

A meeting of the New York City Transit Riders Council (NYCTRC) was convened at 12:00 pm on Thursday, May 30, 2019 on the 16th floor, room 16.08 at 2 Broadway, New York, NY 10004.

Member Attendance

Andrew Albert (Chair)	Present
Burton M. Strauss Jr. (Vice Chair)	Absent
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

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>
David Moss	NYCT
Evan Biaolostozky	NYCT
Deborah Hall-Moore	NYCT
Eric Wollman	Concerned citizen
Michael Howard	Concerned citizen
Matt Shotkin	Concerned citizen
Andrew Kurzweil	Concerned citizen
Michael Korschun	Concerned citizen

**Approval of Agenda for May 30, 2019 meeting.
Approval of Minutes for April 25, 2019 meeting.**

Chair's Report attached.

Discussion Points:

C. Greif: Q trains are being delayed at Lex-63rd – riders are confused on its route, so doors are being held as customers ask conductors where the train is going. Creates gaps in service during nights and weekends. Crowd control needs to happen.

L. Daglian: Suggest for everyone to put together their thoughts/issues, so we can send them to Transit – especially in relation to the L Train Slowdown.

T. Mason: Communication – when the 6 is bypassing local stations, they (NYCT) must put up signs and yellow tape at street level.

A.Albert: Trudy, when this happens please get the name of the Group Station Manager (GSM) and send it to either Lisa and/or Bradley.

S. Goldstein: You had mentioned Access-A-Ride (AAR) vehicles being able to use bus lanes in the report – does that include for-hire-vehicles (FHV) to be allowed to use bus only lanes? They also use FHV's in lieu of AAR vehicles – will they be allowed?

A.Albert/L. Daglian: Just AAR vehicles and any vehicles they use with four passengers or more.

Board Report:

- MTA Reorganization: AlixPartners is currently conducting a forensic audit to reorganize the MTA. – Board briefing coming up in a few weeks.
- L. Daglian: We did sign on to a letter calling for the results of the audit and the reorganization to be made public.
- Labor members of the Board vs. the Governor's members: Heated debate occurred during executive session – police were called in. This was regarding labor contract negotiations and overtime issues.
- MTA Inspector General (IG) is going to be replaced – Barry Kluger to be replaced by Carolyn Pokorny.
- Contractor debarment: Larry Schwartz has been very vocal about Siemens not cooperating with The MTA and has called for their debarment if the CEO did not appear at the board meeting. In a related matter, emergency legislation rules were announced during the Executive Session of the May 22nd Board Meeting that are retroactive to April 12th – contractors will be debarred if they are 10% late or 10% over budget. This will make it extremely difficult for contractors to work for the MTA. Lisa drafted a letter to be

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sent to Chairman Foye calling for public disclosure of the emergency rules and a public comment period.

S. Goldstein: Was there a discussion of holding MTA Project Managers accountable?

A. Albert: No.

S. Goldstein: Regarding the issue of overtime – they should be looking at the work rules internally – this is helpful for budget discussions.

L. Daglian: There is a discussion that the Governor will be participating in union negotiations regarding work rules and the budget.

- Darryl Irick is retiring from NYC Transit Bus.
- Fare evasion continues to be a real problem – they are looking into cameras that will include a screen that will show people – hoping to deter people from fare evading.
- Outfront advertising screens: “Please pay your fare, if you don’t it could affect service levels.”
- OMNY: Tomorrow is the day that the public can now use OMNY (bank card/phone app) where it is being tested.

C. Greif: The half-fare OMNY is not ready yet.

A. Albert: There are definitely problems with companies like Siemens and Bombardier and the work they are doing for the MTA. There has been poor PTC installation on both MNR and LIRR.

L. Daglian: Council nominations/elections – position of Chair and Co-Chair are open for nominations for the June meeting.

Floor is open for nominations:

- T. Mason: I nominate Andrew for Chair,
- C. Greif: Seconds nomination.
- Council unanimously nominates Andrew Albert for Chair.

- T. Mason: I nominate Burt Strauss for Vice Chair.
- Council member seconds nomination.
- Council unanimously nominates Burt Strauss for Vice Chair.

L. Daglian: Please, if you cannot attend the June meeting send us your proxy vote.

L. Daglian: We will also nominate the executive committee.

- T. Mason: I nominate the current members: Chris Greif, Stuart Goldstein, and Bill Guild.
- S. King-Hoge: Seconds nomination.
- Council unanimously nominates current NYCTRC Executive Committee.

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Old Business

T. Mason: Getting onto Transit WiFi is difficult – error messages appear - It happens all over.

A.Albert: We should look into getting Transit Wireless to come present at a future meeting.

Action Item: See if Transit Wireless can present at an upcoming NYCTRC meeting.

T. Mason: We should send some kind of letter or something to Darryl Irick about how good it was to work with him.

A.Albert: The staff did present Darryl with a certificate of appreciation at the last Board meeting.

Action Item: A commendation/letter of thanks to be sent to Darryl Irick thanking him from the NYCTRC – to be signed individually by Council members at the June meeting.

S. Goldstein: Construction on the Sea Beach line – graffiti continues to be a problem. Also, station cleaning issue I've raised seems to be proceeding – they are doing them in clusters. Graffiti is happening at Avenue U, Kings Hwy...

L. Daglian: Can you take pictures and email them to us?

S. Goldstein: Yes.

S. Nicolls: Have you heard anything about the P.A. systems on Staten Island – we have none along the whole line (SIR)?

S. Nicolls: Every time there is a storm a tree comes down and knocks-out the power. When this happens you don't know about it due to no P.A. system – count-down clocks just say "holding", and there is nothing on the app.

L. Daglian: We can write a letter to reinforce that.

Action Item: Draft a letter addressing the lack of a P.A. system on SIR, and the need to "tree-control" on SIR.

A.Albert: Suggests bringing in the person who replaced Sally Librera to speak to the Council regarding SIR issues.

Action Item: Inquire about having Demetrius Crichlow, Vice President and Chief Officer, Staten Island Railway, speak at upcoming Council meeting regarding SIR.

T. Mason: Find out what is happening when a line's route is changed and there is a lack of information about it – this happens a lot on the 4,5,6 lines.

A.Albert: I am finding out about that on a continuous basis.

Action Item: Find out what the issues are and ensure that information is being communicated to riders during route changes.

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E. Prentiss: Recently there was an emergency route change at West 4th where a southbound F train became an A train – I was bound for Broadway-Lafayette. The announcement came when the doors were closing. Nothing was now stopping at Canal Street. The conductors have no information.

Action Item: Find out who gets notified, how they get notified, how much of an advance notice is given to riders, and if the conductors are briefed on this ahead of a route/service change.

E. Prentiss: Waiting on Broadway for a northbound M100 bus – boards a bus bound for 220 Street – driver announces at 191 Street that she is now going to Dyckman – aren't they supposed to change the sign to the updated destination?

A.Albert: Yes, they should update the signs, and I wonder who is telling her to make these various changes? Please send the photo you took of the bus to Lisa.

Introduction of Speaker: David Moss, Director of Service Design; Evan Biaolostozky, Transportation Planner – Bus Redesign: Purpose and Process.

A.Albert: Will these major changes come to the Board as action items, or will they be for information only?

E. Biaolostozky: Let me check on that – I believe that if you change more than 25 route miles it has to be voted on – public hearing, but will have to find this out.

E. Shannon: How is your technology, like using simulators for this redesign – having it tied into the bus control center that is getting built?

D. Moss: The ridership demand model is a big piece of this – and we are getting a consultant for the Brooklyn redesign, and the consultant will create this model. We do have an internal model it is just not as sophisticated, and we need to do more for the purposes of the redesign.

