



PCAC

PERMANENT CITIZENS
ADVISORY COMMITTEE TO THE MTA

2018 ANNUAL REPORT

PCAC

For over 40 years, PCAC and its Councils have represented riders of the MTA's subways, buses, and commuter rails. Originally formed in 1977 by the MTA Board, PCAC was formally established by the State Legislature in 1981 to serve as the umbrella organization of the three MTA Rider Councils: New York City Transit Riders Council (NYCTRC); Long Island Rail Road Commuter Council (LIRRCC); and Metro-North Railroad Commuter Council (MNRCC). PCAC advocates on behalf of the MTA's riders, advises the agency in the formulation and implementation of MTA policy, and works to hold the MTA accountable to all system users. The PCAC consists of 38 volunteer members – all of whom are regular MTA commuters on the Long Island Rail Road, Metro-North and New York City Transit. Since 1995, each of the Councils has had a non-voting seat on the MTA Board.

Our advocacy incorporates a wide range of activities to effect change on behalf of MTA riders: public testimony; meetings and correspondence with elected officials and MTA management; press releases and op-eds; research reports; blog articles; social media posts; public events; news media interviews; and 32 public PCAC and Council meetings per year.

The following sections highlight the PCAC's 2018 priority issues, supporting our mission to give voice to the nearly nine million daily MTA riders.

PCAC Executive Committee 2018

Andrew Albert - PCAC Chair
Randolph Glucksman- First Vice Chair
Ira Greenberg - Second Vice Chair
William K. Guild
Mark J. Epstein
Orrin Getz
Burton M. Strauss Jr.

PCAC Guest Speakers

NY Assemblywoman Amy Paulin
Robert Foran, MTA Chief Financial Officer
Janno Lieber, MTA Chief Development Officer
Eve Michelle, Program Exec for the Penn Access Project and Mike Schiffer, VP Planning at MNR on Penn Station Access



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William Henderson / Lisa Daglian (Executive Director),
Elyn Shannon (Associate Director), Bradley Brashears
(Planning Manager), Sheila Binesh (Transportation Planner),
Karyl Cafiero (Research Associate), Deborah Morrison
(Administrative Assistant)

PCAC Action Items

- Passed a resolution in support of **Congestion Pricing**.
- Testified in support of no service cuts and the best deal for regular riders during fare hike hearings.
- Provided input on the **user-friendliness and design** of the new [MYmta app](#) and website.
- **Tripled** the number of Twitter and Facebook followers and increased website user engagement.

MTA Board Testimony

- Called for advancing the MTA Board's **contracting and procurement** working group recommendations across all operating agencies.
- Called for creating a **public dashboard** to provide stakeholders access to the MTA's monthly and yearly contracting and procurement performance.
- Urged the MTA Board to delay a budget vote until after the fare hearings to ensure that all stakeholder input was taken into consideration.
- Called for quickly notifying riders of fare hearing information to encourage stakeholder participation.
- Called for Amazon to **invest in transit and commuter rail** infrastructure near their selected H2Q location in LIC.

Comings and Goings

- William Henderson retired as PCAC Executive Director, after 14 years of service – Congrats Bill!
- Lisa Daglian was appointed PCAC Executive Director in September.
- Sheila Binesh joined the PCAC staff as the new Transportation Planner.
- Marilyn Poterson was appointed to the LIRRCC at the recommendation of the Suffolk County Executive.
- Ira Greenberg resigned from the LIRRCC and his LIRRCC MTA Board seat after being elected to Queens Civil Court.
- Interns: Uday Shultz, Shaun Wong, Riddhi Parikh, and Jayendra Bhardwaj supported staff.

MTA Fare Hearings

PCAC and Councils acknowledged the necessity of biannual fare hikes and advocated for increases that would give the fairest deal for the most frequent customers – regular commuters – with **no service cuts!** MNRCC, LIRRCC, and NYCTRC members and PCAC staff testified at all MTA fare hearings.



LIRRCC Action Items

LIRRCC members focused on track electrification, station rehabilitation and parking, and participated in activities that affect LIRR riders.

- Wrote letters to Assemblyman Englebright and State Senators LaValle and Flanagan advocating for LIRR electrification from Huntington to Port Jefferson.
- Wrote a [Newsday op-ed](#) calling for the creation of a Parking Authority to address station parking capacity problems that could be exacerbated by ESA opening.
- Met with Nassau County Legislator Arnold Drucker and discussed the need for additional affordable commuter parking in light of ESA.
- Participated in the opening of the new Wyandanch station, which also marked the substantial completion of the Double Track project.
- Attended opening of the newly modernized Flushing-Main St LIRR station, which now provides riders with more accessible trip options, better street visibility, and a more comfortable and safe station design.
- Met with State Senator John Brooks to discuss LIRR rider concerns, including service and ADA accessibility issues.
- Participated in Long Island Association meetings and discussed LIRR rider concerns with Assembly Member Steve Stern and other elected officials.
- Spoke at Customer Conversation events with LIRR President Phil Eng regarding [LIRR Forward](#), listening to the concerns of community groups, elected officials, and individual riders.
- Attended the Vision Long Island [Long Island Smart Growth Summit](#).
- Held three LIRRCC meetings with LIRR President Phil Eng as the invited guest.
- Urged the LIRR to maintain the one-seat ride and cross-platform transfers from Jamaica to Brooklyn.

LIRRCC MTA Board Participation

- LIRRCC MTA Board representative Ira Greenberg was Chair of the MTA Board's Accessibility Working Group.





