

A meeting of the New York City Transit Riders Council (NYCTRC) was convened at 12:30pm on October 25, 2018 in the MTA/NYCT, 20th Floor Board 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	Absent
Sharon King Hoge	Present
Trudy L. Mason	Present
Scott R. Nicolls	Present
Edith Prentiss	Present

Staff Attendance

Lisa Daglian (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

Non-member Attendance

<u>Name</u>	<u>Affiliation</u>
Deborah Hall-Moore	NYCT
Jessica Kavoulakis	NYCT
Pamela Rogers	NYCT
Leah Flax	NYCT
Lorelei Christie	Jobs To Move America
Yonne Morrow	Concerned citizen
Eric Wollman	Concerned citizen
William Stanford, Jr	Concerned citizen
Michael Howard	Concerned citizen
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 **Chair's Report attached.**

10:05 **Approval of Agenda for October 25, 2018 meeting.**

10:13 **Approval of Minutes for September 27, 2018 meeting.**

10:19 **Board Report:**

- Discussion of Comptroller Scott Stringer's Report regarding reduction of City commuter fares to that of the subway fare (\$2.75), without acknowledgement of the NYCTRC's Freedom Ticket proposal.
- Homeless in the system as weather gets colder. Andy Byford has addressed this and will work to improve conditions for all involved.
- L Train shutdown: There will be longer and additional G train service, as well as additional E, J, M, Z service. Over 1,000 additional trips.
- R179s are coming in regularly now.
- Transit Committee: September Major Incidents were the lowest in years.
- One of three new vacuum trains have arrived.
- MTA budget discussion in November – it is not looking good – ridership is down – fare evasion is a problem.
- Sarah Meyer is working on new signage in stations during G.O. activity.

24:57 L. Daglian: There needs to be a rolling schedule signage (countdown clocks) to say "Last train from this station is at..." when overnight G.O.s are happening. So riders can make those trains in time or know to take another train (line).

26:50 A. Albert: Speaking with Darryl Irick, we will be scheduling our quarterly bus meeting soon.

27:31 T. Mason: Yellow tapes in stations – no notification in stations of no service – often no one is in the token booth. The yellow tapes should be at street level – at the station's entrance.

32:07 **Old Business**

32:10 S. Nicholls: Only 3 locations in Staten Island have MetroCard machines.

34:08 S. Goldstein: MetroCard sales still has an agreement with merchants to sell bus cards.

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- 34:22 L. Daglian: That issue was raised that you can go to a merchant to get a card, but there is a \$1 charge for a new card.
- 34:53 E. Wollman: Atlantic Ticket – Is it meeting the predicted sales?
Also, can the Chief of the Transit Bureau come here to present?
- 35:33 A.Albert: Atlantic Ticket is doing fairly well, President Eng will be starting a new marketing campaign, and we will go over that with him.
- We are trying to get the Chief for the next NYCTRC meeting.
- 37:23 C. Greif: There needs to be more Atlantic Ticket promotion at Jamaica.
- 43:40 S. Goldstein: The Comptroller's report – even if the fare on the LIRR is lower it is not a deficit – income is being generated.
A.Albert: Yes, for the empty seats.
S. Goldstein: Proposes a City tariff.
- 46:26 A.Albert: We need to vote for our MTA board seats – holdover status.
- 47:17 T. Mason: Nominates Andrew Albert to be NYCTRC representative on MTA Board. Unanimous vote to confirm Andrew Albert to MTA Board.
- 47:59 A.Albert: December will be the MTA fare hike hearings – we will need to participate at the meetings.
- 48:47 L. Daglian: They are looking between Nov.27 and Dec. 13. But not determined as of yet.
- 50:54 E. Prentiss: Disability community is still feeling the impact of the 2010 service cuts. There are no buses that go between Manhattan and Brooklyn, you have to take a subway. We really need a bus forum.
- 52:34 A.Albert: Will you all pledge once we get the dates and places to attend and testify at the fare hearings?
(Unanimous, yes)
- 55:17 E. Shannon: Gives update on the 100 Days, 100 Nights Report.
- 57:20 **Introduction of Speaker: Rachelle P. Glazier, Chief Stations Officer, to discuss the Group Station Managers program.**
- 1:11:00 T. Mason: Suggests that this is a refinement/update of a program that once existed.
R. Glazier: Explains the difference between this program and the Line Station Manager Program. They were responsible for an entire line – this focuses more on stations in manageable geographic locations.

