

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, June 26, 2025. Members of the public and Council members unable to attend were present via Zoom.

Member Attendance

Andrew Albert (Chair)	Present
Burton M. Strauss Jr. (Vice Chair)	Present – virtual
Dante Arnwine	Present – virtual
Andrew Bennett	Absent
Stuart Goldstein	Present
Christopher D. Greif	Present
Marisol Halpern	Absent
Karen Hamilton	Present
Cicely Harris	Present
Gene Haynes	Absent
Khalia Hayslett	Present
Sharon King Hoge	Present – virtual
Trudy L. Mason	Present
Scott R. Nicholls	Present – virtual

Staff Attendance

Lisa Daglian (Executive Director)	Present
Brian Fritsch (Associate Director)	Present
Kara Gurl (Planning & Adv. Manager)	Absent
Jack Connors (Research & Comm. Associate)	Present
Jessica Spezio (Administrative Assistant)	Present
Henry Mei (Intern)	Present

Non-member Attendance

<u>Name</u>	<u>Affiliation</u>
Carl Libassi	NYCT
David Martinez	NYCT
Cate Contino	MTA GCR
Meagan Ardis	MTA GCR

Jason Anthony
Eric Wollman

Concerned Citizen
Concerned Citizen

Approval of June 26, 2025 Agenda
Approval of May 29, 2025 Minutes

Chair/ Board Report: by Andrew Albert

- Service increases on A and L lines, with additional round trips
- F and M train swap to eliminate track bottlenecks, improving service
- Hundreds of new M9A train cars purchased for Long Island Rail Road and Metro North
- Queens Bus Network Redesign starting June 29
- Congestion pricing reducing gridlock
- Fully funded MTA capital plan
- Moody's upgraded MTA's credit rating
- New subway car procurement, including R-262nyc with advanced features
- Potential Amtrak train service from Ronkonkoma to Washington, DC

Presentation: Station Environment Update By: Carl Libassi, Assistant Chief Officer, Station Environment & Operations and David Martinez, Sr. Director of Quality Assurance, Station Environment & Operations

View presentation and Q & A: <https://youtu.be/M8dlStE2vp8?t=498>

2,000 station cleaners are responsible for cleaning 472 stations (approximately 11 million square feet)

Cleaning operations include: Routine cleaning; Heavy-duty cleaning; Mobile wash teams; Specialized cleaning units

Cleaning Process:

- Cleaners receive comprehensive training
- New cleaning manual with video learning
- Use of advanced cleaning equipment like scrubber machines
- Testing new cleaning products with various scents and technologies

Staffing and Deployment:

Approximately 1,200-1,300 cleaners do routine cleaning
Staffing based on: Ridership; Square footage; Customer satisfaction scores; Station complexity

Challenges:

- Employee availability
- Union constraints
- Difficult station environments

Reporting:

- Customers can report issues via 311
- Pulse surveys used to gather feedback
- Supervisors monitor cleaning quality

Q&A from the presentation:

1. Cleaning Frequency and Timing

- When are stations cleaned? (Mostly at night, with some daytime cleaning)
- Are busier stations cleaned more frequently? (Yes, based on ridership and other factors)

2. Staffing and Resources

- How many of the 2,000 cleaners are working on routine station cleaning? (About 1,200-1,300)
- How many vacancies exist? (Around 100)
- Would more staff improve cleanliness? (Yes, but budget constraints limit expansion)

3. Specific Station Concerns

- Issues with specific stations like West 4th Street, Fulton Street, and West 8th Street
- Concerns about elevator and escalator cleanliness
- Pigeon droppings and maintenance challenges

4. Safety and Accessibility

- Slippery nature of cleaning chemicals
- Impact of cleaning products on wheelchair users and those with mobility challenges

5. Reporting and Feedback

- How to report station cleaning issues
- Process for addressing customer complaints
- Use of 311 system for reporting problems

6. Equipment and Technology

- New cleaning technologies and equipment
- Challenges with existing cleaning machines
- Testing of new cleaning products

Executive Director Report: Lisa Daglian

Proposed Bylaw Changes:

- Reflect new bike/ped member added to council
- Adjust total number of council members
- Clarify member removal process for attendance issues:
 - 3 consecutive missed meetings
 - 6 missed meetings in a year
 - Provisions for excused absences

Election Changes:

- Move elections from June to May
- Change election frequency to every other year (instead of annually)

Structural Changes:

- Align the TRC committee structure with other councils
- Allow the Chair to appoint committees and chairs
- Update language about meeting agendas, minutes, and records
- Clean up gendered language
- Modify approval process for statements and press releases

Lisa also mentioned:

- Working with governor's office on appointment/removal process
- Continuing efforts to update the Open Meetings Law
- Seeking consistency across different transit councils

Old Business:

None

New Business:

August Field Trip Planning/ Discussed potential locations:

- New rail yard in Sunset Park, Brooklyn
- New Jamaica bus depot
- Bus command center in East New York

Public input Q &A: N/a

Adjourned

Video link: <https://www.youtube.com/watch?v=M8dIStE2vp8>

NYCTRC MINUTES

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

Lisa Daglian
Executive Director