

A meeting of the New York City Transit Riders Council (NYCTRC) was convened at 12:00 pm on Thursday, March 28, 2019 on the 20th Floor Board Room, 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	Present
Marisol Halpern	Present
Sharon King Hoge	Present
Trudy L. Mason	Present
Scott R. Nicolls	Present
Edith Prentiss	Present

Additional PCAC Member Attendance

Randolph Glucksman	Present
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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>
Alan Putre	MTA/NYCT
Wayne Lydon	MTA/NYCT
Riddhi Parikh	Rutgers
Vin Barone	amNY
Michael Howard	CIDNU
Eric Wollman	Concerned citizen
Jason Pinerio	Concerned citizen
Hiyabu Hablemichael	Concerned citizen
Kevin Zeng	Concerned citizen

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Approval of Minutes for Thursday, February 28, 2019 meeting.

Chair's Report attached.

Board Report

Discussion points:

L Train:

- S. Goldstein: The L train change of scope – effects on the useful life of the tunnel – even if a consultant is not doing an analysis of the change of scope is one going to be pursued?
- A. Albert: Yes, it will still be pursued as well as service changes, etc... So many issues that we don't know yet, which will be pursued.
- L. Daglian: Janno has agreed to post L train air quality reports per our request.

Gale Brewer's Open House on Congestion Pricing: Upper Eastsiders are concerned that suburbanites will drive to Upper East and West Sides to park.

Bus lane cameras: The possibility of suspending vehicle registrations is being discussed for lane violators.

Fare Evasion:

- \$128 million loss on buses alone.
- At fare boxes is how NYC Transit figures out how much service to provide, so fare evasion effects service for those who need it the most.
- Fare evasion costs more than what the MTA fare hike will bring in – cannot continue this way.
- E. Shannon: How many trains were run in previous years vs. the capacity under this capital program due to all the work being done now – this amount of work has not been done before, capacity has been reduced, therefore this analysis must be conducted.

ADA Lawsuit: Lack of elevator at Middletown Rd. in the Bronx on the 6 line – feasibility of the elevator, who will determine the feasibility?

- E. Prentiss: DOJ will determine the feasibility.
- A. Albert: If the renovation triggers ADA requirements, then we may see less station upgrades due to lack of money to install elevators.
- E. Prentiss: They are doing 20 *inaccessible* elevators in Washington Heights – this is a big issue.

New MTA Board members: David Mack and Sarah Feinberg.

Old Business

C. Greif: We need to have a bus meeting - we are waiting for answers about Brooklyn express and local buses. Not hearing back answers through website complaints - myMTA app, etc...

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T. Mason: Bus meeting – SBS on 2nd Avenue – drivers not waiting. Lisa got a response and it basically said nothing. Unsatisfactory response from NYC Transit – nothing has changed. There is no need for the bus meetings anymore – nothing gets accomplished – I will not fill out the forms, it is just a waste of time.

L. Daglian: We have instituted a process/form in the office regarding these complaints that everyone should have received.

E. Prentiss: Specific bus complaint - I am happy to fill out a form, but I never received it.

A. Albert: We will get you the form.

Action Item: Send complaint forms to all NYCTRC members.

E. Wollman: Long-standing issue about disorder in the transit system – Chief Delatorre publically said he does not have the manpower to enforce the fare-beating problems. Have we ever found out if the current staffing levels of the Transit Bureau is equal to when it was a separate agency, and if the transit police cannot address fare evasion it would be great to have a presentation from the MTA Chief of Police.

A. Albert: There has been discussions that there may be a need for NYPD to step in and help, however some elected officials see this as an attack on the poor and minorities.

L. Daglian: We will find out the staffing levels.

Action Item: Find out NYC Transit Police Bureau staffing levels.

S. Goldstein: I've been asking for the cleaning schedule for stations for a while now?

Action Item: Send NYCTRC members station cleaning schedule.

S. Goldstein: N line construction – Quality of work is shoddy - metal canopies have been constructed but are not sealed and flush with the concrete and it is leaking on the platform when it rains.