L. Daglian: How will the next round of meetings in the Bronx differ from what you did in the beginning?

E. Biaolostozky: Neither of us are up-to-date on the exact details for the format of the meetings, but we are recommending specific route changes – there will be boards with discussions. This will be an open house and not a workshop.

D. Moss: Through Metro Quest, we are conducting digital surveys, which we are using in Queens. Our response rates are up to 60% in Queens due to this new survey tool, compared to only about 20% response rate in the Bronx – for complete responses start to finish.

A.Albert: How many of the route changes you are proposing are due to a perceived lack of ridership, which may be a lack of ridership due to people not paying the fare?

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D. Moss: We do not know. We have ridership based on MetroCard swipes. We also have traffic checkers out, but we cannot have them everywhere – we will compare the two to determine ridership.

S. King-Hoge: Where can we go to make suggestions?

D. Moss: We have a website at new.mta.info where you can leave suggestions for both the Bronx and Queens.

T. Mason: Are you taking into consideration where multiple buses are traveling down a large stretch of a street? Especially north-south routes. How are you going to deal with multiple routes on the same stretch?

D. Moss: This is why we need this redesign – on Woodhaven Blvd. in Queens we changed/combined Q52-53 into SBS routes and planned them as a singular corridor, despite them originating from different depots.

E. Prentiss: In Washington Heights we have no buses going to 168 Street after 1 AM – we have no east-west buses – we lose buses repeatedly. There are few connections between Manhattan and the Bronx.

E. Biaolostozky: We are dividing the projects by the depots where the buses come out of – so the Bronx includes all Bx buses wherever they go plus the M100. Please look at the Bronx Draft Plan so we can get your feedback about our proposals.

M. Halpern: You count ridership based on MetroCard swipes, as you have mentioned – as you change the routes, you are looking at the counts - are you looking at different riders who are now using this route vs. those who have moved onto different routes due to the changes? Is there any way to calculate that?

D. Moss: That can be calculated, but we are not going into that due to privacy issues – we can look broadly, but not at the individual level due to privacy issues.

K. Cafiero: How does moving bus stops affect your plans – if someone doesn't want a bus stop in front of their house, how does this affect your plans?

D. Moss: Requires coordination with DOT – we have to do a one-by-one approach and work with DOT on specific bus stop location issues.

B. Brashears: Are you looking into the possibility of full-fledge BRT corridors, where the streets are large enough to better connect Queens and to the other boroughs (Brooklyn)?

D. Moss: We are looking at the BRT “toolbox”, we are not looking at one full gold standard BRT, but using various tools in the toolbox – looking at what we can implement sooner than later that doesn't require large capital investments.

Adjourned

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Action Items

- See if Transit Wireless can present at an upcoming NYCTRC meeting.
- Commendation/letter of thanks to be sent to Darryl Irick thanking him from the NYCTRC – to be signed individually by Council members at the June meeting.
- Draft a letter addressing the lack of a P.A. system on SIR, and the need for “tree-control” on SIR.
- Inquire about having Demetrius Crichlow, Vice President and Chief Officer, Staten Island Railway, speak at upcoming Council meeting regarding SIR.
- Find out what the issues are and ensure that information is being communicated to riders during route changes.
- Find out who gets notified, how they get notified, how much of an advance notice is given to riders, and if the conductors are briefed on this ahead of a route/service change.

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

Fast Forward: Bus Network Redesign



Fast Forward: The Plan to Modernize New York City Transit

The Plan:

- Transform the subway
- Reimagine the bus network
- Accelerate accessibility
- Engage and empower employees



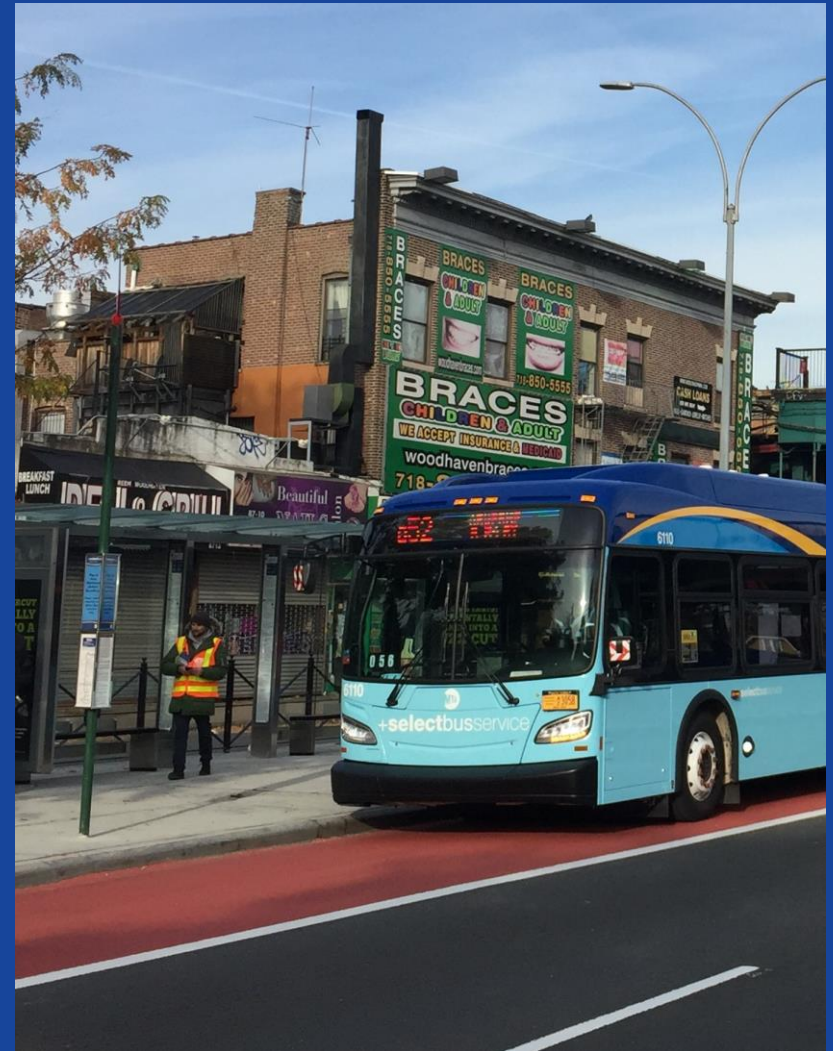
What is bus network redesign?



- A holistic, blank-slate approach
- Full assessment of local, SBS, and express bus service
- A look at current and future market needs and travel trends
- Analysis of bus performance and reliability

Why redesign the network?

