from Grand Central Terminal ("GCT"). She said they needed to build more third rail.

Matt Kemper (via video) from Passengers United said it was incredible news that the Elmont station westbound platform was opening after the October 1-2 weekend. He said there was a lot of congestion at Babylon because of the Main Line shutdowns. He asked that train schedules go back to what they were in 2017.

Andy Quito (via audio) mentioned a situation at Mineola station.

Andy Pollack (via video) said the Valley Stream station looks fine and modern, with USB charging ports. He said that Floral Park has debris on the platform, the platform looks out of date, and there are open spots where a child could fall onto the street. He said that Hollis is also dangerous, where someone could fall through the wood, and the steps are steepest of any station.

Jack Nierenberg (via video), Passengers United Vice President, said that the rules of decorum are being ignored. He said the Main Line is being shut down for several weekends, it would keep happening until November. There were no shuttle buses, and NICE buses were unreliable. He said that he developed a service model that can be implemented once East Side Access ("ESA") comes in.

The video recording of the meeting produced by the MTA and maintained in the MTA records contains a complete record of the public comments.

**APPROVAL OF MINUTES:**

Upon motion duly made and seconded, the Committee approved the minutes of the July 25, 2022 Joint LIRR/Metro-North Committee Meeting.

**METRO-NORTH AND LIRR 2022 WORK PLANS:**

Metro-North President/LIRR Interim President Catherine Rinaldi (“President Rinaldi”) reported no changes to the LIRR or Metro-North Work Plans. The 2022 Metro-North and LIRR Work Plans are filed with the records of this meeting.

**PRESIDENT’S REPORTS:**

President Rinaldi started her presentation with some very exciting post Labor Day news. On September 7, 2022, Governor Hochul announced ridership records on both railroads – nearly 180,000 customers on Metro-North, surpassing a June record of 175,000, and 204,000 riders on LIRR, a record since the pandemic began 2½ years ago. Metro-North exceeded that record on Tuesday, September 13, with just over 180,000 riders, and then again on Wednesday, September 14, with nearly 182,000 riders. In fact, the four weekdays after Labor Day were the highest four day streak on Metro-North since COVID began, with an average weekday ridership of 171,000, or 65.1% of pre-pandemic average. It is a similar story on LIRR, which carried 200,000 riders or more on Wednesday, September 7, Thursday, September 8, Tuesday, September 13, and Wednesday, September 14. The post Labor Day increases suggest that ridership recovery may enter an even stronger phase this fall.

Going back to the summer, the weekday ridership recovery continued at a very healthy pace. Average Metro-North weekday ridership reached 57% of pre-pandemic levels in July, or 150,100 riders. The numbers held steady in August, with the railroad hovering at 56% of pre-pandemic ridership, or 146,500 riders. On LIRR, the numbers tell a similar story, with average weekday ridership reaching 59% of pre-pandemic levels in July and 60% in August. LIRR’s average weekday July ridership was 172,600 and its August average weekday ridership was 173,300.

On weekends, the ridership comeback was even more pronounced. Metro-North average weekend ridership was 92% of pre-pandemic levels in July and 93% in August. Metro-North carried an average of 81,000 riders per day each weekend in July and 82,300 per weekend day in August. LIRR reached 86% of weekend pre-pandemic ridership in July and 90% in August, with an average of 87,700 weekend riders in July and 92,100 average weekend riders in August.

LIRR and Metro-North continue to reach ridership milestones by providing the service that their customers are looking for. Since the last Committee meeting, LIRR has provided service to 30 Mets Games at Citi Field and 20 days of tennis at the US Open. Metro-North has provided service to 24 Yankee games at Yankee Stadium plus event-day service to the Bad Bunny concert

at the stadium on August 28. On Labor Day, Metro-North carried 23,300 more riders than Labor Day last year, an increase of 45%, while LIRR carried 15,300 more riders, an increase of 20%.

Ridership growth has been further fueled by key events on both sides of Long Island Sound. On Long Island, LIRR began service on the first segment of the Main Line's new third track, serving New Hyde Park and Merillon Avenue, on August 15. The second section, serving Mineola, opened on Tuesday August 30. A third and final section of the third track will open this fall. This will mean more room for more trains. A 40% systemwide service increase is planned to begin when Grand Central Madison service opens later this year. In Connecticut, Metro-North introduced 13 new trains per weekday starting on July 11, including seven on the Waterbury Branch and six new four-stop super-express trains on the New Haven Line ("NHL") that make stops only at GCT, Stamford, Bridgeport, and New Haven, making the trip in as little as 1 hour and 39 minutes. This pilot on the NHL is made possible with funding from the Connecticut Department of Transportation, which shares Metro-North's vision of frequent trains being a key to providing world-class customer service.