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- 1:16:09 E. Prentiss: I have an issue with the naming of stations – I would like to see a consistent format. i.e., The George Washington 181 St. on the 1 train is four blocks away. This is confusing when looking for a station.
R. Glazier: This is an internal reference map for staff to know where the stations are located – not for public use.
- 1:19:48 E. Prentiss: We need accessibility maps to be given to train crews/workers. They do not have updated maps. How are these disseminated?
- 1:20:45 S. King-Hoge: Where does the staff come from? Are they existing staff that have been reassigned? And how are they trained?
R. Glazier: They are new and from other departments. And they go through 6 weeks of training.
- 1:21:50 B. Strauss: How do we reach Station Managers? If I walk into a station and water is running down the wall...
R. Glazier: You can Tweet, email, contact the booth, there are several options. Info is on the posters in the stations.
- 1:22:56 C. Greif: The Group Station Managers need to be trained on accessibility issues.
R. Glazier: Alex Elegudin has been a huge asset to the team in helping us with accessibility issues.
- 1:26:53 S. Goldstein: Staff communication with the district manager – is there any cross-training?
R. Glazier: Not sure if cross-training is on the agenda, but we all do meet monthly to address report findings – quality of mobile washes, etc...
- 1:28:16 K. Cafiero: If there is someone on the platform who uses the Help Point, does that go to the Rail Control Center, and how does that relationship work? Do they communicate with the Group Station Manager?
R. Glazier: Yes, they do reach out to the Group Station Manager or whoever is on duty at that time.
- 1:35:06 L. Daglian: If a wayfinder sees overcrowding starting, like at a major transfer point, do they have the ability to call a SWAT team, or something of that effect to address the overcrowding – crowd control?
R. Glazier: I haven't seen the police get involved too much, but we do have the ability to do that and control the situation.
- 1:36:18 C. Greif: Regarding upcoming G.O.s this weekend, some signage has errors. For example, signs are up for the D train, but it is not running this weekend.
R. Glazier: Yes, we are working with Sarah Meyer to address this and create a more cohesive plan moving forward. And we need to do better to make sure people know where the accessible stations are located. And working on scripts for announcements. This is a learning process, and we are striving to improve things.

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- 1:38:39 E. Prentiss: Suggest to look at all signs located near elevators.
- 1:41:32 T. Mason: How do the roles/tasks differ between the DCSM and GSM staff?
R. Glazier: (Wayfinders v. Station Agents) The main difference is the wayfinders do not handle currency and are outside of the booth for customer support and the agents do handle currency.
- 1:44:01 K. Cafiero: If there is a delay on a train, can the conductors communicate with the GSMs?
R. Glazier: This is actually handled through the Rail Control Center.
- 1:48:08 A.Albert: The hours for the GSMs for example are 8am – 3pm, who takes over once their shift is done?
R. Glazier: The Group Station Superintendent. They will be covered 24/7.
- 1:49:03 L. Daglian: Is there a list/schedule that is public for the station deep cleanings? On MyNeighborhood app people have been complaining, can they be sent somewhere that we could share?
R. Glazier: Yes, that would be good for us to bridge the gap on.
- 1:50:02 E. Wollman: Bathrooms in the stations? Can they be opened and be cleaned?
R. Glazier: Tough question... we have improved 5 bathrooms. We have a new pilot to rollout vandal-proof paper dispensers. It is a real challenge for us to maintain bathrooms.
S. Goldstein: Recommends to reach out to the Parks Department, as they have done something similar.

New Business

- 1:54:15 E. Prentiss: Shuttles are being stopped from 168th St, for the A train. None are being run to Fort Washington. This keeps happening.
A.Albert: We will find out the length of this A train G.O.

1:56:35 ***Adjourned***

Action Items

- **Find out how long the A train G.O.s will be happening, due to no shuttle buses being ran past 168th St.**

Youtube Video links: [Part 1 of 1](#)

The meeting was adjourned at 2:00 PM.

