

Per Open Meeting Law requirements, an in-person meeting of the New York City Transit Riders Council (NYCTRC) was convened at 2 Broadway at 12:00 pm on Thursday, April 27, 2023. Members of the public and Council members unable to attend were present via Zoom.

Member Attendance

Andrew Albert (Chair)	Present – in person
Burton M. Strauss Jr. (Vice Chair)	Present – in person
Stuart Goldstein	Present – in person
Christopher Greif	Present – in person
William K. Guild	Absent
Marisol Halpern	Present – in person
Sharon King Hoge	Present – in person
Karen Hamilton	Absent
Cicely Harris	Present – virtual
Trudy L. Mason	Present – in person
Scott R. Nicholls	Present – in person

Staff Attendance

Lisa Daglian (Executive Director)	Present
Kara Gurl (Planning & Adv. Manager)	Present
Jessica Spezio (Administrative Assistant)	Present
Ryan Leighton (PCAC Intern)	Present

Non-member Attendance

<u>Name</u>	<u>Affiliation</u>
Mandeep Lali	NYCT
Herbert Lambert	NYCT
Antonio Sieunarine	NYCT
Melissa Farley	MTA
Andrew Kurzweil	Concerned Citizen
Jason Anthony	Concerned Citizen
David Kupferberg	Concerned Citizen
William Stanford Jr.	Concerned Citizen
Eric Wollman	Concerned Citizen

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Mike Howard
Khalia Haysleft
Carl Perrera

Concerned Citizen
Miss Wheelchair NY
Concerned Citizen

***Approval of Agenda for April 27, 2023 meeting.
Approval of Minutes for March 30, 2023 meeting.***

Chair/ Board Report:

Booth Agents are being taken out of the booths full-time and will be splitting their time walking around the station and providing directions to riders. They are in the process of getting their iPhone devices and training on how to use them and adapt to their new positions as customer service agents.

Ridership is up and we hit a post-pandemic record of 4 million subway riders last Thursday. These numbers surpass other systems in the US for a percentage of ridership compared to pre-COVID. New Yorkers are out there riding the system.

OMNY update: MTA Construction and Development is now going to oversee the OMNY project. The installation of the OMNY machines is scheduled to start this summer. The life of the MetroCard has been extended as we thought they would be gone in 2024 but it seems they will still be around until 2025.

Trudy mentioned the \$5 fee for purchasing the OMNY card and asked if the MTA or retailers will be explaining that fee better to the riders who plan on purchasing the card. She suggested signs or a pamphlet at stores explaining that information.

Budget update/using technology to cut costs: We are still awaiting the final budget. The MTA plans to save money using technology, such as installing sensors on tracks to detect problems before they become major issues. They're also experimenting with e-mirrors on buses to reduce collisions and provide better visibility. Technology will be used in various ways to make the MTA more efficient and save money, including predicting repairs needed for elevated structures before they break down and cause service disruptions.

Fare Working Group: Our meetings have been placed on hold until the budget release. I am pushing for floating fare capping.

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Executive Director update:

Lisa shared that PCAC is beginning a pursuit of a new Associate Director, and has received many applications to backfill the Research and Communications Associate position.

Presentation: Subways Connectivity 101: Mandeep S. Lali, Executive Vice President & Chief Operating Officer for Subways, and Herbie Lambert, Vice President & Chief Officer of Service Delivery, Subways

View the presentation along with the Q&A: <https://youtu.be/KUY59gGsUBU?t=354>

Trudy raised the issue of express and local trains not making connections across the platform even during off-peak hours, when they are supposed to make connections.

Andrew asked whether in situations where a train is running very late and there is another one shortly behind it, does that affect the connection across the platform? Mandeep and Herbie informed him that if the train is running late, it may not make a connection because another train is directly behind.

Marisol asked when shuttle buses provide service when trains aren't running, is there communication between the buses and train operators to make connections? She was informed that there is no direct communication between shuttle buses and train operators, but the Weekend Service Czar Jose LaSalle is working to improve weekend service.

Old Business:

Stuart raised that graffiti on trains continues to be an issue with more frequent incidents. A brand new R211 train already has graffiti.

Trudy asked if PCAC could request that masks should be strongly recommended on the subways again. Lisa informed that PCAC has called for this many times, including by Gerry at the MTA Board meetings, and there are signs up around the system saying that masks are not required but are recommended.

New Business:

Chris requested we have the OMNY team come an upcoming meeting to share new updates.

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Sharon asked about our stance on Penn Station and moving Madison Square Garden. Lisa shared that PCAC's position has always been to prioritize improving Penn Station for riders in the short term while details of the larger project are worked out.

Action Items:

None

Adjourned

Video link: <https://youtu.be/KUY59gGsUBU>

The meeting was adjourned at 2:00 PM.
Respectfully submitted,

Lisa Daglian
Executive Director