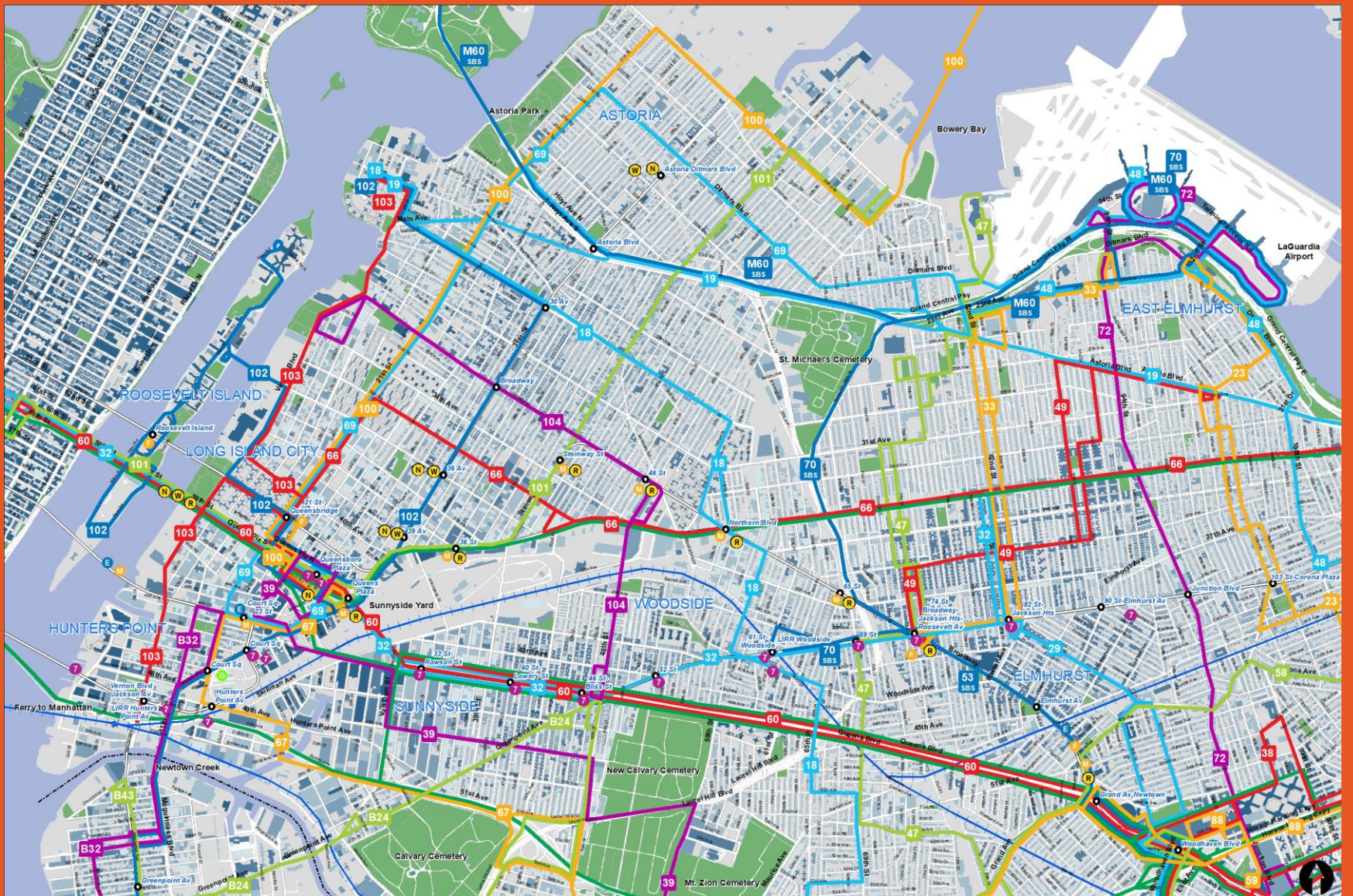
- Tweaks have not kept up with the pace of change in the city
- Every small change ripples through the network
- Extending existing routes and patterns can cause reliability issues



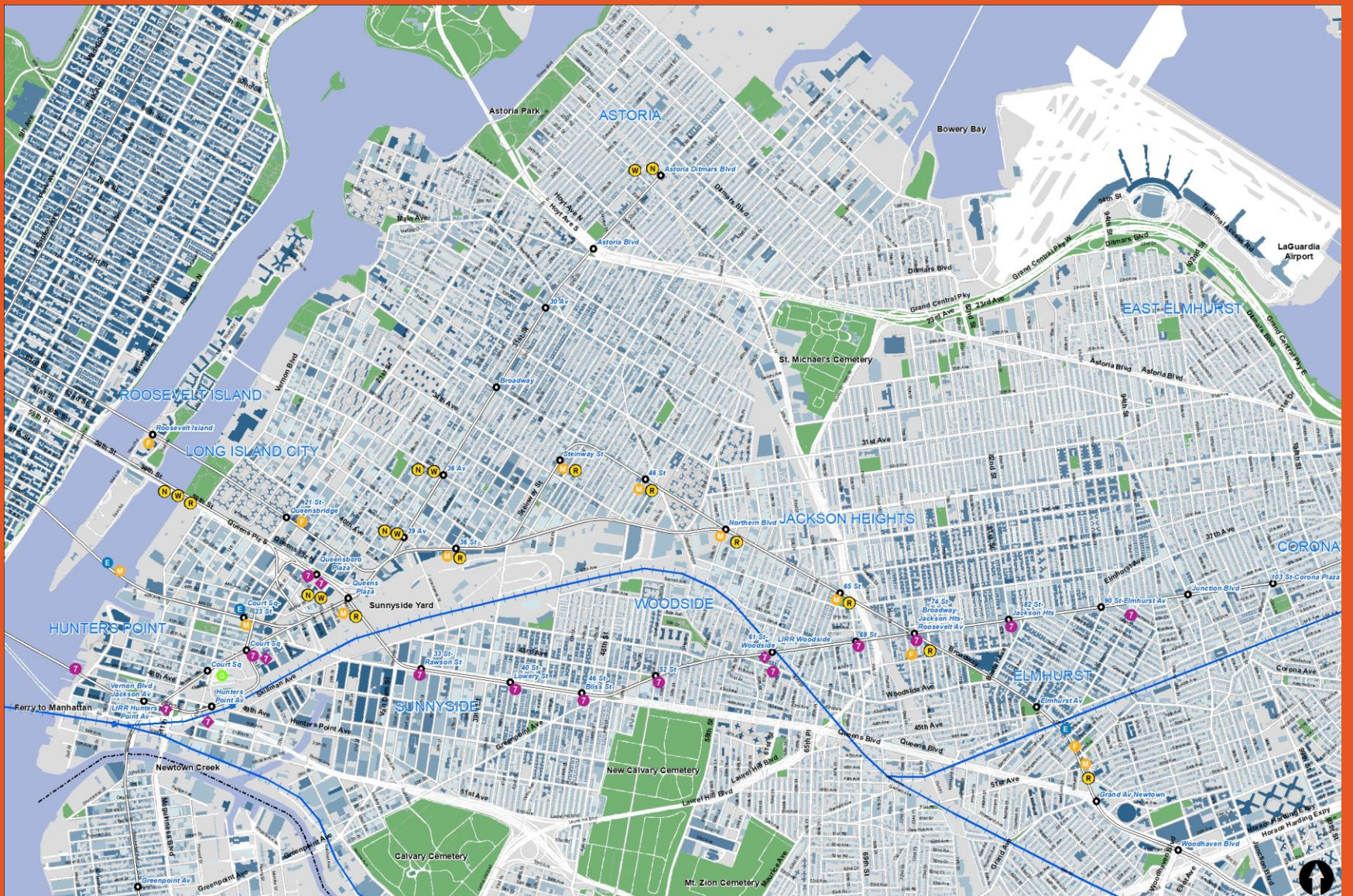
What services are missing or insufficient?

- Off-peak service
- A night network to help customers get around late at night
- Travel between boroughs
- Travel within each borough





Northwest Queens bus network today



What will the future network look like?

