

A meeting of the New York City Transit Riders Council (NYCTRC) was convened at 12:00 pm on Thursday, November 21, 2019 in the 20th floor Board Room at 2 Broadway, New York, NY 10004.

Member Attendance

Andrew Albert (Chair)	Present
Burton M. Strauss Jr. (Vice Chair)	Present
Stuart Goldstein	Present
Christopher Greif	Present
William K. Guild	Absent
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
Deborah Morrison (Administrative Assistant)	Present

Non-member Attendance

<u>Name</u>	<u>Affiliation</u>
Deborah Hall-Moore	NYCT
Jeffrey Goddard	NYCT
Sarah Wyss	NYCT
Rob Thompson	NYCT
Robert Marino	NYCT
Craig Cipriano	MTA Buses
C.V Rogers	MTA Buses
Michael Ribosh	MTA Buses
John Pillartz	Department of Buses
Aileen White	Department of Buses
Carl Perrera	Queens Public Transit Center
Michael Howard	CIDNY/YAI
Jasmine Melzer	Good Neighbors of Park Slope
Andrew Kurzweil	Rail Users Network
Eric Wollman	Concerned citizen
Yvonne Morrow	Concerned citizen
William Stanford	Concerned citizen

Chair's-Board Report attached.

Discussion Points:

- No budget-driven service cuts.
- The need for dedicated operating funds.
- PCAC Funding Tool: Being developed for operating funds.
- What the labor settlement will look like – possible work slowdown, not strike.

S. Goldstein: Station cleaning – work-rule practices limits people filling-in for others – switching people from locations so they can do the cleaning program. Can we see the work-rule practices?

A.Albert: I will bring this up.

Action Item: Andrew to ask for the station cleaning work-rule practices.

- During upcoming Queens Boulevard CBTC installations: Cutting M line service at 8 PM to Essex – this means 14th and 23rd St. Stations will get a 50% service reduction. They should bring it to at least 34th St as I have suggested – see if they do it.

C. Greif: People think the M is being cut at all times.

- Possible CBTC installation on parts of 8th Ave. at the same time as Queens Boulevard.

S. Goldstein: The M should go to Chambers St so people can access different lines.

A.Albert: People can get F service at Essex St. is why I think they did it this way.

- 500 police hired for “Quality of Life” issues.

S. King-Hoge: Why do they have to travel in pairs? You only need one officer.

L. Daglian: We continue to ask for data on fare evasion in order to better rationalize police placement.

S. Goldstein: Inquires about the Fair Fares Program?

L. Daglian: So far over 80,000 discounted cards have been issued. There are other discounted programs available (i.e. Atlantic Ticket,) and we will be testifying at next Monday's City Transportation Committee Meeting Hearing on the MTA's Capital Program and Transformation Plan calling for increases in these programs and for the City to contribute funds.

E. Shannon: The MTA has 210,000 MetroCards to issue for fair fares – they are early in data-collection process.

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Y. Morrow: Are the police just for the subways or are they for the buses too? – there are a lot of people evading the fare on SBS routes.

S. King-Hoge: Fare evasion and people trying to buy passes near the airport is a problem (Sutphin Blvd. – Jamaica) – I bring this up at every meeting.

C. Greif: There is nothing being done at Sutphin Blvd. by the police.

E. Wollman: There is an MOU between the City and the Transit Police – can we follow-up on this? Concerned that if Cuomo hires these 500 police that NYPD will take their police out of the system – unintended consequence.

- 2020: Cash fares will be discontinued on the LIRR – controversial.

S. Goldstein: Have they done a pilot on this?

A. Albert: This will be a pilot – cash will not be allowed on any of the lines.

- The MTA has hired the new Chief Transformation Officer (CTO) and Chief Operating Officer (COO).
- Lisa and I had a meeting with Senator Gounardes about the need for dedicated operating funds.
- Lisa and Ellyn had a meeting with Assemblymember Robert Carroll, who is an advocate for improved service.
- On-time performance (OTP): There was a slight dip from last month (84% to 81%), however dwell times are decreasing.
- Veronica Vanterpool is leaving the MTA Board.
- The next PCAC meeting will be on Dec. 5, 2019, with guest speaker MTA Police Chief Monaghan.

Approval of Agenda for November 21, 2019 meeting.

Approval of Minutes for October 24, 2019 meeting.

L. Daglian: Joint legislative testimony – we testified last Tuesday on the MTA's Capital Plan – we advocated for the City/State contributions of \$3 billion each to come first to help better balance the MTA's debt. We will also be testifying soon at the City Council's Transportation Committee Hearing.

Old Business

B. Strauss: When Trump was in town bus arrivals were problematic – they were supposed to come every 6-7 minutes, but they were showing up 15-20 minutes.

E. Prentiss: Using the Q codes for bus stops is easier, not sure why they were removed – the bus stop #'s are too high on the pole and I cannot see them.

S. Goldstein: Is there any public facing data on the Atlantic Ticket?

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S. Binesh: Atlantic Ticket is mostly used between Atlantic Terminal and Jamaica – 60+% are one-way tickets – the further out in Queens the higher the use – it is not on eTix, which creates a purchasing barrier.

