

PERMANENT CITIZENS ADVISORY COMMITTEE TO THE MTA
MINUTES OF SEPTEMBER 8, 2017

A meeting of the Permanent Citizens Advisory Committee (PCAC) to the MTA was convened at 12:00 noon on Friday, September 8, 2017 in the 20th Floor Board Room at 2 Broadway, New York City.

The following members were present:

Andrew Albert	Christopher Greif
Mark Epstein	William K. Guild
Orrin Getz	Marisol Halpern
Randy Glucksman	Sharon King Hoge
Stuart Goldstein	Trudy Mason
Ira Greenberg	Scott Nicholls
Burton M. Strauss, Jr.	

The following member was on the phone:

Edith Prentiss

The following members were absent:

Francena Amparo	Mike Godino
Gerard Bringmann	Rhonda Herman
Sheila Carpenter	Raymond Pagano
Richard Cataggio	Bryan Peranzo
Francis T. Corcoran	Larry Rubinstein

In addition, the following persons were present:

William Henderson	-Executive Director
Ellyn Shannon	-Associate Director
Angela Bellisio	-Planning Manager
Bradley Brashears	-Transportation Planner
Karyl Cafiero	-Research Associate
Kristin Kligerman	-Save Murray Hill
Eric Wollman	-Brooklyn Historic Rail Association
Matt Kamper	-Concerned citizen
Yvonne Morrow	-Concerned citizen
Neil Padukone	-Concerned citizen

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Time Point
Video Part 1

Chairs' Reports

00:22 **PCAC: A. Albert gave the PCAC Chair's report.
Councils: Mr. Albert asked for questions on the previously
distributed reports, and there were none.**

Approval of Agenda and Minutes

**The agenda for the 9/8/2017 meeting was approved. The
minutes of the 6/8/2017 meeting were approved.**

09:10

Introduction of Guest Speakers

**Mr. Albert introduced MTA Chairman Joe Lhota, Acting
NYCT President Darryl Irick, NYCT Chief of Staff Naomi
Renek, and NYCT Chief of Operations Planning Peter
Cafiero.**

11:00

**J. Lhota: Subway Action Plan - Customer focused, intended
to improve reliability, improve capacity issues, enhance
stations and station safety, change the way the MTA
communicates with customers.**

16:00

**As for the subway problems, 54% are in signals, then track
and power, then remainder.**

Actions underway:

**Since power delivery problems can trip the signals, working
with Power Authority and Con Ed**

**Water: Comprises 4% of identified problems but impacts
signals, tracks and power. Trash clogging drains also a
problem.**

**Track Cleaning and Repair increased, and will triple the rate
of installation of continuous welded rail.**

**Sick Customers: Combined Action Teams strategically
placed throughout the system.**

**Maps have been developed for water, track and signal
problems.**

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22:15

Culture change is ongoing at NYC Transit.

Why did subway crisis occur this Spring? Fiscal crisis of 2008 resulted in a mortgage market decline that caused a 20% drop in revenue to the MTA. This resulted in headcount reductions that were never reversed.

24:00

Maintenance was never brought back. Maintenance schedules were drawn out to longer periods. Strategically the way maintenance needs to be done needs to be changed. It must be methodical.

27:30

Genius Awards: The MTA received 436 proposals that are being evaluated. About 20% or 80 are viable. Something useful will result from this initiative.

Organizational Chart: The division of responsibility in the Office of the Chairman is between Ronnie Hakim, who makes sure the trains run on time, and Pat Foye, who evaluates what innovative things we can do and how we get the MTA into the 21st Century including what needs to be done in Albany to remove blocks to improvements. Janno Lieber will work closely with Pat and Ronnie. Try to coordinate efforts on Real Estate.

32:00

Amtrak repairs: What could we do when face with a situation where 20 % of scheduled LIRR trains could no longer enter Penn Station? We were asking riders to change their habits. We saw that change in habits and some have kept up those habits.