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Respectfully submitted,

Lisa Daglian
Executive Director

Group Station Managers

Rachelle P. Glazier
Chief Stations Officer



Fast Forward

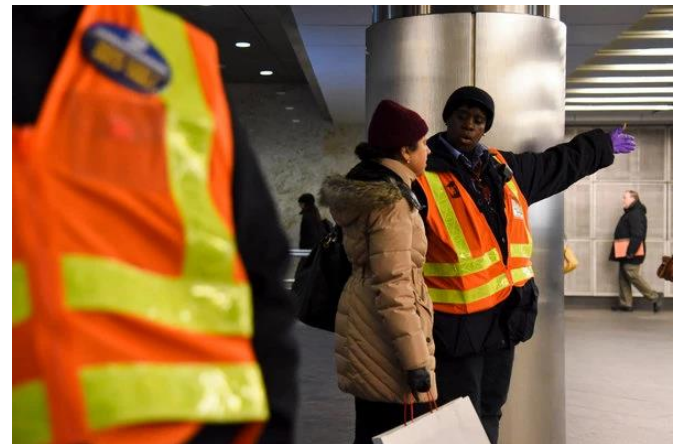
- NYC Transit needs to modernize from top to bottom.
 - Refocus the Customer Experience
 - Deliver Large-Scale Investment in Infrastructure
 - Overhaul Internal Processes
 - Shift Organizational Culture
- NYC Transit will deliver on four equal priorities.
 - Transform the Subway
 - Reimagine the Bus Network
 - Accelerate Accessibility
 - Engage and Empower Employees



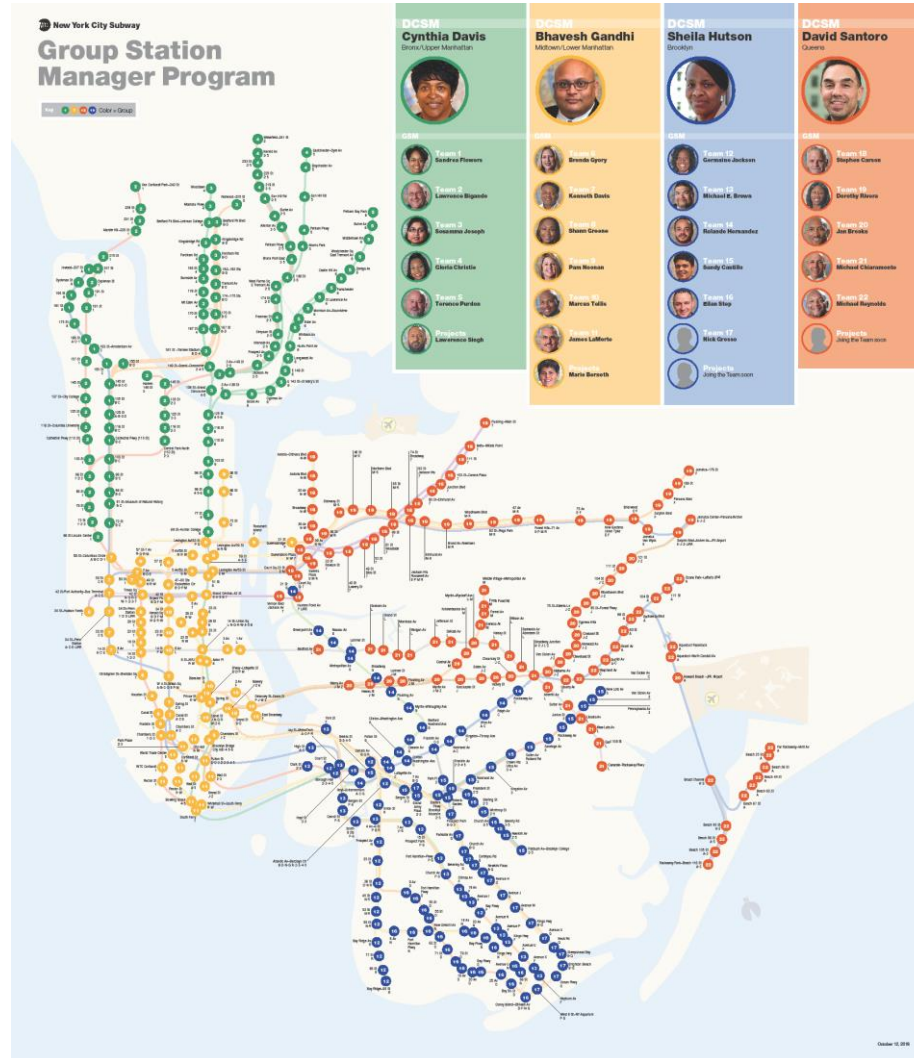
fastforward.mta.info

Goals

- Ensure Clear Accountability for Each Station
- Take Customer Service to the Next Level
- Improve the Station Environment More Quickly
- Empower GSMs with Tools and Resources

