A meeting of the New York City Transit Riders Council (NYCTRC) was convened at 12:00 pm on Thursday, December 16, 2021 in the 20th floor Conf. Room 4 at 2 Broadway, New York, NY 10004 and via Zoom.

**Member Attendance**

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| Andrew Albert (Chair) | Present |
| Burton M. Strauss Jr. (Vice Chair) | Present |
| Stuart Goldstein | Present |
| Christopher Greif | Present |
| William K. Guild | Absent |
| Marisol Halpern | Present  |
| Sharon King Hoge | Present |
| Karen HamiltonTrudy L. Mason | PresentPresent |
| Scott R. Nicholls | Present |

**Staff Attendance**

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| Lisa Daglian (Executive Director) | Present |
| Kara Gurl (Research & Comm. Associate)  | Present |
| Bradley Brashears (Planning Manager) | Present |
| Jessica Spezio (Administrative Assistant)Shaul Picker (PCAC intern) | PresentPresent |

**Non-member Attendance**

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| **Name** | **Affiliation** |
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| Andrew KurzweilCate ContinoDivine M. Anne CrocleronRon TroyCarl Libassi Sheila HutsonMichael HowardWilliam Stanford | Rail Users’ NetworkNYCT Gov’t AffairsConcerned citizenConcerned citizenQuality AssuranceNYCT StationsConcerned citizenConcerned Citizen |
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| ***Approval of Agenda for December 16, 2021 meeting.*** |
| ***Approval of Minutes for November 18, 2021 meeting.*** |
| ***Chair’s Report attached*****Ridership Report** A. Albert: Ridership is up to a combined ridership (subway/ bus/ SIR) of almost 3 million a day, and on Thursdays it seems to have higher ridership.**Fare Initiatives**A. Albert: Peak fares will be returning on the commuter railroads. There will be a new 20 trip ticket with a 20% discount that will be available on eTix. There will also be a 10% discount on monthly passes as peak fares return. S. King Hoge: What was Commissioner Zuckerman’s concern expressed at the board meeting?A. Albert: People who pay the most expensive fares should get the best deals because they are paying the most. Now there will be an additional 10% discount.A. Albert: City Ticket will be available during off-peak hours during weekdays. Also keep in mind that these will be pilot programs for 4- 6 months. The fare strategy group I’m a part of will continue to monitor these programs.A. Albert: We will have four new stations in the east Bronx, three of which are far from subways and would be great candidates for Freedom Ticket and City Ticket.S. Goldstein: Do you think the reluctance to have City Ticket during peak times is a capacity issue?A. Albert: Yes. This is one of the overriding things.L. Daglian: We were reassured that Atlantic Ticket will continue.T. Mason: Does Freedom Ticket not currently exist?A. Albert: It will continue to exist as Atlantic Ticket for Southeast Queens, Jamaica, East NY, Nostrand Ave, & Atlantic Terminal. T. Mason: It’s confusing to differentiate between City Ticket and Atlantic Ticket.A. Albert: Yes, agreed. The messaging must be clear. L. Daglian: City Ticket can be purchased on eTix, Atlantic Ticket peak service is available at the stations ticket vending machines. We are aware it is confusing as we were also confused, but Sarah Meyer has said she will make sure it’s clarified so people can really understand. S. Goldstein: Are the definition for peak and off-peak for MNR and LIRR the same? L. Daglian: Yes, they are the same. However, on Metro-North, riders pay in both directions during peak times, while on the LIRR peak fares are paid in the direction of traditional peak travel. A. Albert: Lastly, we will have fare capping utilizing OMNY ‒ once you have spent $33 in a week, the rest of your rides for the week will be free. They are installing new machines in stations and you can buy OMNY cards in pharmacies as well. This will be a great weekly deal and eventually, hopefully, there will be a monthly discount available. **Penn Access/East River Tunnels**A. Albert: A deal was signed a few days ago with Amtrak that will allow Penn Access to move forward. They are building a new yard in New Rochelle, with a possibility of trains ending there and a possibility for east Bronx local trains. L. Daglian: We attended Senator Schumer’s press conference regarding the funding and arrangement with Amtrak and the MTA on the East River Tunnels and Penn Access.W. Stanford: Is there any reason why the 2,5,6 trains can’t cover the MNR route? Why do you need a rail train coming in that area? A. Albert: If they were to put the 2 train on that route, what would serve White Plains Rd? This makes the Bronx covered on all ends. **Bronx Bus Redesign**A. Albert: People are pleased with the outcome of the redesign. M. Halpern: The Bronx Borough President and his staff were pleased with the outcomes. The people who were involved communicated very well on this project. A. Albert: I know that the request for direct bus access to LGA airport has been advocated for and although it wasn’t done in the Bronx Bus Redesign, it will be considered in the Queens Bus Redesign. W. Stanford: As far as OMNY, are we required to use it? A. Albert: Well right now you can still use MetroCard, but eventually the OMNY card or a smart phone will take over for MetroCard. M. Howard: I am all for the extension of the N/W line to LGA, I’m also in favor of the Second Avenue Subway Extension up to 125th St. C. Contino: We review the route of the bus in the borough in which it originates, and we will continue our efforts now that we have announced that the Queens Bus Redesign will be next. We will be looking into Queens buses from LGA to the Bronx and so on. **Freedom Ticket Bronx Rally**A. Albert: We held a Bronx Rally for Freedom Ticket, and we were joined by Bronx Borough President Ruben Diaz Jr. and incoming Bronx Borough President Vanessa Gibson. We also had Bronx Assembly members, along with some of our members and fellow advocates. **26 New Accessible Stations**A. Albert: I will not list all of them, but there are a number of stations that will be made accessible or have their elevators reinstalled. One of them is a result of the Zoning for Accessibility law that the City Council passed – 57th Street on the F. Other stations include Church Avenue on the B and Q, Sheepshead Bay on the B and Q, Rockaway Boulevard on the A, Kings Highway on the B and Q, Junius Street on the 3, Mosholu Parkway on the 4, Steinway Street on the M and R, and so forth. The complete list of stations can be found at: [MTA Announces Historic Investment in Accessibility Projects Initiating Vital Improvements for Commuters | MTA](https://new.mta.info/press-release/mta-announces-historic-investment-accessibility-projects-initiating-vital) **Staff Updates:**  |