S. Goldstein: Do we have station cleaning schedules for the winter? And about the F express – it is not doing much for southern Brooklyn – they are not waiting for connecting A trains at Jay St.

A. Albert: At peak hours they do not make timed connections – they just keep the trains moving.

T. Mason: I have this same problem at Grand Central -42nd St. Switching from the 6 to the 4/5 the doors are often not held for connecting 6 riders trying to transfer.

E. Wollman: In addition to the repairs on the Brighton Line, it seems to be breaking down a lot – switch problems – are there any explanations?

A. Albert: We all have seen the G.O.s for the Q line – not sure, but I can bring it up with the Senior VP of Subways.

Action Item: Andrew to bring up Brighton Line (Q) switch problems – breaking down frequently with Senior VP of Subways.

Introduction of Speaker: Acting President for MTA Bus Company and Acting Senior Vice President of New York City Transit (NYCT) Department of Buses Craig Cipriano – presenting on the 14th Street Busway Pilot Project.

T. Mason: Fare evasion – fare boxes break – do you count how often this occurs and does this count as fare evasion?

C. Cipriano: Fare boxes breaking is not in our fare evasion counts – we will allow the bus to continue its trip, but will take it out of service at the end of the line so we do not inconvenience passengers – it is a small percentage of service.

E. Prentiss: Bx12? It doesn't have the same treatments as the M14.

C. Cipriano: It is an SBS route, has bus lanes, and it will be one of the first outfitted with our ABLE cameras to help speed-up the route.

E. Prentiss: We have a problem with walkers onboard buses – emergency vehicles parked in bus stops – it's a challenge.

C. Cipriano: Working with Alex Elegudin to better design seating areas on buses to accommodate and make room for walkers.

E. Prentiss: Drivers just don't bother helping to secure wheelchairs using the different types of clips.

C. Cipriano: Accessibility sensitivity training is happening in coordination with Alex Elegudin and his team.

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T. Mason: Buses pulling out of bus stops at intersections – they will edge-out of the stop and refuse to pick up anyone while the bus is still stopped at the red light. This is a problem especially for the elderly who cannot run to the bus stop. Why can't they open the doors, despite the policy? It is very frustrating – can a policy be created to use common sense?

M. Ribosh: It is the policy to not open the doors after leaving the bus stop for safety reasons.

S. Goldstein: Audible bus stop announcements – how often is that information updated? There are connections that no longer exist – i.e. on the B1 there is a stop that was eliminated two years ago and it is still being announced; and at Van Siclen Av there is no connection to the N train.

C. Cipriano: It is a new data system with information on over 12,000 bus stops, so it takes time – we are looking at this, but it would be great if you can send this information to Andrew and me so it can be addressed.

S. Goldstein: Introducing new technology - the guider-ride-boxes have been removed – they have useful information. Is there an effort to identify where they are missing to replace them?

C. Cipriano: MTA put forth a reduction effort to replace guider-ride-boxes with the current schedule, so the information in there is now just static.

S. Goldstein: Then we need to think of an alternative to get information to riders as not all riders have the technology or not technically-savvy to access the information – they need this information at the stops (i.e. need to know if the route is being short-turned, etc...).

S. Nicolls: The S55 in the mornings going towards the SI Mall, which serves a high school that students can't get on due to overcrowding – can something be adjusted? Also, the stops in SI that are in the woods with no sidewalks – who establishes these stops DOT or MTA?

C. Cipriano: There are plans in the Master Plan to address bus stops.

B. Strauss: When President Trump came to town buses were delayed – was supposed to arrive every 6-7 minutes, but was showing up every 15-20 minutes on Madison and 3rd Avenues. Were they reporting the schedules or was it a live operation?

C. Cipriano: What should have happened – if a bus was diverted then on myMTA app should have said “extensive delays” so you could consider using a different route, etc... During these excessive delays the algorithm cannot work to give estimated times. We do not go off of the schedule.

A. Albert: The removal of the guider rides – shouldn't there be something for those who do not have phones or are tech-savvy?

C. Cipriano: We are working with DOT to get as many countdown clocks as possible at stop locations.

C. Greif: Improvements are needed for transfer connections – the wrong information is being displayed – on the B3 it says the Q train runs on Ocean Avenue.

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Mr. X: Complains about being stranded at a bus stop 18 years ago.

C. Cipriano: Apologizes to Mr. X.

A. Albert: Nice of Craig to apologize having no knowledge of this episode.

Y. Morrow: SBS bus stop ticket machines going to LaGuardia – a bus was about to leave and a horde of tourist needed to get their tickets. The tourist run to catch the bus, don't know they needed to get a ticket and there is no one there to help them. They get off at Roosevelt Avenue and the cops are there waiting to give them tickets. I defended these people – and did so a few weeks earlier. There really should be someone out there telling these people what to do – they don't know our system.

C. Cipriano: In some handbooks that are given out to tourists there is information – but of course we can get better signage – we will take a look at this – point well-taken thank you.

