

A meeting of the New York City Transit Riders Council (NYCTRC) was convened at 12:00 pm on Thursday, April 25, 2019 on the 16<sup>th</sup> floor, room 16.08 at 2 Broadway, New York, NY 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	Absent
Sharon King Hoge	Absent
Trudy L. Mason	Present
Scott R. Nicolls	Absent
Edith Prentiss	Present

### Staff Attendance

Lisa Daglian (Executive Director)	Present
Ellyn Shannon (Associate Director)	Absent
Bradley Brashears (Planning Manager)	Present
Sheila Binesh (Transportation Planner)	Absent
Karyl Cafiero (Research Associate)	Present
Deborah Morrison (Administrative Assistant)	Absent

### Non-member Attendance

<u>Name</u>	<u>Affiliation</u>
Jeremy Robinson	NYCT
Deborah Hall-Moore	NYCT
Michael Howard	CIDNY
William Stanford, Jr.	Concerned citizen
Matt Shotkin	Concerned citizen
Eric Wollman	Concerned citizen
Michael Korschun	Concerned citizen
Hiyabu Habtemichael	Concerned citizen

***Approval of Agenda for April 25, 2019 meeting.***

***Approval of Minutes for March 28, 2019 meeting as amended.***

***Chair's Report attached.***

T. Mason: Has anyone been in contact with Scott Stringer's office regarding the LIRR 20% discount for city riders? We should reach out to his office regarding Freedom Ticket/Atlantic Ticket to move this forward.

L. Daglian: We have reached out to his office. The concept that he is pushing is to make the commuter rail fares the cost of a subway fare and that doesn't fit with the Freedom Ticket recommendations.

**Action Item: Reach out to Scott Stringer's office regarding Freedom Ticket expansion.**

C. Greif: What stations are they talking about for this discount?

A. Albert: They are talking about Little Neck to Flushing-Main Street. However, Flushing is not in a transit desert as it is served by the #7 line.

C. Greif: Queens buses are way overcrowded (Q44, Q65) – it would be nice to see Freedom Ticket (discount) at Woodside due to bus overcrowding.

L. Daglian: We are looking at capacity issues on LIRR (Port Washington Branch) and for MNR, continuing the work that has been done for Freedom Ticket. This way we can have background info/data that we can share. We have reached out to the Chairman's office to see how we can be in these conversations.

***Board Report:***

- Alix Partners: Restructuring the MTA – the deadline is June 30, 2019.
- Finance Committee Chair Larry Schwartz tore apart Siemens for PTC installation: Asked for vote of no confidence – board voted in favor of no confidence – demanding CEO to attend the next MTA Board meeting.
- Possible use of facial-recognition to deter fare evasion – dummy cameras to be set up.
- Alternate service plans for the L Train Slowdown are still being devised – 14<sup>th</sup> Street Busway is being worked-out.
- Congestion Pricing: Carve-outs attempts continued to be made – the latest are the Henry Hudson Bridge, George Washington Bridge, proceeds to NJ Transit and PATH.
- New MTA Board members: Kevin Law, Rhonda Herman, Sarah Feinberg, Michael Lynton, David Mack, and Haeda Mihaltses. New board members are already chairs of board committees.

T. Mason: According to *City & State*, NYCT's Andy Byford and Governor Cuomo have disagreed publically about how to upgrade the signals with either CBTC or Ultra-Wideband Radio. Was this part of the PTC discussion?

A. Albert: No, this was not part of that discussion – they are separate issues. Andy has mentioned plenty of times that CBTC and Wideband are compatible and can work together. You can do some parts of the system with CBTC and others with Wideband. They are currently testing Wideband.

## NYCTRC MINUTES

3

### **Action Item: Send to Council members new MTA Board member list and committees.**

A. Albert: Major union contracts will be renegotiated this year and will address the issues of overtime abuses that have been recently discussed in the media.

E. Prentiss: Isn't there a fail-safe in the payroll system that questions that (overtime abuse)?

L. Daglian: Apparently not, but there should be.

### **Introduction of Speaker: Jeremy Robinson – Director of Enterprise Asset Management for NYC Transit Department of Subways. Presentation attached.**

C Greif: There is a need to provide information on accessible alternative routes during GO work (planned service diversions).

T. Mason: There is a need let the public know about cancelled GOs (paper signage). Also, at the 77<sup>th</sup> Street 6 line station entrance the other day there was yellow tape blocking the entrance. There needs to be signage/announcement of why the station is closed – just yellow tape is not sufficient enough. Please pass this on to the responsible entities.

E. Wollman: Are the new station managers (GSMs) tied into all this (Asset Management)?

J. Robinson: 100%, they are tied into all of this.

E. Prentiss: Very frustrating - No one seems to know anything on the website about the status of the elevators. No one answers the information line – the blue point intercom gives no information in stations, and those who answer have no information. Problems with Bowling Green station elevator...(Discussion ensues)

J. Robinson: Yes, this is part of our challenge. Station personnel cannot see what's going on in the elevator system; elevator personnel can but are not stationed at the platform (station) level. We want to work towards this single platform (information exchange), where stations personnel can see what is going on with the elevators.

