

A meeting of the New York City Transit Riders Council (NYCTRC) was convened at 12:00 pm on Thursday, September 26, 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)	Absent
Stuart Goldstein	Present
Christopher Greif	Present
William K. Guild	Present
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)	Absent
Sheila Binesh (Transportation Planner)	Present
Deborah Morrison (Administrative Assistant)	Present

Non-member Attendance

<u>Name</u>	<u>Affiliation</u>
Deborah Hall-Moore	NYCT
Jim Hintze	TransitWireless
Melissa Newman	TransitWireless
John Puskar	TransitWireless
Andrew Kurzweil	RUN
Eric Wollman	Concerned citizen
Matthew Shotkin	Concerned citizen
William Stanford, Jr.	Concerned citizen
Michael Korschun	Concerned citizen

Approval of Agenda for September 26, 2019 meeting.

Approval of Minutes for July 25, 2019 meeting.

Chair's - Board Report attached.

Board Report:

- Largest capital program was approved (\$54 billion all together) – with the next 70 accessible stations. Will need city, state, and federal funds.
- Fare evasion – discussions are ongoing.
- Possibility of service reductions looms – will learn more in November when the financial plan is revealed.
- MTA reorganization is moving forward – waiting for the selection of a Chief Transformation Officer (CTO), a Chief Operating Officer, and several other positions.
- Ronnie Hakim will be leaving in November.
- OTP is still improving – 68% to 84% from last August to now.
- Major incidents are down.
- Save Safe Seconds is working.
- We will continue to advocate for no service cuts.
- We need dedicated funds for the operating budget.
- Elevators in service have remained the same since last year.
- City bus speeds are slow (8 mph avg.) – Bus lane enforcement will begin on October 7th on the M15 with a first offense warning, after that a \$50 fine, and will continue to increase with repeat offenses (up to \$250).
- Fare evasion is difficult to solve. Reliable data is needed based on an OIG report. Hiring of 500 new police has been announced, however, no sustainable funding for these police has been identified as fare evasion costs continue to rise.
- Sea-Beach Line southbound service has been restored for N train riders in S. Brooklyn after 2 years of closures – but there have been some infrastructure issues such as leaking canopies.
- Clark Street station elevators are in need of work. A complete shutdown is needed to do the work, or do them in groups which would take much longer at two years. There is talk about a shuttle service if the station was closed. Discussion of making the station accessible.
- Six headhunting firms approved to staff 48 new positions at the Office of Transformation
- Andrew will be on the MTA Board Transformation Task Force

Chair's - Board Report Council Discussion:

C. Greif: Signage needs to be posted when elevators are out.

T. Mason: Escalators need attention as well – they are out often at Grand Central – possibly send a letter to Department of Subways to notify of outages with signage and if one is not working the other should be moving in the up position.

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Action Item: Send letter to Department of Subways to place signage when escalators are out and require that one of the escalators be moving in the up direction.

S. Goldstein: With regard to fare evasion, has there been any discussions or research regarding hardware – installing different types of gates like other systems are doing?

A.Albert: Yes, Andy Byford has talked about the gates they have in London. In the case of other cities such as London and Washington D.C. where you have to tap out, throughput here would be greatly reduced and we do not have a zonal fare structure as they do. But these conversations are ongoing.

S. Goldstein: Sea-Beach Line leaking canopies I have mentioned multiple times – Ave U; Kings Hwy; and New Utrecht stations.

E. Prentiss: It is interesting that Andy Byford, President of NYCT, is attending the meeting regarding elevator construction. Meanwhile Washington Heights has not had any public meetings about the elevator construction projects in the area, no presentations at the community board meetings. This work is just happening without conversation. No courtesy for Washington Heights. No meeting about the Bronx Bus Redesign in Washington Heights.

T. Mason: What will the CTO do? Can this person be hired internally? They are spending extra money on headhunting firms.

E. Prentiss: Is the state covering the cost? The state is giving this unfunded mandate based on congestion pricing. I would love to see this as a graphic. (i.e. this is costing us 3 M9s or 3 whatever, etc...)

A.Albert: This transformation/reorg. is supposed to be saving money.

L. Daglian: It is supposed to save \$500 million per year.

S. Goldstein: Have we tried leveraging relations with legislators to see if they are querying this?

L. Daglian: Yes, the members of the legislature are frustrated by this but the Transformation Plan is part of the governor's and mayor's ten-point plan.

