

Meeting Minutes of November 15, 2018

A meeting of the New York City Transit Riders Council (NYCTRC) was convened at 12:00pm on November 15, 2018 in the MTA/NYCT, 16th 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	Absent
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

Lisa Daglian (Executive Director)	Present
Ellyn Shannon (Associate Director)	Present
Bradley Brashears (Planning Manager)	Absent
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
John McKay	NYCT
Alex Elegudin	NYCT
Scott Morrison	NYCT
Lorelei Christie	Jobs To Move America
Michael Howard	Concerned citizen
Eric Wollman	Concerned citizen
Ken Stewart	Concerned citizen
Yvonne Morrow	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

- 00:03 ***Approval of Agenda for November 15, 2018 meeting.***
- 00:22 ***Chair's Report attached.***
- 03:01 ***Approval of Minutes for October 25, 2018 meeting.***
- 03:05 ***Chair's Report continued...***
- 04:23 K. Cafiero: The new accessible subway map will be available on the MTA's website and on screen readers. But it will not be available in Braille.
- 07:00 L. Daglian: LIC community meeting and testimony– Amazon exempt from ULURP process without local participation, bypassing community boards. Discussion ensues.
- 14:16 Upcoming MTA Fare Hearings – Member participation discussion.
- 17:52 ***Board Report:***
- MTA finally purchased Grand Central Terminal and the Hudson and Harlem Lines for full development rights.
 - Board approved demolition of 341, 345, and 347 Madison Avenue.
 - Subway OTP was the highest in October due to SAP efforts.
 - NYCT subway ridership is down.
 - For-hire-vehicles and yellow cab fees go into effect Jan. 1 - \$6.00 minimum when you get into a cab.
- 23:47 L. Daglian: Riders Alliance press conference – anti-fare hike, pro congestion pricing, legislative budget conversation needs to start now, not in March.
- 25:42 ***Board Report continued...***
- Ultra wide-band frequency testing is encouraging as an alternative to CBTC – cuts down installation time.
 - Special finance committee meeting on budget scheduled for December 3rd to include discussion of fare options.
 - Acknowledgement of massive fare evasion
- 30:14 K. Cafiero: Will the sustainability committee work with the Board's finance committee?
A.Albert: Not sure, but will ask Pat Foye this very question.
- 33:08 A.Albert: Existing fare proposals – Option A and Option B...

NYCTRC MINUTES

3

Video Part 2 Fare proposals discussion, contd...

- 01:50 T. Mason: Are we going to take the position to have more fare alternatives... it is important for us to take a position at this meeting, so when we testify we have our position.
A.Albert: My position is that we want the best deal for the MTA's best, most frequent customers.
- 06:13 L. Daglian: Options 1 & 2 will bring in the same amount of money. This is the high end.
- 08:05 C. Greif: Fares need to take into account – senior, and accessible fares (reduced fare).
- 09:40 A.Albert: We will be getting dates for the next quarterly bus meeting.
- 10:04 A.Albert: People have come forward against the Staten Island Express Bus Redesign. NYC Transit has been making adjustments – restoring some stops.
- 11:11 A.Albert: Staten Island and Lexington Avenue Line will be the first places the new fare-payment will be tested.

Action Item: We will ask to be included in the test.

- 17:54 E. Shannon: Discussion of fare increases continues... The increases will bring in \$316 million in 2019. There are other revenue sources that could come in. We need to look at everything, so fares don't have to increase as much.
- 19:37 A.Albert: Work at Harold interlocking will be increasing, which may lead to delays for LIRR and Amtrak trains. There are discussions going on with Amtrak about the new Bronx stations and Penn Access.

20:59 ***Old Business (none discussed)***

21:12 ***New Business***

- 21:19 S. Nicolls: There is not a PA system on the SIR. Count-down clocks just say delays or holding.

A.Albert: There have been increases in suicides on the SIR.

Action Item: Inquire about lack of PA System on SIR (Sally).

- 24:39 C. Greif: Amazon – are we going to take any role on this – transportation – that should go to Amazon?

NYCTRC MINUTES

4

L. Daglian: We have already taken a strong position on this – Amazon must fund transit improvements. We are pushing it through the media, op-ed.

