

A meeting of the New York City Transit Riders Council (NYCTRC) was convened at 1:00pm on July 26, 2018 in the MTA/NYCT, 30th Floor Conference Room, 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	Present
Sharon King Hoge	Present
Trudy L. Mason	Present
Scott R. Nicolls	Present
Edith Prentiss	Absent

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)	Absent
Deborah Morrison (Administrative Assistant)	Present

Non-member Attendance

<u>Name</u>	<u>Affiliation</u>
William Henderson	PCAC Executive Director
Ellyn Shannon	PCAC Associate Director
Bradley Brashears	PCAC Planning Manager
Sheila Binesh	PCAC Transportation Manager
Jayendra Bhardwaj	PCAC Intern
Riddhi Parikh	PCAC Intern
Uday Schultz	PCAC Intern
Brian Lee	PCAC Intern
Andy Byford	NYCT
Sarah Meyer	NYCT
Deborah Hall-Moore	NYCT
Cate Contino	NYCT
Luthfunnahar Dewan	NYCT
Anthony Drummond	Brooklyn Borough President Offices
Michael Howard	YAI

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Kevin Zeng	YAI
Debra Greif	BFSSAC
Ann Mannino	BFSSAC
Carl Perrera	Committee For Better Transit
Eric Wollman	Concerned citizen
Yvonne Morrow	Concerned citizen
William Stanford	Concerned citizen
Charlton D'Souza	Concerned citizen

Time Point

Video Part 1

- 00:02 **Approval of Agenda for July 26, 2018 meeting.**
- 00:10 **Approval of Minutes for June 28, 2018 meeting.**
- 00:14 **Chair's Report attached.**
- 11:29 T. Mason: After 1.5 years the 2nd Ave subway stations are still missing functioning countdown clocks. SBS bus sign must clearly say "pay here."
- 14:51 C. Greif: When will the new B44 SBS new stop be added?
- 15:34 **Board Report:**
- Executive Order 168: the Governor put the subway into state of emergency to quickly implement procurement items without going through the MTA Board (actions are eventually ratified by Board).
 - Board members want information on the procurements not related to the emergency, and preferably to have it before voting.
 - EO 168 is renewed every 30 days. Procurements with reduced competition could be costlier.
 - July financial plan includes 4% fare/toll hikes in March 2019/2021
 - Decreasing transit ridership as for-hire-vehicle use increases.
 - Need new dependable funding source for MTA: congestion pricing
 - Very positive feedback on "Curb" app for accessible trips (possible future collaboration between MTA and TLC)
- 28:47 **Old Business**
- Proposed Bylaw second reading: switching from 1 year to 2 year terms. Would go into effect next year after the June 2019 election meeting. Council votes unanimously to approve bylaw change.
- 32:42 T. Mason: Thank you for setting up the bus meeting. We will meet with Darryl Irick in the future on bus concerns. Make sure to gather as many details as possible on bus issues.

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Video Part 2

05:10 Discussion of Code of Conduct: **Adopt at PCAC meeting**

08:50 C. D'Souza: Discussion of Atlantic Ticket experiences:

- Conductors cannot see the date on the weekly ticket because of the small font.
- Few cars on Atlantic Terminal bound trains making transferring trains tight
- Tickets are not prominently featured on the machines when choosing destinations. If not chosen on the main screen, there isn't another opportunity to choose it.
- LIRR conductors aren't always checking tickets
- There aren't enough Atlantic Ticket posters, i.e. at Queens Village and Hollis. Needs to be personnel to help riders with Atlantic Ticket.

19:17 **Introduction of Speaker: Andy Byford, President of NYCT**

Presentation: Fast Forward NYC

- Cherish and motivate staff
- Make it easy to innovate
- Employee survey
- Improve customer experience
- 650 new subway cars, 2800 new buses
- 50 more accessible stations
- Reduce customizations and interfaces
- Measure and report on performance

Video Part 3

17:10 **Presentation: Sarah Meyer, SVP & Chief Customer Officer**

Customer service:

Add PA system in every station

Reduce call center waiting times and update software

Deep cleaning stations: 15 by October 15

What are your high priorities to improve journeys?

On the [customer service commitment](#) page there is a [link](#) where you can submit comments or on the MTA main page under email us. You can get the form and you will receive a response.

