

Per Open Meeting Law requirements, an in-person meeting of the New York City Transit Riders Council (NYCTRC) was convened at 2 Broadway and at 215 West 125th Street, 4th Floor, New York, NY*, 10027 at 12:00 pm on Thursday, February 29, 2024. 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 D. Greif	Present – in person
Marisol Halpern	Present – virtual
Sharon King Hoge	Present – in person
Karen Hamilton	Present – in person
Cicely Harris	Present – in person*
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
Jack Connors (Research & Comm. Associate)	Present
Jessica Spezio (Administrative Assistant)	Present – virtual

Non-member Attendance

<u>Name</u>	<u>Affiliation</u>
Mark Blutstein	MTA
Patrick Sciallis	MTA
Melissa Farley	MTA
David Kupferberg	Concerned Citizen
William Stanford Jr.	Concerned Citizen
Jesse Figueroa	Concerned Citizen
Matty Buchys–Hyland	Concerned Citizen
Andrew Kurzweil	Concerned Citizen
Jason Anthony	Concerned Citizen

***Approval of Agenda for February 29, 2024 meeting.
Approval of Minutes for January 25, 2024 meeting.***

Chair/ Board Report:

- **Congestion pricing lawsuits and their effect on the MTA Capital Program**

Due to the various lawsuits against congestion pricing, many projects have been placed on hold or have been suspended. This delay will have a big impact on making various Subway stations accessible. This will also delay getting more buses to electrify our full fleet.

Sharon asked how long the lawsuits will delay the projects. Andrew and Lisa shared that it depends on the lawsuits' outcomes. Meetings between New Jersey and the MTA are happening soon.

Stuart asked if we know the potential cost impacts of further delay to congestion pricing. Andrew shared that there will likely be impacts, as nothing gets cheaper to build the longer you wait.

Marisol asked why the MTA allocated funding to these projects that have not yet arrived. Lisa advised that the MTA can't move forward with issuing new contracts without knowing when the funding is coming.

Scott suggested that Staten Island Express Bus service should be improved before congestion pricing starts.

Karen raised that many people feel let down by transit and want to see improvements to service before congestion pricing.

- **New Conductor protection stanchions**

The MTA is launching a pilot program using stanchions at the 125th Street station on the Lexington line. This is an attempt to make workers feel safe, due to the uptick in recent attacks on conductors.

- **Bus Operator protection/E-Mirrors**

Another attempt to improve worker safety is enclosing bus operators in attack-proof cubicles. In order to do this, the MTA needs approval from the state for new E-mirrors.

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The mirrors are going to allow drivers to see out of both sides of the bus in case the enclosure blocks their visibility.

- **New congestion pricing lawsuits from business groups**

Small businesses in Manhattan and certain neighborhoods have joined in the various congestion pricing lawsuits.

- **New ACTA officers**

The New ACTA Chair is Gian Pedulla, the Vice Chair is Michael Ring, and the Community Outreach Officer is our very own council member Christopher D. Greif.

- **License plate tampering**

In an attempt to keep toll evasion down after a \$50 million loss of revenue in 2023, MTA Bridges & Tunnels has negotiated with Amazon to ban the selling of plate covers or devices that would interfere with tolling license plate scanners.

Presentation: Customer Satisfaction Survey. **Subway and Staten Island Rail**, by Mark Blutstein, Senior Manager Market Research; and **Buses** by Patrick Sciallis, Senior Manager Market Research.

Patrick and Mark work on the market research team and spoke about the results of the Fall 2023 Customers Count Survey. This is a biannual survey that they do twice a year. Feedback is shared internally so it gets in the hands of people that can make big changes and take customer feedback into account around the transit system.

View the presentation along with the Q&A: <https://youtu.be/lCHoZ0bFxPc?t=1765>

Marisol addressed the safety and fare evasion issues based on the survey results from the Bronx.

Andrew asked how they count ridership on buses. They advised APC (automated passenger counter) and an electric eye are used.

Trudy asked how they prevent people from taking the survey multiple times. Patrick and Mark advised that the survey is linked to your email and will only accept one response.

Old Business:

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Chris mentioned that he has noticed that they are power washing the B/Q trains after he submitted many complaints.

Mr. X mentioned that the bathrooms at Jamaica station on the LIRR are closed, and that customers have to go upstairs to use the bathroom by the AirTrain.

New Business:

None

Action Items:

None

Adjourned

Video link: <https://www.youtube.com/watch?v=ICHoZ0bFxPc>

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

Lisa Daglian
Executive Director