S. Goldstein: Will all of this disappear once OMNY is in full effect – you wouldn't need a ticket any longer?

C. Cipriano: That is currently the pilot we are running – if you pay with your phone or credit card the eagle team will be able to carry a device that can scan your phone/card to show whether you have paid – the offboard fare machines would go away.

J. Melzer: I represent Good Neighbors of Park Slope – aging in place community – bus survey open houses we had a lot of members show up who thought there would a presentation and we would be able to get questions answered, but were told to fill out the survey online as we already did. What is going to happen next?

C. Cipriano: Explains the bus redesign process – eventually they will be conducting community charrettes where people can draw on maps and provide feedback. The open houses are the first initial step – there will be continued community engagement.

L. Daglian: 14th St busway is going well – elected officials are looking at the next dedicated bus routes, so we are happy to provide you with what we have heard. Also, if there are any ways as an organization that we can support you let us know.

C. Cipriano: Thank you. There has been a great push to improve buses from the advocate groups, and the Transit Riders Council. Just keep pushing!

C. Greif: I've been attending all the Brooklyn bus redesign open houses – there is a need to bring back the B71 because there is an accessibility issue going on there. There are safety issues as well – drivers being attacked.

C. Cipriano: It is important for us all to keep advocating bus lanes – enforced bus lanes. This way we can provide more service to riders.

Adjourned

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Action Items

- **Andrew to ask for the station cleaning work-rule practices.**
- **Andrew to bring up Brighton Line (Q) switch problems – breaking down frequently with Senior VP of Subways.**

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

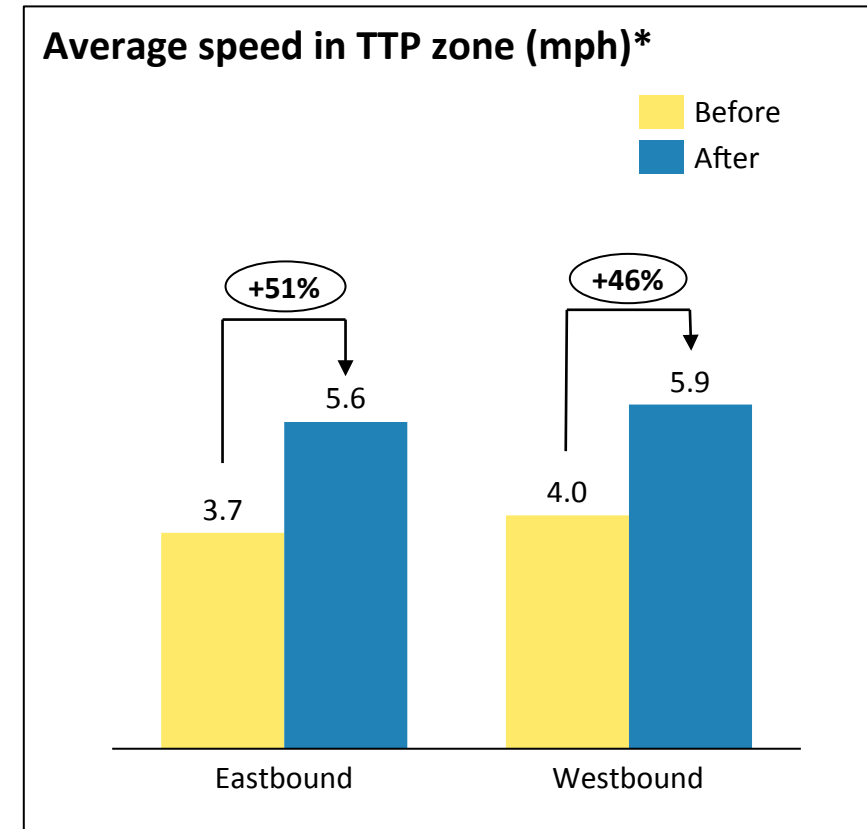
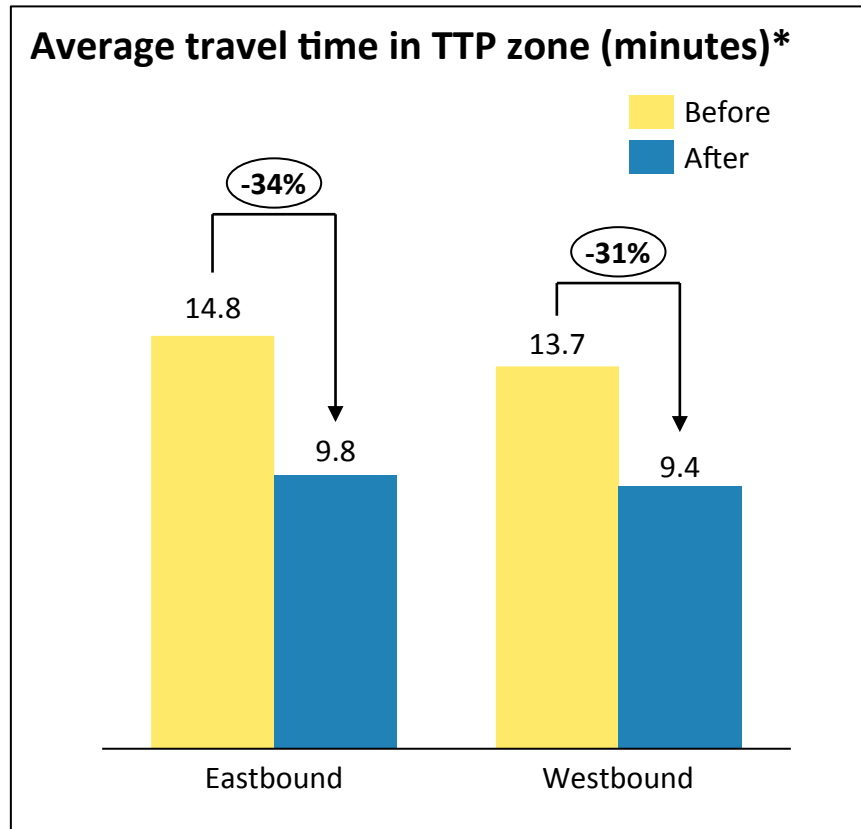
The meeting was adjourned at 2:00 PM.