A. Albert: I will bring this up with Janno Lieber.

Action Item: Follow up with Janno Lieber re: shoddy work on Sea Beach Line upgrades

New Business

A. Albert: For our next NYCTRC project, we should be monitoring the L train project.

L train project and Sentimental Analysis

- Monitor service levels
- Crowding along the line, especially at 3rd Ave, 1st Ave, and Bedford Av stations
- Proper signage at stations, to shuttle buses, and signage to other subway and bus options
- Adequacy of service alternatives

L. Daglian: We have the L train sentimental analysis already underway as a component of this effort.

M. Halpern: In light of recent attacks, has surveillance been increased?

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E. Prentiss: E running as an F train, and we were not told the extent of the rerouting. No announcements were made at West 4th St station on the southbound side. From Jackson Heights to Washington Heights on a Monday evening it took me 4 hours. Important travel information is not being given out.

E. Wollman: The Brighton Line's service is getting worse – 15 minute off-peak (7pm) headways on the B.

Introduction of Speaker: Alan F. Putre, New Fare Payment Program, Exec. Director, MTA, VP & CRO NYCT, Operations Support.

Testing of the new tap card program is underway with internal team members. The pilot will be expanded in late May. The pilot program will run along the Lexington line from Grand Central to Atlantic Terminal, and on Staten Island buses. There will be seamless integration of any device – debit card, credit card, phone – that is connected via the user's account. MetroCards will be phased out completely by 2023.

E. Prentiss: The auto-gates are so slow at closing that five people will walk in with me.

A. Putre: Fare evasion is a problem, the MTA Board is working on it, and I am also a part of the NYC Transit Fare Evasion Task Force – there is a lot that has to go on regarding fare evasion.

A. Albert: Some systems have proximity readers – cards/phone can remain in a wallet/purse and they can be read. Are we going to be installing proximity readers?

A. Putre: No, there are a whole host of problems with them. This can result in what is called “card-clash”, meaning the wrong card can get charged – two cards can get charged. You have to almost tap it so that only your card is charged.

M. Halpern: How do you know when it goes through- charges your card?

A. Putre: It will make a “beeping” sound and a light will flash green. If you are denied for some reason it will give you that message as well.

R. Glucksman: How does the reader know that you have a discounted fare?

A. Putre: The class code will let the reader know – just as it does for the current MetroCard.

E. Shannon: Is there a cost-benefit analysis of the savings - cleaning the heads- replacing the machines or can these resources be reallocated?

A. Putre: Other properties have seen a reduction in processing cash, then they see an increase in processing transactions. Vandalism of machines cost \$26 million a year and I want to get rid of those who sell MetroCard swipes.

E. Shannon: Right now with Path it is pay-per-ride – with this new method can it be coordinated with monthly fares?

A. Putre: There will be monthly, weekly, unlimited cards. It will all be coordinated and you can easily do it from a website. We are in negotiations with other agencies to get this done, but it is up to their Boards to control their own fare media.

E. Prentiss: How is this going to work with express buses, which have a set rate?

A. Putre: When you board an express bus the validator knows it's an express bus. If you use your credit card/OMNY card it will deduct the correct amount for the express bus.

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K. Cafiero: If you get a denied message at the turnstile will you be notified the reasoning – i.e. credit card denied, software problems, etc...?

A. Putre: It will produce a message that details the reason for the card denial.

L. Daglian: Can the Council be part of the trial?

A. Putre: The trial will be extended to additional staff after May 1, 2019. Send me an email of who will participate – there are legal documents to be signed. Will have to check to see if the Council can be included.

Action Item: Inquire if the Council can be included in the OMNY testing period – send participant list to AI Putre.

C. Greif: Will the new OMNY card work with Path trains, Nice bus?

A. Putre: Current policies in place will be replicated. Each agency dictates its own fare policy – if Path doesn't want to honor something then we can't make them.

E. Prentiss: With weekly/monthly MetroCards, Access-A-Ride users end up paying twice. With this new system will we still have to pay twice? And how will this work with the e-hail pilot?

A. Putre: That is a tariff issue – today you get double charged. That is an issue we can address, but most likely this is a Board action. It is doable, but would require a Board action on tariffs.

L. Daglian: We get a lot of 511 calls in the office. Will there be a number we can direct them to for OMNY card issues? Point of contact would be great for internal use.