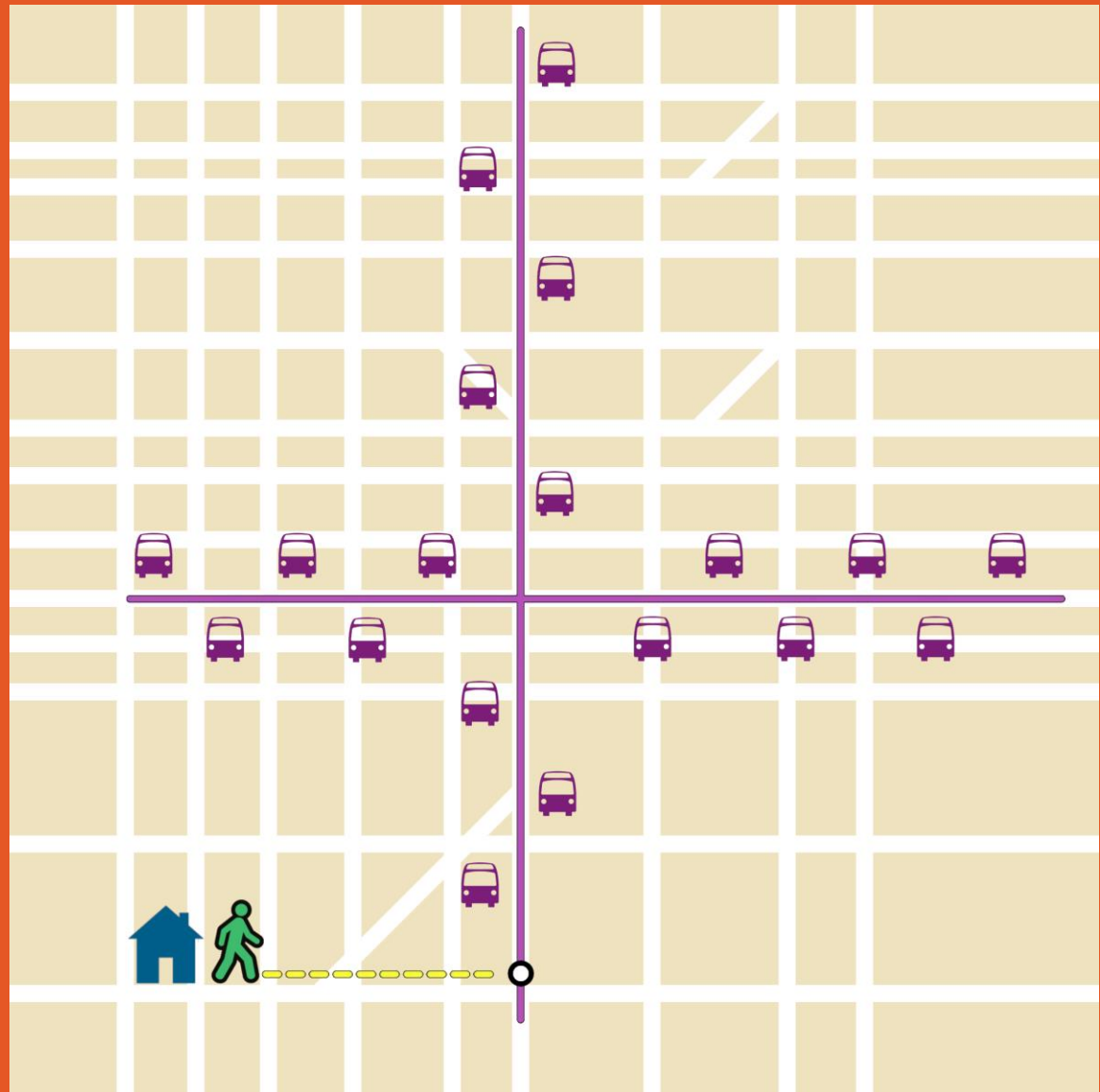
How do we do it?

- Expand bus priority improvements in collaboration with NYCDOT
- Transit Signal Priority & all-door boarding
- Plan for reliability and avoid bus bunching
- Balance competing concepts such as...