Respectfully submitted,

Lisa Daglian
Executive Director

With the implementation of SBS and 14th Street Transit & Truck Priority, speeds on the M14 SBS have increased significantly

- Travel time improvements during the day ranged from 22% to 36% depending on time of day and direction
- Speed increases during the day ranged from 28% to 56% depending on time of day and direction

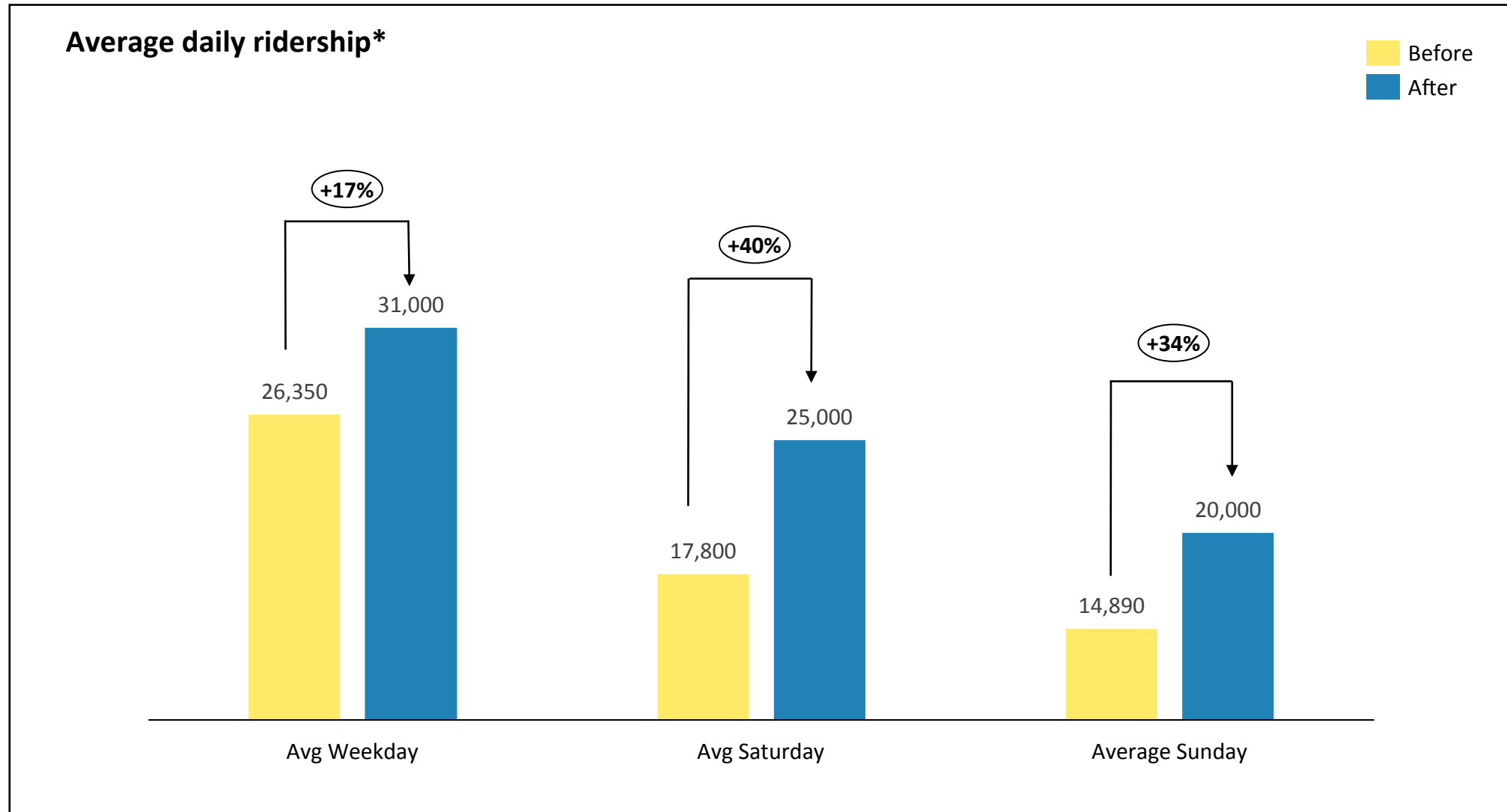


*Before period includes Tuesdays, Wednesdays, and Thursdays in September 2018; after includes October 3-4, 7-11, and 15-17 2019; data represents average travel times for 24 hours during the time period between 3rd Avenue and 8th Avenue on 14th Street

