



PERMANENT CITIZENS ADVISORY COMMITTEE TO THE MTA

# 2011 Annual Report

## Overview

The PCAC and its three rider Councils address a variety of issues that impact the daily commuter, at both local and broad policy levels. Our advocacy tools cover a wide-range of media: public testimony, letters to elected officials and MTA management; press releases and interviews with newspaper, TV, and radio outlets; op-ed newspaper pieces; research reports; website and Facebook articles; public “Meet the Council” and “Listening Session” events; public forums; attendance at local, regional and national conferences; and, of course, 32 PCAC/Council meetings yearly, all open to the public.

The following sections highlight the priority issues in 2011 in our mission to represent and support the riders of the MTA.



## PCAC



- Called for increased local, state and federal support of the MTA operating budget and Capital Program
- Called for MTA to implement recommendations in the PCAC Minutes Matter report in order to improve performance measures and transparency
- Reviewed the poor responses to the 2010/2011 winter storms and plans for future snow emergencies
- Expressed concern about the Long Island Bus contract termination and related service changes
- Reviewed MTA's performance and compliance with the Public Authorities Reform Act of 2009
- Called for restoration of 2010 service cuts
- Released the 2010 Performance Review of the MTA which included a watch list for 2011
- Hosted noted speakers at quarterly PCAC meetings: MTA Chief Financial Officer Robert Foran; MTA Director of Real Estate Jeff Rosen; Assemblyman James Brennen; and Nicole Gelinas, Senior Fellow Manhattan Institute

### PCAC Executive Committee

- Ira R. Greenberg - *Chair*
- William K. Guild - *First Vice Chair*
- James F. Blair - *Second Vice Chair*
- Andrew Albert
- Mark Epstein
- Michael J. Sinansky

### PCAC Staff

- William Henderson - *Executive Director*
- Dr. Jan S. Wells - *Associate Director*
- Ellyn Shannon - *Transportation Planner*
- Karyl Berger - *Research Associate*
- Deborah Morrison - *Administrative Assistant*



## 2011 LIRRCC Members

Mark Epstein - Chair  
Matthew L. Kessler - Vice Chair  
Gerard P. Bringmann  
Sheila Carpenter  
Owen Costello  
Ira R. Greenberg\*  
Maureen Michaels  
Larry Rubinstein

## 2011 MNRCC Members

David Buchwald - Chair  
Rhonda Herman - Vice Chair  
James F. Blair\*  
Richard Cataggio  
Francis T. Corcoran  
Randolph Glucksman  
Neal Zuckerman

## 2011 NYCTRC Members

### *Executive Committee:*

Andrew Albert\* - Chair  
Michael J. Sinansky - Vice Chair  
William K. Guild  
Marisol Halpern  
Toya Williford  
Shirley Genn  
Stuart Goldstein  
Jessica Gonzalez-Rojas  
Christopher Greif  
Sharon King Hoge  
Thomas C. Jost  
Trudy L. Mason  
Steven Mayo  
Edith M. Prentiss  
Burton M. Strauss, Jr  
\*MTA Board Representative

## 2011 Reports and Documents

2010 Annual Performance  
Review of the MTA

*All reports and documents listed  
are available online in PDF  
format at  
<http://www.pcac.org>*

## MNRCC

- Called for explanations from MNR about the winter storm shut downs and damage from Hurricane Irene to the Port Jervis line
- Supported the concept of “Quiet Cars” and the smoking ban on platforms
- Hosted two Putnam County “listening sessions” in Cold Spring and Garrison
- Hosted a Meet the Council event in GCT
- Hosted a President’s Forum with MNR President Howard Permut
- Expressed opposition to the MNR refund policy introduced in January 2011
- Celebrated the first M-8 put in revenue service with its arrival in GCT on March 1, 2011
- Called for an explanation about the lack of customer information during service disruptions
- Announced new leadership for 2011–2013: Chair David Buchwald and Vice-Chair Rhonda Herman

## LIRRCC

- Demanded explanations from the LIRR on its responses to the winter storms and the Jamaica equipment lightning strikes
- Called for “short train” information on platform screens
- Participated in the LIRR’s Meet the Managers events
- Expressed opposition to the LIRR’s refund policy introduced at the beginning of 2011
- Expressed concern about the continued pattern of non-collection of tickets and fares on-board trains
- Submitted complaints to the LIRR about station parking facilities being unplowed in snow conditions; the site of unfair ticketing practices by local police; and shortage of spaces
- Called for the cleanup of the Right of Way (ROW)
- Called for action on the ROW encroachment by property owners on the Port Washington Branch
- Requested expansion of station hours, particularly during inclement weather
- Called for ADA access at the Pinelawn Station
- Hosted a Meet the Council event at Penn Station
- Called for the enactment of the Federal Commuter Benefit Equity Act (H.R. 2412/S. 1034) and similar state level legislation
- Announced the election of new leadership for 2011–2013: Chair Mark Epstein and Vice Chair Matthew L. Kessler

## NYCTRC

- Demanded that NYCT explain its winter storm response
- Called for improvements in the SBS implementation
- Requested better coordination of bus diversions during public events
- Created a new informational flyer
- Called for improvement in elevator and escalator reliability
- Complained to NYCT about music on platforms interfering with sight and hearing impaired riders
- Called for more attention to disability issues using the buses and subways
- Monitored the performance of countdown clocks and reported problems
- Toured the White Plains Road Line subway stations
- Suggested to NYCT how Wait Assessment and delay measures data could be presented for better understanding
- Welcomed new member Steven Mayo, recommended by the New York City mayor