A. Albert: The elevator personnel should communicate with the station personnel so they know what the elevator status is.

T. Mason: Take that one step further. You have your internal communications, but the riding public needs to know. I know this is not your particular job, but this needs to be expressed internally to the right people, so they can communicate externally otherwise all your hard work is not doing any good for those who need it.

J. Robinson: Yes, I agree. Later this year we will be reaching some milestones. For the first time in history, station and elevator personnel will be using the same system.

L. Daglian: Is there an interim step until this happens to improve external communication?

J. Robinson: Yes, we just need to communicate better until this is put into place – people need to pick up the phone and communicate.

E. Prentiss: There needs to be signage near elevators that gives alternative routes when elevators are out-of-service.

## NYCTRC MINUTES

### 4

K. Cafiero: When an elevator is out, what type of signal do you get telling you what is wrong with the elevator?

J. Robinson: There are different types of sensors/signals. The challenge is trying to figure out what exactly is wrong with the elevator. Work is continuing to improve this challenge.

A. Albert: Is there an alarm or something that would indicate that the load in the elevator is too heavy (hand-truck, deliveries, etc...)?

J. Robinson: I am not sure about that, but can get back to you.

K. Cafiero: What happens when the system goes down?

J. Robinson: We have multiple redundancies in place, multiple data centers, paper backups.

L. Daglian: Was your team involved in the initial inspections of the L Train tunnels, and has your team been brought out to see the new proposal and have an ability to compare the proposals?

J. Robinson: No, we were not part of that. We are more on the operations side.

E. Prentiss: Does everyone see the same view of the Asset Management Dashboard when they sign in?

J. Robinson: No, your role determines what you see – supervisors will see one thing, maintainers would see another thing, etc... it's categorical. However, we are trying to break down the silos.

K. Cafiero: For example, you have a broken rail and it has happened three times, does that get recorded?

J. Robinson: If we are able to capture that information, it does get recorded so we know we have a problem in that area. **Presentation Ends.**

B. Brashears: What areas of concern do the members have regarding our L Train project? Things you think we should be looking at?

E. Prentiss: Is there going to be an emphasis on elevators? I would hope that they would during this dramatic upheaval. If you have elevator issues, it makes it much more problematic.

L. Daglian: Do you have examples of specific locations?

E. Prentiss: Yes, Myrtle-Wyckoff.

C. Greif: And Union Square, 8<sup>th</sup> Av.

A. Albert: There is the issue of elevators as well as electronic signage on the newer subway cars, certain pinch-points in stairwells, all the affected stations need to be looked at.

E. Prentiss: Will there be platform employees in vests helping passengers?

A. Albert: I can't imagine that they would not.

B. Brashears: Chris, are there certain bus routes we should be paying attention to – can you email me the routes we should be looking at?

C. Greif: Okay.

T. Mason: There needs to be an emphasis on alternative bus routes, not just alternative subway routes – connections with other lines.

## NYCTRC MINUTES

### 5

T. Mason: Has there been any consideration, as what was done for Second Avenue Subway, of opening an information center? We should make this suggestion while the project is going on.  
**Action Item: Suggest L Train Slowdown information center.**

### ***Old Business***

C. Greif: Express bus complaint update? There have been many more complaints about express buses (E Prentiss: bus bypass situation).

L. Daglian: We will follow-up with Deborah Morrison and Deborah Hall-Moore.

**Action Item: Follow-up with Deborah Morrison and Deborah Hall-Moore about bus complaints.**

E. Prentiss: The answers about the bus complaints are totally worthless.

L. Daglian: We have sent Council names to participate in the OMNY test phase. For right now, it continues to be an internal test phase.

D. Hall-Moore: Lisa, can you forward those names to me?

**Action Item: Send Council names for OMNY test phase to Deborah Hall-Moore.**

E. Prentiss: Are the auto-gates working with the test phase?

L. Daglian: I will take a look.

**Action Item: Find out if auto-gates will be working with the OMNY test phase.**

### ***New Business***

T. Mason: The subway WiFi is horrible – difficult to connect to. Can we inquire about this?

A. Albert: Yes, we will ask.

**Action Item: Find out why the subway WiFi doesn't work well.**

E. Prentiss: Outages on the 1 train do not address how to travel south to 168<sup>th</sup> Street station. Directions are given for the M5 bus, but nothing at the northern stations (i.e. 242<sup>nd</sup>, 231<sup>st</sup> Street) of how to get to southern stations. There needs to be announcements on the trains.