This is what our new 14th Street Busway looks like



M14 SBS has shown ridership increases of between 17% and 40%



*Before period includes Weekdays and Weekends in September 2018; after includes October 3-12, 2019; data represents average travel times for 24 hours during the time period

Bus lanes have been instrumental in improving bus speeds and reducing running times



Bx6 SBS – Implemented Sept. 2017:

- Travel times: down 8 to 14% compared to the previous Bx6 local (October 2016 to October 2017)
- Ridership was up 7% for the same period

B25/B26 Fulton St. Bus Lanes – Implemented Apr. 2018

- In the 0.7 mile area with new bus lanes, travel times are down 13-21%, and speeds increased from 15-26% (Sept/Oct 2018 to Sept/Oct 2019)

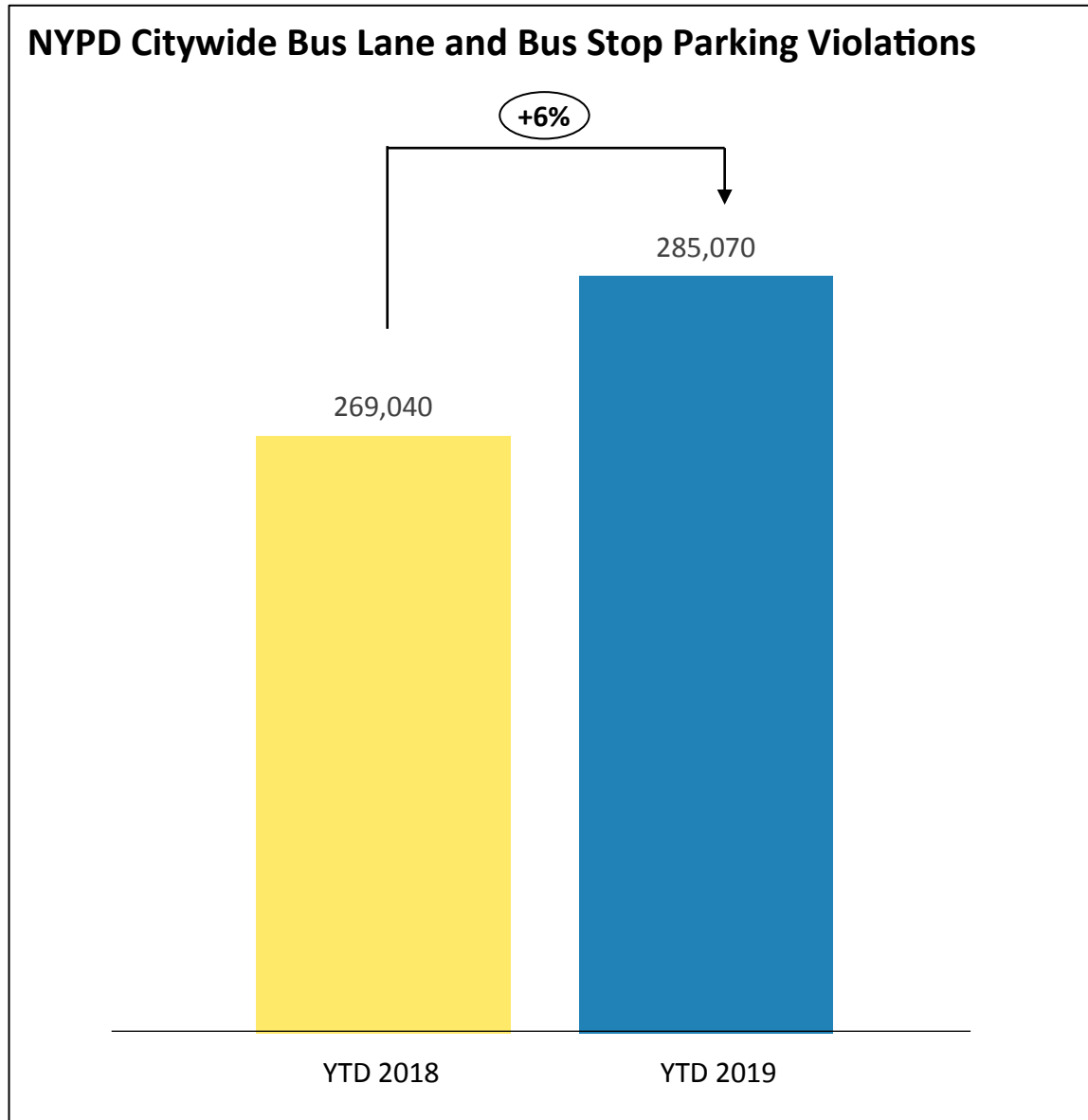
B82 SBS – Implemented Oct. 2018:

- Travel times: down 12% to 17% compared to B82-LTD, (May 2018 to May 2019)
- Ridership on the full B82 (local and SBS) is up by approximately 6% for the same time period

Q58/Fresh Pond Rd Bus Lanes – Implemented Sept. 2019

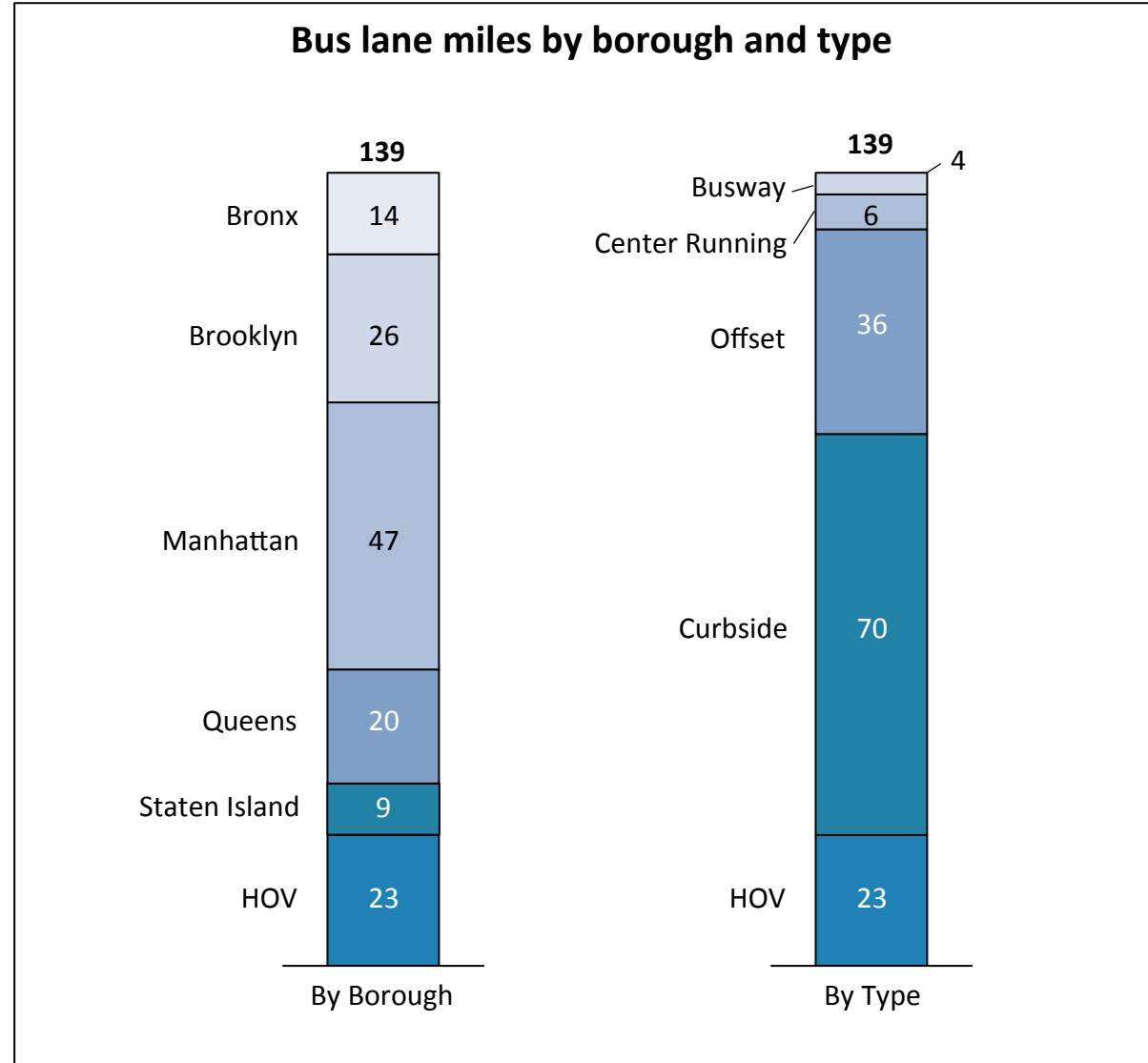
- In the 0.4 mile area with new bus lanes, the Q58 has had a 40-45% reduction in running time, and a 65-90% increase in speed (Sept/Oct 2018 to Sept/Oct 2019)

Our NYPD enforcement partnership has resulted in speed improvements of up to 16% along targeted corridors