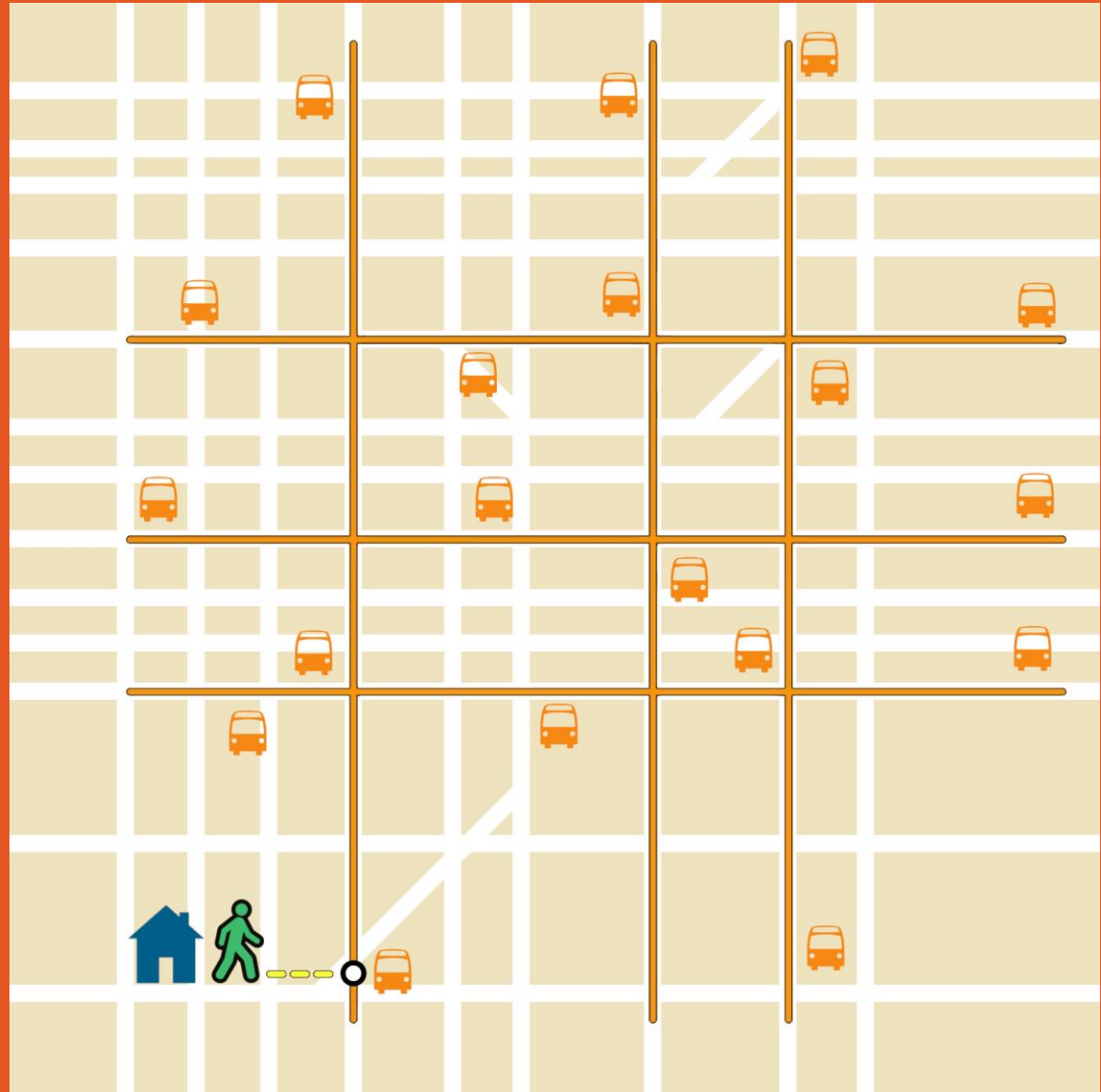
Ridership

Target ridership in dense areas with frequent service along major corridors



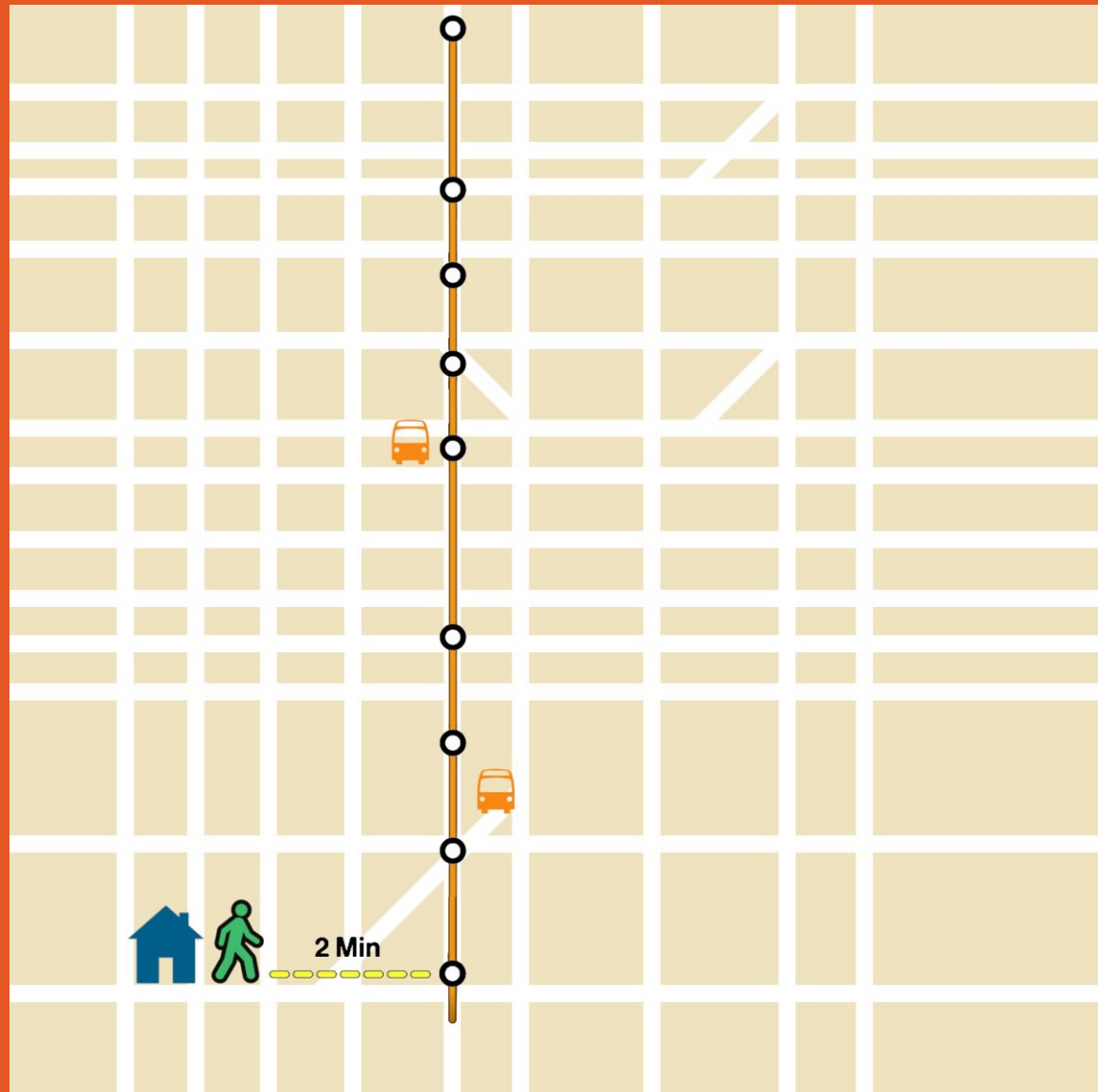
Coverage

Provide adequate coverage for neighborhoods without subways and rail to connect to the rest of the city



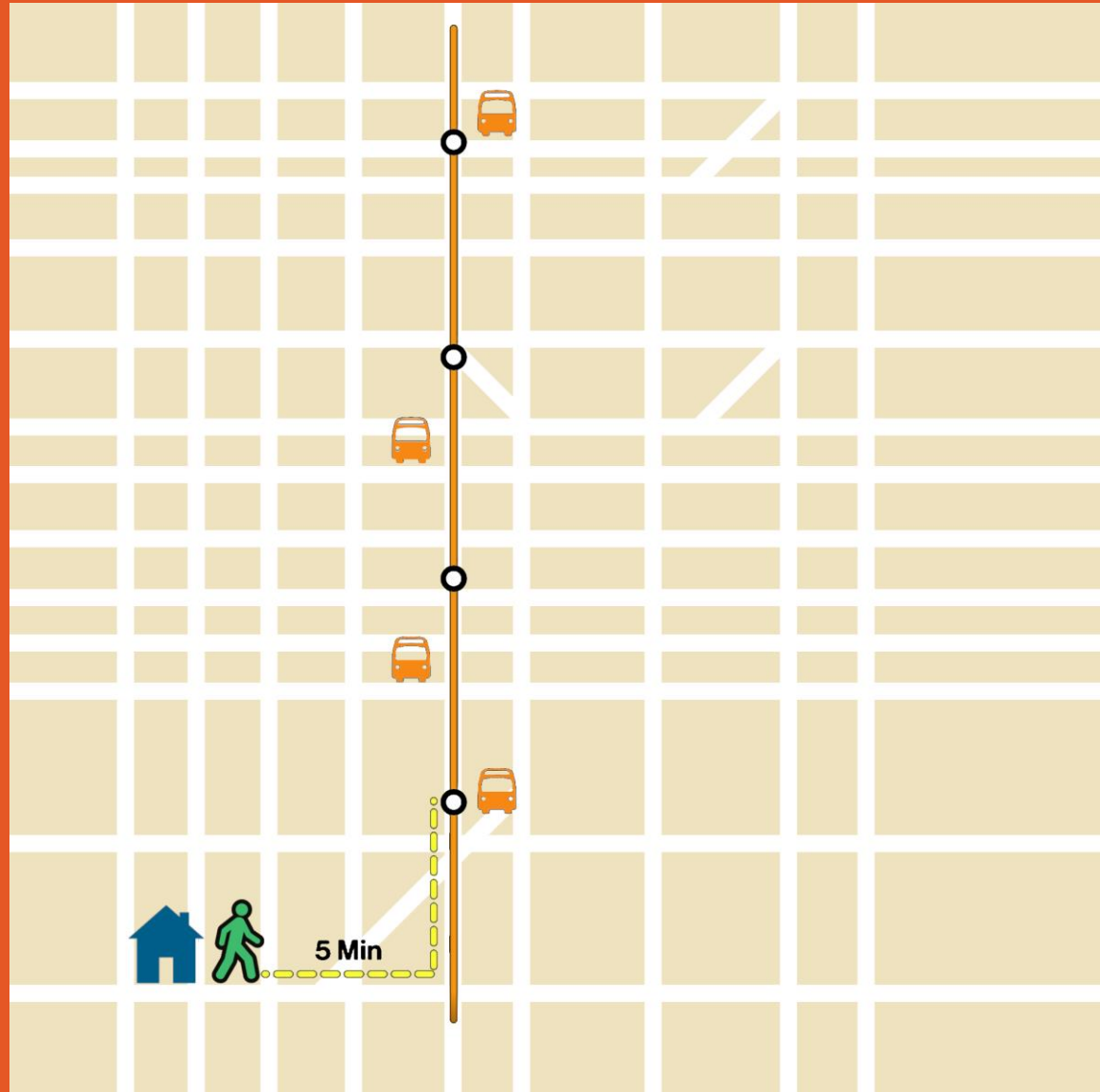
Close stop spacing

Bus stops are close together, but the buses cannot pick up speed between stops to achieve fast travel