25:38 T. Mason: You received my letter. The big problem is communication with customers, including intersystem communication. Statements should be made about subways and buses.

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A. Byford: There isn't currently the technology in place to allow for that so we are updating the communications system. The drivers aren't telling you this info because they don't know it.

28:11 C. Greif: Cleaning on platform and on elevators

29:16 B. Strauss: How are you going to get standardizations on new car equipment?

A. Byford: Today we had a conference on new tech: rolling stock, signaling, CBCT, wayside signaling, financiers, and new innovators.

Some things you can innovate but some things need to be standardized to take out the complexity. Will stop buying trains that aren't CBTC equipped. Also looking to put in place the same process for buses and elevators.

31:25 S. Hoge: How are you addressing the homeless problem (on the E train)?

A. Byford: This is a societal issue, we are working with the City and NYPD. There needs to be viable and humane alternative places where they can go. It's a security and fire risk as well. The E train is attractive to homeless persons as it runs underground for its entire route.

S. Meyer: We are working with the Transit Bureau on this to address issues with homelessness at the terminals because we don't want to cause delays.

33:08

M. Halpern: The terminal stop on the D line in the Bronx (205 Norwood) need to be repaired.

There should be information on the outside of the stations on elevator status.

S. Meyer: We are going to have digital signage before you enter the fare gate. Some panels will be next to elevators.

Video Part 4

00:00

02:48 S. Hoge: Is Adopt-a-Station a possibility?

A. Byford: It doesn't have to include naming rights, but we should be more imaginative. I am not philosophically opposed to it.

04:06 T. Mason: I used to run Adopt-a-Station. I can tell you what worked and didn't work. Signs (paper) should be printed immediately as changes arise.

S. Meyer: There are several paper signs already printed in stations.

S. Goldstein: Are you comfortable with the roll out of the new fare payment system.

A. Byford: In Sydney there was a homegrown smart card but was abandoned and an oyster-like card was bought. In Toronto, TTC was forced to go with another homegrown idea that was reinventing the wheel and not learning from previous rollouts. I am glad we are buying a proven Cubic product. However I don't underestimate how difficult it is to progressively, on a multimodal system, introduce a new fare system.

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- 07:17 K. Zeng: Bring back the B71 bus.
A. Byford: We don't like service cuts, but we have to deal with politics and the harsh realities of budgets. Tough choices have to be made.
- 08:39 C. D'Souza: I live in Queens Village and sometimes it takes me 3 hours to get home. Could you please add Q60 or Q32 overnight service?
A. Byford: We will take a look at it. Redeploying vehicles already in our fleet is easier than adding service. It is about making choices with scarce resources.
- 11:10 Mr. X: Can you post signs when bus service is disrupted or diverted to other streets? Police bothered him once as he was seeking diverted bus.
Byford: We are trying to improve real-time information. I agree that the police should treat people with respect.
- 12:57 M. Howards: R143's need better strip maps during the L train shutdown in case they go to the J line.
Byford: Our trains are unusually bereft of maps and line diagrams. We will fix it with the new trains and start from the current trains.
A. Albert: L trains will still be running in Brooklyn.
- 15:00 S. Wollman: Will you look at changing the policy on the number of transfers on a single fare – when people make more than one transfer or unlimited transfers within 2 hours.
S. Meyer: Our transfer policy is dictated by the fare policy and enters the fare committee. There are a number of 3 legged transfers that are possible but we don't do a good job communicating what they are. There will be more during the L train reconstruction. We are facing a giant budget gap.
A. Albert: Fare capping is another option.
S. Wollman: B36 in Brooklyn is the worst bus. Can you reopen bathrooms
A. Byford: We are committed to renovating restrooms. There are some reasons why they are closed, i.e. police advice.

Adjourned

Action Items

- Adopt Code of Conduct at full PCAC meeting
- Forward Atlantic Ticket concerns
- Follow up on adding Q60 or Q32 overnight service
- Ask about allowed 3-legged transfers

Youtube Video links: [Part 1](#), [Part 2](#), [Part 3](#), and [Part 4](#)

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The meeting was adjourned at 3:07 PM.

Respectfully submitted,

William Henderson
Executive Director