In August, MTA launched the new TrainTime app, which is now a single app for both railroads that replaces the previously separate TrainTime apps for each railroad and folds in e-Tix. You can plan your trip and buy a ticket with the same app. The new app provides a more consistent experience across both railroads with granular information about upcoming train arrivals and seating availability and with in-app chat functionality. The customer response to the new app has been phenomenal, with 50,000 downloads within a few hours of the new app's launch and nearly 300,000 downloads to date. This new app allows for a future feature of regional rail trips when Grand Central Madison service opens later this year. A customer who travels from Long Island to Metro-North territory, or vice versa, will be able to plan their full trip and purchase their tickets without having to use multiple apps, which is a huge improvement.

This new app exemplifies the collaborative work that continues to grow between the two railroads. Their Safety, Track, and Mechanical departments (to name a few) have been working together to develop and find solutions as well as understand best practices to work to solve common problems. Even the new condensed Committee Book, which we are seeing for the first time today, is the result of significant collaborative effort across the agencies. A recent example of this collaboration is the track laying machine ("TLM") that LIRR uses in Mineola, which President Rinaldi visited while accompanied by people from Metro-North who wanted to see the TLM in action.

On Tuesday, September 6, Governor Hochul joined MTA leaders to unveil a dramatically more spacious LIRR Concourse in Penn Station. Crews have widened the concourse to 57 feet from the previous 30 feet and have raised the ceilings to 18 feet. This new expanded concourse is filled with colorful digital displays distributed generously throughout the concourse to show train departures wherever customers are likely to be located. The efforts to improve customer satisfaction extend to stations across LIRR. LIRR opened a rebuilt overpass at Huntington on August 28 that is fully enclosed with glass panel walls welcoming in natural light and features brighter LED lighting and CCTV security cameras. On August 19, LIRR announced the successful installation of Wi-Fi and enhanced cell service at Jamaica station, with coverage on platforms, in waiting rooms, and in the Sutphin Boulevard underpass.

Metro-North and LIRR remain committed to their customers and providing new and innovative ways to support current ridership and bring back more customers. They continued their Connect With Us forums, which were held on July 18 at Port Jefferson and August 18 at Mamaroneck.

Results from the MTA spring 2022 Customer Count Survey are in. The response rate was high, and respondents included both current and lapsed customers. The survey was offered in nine languages plus English across all service modes. President Rinaldi is happy to report that commuter railroad customers are the most satisfied MTA customers. Metro-North customers rated their overall transportation experience very satisfied or satisfied at 87% and LIRR customers at 81%. This is a tribute to the great men and women of LIRR and Metro-North. Customers also indicated that they are using rail services more frequently —about 20 and 24% more often on Metro-North and LIRR respectively. These results are very encouraging and reflect the schedule adjustments and other customer service improvements that the railroads have been making to accommodate changing travel patterns and to more closely meet customer travel needs.

Finally, LIRR and Metro-North are pleased to share their new Committee Book. The Book focuses on key performance metrics for the railroads. This clear new format provides the most critical metrics in a way that is focused and informative. Reports and data on other metrics seen over the years will be available on-line.

### **OPERATING REPORTS:**

Joseph Lagana, Metro-North Chief Transportation Officer, said that Metro-North’s on-time performance (“OTP”) for August was 96.8%, with year to date (“YTD”) performance at 97.1%. Both are above the goal of 94%. In August, Metro-North had five major incidents, including a trespasser incident, police activity, and mechanical issues, which impacted OTP. There were 150 delays in August. YTD mean distance between failure (“MDBF”) remains above goal at 218,299 miles. For August, the MDBF was 152,481 miles. Equipment failures were primarily due to issues related to positive train control (“PTC”) and the July 18 rainstorm that caused severe flooding throughout Metro-North’s operating territory. Metro-North is in the process of updating on-board PTC software. Finally, Metro-North will be implementing a schedule change on Sunday, October 16 to account for updated ridership patterns and planned infrastructure work.