29:10 E. Wollman: Fare beating – the MTA has spent thousands on signage about this – what is the point?

A.Albert: The least you can do is place signage to advise people that there is a penalty and ensure equitable enforcement.

30:18 E. Wollman: Fulton Street subway station (Uptown) – entrance to 4/5 there is a giant count-down clock for the A/C lines – they are nowhere near the A/C lines.

A.Albert: I will look at this.

Action Item: Look at the placement of the countdown clock at Fulton that displays A/C information.

31:09 E. Wollman: SBS machines have phone numbers if you have MetroCard problems with 12 digit numbers – the call cannot be completed. Have never gotten through.

A.Albert: I will check into this.

Action Item: Check into the numbers given on SBS machines – the numbers are too long, so calls do not go through.

Video Part 3

00:32 Y. Morrow: Count-down clocks on 8th Avenue (C Line) are at the middle of platforms and not at the entrances.

03:53 S. King-Hoge: Bus meeting – The M60 from LaGuardia makes too many stops – it takes too long to get to Astoria Blvd. Does it need to go to every terminal? Can it be better coordinated with the Port Authority buses that serve the terminals?

A.Albert: Yes, we can ask (Pat Foye)

Action Item: Ask if the M60 can make fewer stops to speed up service to/from LaGuardia. Better coordination with Port Authority circulator buses.

07:15 **Introduction of Speaker: John McKay, MTA Executive Officer – Corporate Communications to discuss Mymta app.**

26:44 T. Mason: How are the participants chosen from the public – were they random or specifications?

J. McKay: There were a lot of different specifications and a lot were random. It was important for us to hit subway users, bus riders, LIRR customers, MNR customers, to have a broad spectrum who use all of them. Intercepts on subway platforms.

NYCTRC MINUTES

5

- 28:01 A.Elegudin: We sent an email blast to the top 15 disability organizations – it was a broad spectrum.
- 28:48 K. Cafiero: I have a friend who wants to get on the AAR app, how do they do that?
J. McKay: It will be made public soon.
- 29:41 L. Daglian: With the AAR app, you can make cancellations and changes to your schedule – what are the ramifications of that?
J. McKay: I don't think there are ramifications, if you cancel within a certain timeframe.
A.Elequidin: Policy being developed on this, it is much more user-friendly.

Video Part 4

- 00:33 A.Elequidin: We will be sending out a detailed email with instructions on how to use the app.
- 02:21 K. Cafiero: Mentions the volume of calls we get at the PCAC with people trying to reach various departments of the MTA. Asks how we deal with some of these calls – how do we talk to people?
J. McKay: We are working to improve this process.
A.Elequin: We are developing a specific web-form for accessibility complaints. Trying to create a centralized channel.
- 05:25 A.Albert: When do you anticipate the next changes to the MTA's Trip Planner?
S. Morrison: That's on the back-end, we are focusing on the apps right now. Currently looking at the data – to get it right/accurate.
- 07:20 T. Mason: The riding public doesn't know about this work – could you put out some PSAs online/television/car-cards, so the public knows?
J. McKay: Those are great ideas, we have already done a lot of that – it's called the "Domination Campaign" for the MTA app. An update will also be given.
- 10:17 A.Elequidin: Access-A-Ride – there is so much work being done to our dedicated service-scheduling system. Will give real-time information to customers. Will provide greater flexibility due to real-time traffic information.
- 12:18 E. Shannon: Is it at all tied into the Ubers – back end systems that they use?
A.Elequidin: It is similar technology.
- 13:25 L. Daglian: The other apps that MTA is using – when will they be phased out?

NYCTRC MINUTES

6

J. McKay: Before we phase them out we want to have parity. The first most likely to go is Subway Time. MyMTA will include all features of the other apps.

15:12 ***Adjourned***

Action Items

- Ask permission to be in the test-phase of new fare payment pilot.
- Look at the placement of the countdown clock at Fulton that displays A/C information.
- Check into the numbers given on SBS machines – the numbers are too long, so calls do not go through.
- Ask if the M60 can make fewer stops to speed up service to/from LaGuardia. Better coordination with Port Authority circulator buses.

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

The meeting was adjourned at 2:00 PM.

Respectfully submitted,

Lisa Daglian
Executive Director