

A meeting of the New York City Transit Riders Council (NYCTRC) was convened at 12:00 noon on June 28, 2018 in the MTA, Second Floor Conference Room D 2.10, 2 Broadway, New York, New York 10004.

Member Attendance

Andrew Albert (Chair)	Present
Burton M. Strauss Jr. (Vice Chair)	Present
Stuart Goldstein	Present
Christopher Greif	Present
William K. Guild	Present
Marisol Halpern	Absent
Sharon King Hoge	Present
Trudy L. Mason	Present
Scott R. Nicolls	Absent
Edith Prentiss	Present

Staff Attendance

William Henderson (Executive Director)	Present
Ellyn Shannon (Associate Director)	Present
Bradley Brashears (Planning Manager)	Present
Sheila Binesh (Transportation Planner)	Present
Karyl Cafiero (Research Associate)	Present
Deborah Morrison (Administrative Assistant)	Present
Jayendra Bhardwaj (Intern)	Present
Riddhi Parikh (Intern)	Present

Non-member Attendance

<u>Name</u>	<u>Affiliation</u>
Michael Howard	YAI
Jessica Ames	ASL Interpreter
Byron Vasquez	ASL Interpreter
Kevin Zeng	YAI
Michael Korschun	Concerned Citizen
Bobby Lee	Concerned Citizen
Eric Wollman	Concerned Citizen
Ken Stewart	Concerned Citizen
Deborah Greif	BFSSAC
Deborah Hall-Moore	NYCT

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Time Point

Video Part 1

00:16

Approval of Agenda for June 28, 2018 meeting.

00:29

Approval of Minutes for May 24, 2018 meeting.

00:42

Chair's Report attached.

13:22

Board Report:

- New bus plan the MTA and DOT have for the L train shutdown. Discussion of 14th Street lawsuit.
- New Fare payment coming in 2019.
- L train closure: platform doors are not happening as a pilot program at 3rd Ave and 14th Street stations.
- T. Mason gives L train shutdown update: L4 bus route is now going from Bedford to 14th Street, community concern about the traffic on side streets like 15th St, 16th St, etc., flexibility of ferry service (will more ferries be added?), and concerns about having a one-fare ride.
- Clark Street tunnel reopening.
- Staten Island Express Bus Redesign Project: Buses will now go to either Downtown or Midtown to avoid buses traveling on congested Manhattan streets.

30:50

C. Greif: Will reduced-fare be accommodated in the new fare payment system?

A. Albert: Yes

33:00

S. Goldstein: Did they mention a rollout on buses for new fare payment?

A. Albert: Yes, they will have an early rollout.

W. Henderson: It will first be rolled out on Staten Island buses.

Video Part 2

Introduction of new PCAC interns: Riddhi Parikh and Jayendra Bhardwaj.

01:35

C. Greif: Awards Chair Albert and PCAC for Atlantic Ticket's implementation on behalf of BFSSAC.

05:55

Election of NYCTRC officers and discussion of the Executive Committee representation.

07:31

T. Mason: Makes a motion to renominate current slate of officers.

C. Greif: Seconds motion

W. Henderson will submit one ballot for the entire Council.

8:37

A. Albert: Bylaw change – to expand officer terms from one to two years.

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- 11:10 T. Mason: Discussion regarding Vincent Jenkins– She cannot return his TTY calls. Discussion continued regarding Vincent’s no shows and having to pay the interpreters.
T. Mason: Requests his phone and email to get in contact with him.
- 15:37 **Old Business**
- 15:42 C. Greif: Update regarding bus meeting?
A. Albert: The meeting will happen in July.
T. Mason requests that she, E. Prentiss, and C. Greif are present at this meeting.
- 17:38 D. Greif: Bus complaint about B49 bus not dropping her off at last stop at Mackenzie Street near Kingsborough Community College – long walk.
- 20:15 E. Prentiss: The M15 SBS last stop is in a bus yard with no curb, no putting the ramp down – rider is let off in mud puddles. This should not be the last stop.
- 23:35 E. Prentiss: Short turned buses, trips falling off the electronic map.
- 23:52 K. Stewart: The handrail on the new car design hits him in the head. Is there a way they could consider bringing back straphangers?
A. Albert: They wear out and have to be replaced a lot, but we can ask about it.
- 24:59 **New Business**
- 26:02 S Goldstein: Announcements are being made on the LIRR for Atlantic Ticket. However, conductors are not collecting tickets in both directions.
- 27:38 E. Prentiss: Was on a Penn Station bound train and did not hear any Atlantic Ticket announces before Jamaica.
- 28:00 T. Mason: At 34th St- Hudson Yards 7 line station there is not signage to direct passengers to Hudson Yards area and buildings.
- 30:45 **Introduction of Speaker:** Monica DaCosta, NYC Transit Chief Officer – Operations Training, to discuss training provided to subway operating personnel.