NYCTRC

NEW YORK CITY TRANSIT
RIDERS COUNCIL

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

* MTA Board Representative

NYCTRC Action Items

- NYCTRC members focused on subway and bus performance, [Freedom Ticket](#), the L line project, [Fast Forward](#), bus issues, and accessibility.
- Staff and Council members joined LIRR management and elected officials for the launch event of [Freedom Ticket](#) Phase One implementation: the [Atlantic Ticket Pilot Program](#) and continued the dialogue to receive updates.
 - Testified in support of funding the [Fast Forward](#) plan at NYC Council Transportation Committee meeting.
 - Participated in the [Staten Island Express Bus Redesign](#) open houses and testified in support of streamlining bus routes to improve reliability and service efficiencies.
 - Attended [Fast Forward](#) community conversations across all five boroughs.
 - Participated in the [Bronx Bus Network Redesign workshops](#) on route simplification, frequency, and speed.
 - Worked with NYC Transit's senior bus management to resolve rider-specific concerns.
 - Participated in Senators Hoylman and Krueger's "[Finding Solutions to our Transportation Crisis](#)," forum focusing on service, traffic congestion, and the MTA's budget problems.
 - Toured different models of electric buses at the Michael J. Quill, Midtown-West Bus Depot.
 - Participated in the [L Line Tunnel](#) Reconstruction public meetings and spoke to NYC Transit and NYCDOT officials about the details.
 - Applied a Sentimental Analysis approach to L Line rider Twitter feeds regarding the Tunnel Reconstruction Project.
 - Contributed to the Access-A-Ride Paratransit Mobile App Forum, where MTA leadership and users discussed how to improve the program's pain-points.
 - Participated in meetings with NYC Transit President Andy Byford and people with disabilities about the [Fast Forward](#) plan's accessibility elements.
 - Wrote to President Byford calling for accessible map updates as stations become accessible.
 - Requested more Staten Island MetroCard machines.
 - Discussed problems with the 511-transportation phone system with senior NYC Transit staff.

Testimony to MTA Board

- Called for an elevator and escalator dashboard to improve transparency.
- Testified on the need for bus lane camera enforcement and congestion pricing.
- Urged the MTA Board to vote in favor of the Atlantic Ticket pilot program.
- Called for accountability and integrity in the development of NYC Transit's Corporate Plan.
- Expressed support for the Staten Island Express Bus Redesign.

NYCTRC MTA Board Participation

MTA Board member Andrew Albert was a member of the Board's Accessibility Working Group.

- Expressed concern regarding the delayed delivery of the R179 Bombardier subway cars and the related service impacts, the added R32 car maintenance costs, and the need for Bombardier to pay for the financial impacts of the delay.
- Expressed support for the benefits of CBTC and Ultra-Wide Band signals.
- Requested improvements be made to simplify the wall of service change signs which drives riders to for-hire car services.
- Expressed support for the Subway Action Plan and [Fast Forward](#).
- Pushed for stronger protection of all subway river crossings to protect against terrorism.
- Noted that fare evasion affects ridership counts, service levels, and security.
- Called for eliminating seasonal bus adjustments, which create a cycle of ridership decline
- Called for creating a "demonstration bus route" where MTA/city agencies work together to establish a "0" delay bus route and analyze the ridership changes.
- Called for the state legislature to approve bus lane enforcement, and give the MTA the ability to suspend vehicle registrations after multiple infractions.
- Urged the MTA to keep the fare bonuses and maintain the current Access-a-Ride fare.
- Urged the LIRR to maintain the Jamaica to Brooklyn one-seat ride and cross-platform transfers.

MNRCC Action Items

MNRCC members focused on increasing accessibility, improved West-of-Hudson service, the need for new rolling-stock and signal upgrades, installation of red light cameras at grade crossings, and completion of Positive Train Control (PTC).

MNRCC member Rhonda Herman was appointed by the Governor to serve on the MTA Sustainability Advisory Working Group, which [released a report](#) recommending MTA reforms and recurring, sustainable funding options.

- Successfully requested that MNR create an agreement with NJ Transit to hold express trains for late-arriving connecting trains.
- Joined Congresswoman Nita Lowey and Rockland County Executive Ed Day in signing a letter to NJ Transit President Kevin Corbett calling on NJ Transit to reverse cuts that suspended Pascack Valley morning and evening express trains from June to December 2018.
- Spoke at multiple press conferences and NJ Transit Board meetings proposing penalties for the West-of-Hudson train cancellations; in response, MNR leadership stated that action would be taken against NJ Transit under the contract with the agency if cancellations continued.
- Participated in NJ Transit's "We Are Listening" forum for improved West-of-Hudson service, which deteriorated during NJ Transit installation of PTC.
- Worked with Len Resto, President of the [NJ Association of Railroad Passengers](#), in requesting a reinstatement of the quarterly advocacy group meetings.
- Passed a resolution calling for MNR to replace West-of-Hudson aging rolling-stock in the FY2020-2024 Capital Program.

MNRCC MTA Board Participation

Board member Randolph Glucksman served on the PTC subcommittee.

- Successfully pressed MNR to cross-honor tickets during service disruptions.
- Urged MNR to create a performance dashboard, displaying important rider benchmarks.
- Testified on communications; West-of-Hudson service issues; the need for MNR to take over Suffern station and make it accessible; and adding a stop at Woodbury Commons.





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