A. Albert: Yes, they need subway announcements from the north, not just from the south.

E. Prentiss: They will be doing elevator work at five stations – this needed communication needs to happen.

**Action Item: Request subway announcements at 1 train northern stations of how to travel to the southern stations while elevator work is being done.**

E. Prentiss: They need to start moving hearing locations around. Locations are not accessible – they are difficult to get to.

L. Daglian: Council nominations for Chair and Vice Chair will happen at the next TRC meeting.

***Adjourned***

**Action Items**

- Reach out to Scott Stringer's office regarding Freedom Ticket expansion.
- Send to Council members new MTA Board member list and committees.
- Follow-up with Deborah Morrison and Deborah Hall-Moore about bus complaints.
- Send Council names for OMNY test phase to Deborah Hall-Moore.
- Find out if auto-gates will be working with the OMNY test phase.
- Find out why the subway WiFi doesn't work well.
- Request subway announcements at 1 train northern stations of how to travel to the southern stations, while elevator work is being done.

Youtube Video links: [Part 1 of 5](#) , [Part 2 of 5](#) , [Part 3 of 5](#) , [Part 4 of 5](#) , [Part 5 of 5](#)

The meeting was adjourned at 2:00 PM.

Respectfully submitted,

Lisa Daglian  
Executive Director

# Subways Enterprise Asset Management for

April 25<sup>th</sup>, 2019



## High Level Agenda

- **EAM Program Overview**
- **Demo / Interactive Discussion**
  - Signal Trouble Calls (Emergency Response)
  - Mobile Joint Switch Inspection (Pre-generated Inspections)
  - Infrastructure Defect Management (Corrective Maintenance)
  - General Order Mapping (Scheduled Outages)
- **Q&A**



Subways is committed to implementing EAM in a manner that improves asset performance, maximizes resource efficiency and enhances customer service

**Subways is focusing EAM efforts to:**

- **Improve maintenance and capital planning (e.g. work planning, defect management, failure analysis)**
- **Implement a paperless reporting system, with a heavy focus on mobile devices**
- **Migrate to a single platform for capturing and analyzing asset and maintenance information, including root cause analysis**



## Background on Subways EAM Program to date

- **Created world class team of internal and external subject matter experts to lead implementation over next 3-5 years**
- **Established base EAM System for Subways (Core & Mobile)**
  - Over 2,500 users, primarily in divisions of Track, Signals, Infrastructure, Stations and E&E
  - Long term projection: 10,000+ users
- **Established base GIS System for Subways**
  - Developing integration to EAM system for improved visualization
- **Partnered with Unions on mobile device deployment approach**
  - Deployed 2,300+ mobile devices to front line workers and supervisors
- **Created an EAM Support Desk**
  - Subways employees on call 24/7 helping fellow employees
- **Progressed EAM Site Readiness initiative**
  - Improved connectivity, lighting and power at over 337 employee reporting locations

## 2018 Accomplishments for Subways EAM Program

- Deployed Mobile Notebook functionality with all new phone deployments (1,000+ personnel trained)
- Completed production rollout of Defect Management and Corrective Maintenance for Infrastructure Subway and Iron (80 personnel trained)
- Completed production rollout of Mobile Joint Switch Inspection for Track and Signals (435 personnel trained)
- Completed production rollout of Signal Trouble Call Management for MOW Control Center, Signal Operations and Field offices (220 personnel trained)
- Completed production rollout of Tool Management in Track and Signals and deployed phase one mobile application (120 personnel trained)
- Began production rollout of Stations' migration from SHIP to Infor EAM. 2 of 4 districts complete (250 personnel trained)
- Completed production rollout of Elevator & Escalators (E&E) Mobile Inspections and Maintenance (300+ personnel trained)
- Developed first generation Transit Asset Management Plan for FTA Compliance
- Completed Site Readiness at 337 locations and deployed 110 additional computers
- Developed a foundations GIS system to model the Subways Linear Referencing System

## “Some” 2019 Goals for Subways EAM Program

- Complete production rollout of Stations’ migration from SHIP to Infor EAM. 4 of 4 districts complete (Est. 250 personnel)
- Initiate Stations Mobile Inspection and Defect Management project
- Complete production rollout of Signals Mobile Maintenance, Testing & Inspections (Est. 800 personnel)
- Initiate Car Equipment fleet management project
- Complete production rollout of MOW Eng Structural Inspections project (Est. 70 personnel)
- Complete production rollout of Tool Management mobile application (Est. 100 personnel)
- Initiate Track Mobile Inspection and Defect Management Project
- Complete production rollout of Infrastructure Trouble Call project (Est. 100 personnel)
- Complete Site Readiness effort with computer deployment for 398 initial and 100 additional locations

## Place holder for demonstrations

- **Demo / Interactive Discussion**

- Signal Trouble Calls (Emergency Response)
- Mobile Joint Switch Inspection (Pre-generated Inspections)
- Infrastructure Defect Management (Corrective Maintenance)
- General Order Mapping (Scheduled Outages)

# Questions