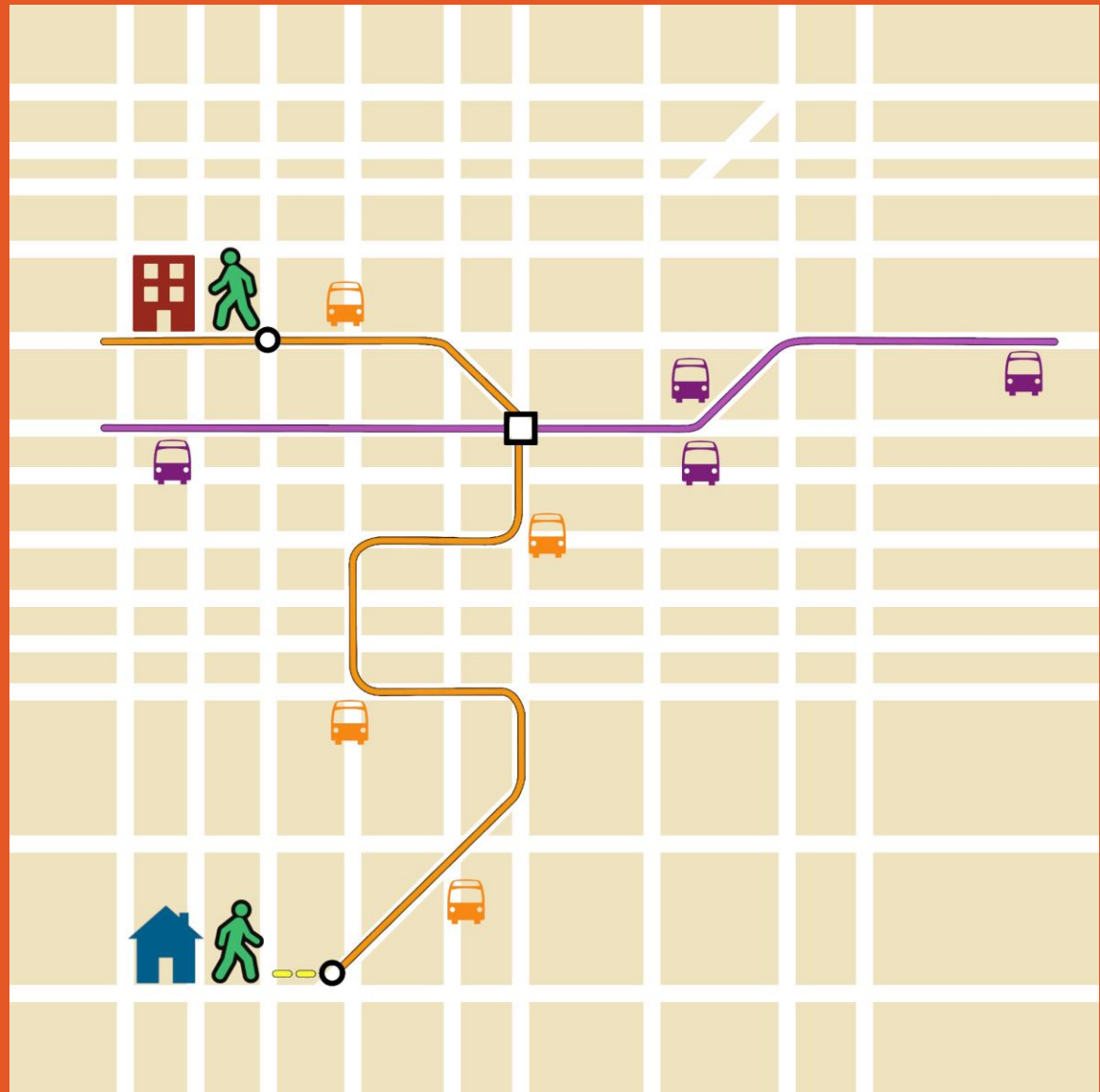
Speeding up the bus

Consolidate bus stops to help buses move faster by limiting time spent at bus stops waiting to re-enter the traffic flow