T. Mason: The legislators/elected officials are as much in the dark about this as we are. It is frustrating for all involved.

B. Guild: When one escalator is out the other should be on in the up direction, which should be the Council's position. However, it is not true that people always have problems going up, going down can be difficult too. I know this from personal experience.

C. Greif: F express trains should have diamonds, not circles, or there is a lot of confusion between local and express trains.

A.Albert: This marks our one year Dagleiversary – Lisa has been with us for a year now – congrats!

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Old Business

E. Prentiss: I'm very happy with the train operator training program. Every train conductor knew transfers and travel routes. Announcements about elevators on the A train were being made, but not all conductors are making announcements.

Mr. X: Sea Beach line downtown express track needs to be rebuilt and separated from the uptown track, between 8th Ave and 86th St.

E. Wollman: B express service is being slowly dismantled – stops running at 8pm. This is due to the construction work.

Action Item: Communicate with NYCT to post the time of the last B train.

S. Goldstein: Updates on the Atlantic Ticket, is it a success? Any new data? And are there any updates on the N/R study – rationalization of changes to these lines?

A. Albert: It is successful – we are also asking about the ability to purchase tickets on your phone in ongoing discussions. The only problem raised is passengers trying to use the ticket between Penn and Jamaica – otherwise successful.

L. Daglian: We are pressing them to make it available for purchase using the app.

S. Goldstein: Mr. X is right that the express track heading to Coney Island has been severed north of Kings Hwy. It has never been restored.

New Business

T. Mason: We should write a letter to Ronnie Hakim in appreciation of her service and hard work.

Action Item: Write a letter thanking Ronnie Hakim for her years of service and hard work.

T. Mason: Bus Time – it is difficult to tell when the buses are coming now that they are putting in these new automated signs that are not accurate. They are putting in new schedules at the stops without indicating the number of the bus stop. Why?

D. Hall-Moore: NYCT has gotten a lot of complaints about this and is responding to restore the QR codes and bus stop numbers.

S. Goldstein: The BusTime App is a good, but doesn't include special runs, school runs and buses that don't run the full route. There is also a lack of guide-a-ride signs for the special runs.

C. Greif: When will NYCTRC meet with the acting Bus President on bus issues?

Mr. X: The Wednesday September MTA Board meeting room was full and they stopped allowing the public to enter. The town halls and public hearings should not be held on primary election day.

Introduction of Speaker: Jim Hintze VP Business Development and Melissa Newman General Counsel of Transit Wireless

Action Item: Send out network map of all the 283 underground stations equipped with WIFI and cellular service.

A.Albert: The network helps feed the countdown clocks in the stations, does it also feed the Outfront advertising panels?

J. Hintze: Yes, and will also be used for the digital screens in stations and the public information screens in stations and on trains.

L. Daglian: What is your role with CBTC and Ultra-Wideband?

J. Hintze: We are very compatible with the work Siemens and Thales are doing. They are able to bring information from a train and bring it back to a central location.

T. Mason: What is BAI?

M. Newman: It is an Australian company, which stands for Broadcast Australia Incorporated. It is our parent company – majority shareholder.

T. Mason: Do you receive revenue from the ads that are displayed?

M. Newman: Yes, it generates revenue because the Wifi being provided to the public is free.

T. Mason: Do you control the MTA bus Wifi?

M. Newman: No, we are not on buses.

C. Greif: Regarding outages – when you enter tunnel you cannot access the Wifi.

M. Newman: We do not have a license to supply Wifi in the tunnels. However, if the signal at certain locations is really strong, it can still be accessed in tunnels and in between stations.

L. Daglian: At the “A New Day at the MTA” event that I attended there was a lot of conversation about technology as it relates to the signally system. Do you see opportunities in the transmission of the data with CBTC and Ultra-Wideband?

J. Hintze: We have built an extensive fiber optic network in the system. We will be in the planning phases with the others on how we can implement an overall CBTC network, which allows the transmission of data so a new and different network doesn't have to be built.

A.Albert: Do you get advanced notice of when G.O.s (General Orders) are happening to be able to get information out?

M. Newman: Yes, we work very closely with the MTA when G.O.s happen – so we have enough time to put things up and then take them back down.

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C. Greif: Will you in the future be working on anything that will be good for accessibility in the stations?