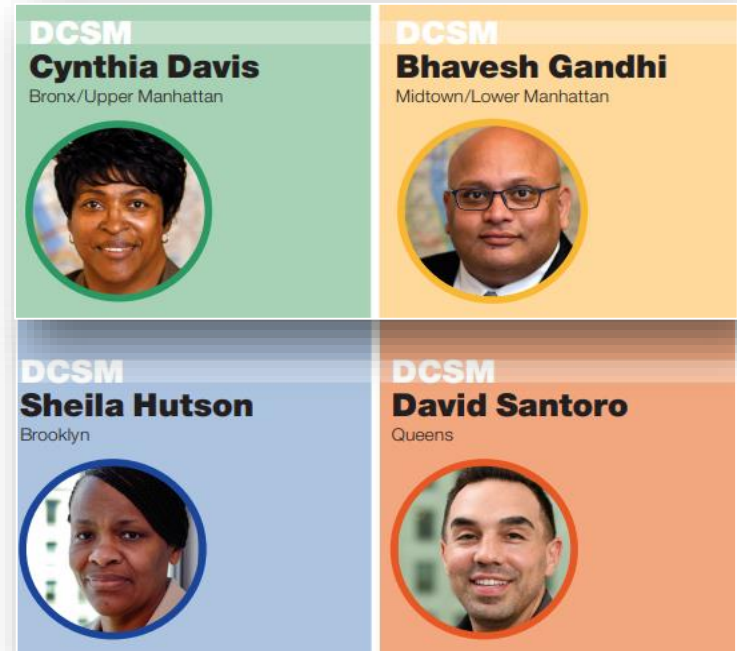


New Station Management Model



District Customer Service Manager

- Geographic Zones of Approximately 125 Stations
- Project Groups
 - Heavy-Duty Cleaning and Sanitizing
 - Painting and Scraping Projects
 - Enhanced Track Tile Cleaning
- Customer Service
- Cleaning
- Maintenance
- Safety



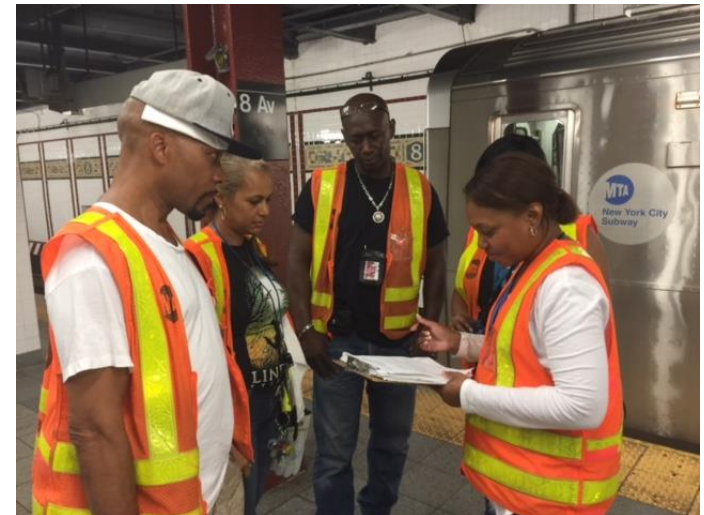
Group Station Manager

- Provide a Single Point of Accountability for ≤ 25 Stations
 - Cleanliness
 - Customer Service
 - Maintenance
- Foster Relationships and Open Lines of Communications
 - Subway Customers
 - Community Partners
- Be the Face of NYC Transit



Group Station Superintendent

- Support GSMs in Delivering
 - Clean, Safe, Well-Maintained & Readily-Accessible Stations
 - Excellent Customer Service
- Front-Line, Direct Accountability
 - Manage Skilled Trades and Maintenance Staff
 - Coordinate the Management of
 - Emergencies
 - Unusual Occurrences
 - Special Events



Results

- Identify a Single Person Responsible for Group Stations
 - Customer Service
 - Station Environment
- Increase Engagement
 - Employees: Empowerment and Pride
 - Customers: Service
- Continuous Improvement Daily
 - Proof: Credible Management



Group Station Manager Program



Group Station Manager Program