| L. Daglian: We will be updating our PCAC website and calendar items and meetings for 2022. We will continue to advocate for Freedom Ticket and congestion pricing, along with operating revenue streams. A. Albert: Acting chair Lieber has talked about getting recurring operating revenue sources.C. Greif: The R32s will be running as holiday trains for the next three Sundays before they retire them. They will run as Q Diamond along the Brighton Line up to 96th Street.  A. Albert: They will be retiring the R-32s on January 9th, 2022.***Old Business:***S. Goldstein: The cleanliness of the trains continues to be an issue. The clarity of announcements that are being made by the train crews need to be consistent and clear so people know what to do and can hear the announcements. K. Hamilton: Is there an update on any of the subway extensions proposed by the Regional Plan Association, as far as from Queens to Brooklyn and the coverage of the transit desserts? Even with the expansion of Freedom Ticket or City Ticket, there are still long bus rides to the subways. We need subway extensions to those areas.A. Albert: I haven’t heard anything lately other than the Utica Avenue subway extension and we have spoken to Senator Schumer about a better route, which is extending the Nostrand Ave Line down Flatbush Avenue to Kings Plaza to provide access to a huge shopping mall and trains into Mill Basin, Bergen Beach and Marine Park L. Daglian: There is talk about the Triboro RX and the QueensRail using an existing but unused Long Island Rail Road line, which people have said they wanted to turn into the next Highline. Those studies are still underway, and we understand that a report will be coming out on the Triboro option.  |
| **Presentation:** **Station Environment & Operations Update** **Sheila Hutson, District Customer Service Manager, Station Environment & Operations Carl Libassi, Senior Director, Quality Assurance****(Video time- 52:12) View presentation here:** [**https://youtu.be/I3MS18UDyus?t=3129**](https://youtu.be/I3MS18UDyus?t=3129)S. Goldstein: Did you have staffing issues during Covid? How do you evaluate station cleaners and their effectiveness? C. Libassi: Yes. We have had and continue to have staffing issues. We are working as diligently as we can to staff up to our budget levels.S. Hutson: Station supervisors are responsible for reviewing the work done in the station and we take feedback from our customers via Twitter. S. Goldstein: Is there a schedule and are there any stations that are deferred? C. Libassi: We have a crew staffing office that receives feedback from our station managers. If we miss a tour on our cleaning rotations, we make sure we get to it in the next shift possible with the staff that we have available. A. Albert: If somebody notices a repeated station that appears to not be clean, how are complaints made?C. Libassi: We have a variety of feedback mechanisms; there is a form or social media etc.S. Goldstein: Is there a regular monthly schedule or yearly schedule for the stations? C. Libassi: Yes, we have a regular schedule for all 281 stations underground. C. Greif: There are various stations and elevators with unsanitary conditions.S. Hutson: It’s a big challenge we face every day. We get feedback from Twitter and complaint forms etc. C. Greif: The 7th Ave station on the B/ Q Line looks like it’s not being cleaned. Who oversees cleaning the trains at the terminals? C. Libassi: I will certainly alert 7th Ave personnel on this issue. Car equipment oversees cleaning the trains at the terminals.  W. Stanford: I have noticed they have removed garbage cans from station platforms, and I’ve seen people throwing trash on the platforms or onto the tracks. C. Libassi: There have been some initiatives in the past on management of track fires, is there a specific station that you are inquiring about? W. Stanford: No, not a specific station just in general. L. Daglian: How much more cleaning is being done now than before Covid? C. Libassi: The amount of garbage and clean-up is proportional to ridership. S. Goldstein: How long does it take to get through the cleaning schedule? C. Libassi: It’s a six-week cleaning cycle to power-wash all the underground stations. ***Old Business contd.:***S. King Hoge: I would love to see more police presence on platforms and by turnstiles instead of them congregating in the middle of nowhere and using their cell phones. ***New Business:***C. Greif: I heard they might have a street naming for Edith Prentiss, but I will try to find out more information on it. T. Mason: Was it passed by the full City Council and was it sent to the mayor, and will he sign it?C. Greif: I will try to find out. Also, tomorrow is Mask Force. Can we have kids’ masks? I see kids needing masks and they’re not available in the station booths. C. Contino: I will put in that request; I can’t guarantee that anything can be done in twelve hours, but they will be made aware of kids’ size masks requests.  |
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| ***Adjourned*** |

**Action Items:**

Request station cleaning schedule

**Video link:** [**https://www.youtube.com/watch?v=I3MS18UDyus**](https://www.youtube.com/watch?v=I3MS18UDyus)

The meeting was adjourned at 2:00 PM.

Respectfully submitted,

Lisa Daglian

Executive Director