Rob Free, LIRR’s Senior Vice President, Operations, said that July OTP was 95.9% and August OTP was 95.3%. YTD OTP is 96% as of the end of August. All are above the goal of 94%. YTD all LIRR’s branches are operating at or exceeding the goal of 94%. For July, the most significant event was a July 1 signal issue at Nassau Interlocking, which impacted OTP by 0.1%. There were five July incidents which impacted ten or more trains. For August, there were ten incidents that impacted ten or more trains. The most significant was a broken rail on Line 1 in Amtrak territory, which impacted LIRR OTP by 0.3%. The June MDBF was 235,000 miles. For July it was 202,000 miles. YTD MDBF is 222,000 miles. All are above LIRR’s goal of 190,000 miles. LIRR’s M-9 fleet recorded its highest MDBF since it was put in service, achieving over 688,000 miles. LIRR has over 99% YTD completed trips.

In response to an inquiry from a prior Committee meeting, President Rinaldi stated that there is an all-agency effort, spearheaded by MTA Headquarters safety department, to develop an

all-agency personal electric vehicle policy. There is a draft that is very far along that they expect to be able to share with the Committee in the upcoming months.

The complete Metro-North and LIRR reports are filed with the records of this meeting. The video recording of the meeting produced by the MTA and maintained in the MTA records contains a complete record of Chief Transportation Officer Lagana's and Senior Vice President Free's presentations.

### **SAFETY REPORT:**

Metro-North Vice President of System Safety Shelley Prettyman stated that Metro-North's Safety report can be found starting on page 16 of the Committee Book. The FRA reportable customer injury rate for the 12 months ending July 2022 was 2.02 per one million customers, which was down from 2.16 for the prior 12 month period. Slips, trips, and falls remain the most frequent cause of injury. The FRA reportable lost time employee injury rate was 2.14 per 200,000 work hours for the current reporting period, compared to 1.91 for the prior period. The employee injury rates will be updated as the working hours are updated.

Last week was Metro-North's third quarter safety focus week. Interactive discussions were held with employees on seasonal and trending safety topics. This quarter's discussions included fire prevention, personal electronic devices, and preventing stormwater pollution. Employees are encouraged to raise other topics for discussion.

This week is also rail safety week, which is a collaborative effort with New York and Connecticut Operation Lifesaver programs, partners at MTAPD, New York and Connecticut Departments of Transportation, and the Federal Railroad Administration ("FRA"). Vice President Prettyman thanked Metro-North's partners for their support. Metro-North's Office of System Safety and its partners will hold interactive safety outreach events, including outreach at seven stations and five grade crossings. Friday is Red Out for Rail Safety Day. Employees and customers are invited to wear red to promote rail safety awareness.

September is suicide prevention awareness month. Metro-North is holding QPR – question, persuade, refer – suicide prevention awareness training sessions for its employees, as well as participating in American Foundation for Suicide Prevention Out of the Darkness awareness talks in Westport and Mamaroneck.

In response to a question from Co-Chair López regarding the Office of Mental Health's request for posters regarding the 988 Suicide Hotline, Vice President Prettyman said that she would get back to her.

In response to a question from Board Member Bringmann regarding the percentage of fatalities attributable to suicide, Vice President Prettyman said that she will get back to him.

LIRR Vice President – Corporate Safety Lori Ebbighausen stated that LIRR's Safety Report begins on page 26 of the Committee Book, reporting on safety through the end of July 2022. The FRA reportable customer injury rate was 2.07 injuries per million customers, down

from 4.15 injuries per million customers for the prior 12 month period. During the same reporting period, the average reportable employee lost time injury rate slightly increased from 3.92 injuries per 200,000 hours worked to 3.99 injuries per 200,000 hours worked.

For rail safety week, LIRR is at Hewlett today and will be at Farmingdale, Deer Park, Ronkonkoma, and Stony Brook. Vice President Ebbighausen thanked LIRR's partners at MTAPD, FRA, Public Transportation Safety Board, and Operation Lifesaver. When LIRR goes to Stony Brook, LIRR will be partnering with Long Island Crisis Center ("LICC") and Response Crisis Center ("RCC") to focus on suicide prevention awareness month. LIRR has had a dedicated hotline with LICC and RCC since 2009. For the last two years, LIRR has had 28 trespassers vs. trains events each year. The majority of those are: (a) fatal, (b) intentional and, for those that are intentional, (c) involve mental health issues, so LIRR greatly values its partnership with LICC and RCC.

The full safety report is filed with the records of this meeting. The video recording of the meeting produced by the MTA and maintained in the MTA records contains a complete record of Vice President Ebbighausen's and Vice President Prettyman's presentations.