A. Putre: No number to give out, but we hear you regarding this matter.

Adjourned

Action Items

- **Find out NYC Transit Police Bureau staffing levels.**
- **Send NYCTRC members station cleaning schedule.**
- **Follow up with Janno Lieber re: shoddy work on Sea Beach Line upgrades.**
- **Inquire if the Council can be included in the OMNY testing period – send participant list to AI Putre.**

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

The meeting was adjourned at 2:00 PM.

Respectfully submitted,

Lisa Daglian
Executive Director

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Presentation to Transit Riders Council

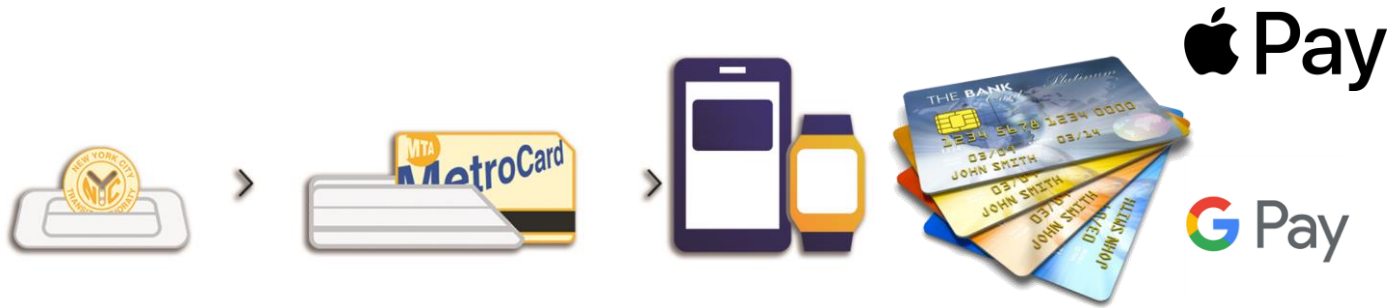
March 28, 2019

OMNY is built on the concept that we are One Metro New York.
The name is a twist on the prefix “omni,” which means “all” or “of all things.”
OMNY will help us connect communities and bring the diversity and energy
of the New York region together.

OMNY: Making transit more convenient

- OMNY is the MTA's new contactless payment system that is designed to make transit faster and give customers more choices for how, when, and where they pay their fare.
- OMNY is part of the MTA's modernization efforts. It is being built with the latest payment technology and backed by the latest payment security standards.
- In late May, we will launch the public pilot phase in Manhattan, Staten Island, and Brooklyn.
- OMNY and all of its new features will be rolled out in in a number of phases over the next few years
- OMNY will operate side by side with MetroCard until OMNY is fully implemented and service proven

Customers choose when, where and how they pay



- Contactless bank-issued credit or debit cards (2019)
- Smart devices using digital wallets like Apple Pay, Samsung Pay or Google Pay (2019)
- MTA-issued OMNY contactless card (2021)

- Customers will be able to manage their account 24/7 at OMNY's dedicated website, by calling 511 and using the OMNY mobile app (starting Fall 2019).

One Metro New York

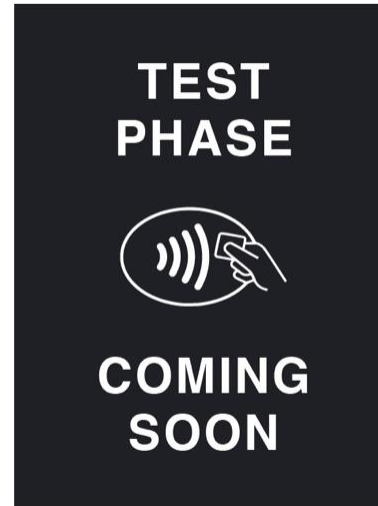


- OMNY is the key to the New York region. It will work across New York City Transit, Long Island Rail Road, and Metro-North. Other regional agencies will come on board after that, subject to MTA board approval.
- We anticipate bringing Access-A-Ride on board, subject to MTA Board approval.