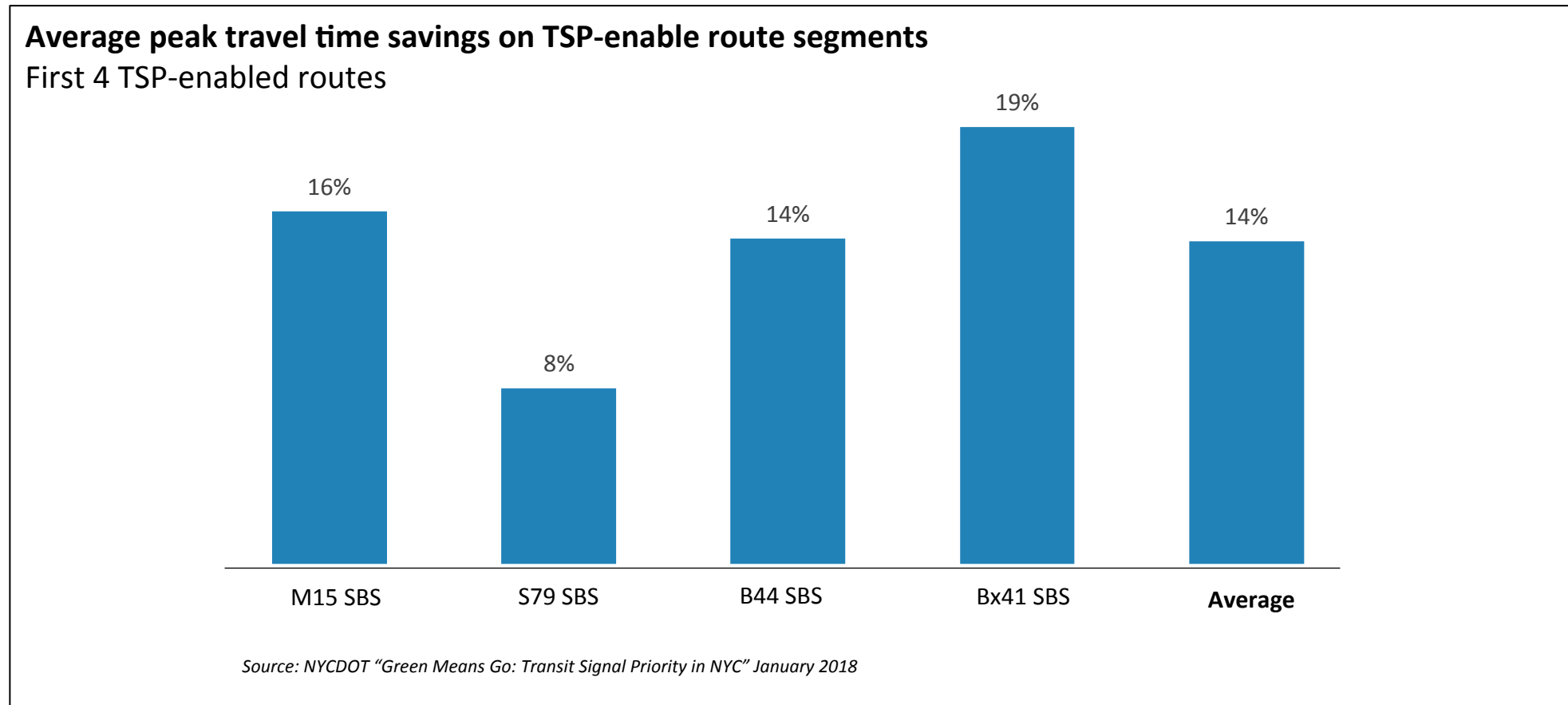
- Focused NYPD and tow truck enforcement at 16 priority congestion hotspots citywide
- Conduct monthly joint MTA-NYPD enforcement rides
- Approximately 5,000 bus stop and bus lane tows year-to-date in 2019

Enhanced enforcement of existing bus lanes has the potential to dramatically improve service for over 48% of weekday trips