#### **MTAPD REPORT:**

MTAPD Chief of Police John Mueller said that, for August 2022, they had 22 major felonies throughout the system. Of those, thirteen were larcenies, two were burglaries, three were felony assaults, and four were robberies. More than half of the larcenies involved sleeping passengers who had property taken from them. Chief Mueller has been speaking with MTA Acting Chief Customer Officer Shanifah Rieara and they will put together a campaign to educate passengers over Metro-North and LIRR loudspeakers to remind them of situational awareness. Chief Mueller said the numbers are looking good overall and that it is a tribute to the great work of the men and women of the MTAPD. He said that this year they have had 154 major felonies compared to 147 in 2021 and 162 in 2019. Chief Mueller said they will be focusing on larcenies.

In response to a question from Board Member Valdivia regarding assaults and harassment against LIRR employees being slightly up in August, Chief Mueller said they were misdemeanors and violations so are not included as felony assaults. Chief Mueller said there were two felony assaults against conductors. He said MTAPD has been in contact with the conductors' unions and working with district commanders to make sure that they understand the different crimes and how to categorize them. He said they will be drilling down even more into the misdemeanor assaults and violations.

Board Member Tessitore thanked Chief Mueller for their productive meetings. He said he is seeing on the horizon dedicated train patrols, which he has been asking about for years. He said the misdemeanors and harassment are widespread, and are not being captured the way they should. He mentioned spitting, verbal abuse, and trapping crews in train cabs. He said that signs on the trains mention seven years in prison but he does not believe they get seven minutes, which is a continuing problem.



Board Member Bringmann asked if there was any way to track through the local district attorneys to see the dispositions of cases turned over to them. Chief Mueller responded that they are starting to track every assault, including getting victim impact statements to go before the judge, and will be advocating for consequences.

Chief Mueller said they will implement a train patrol unit into the system starting in January. There will be a dedicated number of officers – probably around 60 plus supervisors – who will be dedicated exclusively to train patrols. The goal is to welcome everyone back. The officers will be specially trained. Two officers will start on either side of the platform, get on the train, and walk to the middle. They want rider interaction. They will also have special operations K9 and Emergency Services Units on the platforms. They will be reviewing the surveys to see if they are where they need to be and will be following the ridership. The unit will begin at 5 am and will start out east and up north because that is when they begin to see the morning ridership. At the end of the day, they will also follow the ridership.

Board Member Zuckerman said that he likes the idea of community policing. In response to his question about whether they could do something to remind people about courtesy, President Rinaldi responded that they were in the process of putting together messaging.

Board Member Bringmann suggested that Chief Mueller remind the officers that only service dogs should be allowed on the LIRR trains or in Penn Station without carriers. He noted that a woman was walking her dog and walked past three officers, one of whom Board Member Bringmann believed should have advised the woman that the dog needed to be in a carrier.

In response to a question from Co-Chair Chu about enforcement of public marijuana use, Chief Mueller said he would get the numbers but noted that, since marijuana is legalized and there is no violation for marijuana use per se, they robustly enforce no smoking regulations. In response to a further question from Co-Chair Chu as to whether the dedicated train patrol will be working on this, Chief Mueller said that it would.

Board Member Valdivia echoed Board Member Zuckerman’s comment about messaging and mentioned research that backs up use of messaging to get points across.

Board Member Bringmann mentioned the prior “Courtesy is Contagious” campaign and said they could simply update the posters.

The MTAPD report is filed with the records of this meeting. The video recording of the meeting produced by the MTA and maintained in the MTA records contains a complete record of Chief Mueller’s presentation.

### **CUSTOMER SURVEY:**

MTA Acting Chief Customer Officer Rieara clarified that the “988” Suicide Prevention posters are posted in both railroads and in New York City Transit.

With regard to the spring 2022 customer survey for LIRR and Metro-North, Acting Chief Customer Officer Rieara said that it was conducted to obtain ratings and key drivers of the customer experience and also to understand why customers were using the railroads less than before the pandemic. More than 20,000 Metro-North customers and 22,000 LIRR customers provided feedback. The survey was offered in nine languages plus English and offered a phone option for those who wanted to speak to a live agent. The data was weighed using the census to adjust for income levels and minority representation, as well as ridership using average weekday customer service counts. Key takeaways include LIRR up 2% since the fall 2021 survey, Metro-North satisfaction remains extremely high at 87%, with those riders identifying as being satisfied or extremely satisfied with service. Destination station satisfaction scores have decreased, although satisfaction for on board safety on trains has increased across both railroads. Nearly 2/3 of railroad customers have listed their reasons for riding less frequently as working from home.