J. Hintz: We are working closely from an accessibility standpoint when elevators and escalators go in to do advanced relocation of the wireless services so that during the construction period so that there is a limited amount the coverage is out.

Mr. X: F express train – there are only three tracks on that line. Some should run express on the local track during AM rush hours.

S. Goldstein: F express – they do skip stop service and run express service on the center track during peak periods. It has happened. There are only 4 express trains scheduled.

E. Prentiss: There is a real problem on the A/C/E track, the A's at Fulton are overshooting the loading area by like 2 cars. The first car must have been in the tunnel somewhere.

C. Greif: Has reported this problem to D. Hall-Moore about trains overshooting the loading area – 1st car in tunnel – dangerous to open the doors.

Adjourned

Action Items

- **Send letter to Department of Subways to place signage when escalators are out and require that one of the escalators be moving in the up direction.**
- **Communicate with NYCT to post the time of the last B train.**
- **Write a letter thanking Ronnie Hakim for her years of service and hard work.**
- **Send out network map of all the 283 underground stations equipped with WIFI and cellular service.**

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

The meeting was adjourned at 2:00 PM.

Respectfully submitted,

Lisa Daglian
Executive Director

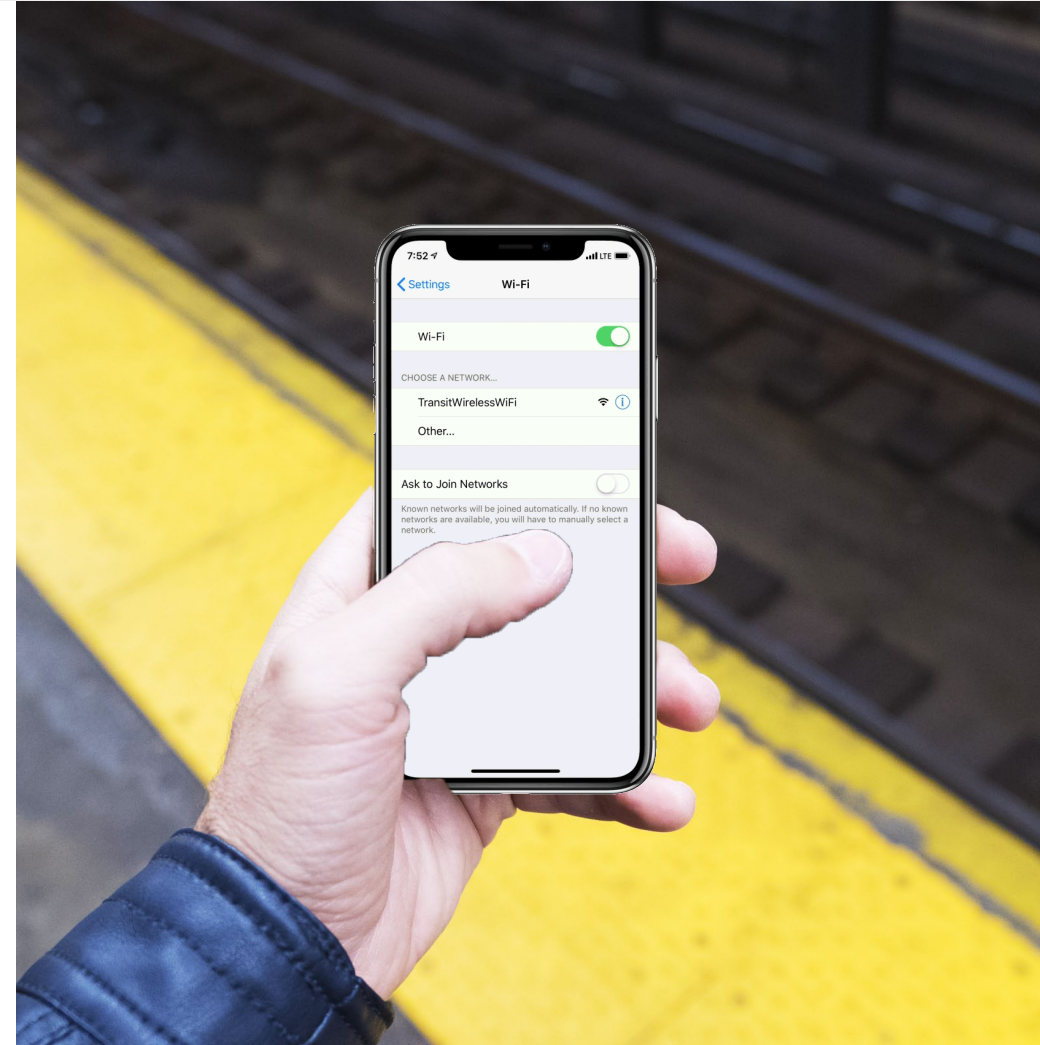


TRANSIT WIRELESS

Overview

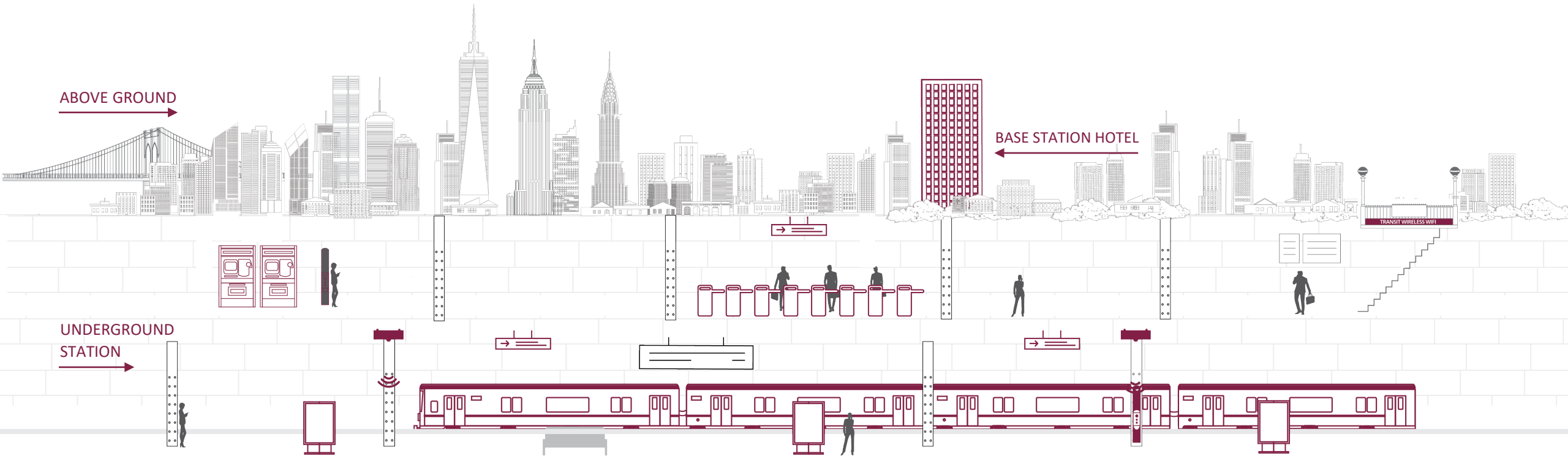
About Us