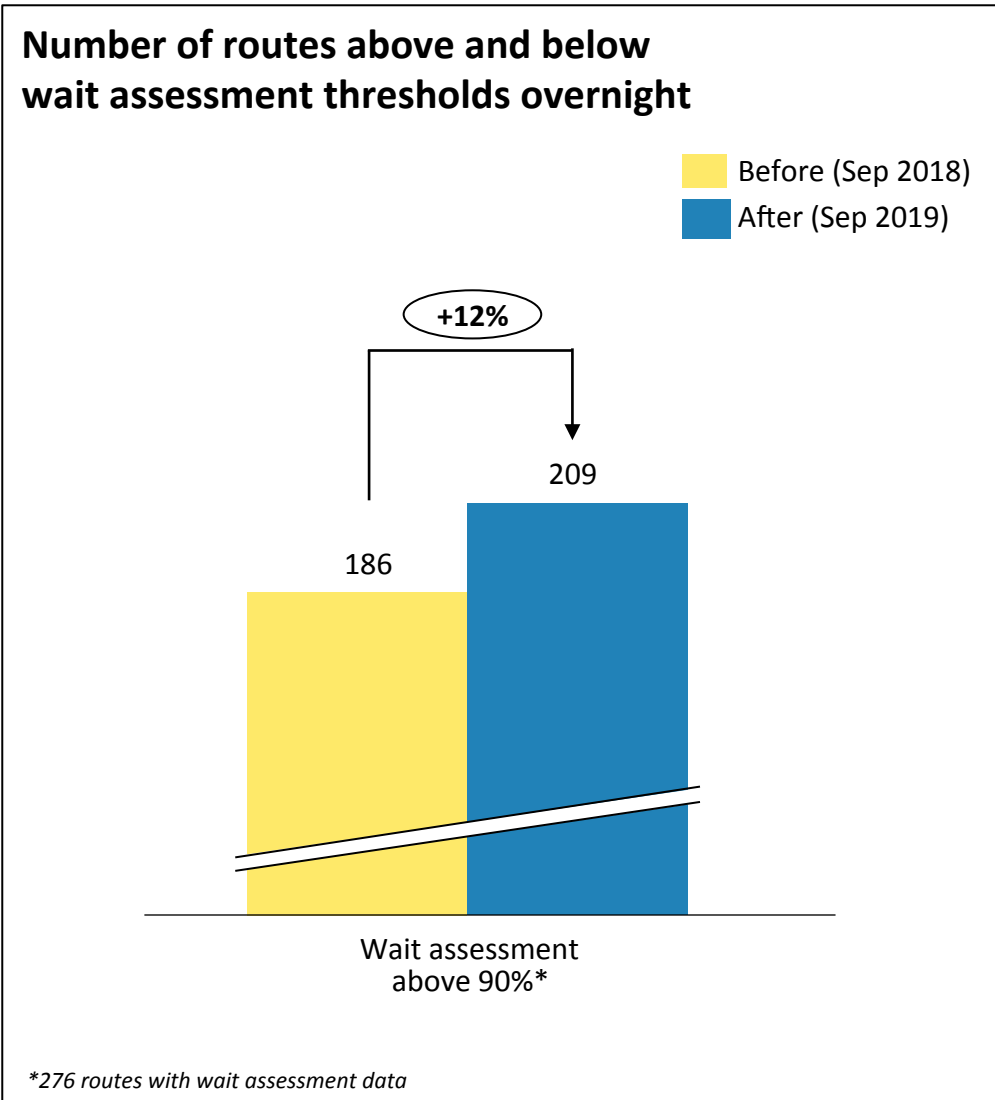


Transit Signal Priority (TSP) is currently active at over 700 intersections on 14 routes

- Currently benefits over 200,000 daily weekday riders in all five boroughs
- TSP was activated on the M1, Q5 and expanded on M15 SBS in 2019
- Joint commitment with DOT to implement 300 intersections per year



Overnight service is seeing performance improvements



- Heightened focus on performance between midnight and 6am since February 2019
- Overall improvements in overnight service wait assessment in every borough with improvements of up to 15%

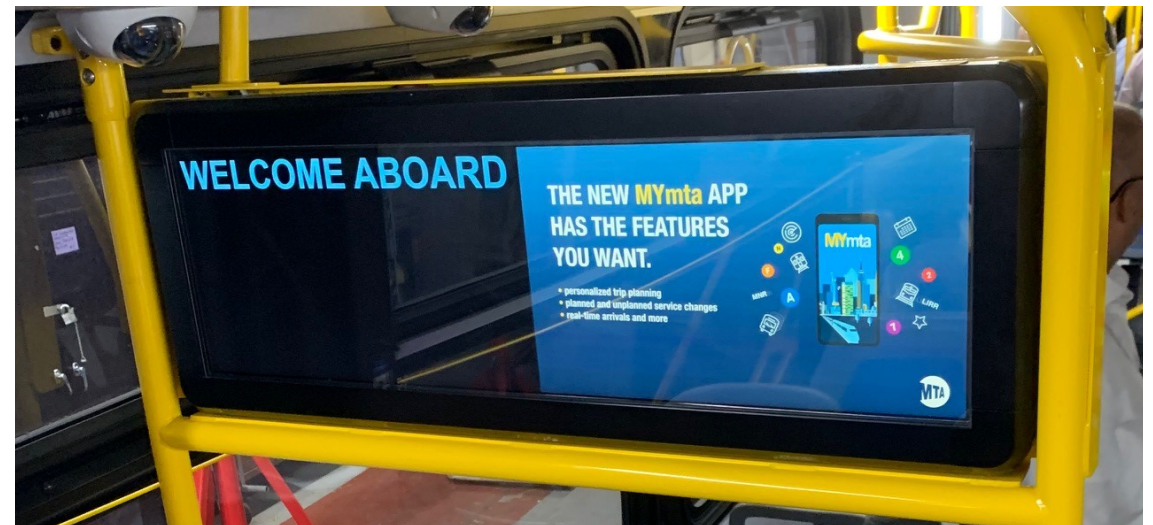
Our new bus fleet



- Over 2,500 buses with Digital Information Screens
- Over 2,000 buses with Automatic Passenger Counters
- Over 1,200 buses with Pedestrian Turn-Warning
- Over 4,000 buses equipped with security cameras
- Over 3,300 buses with Wi-Fi
- Over 2,400 buses with USB
- Over 1,300 buses delivered in the last four years with 700 remaining to be delivered under the current Capital Program
- Reaffirming our 2040 all-electric fleet commitment

The future of bus service begins now

- OMNY commitment to all-door boarding
- Enforced and dedicated right-of-way
- Transit Signal Priority
- Zero Emissions State-of-the-art Fleet
- New Bus Command Center



KEEP BUS LANES CLEAR
THIS BUS LANE MAY BE SUBJECT TO ENFORCEMENT BY CAMERA
AVOID A TICKET