The survey showed that service is more important to customers than anything else, and we are pleased with the high service scores. Personal safety at destinations is also very important and those scores need to improve. The ratings for fares are also lower than they would like. They are looking at additional incentives and flexibility. While ratings for personal security on trains remain high, there are concerns about erratic behavior and levels of homelessness at destination stations.

Satisfaction has increased for the majority of LIRR branches, with Port Washington up a substantial 7%, and Oyster Bay and West Hempstead with gains of 4%. Port Jefferson and Long Beach were the only branches that slipped by a point or two. Satisfaction with destination stations are dropping. The perception of personal safety at these stations is also influencing overall scores. Cleanliness is also a key driver of satisfaction with destination stations. Penn Station's overall drop was likely linked to personal safety concerns, with a drop there of 8% and cleanliness down 4%. The biggest drop was at Atlantic Terminal, with personal security dropping 9% and cleaning dropping 8%. For Jamaica station, personal security dropped 4% and cleanliness was down 4%. Some of the cleanliness issues may be linked to the increased passenger volume and trash being left behind by fellow riders.

All the key drivers for Metro-North scored quite high, including on-board personal security. The Hudson, Harlem, and New Haven lines all achieved high customer satisfaction scores. Similar to overall Metro-North scores, line level scores have remained stable since fall 2021. The Harlem Line provided the highest score, with 89% either very satisfied or satisfied. Metro-North destination stations showed a slight decline. While GCT dropped from 89% to 83%, it is still remarkably high. We can link the decline to declining cleanliness, which is down 11%, and personal security, which is down 9%. Harlem – 125th Street Station had a 14% decline. Cleanliness dropped 9% and personal security dropped 15%. We are working hard to improve these conditions in both GCT and Harlem – 125th Street by hiring new cleaners and working with the police chief to improve security measures.

Lastly, the survey asked customers who were riding less to provide the top reasons as to why they are riding less. Working from home is overwhelmingly the main reason why customers have reduced usage. Other reasons include COVID concerns and cost. These findings are similar to those from the fall 2021 survey.

Next step is to engage both railroads more deeply, including the management teams, to come up with different strategies to address these customer concerns and roll out new initiatives. The goal is to improve service delivery, customer journey experience, accessibility, and communications to help define, and support improvement initiatives. Acting Chief Customer Officer Rieara thanked the team that helped put the survey together with the leadership of Pat Imbro, Janice Pepper, Samantha Hawkins, James Rubin, and Jon Kaufman.

In response to a question from Board Member Glucksman regarding whether there will be a West of Hudson survey, President Rinaldi said that they will check with New Jersey Transit.

Board Member Bringmann thanked Acting Chief Customer Officer Rieara and said that they captured exactly how LIRR feels.

In response to a question from Co-Chair López as to whether the survey contains a section for narratives, Acting Chief Customer Officer Rieara said they had an open comment category for customers to provide a detailed level of narrative.

The video recording of the meeting produced by the MTA and maintained in the MTA records contains a complete record of Acting Chief Customer Officer Rieara's presentation.

### **INFORMATION ITEMS:**

President Rinaldi reported on the following information items:

Metro-North and LIRR both have the 2023 preliminary budget, the 2022 mid-year forecast, and the 2022 2<sup>nd</sup> quarter diversity and EEO report in the on-line materials.

LIRR has the fall trackwork programs in the on-line materials.

The details of these information items are contained in reports filed with the records of this meeting.

### **PROCUREMENTS:**

Metro-North Senior Director of Procurement and Material Management Anthony Gardner reported on one Metro-North procurement, in which approval was required for a modification to Metro-North's contract with Port Imperial Ferry Corporation, d/b/a NY Waterway, for the ongoing provision of Haverstraw to Ossining and Newburgh to Beacon ferry service. The modification totaling \$8,244,372 includes funds for the continuance of service during the last quarter of 2022 and the exercise of the final two year contract renewal option covering the period of January 2023 through December 2024. Funding for these services is provided by the New York State Department of Transportation (approximately 39%) and a federal grant (38%), with the remainder coming from Metro-North's operating funds and ferry revenue.

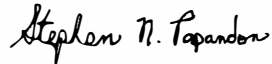
Upon motion duly made and seconded, the Committee recommended approval of the procurement item.

The details of this procurement are contained in reports filed with the records of this meeting.

**ADJOURNMENT:**

The Committee unanimously voted to adjourn the meeting.

Respectfully submitted,



Stephen N. Papandon  
Acting Vice President, General Counsel & Secretary  
The Long Island Rail Road Company



Susan Sarch  
Vice President, General Counsel & Secretary  
Metro-North Commuter Railroad Company