Key benefits

- For customers:
 - No need to wait in line at the vending machine
 - No extra trips to subway stations to fill up your MetroCard
 - One way to pay for transit throughout the New York region
- For service:
 - We expect to introduce all-door boarding on all buses, pending MTA Board approval.
This will:
 - Minimize bus boarding times and keep buses moving in the flow of traffic
 - Allow us to remove SBS machines from streets
- For the planet:
 - By using cards and devices many customers already have, we reduce our carbon footprint

Internal Testing: March – May 2019



- Install OMNY readers for internal testing
- Final in-system internal testing – April and May 2019

Public Pilot: May 2019-December 2019



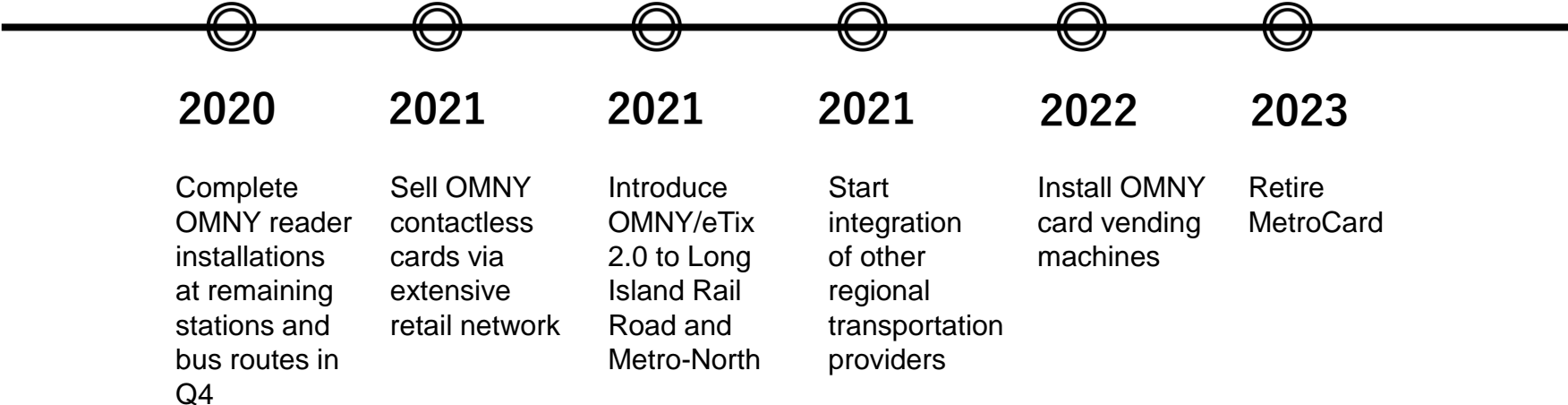
- Introduce OMNY through a public pilot – end of May 2019
 - 16 stations on the 4 5 6 lines from 42 St-Grand Central to Atlantic Av-Barclays Ctr
 - All buses on Staten Island

Prepare for Phase 2: June-December 2019



- June – November:
 - Continue installation of system infrastructure on buses and subways
 - Fine tuning the system based on pilot feedback
- December:
 - Additional subway stations with OMNY capacity go on-line
 - Resume roll out of OMNY readers to additional buses

2020 and beyond



Throughout: Educating our customers



- In-system communications campaign
 - NYCT communications campaign
 - OMNY payment partner advertising campaigns
- Borough Board meetings
- OMNY's dedicated website, video content and social media awareness
- 24/7 customer support

Security and Privacy

- ◎ OMNY uses secure token and encryption technology to protect every transaction
- ◎ Fraud Protection from your card issuer will safeguard your OMNY purchases
- ◎ All data is secured and kept private in our backend data centers
- ◎ Active-active load balancing between two data centers allows for complete system redundancy

Complete Timeline—Q & A

Phase I: 2019



- May: Launch the public pilot phase on 4, 5, 6 from Grand Central to Atlantic Av-Barclays Ctr, and on all Staten Island buses
- Resume installation of system infrastructure on bus and subway
- Q4: Continue activation of OMNY readers at more subway stations and buses

Phase II: 2020



- Continue rolling out OMNY and complete installation of OMNY readers on all subways and buses by the end of the year

Phase III: 2021



- Introduce the contactless MTA OMNY card, available for purchase or reloading, using cash or credit/debit card at retail locations.
- Incorporate railroad mobile ticketing (eTix) into OMNY.

Phase IV: 2022



- Install OMNY vending machines in New York City Transit, Metro-North Railroad, and Long Island Rail Road stations

Phase V: 2023



- Retire the MetroCard, and complete the transition to OMNY