Transit Wireless, an industry leader in providing advanced cellular, wi-fi and fiber technology solutions. Transit Wireless has an exclusive long-term contract with the metropolitan transportation authority (MTA) and New York city transit authority (NYCT) to design, build, finance and operate a multi-application high speed communications infrastructure for all underground stations in the New York City subway system.



What we do: connected train system

We deliver high-quality communications infrastructure to large-scale transit systems, improving outcomes for transit operators and enhancing the travel experience for commuters



Case study: NYC Subway highlights

Challenges

- Construction teams could only work on a restricted schedule due to subway operating 24/7.
- Strict regulations, low ceiling heights and confined spaces.
- Equipment needed to withstand temperature fluctuations, water penetration and accumulation of steel brake dust from daily operations.

Key Achievements

- Wi-Fi installation completed two years ahead of schedule.
- Cellular installation completed one year ahead of schedule.
- Completed under budget.
- In 2017, supported more than 280 million calls and 120 million Wi-Fi logins on the subway.
- The connectivity enables services such as Train Arrival Countdown Clocks and Help Points.
- Cellular and Wi-Fi connectivity supports more than 1,200 Help Points; a 160-mile fiber optic backbone; and five secure data centers.

“By bringing Wi-Fi and cell service underground ahead of schedule, we are reimagining our subway stations to meet the needs of the next generation. This will better connect New Yorkers who are on-the-go and build on our vision to reimagine the country’s busiest transportation network for the future. I thank all of our partners.”

Andrew Cuomo,
Governor of New York State