

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, September 28, 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
Marisol Halpern	Absent
Sharon King Hoge	Present – in person
Karen Hamilton	Present – in person
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>
Jessie Lazarus	MTA
Debra Greif	Concerned Citizen
Ron Troy	Concerned Citizen
Mike Howard	Concerned Citizen
Jason Anthony	Concerned Citizen
David Kupferberg	Concerned Citizen
Bilyse	Concerned Citizen
Melonnice	Concerned Citizen
William Stanford Jr.	Concerned Citizen
Alan Flacks	Concerned Citizen

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Eric Wollman  
Andrew Kurzweil  
Jack Connors

Concerned Citizen  
Concerned Citizen  
Concerned Citizen

***Approval of Agenda for September 28, 2023 meeting.***

***Approval of Minutes for July 27, 2023 meeting.***

***Nomination and Election for Chair, NYC Transit Riders Council (Andrew Albert, incumbent)***

### **Chair/ Board Report:**

#### Ridership

Last week on Tuesday, Wednesday, and Thursday we hit post-pandemic records of 4.11 million riders. The busier travel days are during the week, but we have also seen an increase in weekend ridership.

#### Service Increases

We have experienced service increases on the C, N, R, 1, and 6 trains in the last month. [More information about service increases can be found here.](#)

#### 20 Year Needs Assessment

The 20-year needs assessment will be released on October 4. This assessment isn't typically voted on by the MTA Board, which has concerned some people, but the Board members are eager to review it to ensure it aligns with our priorities.

#### Congestion Pricing Update

The TMRB (Traffic Mobility Review Board) is set to meet again on October 2, which is expected to be their final meeting before presenting recommendations to the MTA Board in October.

#### NYPD Bot- K5

I witnessed the new NYPD Bot that was unveiled the other day at Times Square. It is not going to be on the platform, it will patrol the mezzanine area with a police escort for the first year.

#### Fare Free Bus Routes

The fare free bus pilot program has started. One bus in each borough has been selected for free fares.

#### Air Conditioned Subway Stations

In light of global warming and environmental concerns, there's been discussion about implementing air conditioning in Subway stations. An experimental cooling system was previously tested at the Grand Central 4/5/6 but it was not very effective. Hudson Yards station is mentioned as a model, with complete environmental treatment for temperature control. The goal is to have air conditioning in subway stations to ensure comfort in both winter and summer, but this won't apply to outdoor stations.

#### **Executive Director Report:**

Lisa explained that she has updated the Associate Director position and was informed it has been posted on the MTA website with the goal of filling the vacancy quickly. She introduced Jack Connors, PCAC's new Research and Communications Associate. Lisa expressed gratitude to Ryan, PCAC's Intern, for his work on the OMNY and fare policy report, which will be released next Friday, October 6.

**Presentation:** by Jessie Lazarus, Senior Director, Commercial Initiatives: Growing OMNY Adoption

**View the presentation along with the Q&A:** <https://youtu.be/Uc2S3tWWE5M?t=462>

Jessie discussed the MTA's plan to migrate customers from MetroCard to OMNY, highlighting the importance of a targeted approach and cross-agency collaboration. She highlighted the growth in new ridership coming from OMNY, with over 2.2 million taps recorded in recent weeks, with increasing use of smartphones for electronic payments and the potential for the OMNY Card to address obstacles to tapping. Jessie also said that while some customers may prefer cash or have concerns about privacy, the MTA is addressing concerns and emphasized the value of OMNY's pay-as-you-go option.

Trudy suggested that the \$5 fee for the physical OMNY card should have better marketing and signage should be posted stating that there is no fare included and that it's for the purchase of the OMNY card only.

Stuart asked if the OMNY cards could be sold pre-loaded, as many people currently purchase pre-loaded MetroCards at retailers. Jessie advised that OMNY cards can be purchased and refilled at retail locations with cash or card. He also asked what the MTA's strategy is for encouraging tourists to use OMNY and asked whether they have

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heard feedback from tourists about using OMNY. Jessie shared that there are currently a large number of tourists using OMNY because tap-and-go fare payment is common in other cities.

Ron requested information on how to switch from MetroCard to OMNY. He was advised to go to <https://omny.info/>.

### **Old Business:**

Mr. X raised that the public bathroom schedules at the stations are insufficient when trains run all night but restrooms are only open from 7am to 7pm. He suggested that the time should be extended.

### **New Business:**

Trudy raised that courtesy signs should be reinstated on many buses.

Sharon suggested that there should be signs or arrows posted showing the front of the station or the rear of the station. She shared that people are wandering around confused as to which way to walk or where to stand, and it would be easier if they could differentiate the front from the back.

### **Action Items:**

None

### **Adjourned**

Video link: <https://www.youtube.com/watch?v=Uc2S3tWWE5M>

The meeting was adjourned at 2:00 PM.

Respectfully submitted,

Lisa Daglian  
Executive Director