37:00

Metro-North President search: Process is on-going. The MTA has 6-7 candidates and has conducted interviews, with those in the process coming back for another round of interviews. We have very viable candidates. Many people want to come here.

42:30

Questions from Members

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M. Epstein: Request for a real lessons learned report, and whether LIRRCC be a part of the process. J. Lhota Now question is asked, we must be sure that we put together a lessons learned report.

44:00

T. Mason: When there is an incident causing people to take buses, the bus drivers frequently haven't heard why they are suddenly getting a huge influx of riders. D. Irick, the new bus command center and new protocols will improve this; there must be clear and quick communications between subway and buses when an incident occurs.

47:00

T. Mason: Can service notices be placed at the subway entrance before descending or ascending to the subway?

50:00

C. Greif: Thank you, when there was a minor derailment on Q train everything was done well, communication worked well. Also, there needs to be cleaning inside tunnels, Sea Beach Line open cut stations that need to be painted and cleaned especially the (B,Q) Seventh Avenue station. There are safety conditions in the station, and a need for upgrades at the Sheepshead Bay station.

53:00

S. Goldstein: The speed with which communication gets out to field personnel is not what it should be, although it was clearly something that NYC Transit was interested in improving. Cleaning staffing issues.

55:00

A. Albert: How many station leaks result from third parties? Will Janno Lieber be in charge of station sponsorships? J. Lhota: That is with the NY Partnership now, it's not clear who it will be under right now.

58:00

E. Prentiss: A train derailment-related concern: buses were being shuffled uptown and emptied at 145th St., there were

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no NYCT personnel on the street, no information for people that needed to go to the Bronx. J. Lhota: That was my first day, and was a big teaching moment.

1:04:05

M. Epstein: On time performance does not reflect the rider experience, it's developed from the train's experience. Could we make the metrics more customer focused? **J. Lhota:** the metrics do need to change. We are looking at new and different ways to change them.

1:12:15

O. Getz: NJ Transit is coming up with a micro grid to back up their system, in case there is a power failure. **J. Lhota:** Ronnie Hakim is checking with MTA engineers, and they are also speaking with NJ Transit to understand what they are doing. (Mr. Lhota departs)

1:19:00

O. Getz: Relative to use of the Belmont Park train station, has LIRRCC taken a position on this station?

1:22:00

E. Prentis submitted several questions and asked whether those questions be submitted in a written format to the Chairman. **W. Henderson:** They will be sent.

1:23:00

New Business

C. Greif: Metro-North Yonkers station, has concern regarding gap, **A. Albert:** Raised issue with MNR and will follow-up with C. Rinaldi.

C. Greif: Someone I know slipped because of a gap, LIRR has a sign saying please watch the gap. These signs are missing from the Hudson line MNR stations.

C. Greif: Subway station curves i.e. 14th Street northbound side, without gap fillers, can stations without gap fillers have platform markings to say watch the gap?

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1:26:00

Y. Morrow, when you come down the stairs, water is on the stairs going into the stations.

M. Halpern: Increase in service for MNR Melrose and Montrose stations? When does that start? W. Henderson: It already has, as a pilot.

A. Albert: What type of station will 125th Street be constructed as on the Second Avenue Subway? It should not be a terminal.

B. Guild: Is the 125th Street still to be a junction? A. Albert: No, when the tracks veer west toward Park Ave. there will be an exit at each end. There is no provision for an extension from Second Avenue. E. Shannon: Could we ask to see the engineering drawings to get a better understanding of what the provision actually is?

1:35:00

T. Mason: the next phase is to go south of 125th Street so a northward expansion is very far off. E. Shannon: It is a fair question to ask what provision there is for the future. A. Albert: Will bring it up at the next board meeting.

A. Albert: Will entertain a motion to adjourn.

Adjournment

The meeting was adjourned at 1:50 pm

Respectfully submitted,

William Henderson
Executive Director