

A meeting of the New York City Transit Riders Council (NYCTRC) was convened at 12:00 pm on Thursday, December 20, 2018 in the 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	Present
Sharon King Hoge	Absent
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)	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>
Andy Inglesby	NYCT
Chief Delatorre	NYPD
Chief Coogan	NYPD
Inspector Porteus	NYPD
Rick Horan	QueensRail
Mo-Yam Tham	Jobs to Move America
Lorelei Christie	Jobs to Move America
Eric Wollman	Concerned citizen
William Stanford	Concerned citizen
Mike Howard	Concerned citizen
Kenneth Stewart	Concerned citizen

Approval of Agenda for December 20, 2018 meeting.

Approval of Minutes for November 15, 2018 meeting.

Introduction of Speaker: Chief Delatorre – NYC Transit Police Bureau

Neighborhood Policing Model:

- Neighborhood Coordination Officer (NCO)
- Group Station Managers (GSMs) – coordinate with NCOs
- 2 NCOs are responsible for one station
- They conduct cross-training with GSMs, homeless coordinators, etc.
- Discussion of fare evasion – GSMs identified fare evasion problem stations to coordinate with NCOs; fare evasion is most common during “herding” or waiting for slam gate to open and then crowding through. Gave examples of Queens stations. The most prevalent violators were students with MetroCards at 55%, followed by reduced fare card holders at 25%. Return visits showed a drop in violations.

T. Mason: Regarding school kids and fare evasion, there was a school program to educate kids on not fare evading. Any plans to coordinate efforts with the Department of Education (DOE)?

C. Delatorre: Yes, they have been thinking to do so. How to communicate with DOE to get this message out.

S. Goldstein: Besides fare evasion, what other issues are you getting from community referrals?

C. Delatorre: There are many issues – a lot about disability issues. They conducted training with officers with the help of Alex Elegudin, and will be creating a video about it for officers.

C. Delatorre: They have created a training video on delays for officers on how to handle trains during these events, which they are mandated to watch and will be made part of the academy training – consulted with Sally Labrera and Andy Byford.

E. Shannon: We are concerned about the overcrowding that frequently occurs at the Lex/59 St station. Are you set up for this?

C. Delatorre: Yes, we do get involved once notified by the Rail Control Center, where there is a captain and Sargent located – however, it does take time to respond.

A. Albert: Are you going to reinstate the slam-gate alarms?

C. Delatorre: Attention does need to be drawn toward the gates somehow. They have developing signage to be placed around the gates to detour fare evaders.

C. Greif: The homeless problem – smoking in stations – hope you are doing something about these issues.

C. Delatorre: We are working with GSMs on this quality of life issue. Working to get them the services they need.

Chair’s Report attached.

Council agreed to have bus meeting on January 31, 2019, 2-3 PM.

Board Report:

- MTA Board to vote on budget, assuming fare hike will happen.
- Budget approved.
- One option presented was to delay fare-hike vote until April 2019; fares would take effect in June, would cost approximately \$75-95 million.
- Andrew's recommendation to provide unlimited rides for two hours after first swipe would especially help SI, Bronx, and Queens riders – giving something back.

L. Daglian: Not many elected officials at the fare hearings – leadership would have been good.

E. Shannon: Starkly different from other fare hearings when they did come – changing atmosphere.

M. Halpern: Their voices are still being heard – tweeting – they are participating in other forms.

L. Daglian: Veronica Vanterpool introduced a resolution to change the MTA's fiscal year to be more in sync with the State and City budgets.

A. Albert: There was much talk about fare evasion at the fare hearings.

E. Shannon: Is the Chief now going to do a monthly report on fare evasion?

A. Albert: Yes.

M. Halpern: There is a lot of fare evasion on buses through back-door boardings.

E. Shannon: The "Bus Busting" concept that Karyl was involved in could be an effective message to discuss with Darryl.

A. Albert: Amazon moving into LIC – not paying into transit – groups forming in opposition.

L. Daglian: Official working group has formed – elected officials are not joining this group – their voices will not be at the table – we are currently in talks with the BID to get on this committee – we will continue to be vocal regarding this issue.

A. Albert: New elevators to be installed at 168th, 181st, 190th, and 191st stations – installment will be staggered to maintain service in Washington Heights.

L. Daglian: Scott Nicolls sent a letter calling for more MetroCard machines in Staten Island – which we would like to support.

A. Albert: President Byford has indicated dissatisfaction that when there is a problem on a line that all track power is shut-off, so he's looking into whether just the track in question can have only its power cut.

A. Albert: In time for L train shutdown, full CBTC will be on the 7 line providing 2-3 extra trains per hour.

A. Albert: New fare payment rollout will begin in 2019 on bank issued cards and smart phones and will be tested by employees in various places, but won't be widespread yet.

E. Shannon: We should be included in the testing phase.

Old Business

NYCTRC MINUTES

4

S. Goldstein: We've been asking for the cleaning schedule of stations – where does this stand? The Franklin station is not being cleaned.

Action Item: Follow-up on the station cleaning schedule.

T. Mason: New countdown clocks on the Q line are only sporadically working – riders have been complaining (86th Street station).

New Business

E. Wollman: Atlantic-Barclays station elevators are not working often (Brighton Line).

Action Item: Follow-up on elevator status at Atlantic-Barclays (Brighton Line).

R. Horan: Has anybody looked at using video cameras to address fare evasion at stations?

A. Albert: It requires face recognition software, and someone to watch it. It has been raised, and they are looking into this issue to see what could be done – privacy issues.

S. Goldstein: There seems to be an uptick in graffiti reports in the media, giving a perception that the Authority cannot protect its assets - particularly on the F and N lines – on cars and stations.

Action item: We will follow-up with Chief Delatorre about system graffiti (specifically on the F and N lines).

A. Albert: Riding the 7 Line – if you're coming in from Queens there is an announcement to change to the Shuttle to go to Times Square – why would anybody do this considering the 7 now goes to the West-Side.

Adjourned

Action Items

- **Follow-up on the station cleaning schedule.**
- **Follow-up on elevator status at Atlantic-Barclays (Brighton Line).**
- **Follow-up with Chief Delatorre about system graffiti (specifically on the F and N lines).**

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

The meeting was adjourned at 2:00 PM.

Respectfully submitted,

Lisa Daglian, Executive Director