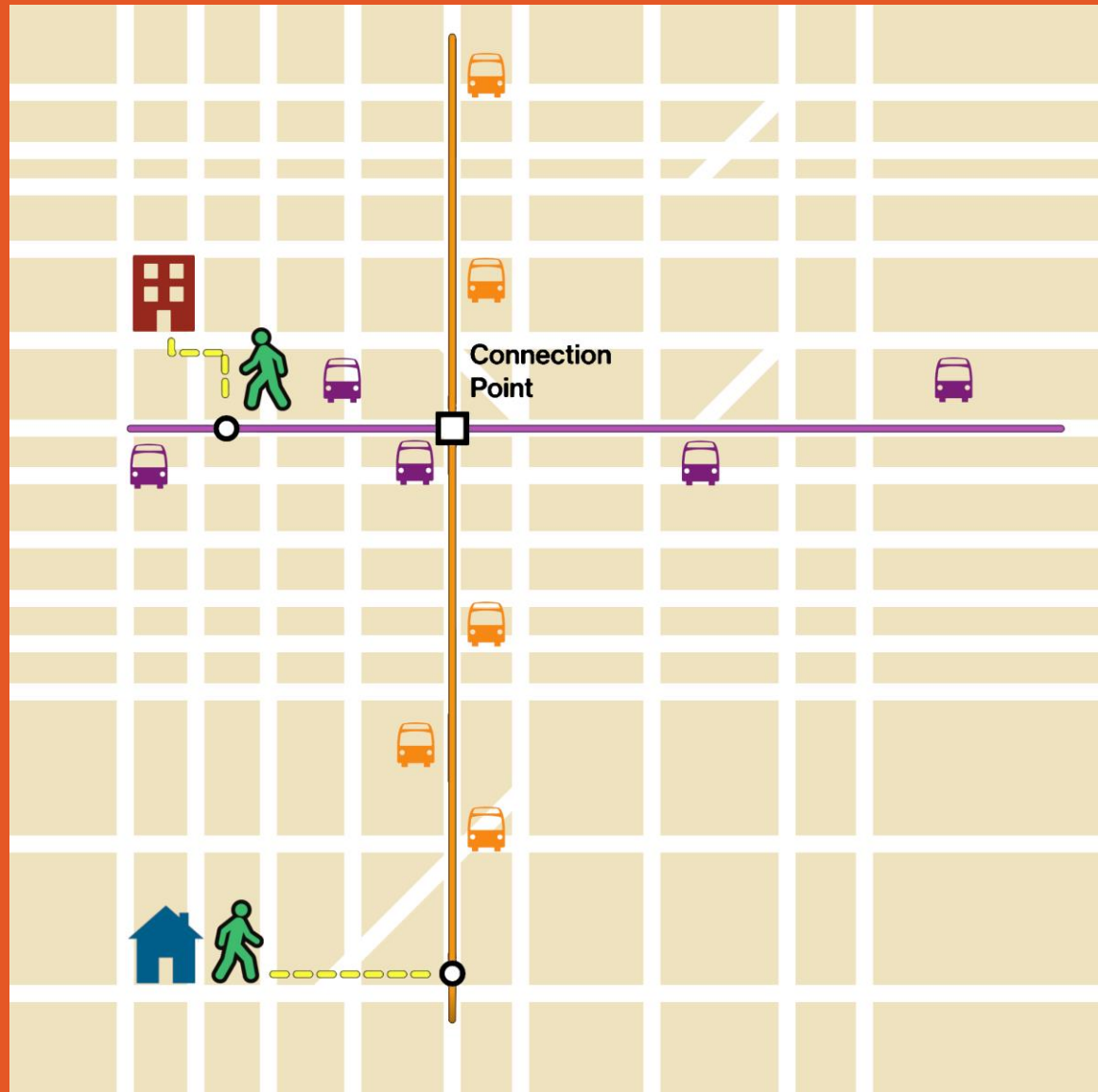
One-seat ride

No connection is required, but the total ride can be long and winding



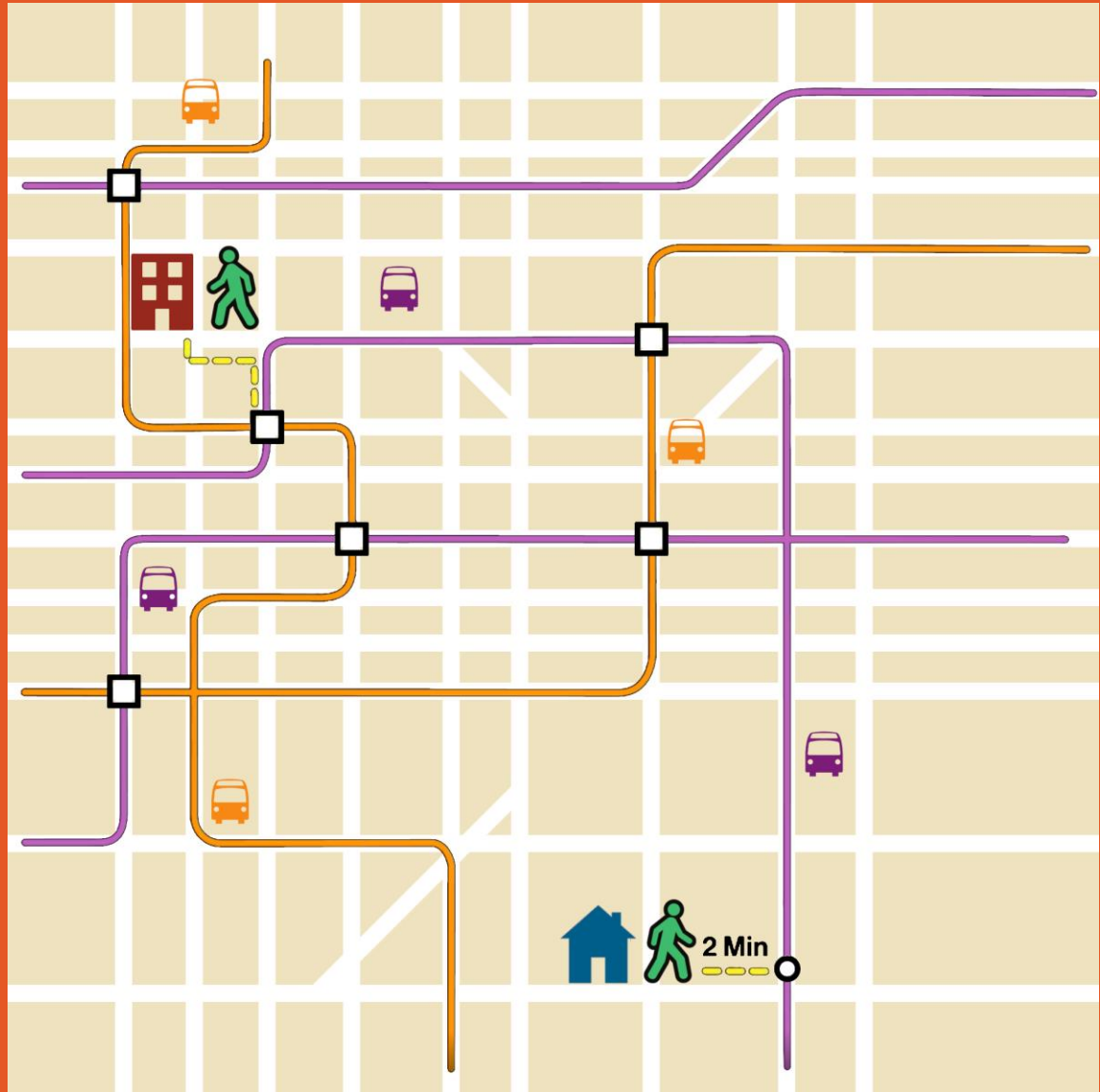
Connections

Straighten travel paths and shorten to maintain a reliable flow of buses in the busiest corridors



Specialized routes

Some people have great routes that take them exactly where they want to go while others have a difficult time with long travel times and multiple connections



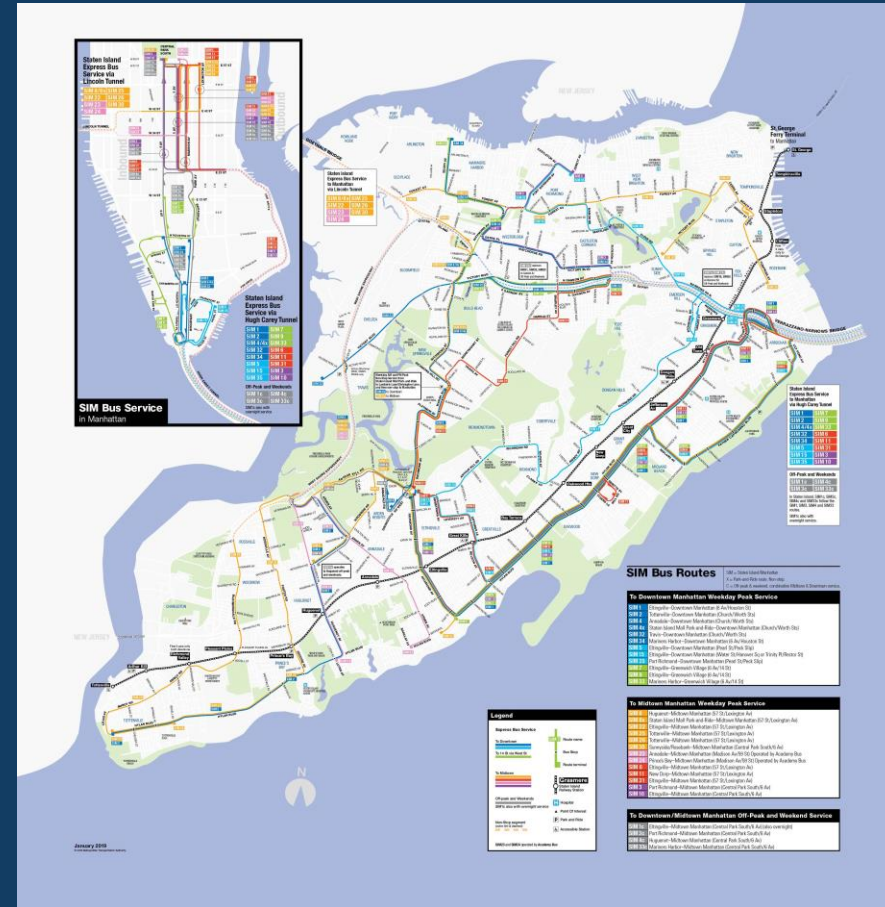
General grid

Works as a connected system to serve many people, though more connections may be required