Video Part 3

- 17:35 A. Albert: How long is the training period for a conductor?
M. DaCosta: Thirty-five days.
A. Albert: Are they expected to learn the routes they are operating on or are they given scripts?
M. DaCosta: Things for operators can become automated, and they may go rogue, therefore there is a need for scripts.

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- 19:52 A. Albert: Do you ride with new train operators?
M. DaCosta: Yes, we do ride with new trains operators and conductors – they are considered probationary employees for their first year of service. Periodically, NYC Transit staff rides with operators and conductors. Also, Service Delivery evaluates operators and conductors.
- 20:46 A. Albert: Before a conductor starts his/her route, are they given a list of all the G.O.s?
M. DaCosta: When a conductor comes on duty they are responsible for reading the bulletins for the day regarding G.O.s for the day.
- 21:08 C. Greif: Conductors do not read the script all the time. This makes it difficult for passengers.
- 22:45 E. Prentiss: How arduous is it to change the scripts? There are conductors on the A train that are wonderful.
M. DaCosta: We are in the process of training conductors on new announcement protocols – to be more informative to customers.
- 25:21 K. Cafiero: What is the protocol when a conductor should override the automated announcement? Also, what is the training for station cleaners, and do they get customer service training?
M. DaCosta: If the train is delayed, the conductor will override the automated announcement. They will improve announcements to provide better customer service – announcements will be more informative – trying to find new language. They are also doing voice and tone training with conductors, and the plan is to roll it out to station cleaners to provide improved customer service.
- 31:20 T. Mason: Are the conductors instructed to hold doors open so passengers can transfer from express to local trains on the same platform? Doors get closed in her face. They do have schedules to keep, but they should keep their doors open for 30 seconds to a minute so people from the 6 can walk across the platform and board a 4 train.

Video Part 4

- 00:27 M. DaCosta: This has been raised to the highest level – Andy Byford. She is making a note of this and will follow-up.
- 01:22 E. Prentiss: She is in the middle of the door to board the train and the doors slam on her.
M. DaCosta: The conductor is not doing their job properly. They are only supposed to close the doors on the side they are looking at. They should make sure there are no passengers stuck in the doors.
- 03:06 D. Hall-Moore: Monica, is it helpful for Edith to make note of the line she is traveling on to help identify the person so this does not happen anymore?

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M. DaCosta: Absolutely. Get the train car number you are boarding on, or any car number on that train and where it is going.

08:03 B. Strauss: What is the size of your budget?

M. DaCosta: \$14 million

08:13 E. Prentiss: Do you do training for the voice in the sky? The station/platform announcements? Get wrong or no announcements especially on the A train in Manhattan, not knowing when trains arrive. We need count-down clocks in the boarding areas for more information.

M. DaCosta: We do some training for this, and will make a note of this issue.

10:13 K. Cafiero: When there is a delay and the conductor gets on to say there is train traffic ahead, is there a timeframe of how often that announcement needs to be made, every two-five minutes?

M. DaCosta: Yes, there is a time, but she is not sure what it is, but will get back to us (through Deborah Hall-Moore) regarding this matter.

11:54 E. Prentiss: What are they supposed to do if a PA is not working in a car?

M. DaCosta: That is difficult because the crew does not know if PAs are working in all cars.

12:43 ***Adjourned***

Action Items

- Bus Meeting

Youtube Video links:

[Video: Part 1 of 4](#)

[Video: Part 2 of 4](#)

[Video: Part 3 of 4](#)

[Video: Part 4 of 4](#)

The meeting was adjourned at 2:00 PM.

Respectfully submitted,

William Henderson
Executive Director