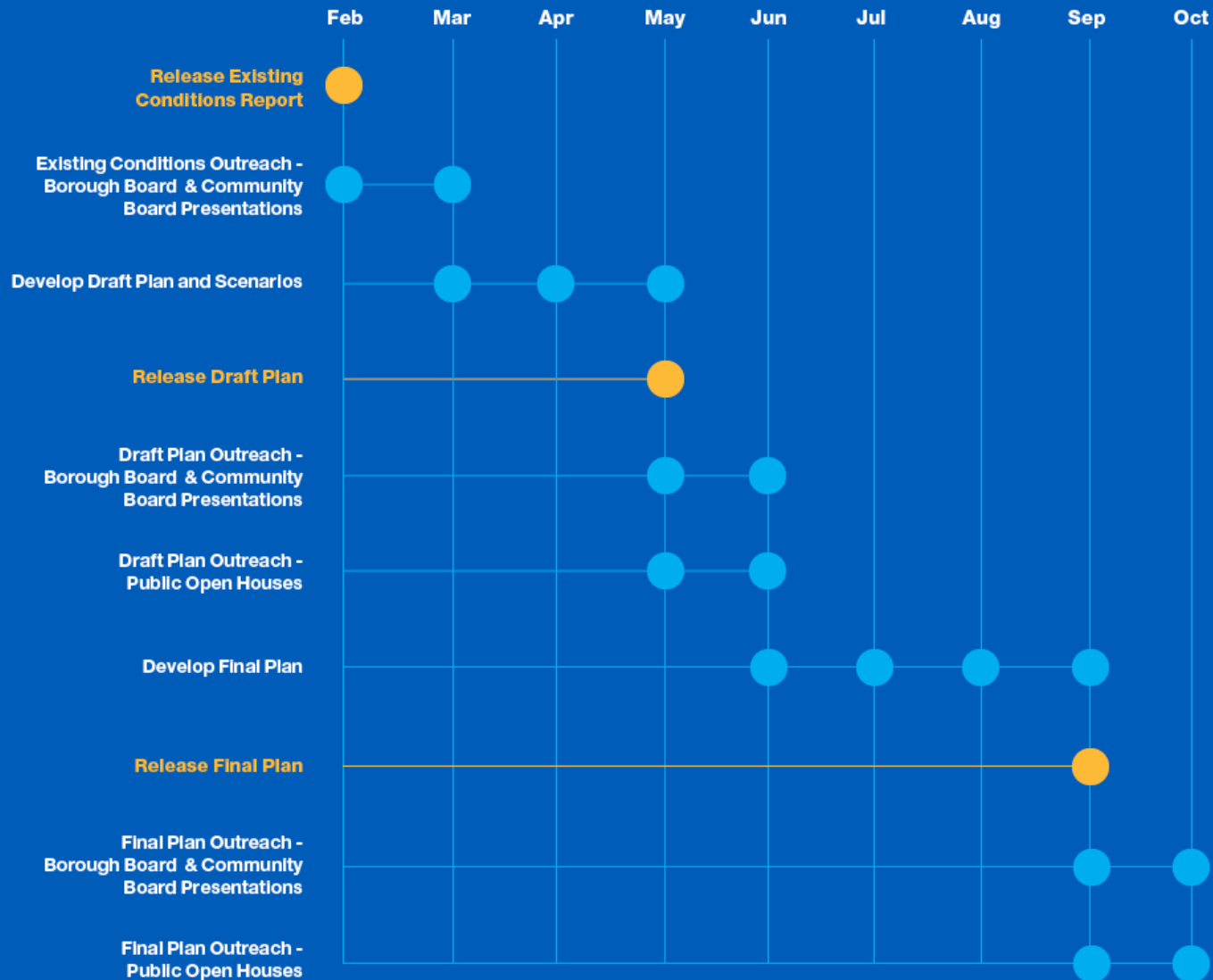


Staten Island Express Bus Redesign

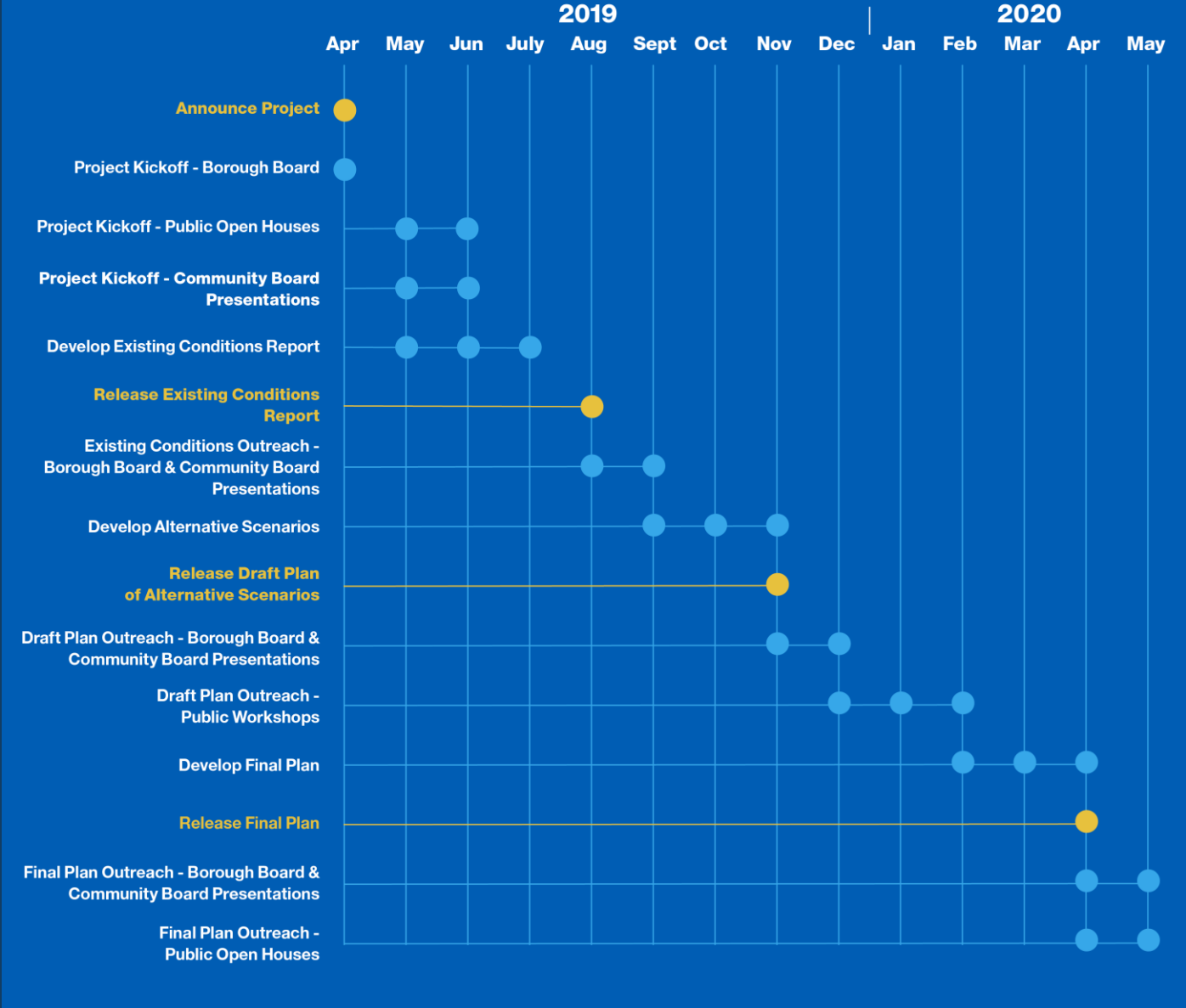
- New network launched in August 2018 after multi-year planning process
- Some adjustments were made in Fall 2018 and Winter 2019
- Project now considered complete
- Initial analysis shows buses traveling 12% faster



Bronx Bus Network Redesign Updated Project Timeline



Queens Bus Network Redesign Project Timeline



Remaining Boroughs

- Brooklyn project to begin in 4th quarter of 2019
- Manhattan and Staten Island Local to follow





Thank you