

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 890 Nostrand Ave* 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)	Absent
Dante Arnwine	Present*
Andrew Bennett	Present – virtual
Stuart Goldstein	Present
Christopher D. Greif	Present
Marisol Halpern	Present – virtual
Karen Hamilton	Present – virtual
Cicely Harris	Present
Gene Haynes	Present
Khalia Hayslett	Present
Sharon King Hoge	Present
Trudy L. Mason	Present – virtual
Scott R. Nicholls	Absent

Staff Attendance

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

Non-member Attendance

<u>Name</u>	<u>Affiliation</u>
Howie Levine	NYCT
Cate Contino	MTA GCR
Eric Wollman	Concerned Citizen
Andrew Kurzweil	Concerned Citizen

NYCTRC MINUTES

2

Carl Perrera
Mike Howard
Debra Greif
Alberto Roldan
Alex Lacroix
Mr. X

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Concerned Citizen
MTA GCR
Concerned Citizen
Concerned Citizen

Approval of July 31, 2025 Agenda Approval of June 26, 2025 Minutes

Chair/ Board Report: by Andrew Albert

- More bus routes get ACE cameras <https://www.mta.info/agency/new-york-city-transit/automated-camera-enforcement>
- 65 stations to become accessible in next capital plan <https://future.mta.info/capitalplan/>
- High Ridership records week of July 15
- CBTC expanding: The G line is scheduled to undergo CBTC installation, with ongoing work between Court Square and Bedford Nostrand. Completion has been delayed until 2027
- 100 stations to get platform barriers by end of year
- Rider surveys: highest subway satisfaction since launch of surveys
- New Customer Service Centers coming: East 180th Street in the Bronx, Grand Central (noting it is surprising it did not have one before), Far Rockaway Mott Avenue, Rockaway Parkway (end of the Canarsie L line)
- Fare change proposals have been announced: <https://www.mta.info/fares-tolls/2025-changes>
 - Senior/Disabled reduced fare tickets available 24/7 on the commuter railroads, something PCAC has long advocated for! <https://www.mta.info/fares-tolls/subway-bus/reduced-fare>
 - Day Pass for unlimited travel on commuter rails-A new day pass for unlimited travel on the commuter train is being introduced. This pass will allow riders to travel as many times as they want on the same day, making it a convenient and cost-effective option for those who need to make multiple trips. The day pass is also discounted, so it's a good deal even for round trips. Train Time customers who buy a 10 trip ticket get 11th ride free!
- CT fare increase 9/1/25, 7/1/26-Connecticut will see fare increases on its portion of Metro-North starting September 1, 2025, with another increase scheduled for July 1, 2026. These increases apply to travel within Connecticut (e.g., Greenwich to New Haven). For trips that start in New York and end in Connecticut, the

increase applies only to the Connecticut portion. The New York portion will also have a fare increase starting in January, but it will be smaller than Connecticut's increase.

Presentation: *Accessibility at NYCT* by Howie Levine, Senior Accessibility Officer

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

- Howie Levine, from the MTA accessibility office, presented updates on accessibility initiatives across the MTA system.
- Subway Accessibility: The MTA is committed to making 95% of stations accessible by 2055, with significant progress in recent years. As of now, 151 stations are accessible, with more under construction and additional stations planned in the next capital plan.
- Elevator Replacements: 28 elevator replacements are underway, with more planned. These projects aim to improve reliability and accessibility, even though they may cause temporary detours.
- Fare Gates: Over 150 stations will receive new, more accessible fare gates as part of the 2025-2029 capital plan.
- Safety & Security: All subway cars and stations now have security cameras, and there is increased staff presence for safety and assistance.
- Bus Accessibility: New buses feature additional flip seats, wider ramps and doors, and digital information screens. Automated announcements and the open stroller program have also been expanded.
- Technology & Information: Tools like the elevator/escalator status webpage, real-time alerts, and improved station signage help riders plan accessible trips. The NaviLens system is being piloted for wayfinding, and the Convo app provides real-time ASL interpretation at service windows.
- Paratransit (Access-A-Ride): The service has seen record ridership and improved on-time performance. The myAAR app allows for independent trip booking, and OMNY is being rolled out to replace Access-A-Ride MetroCards, offering more convenience and integration. AAR trip speeds are up 5% in the congestion relief zone.

Q & A from the presentation:

- Elevator Replacements: Members asked how many elevators are being replaced and what criteria are used. Howie explained there are 28 in progress, with more

planned, and that both age and frequency of breakdowns are considered for prioritization.

- Elevator Misuse: Concerns were raised about elevators being used for freight or heavy items. Howie acknowledged this happens but said it's not yet a systemic issue and will check with the engineering team.
- NaviLens Expansion: Members asked about expanding NaviLens beyond the 6 line and the timeline for rollout. Howie clarified it is part of ongoing efforts, with new pilots on buses and train cars.
- Station Accessibility: Questions were raised about the naming of additional accessible stations and the process for selecting them. Howie explained that some stations are being held for future opportunities, such as developer partnerships.
- P3 Contract: A member asked about the progress of the elevator P3 contract. Howie said he would follow up with more data, as it's still in early phases.
- Surveys and Outreach: Members discussed ongoing surveys (e.g., for NaviLens) and the importance of community feedback. Howie encouraged continued participation.
- Access-A-Ride Updates: Members noted improvements in Access-A-Ride technology and communication, including updated screens and brochures.
- OMNY Rollout: Members asked when OMNY would be available for all Access-A-Ride users. Howie said all customers will have OMNY cards before the end of the year, before sunset of the MetroCard.
- Elevator Capacity: A question was raised about whether new elevators will have increased load/capacity. Howie said he would need to check with the engineering team.
- Signage and Communication: Members suggested improving elevator status information at tourist locations and making announcements in multiple languages. Howie and others acknowledged the importance of clear, multilingual communication.

Executive Director Report: By Lisa Daglian

- Lisa began by thanking the interns for their significant contributions and high-quality work, as the meeting was held on Intern Appreciation Day.
- She reported on her testimony at the board meeting, supporting incremental fare increases and emphasizing the need for regular, reliable funding sources for transit operations.

NYCTRC MINUTES

5

- Lisa highlighted the importance for the public to understand the difference between operating and capital funding.
- She discussed the impact of summer heat and underground meltdowns, underscoring the necessity of ongoing capital investment, maintenance, and congestion pricing to ensure system reliability.
- Lisa described the MTA's rapid response to the July 14 storms, which caused station closures, and praised the crews for quickly restoring service.
- She pointed out challenges with city infrastructure, such as drainage and street grading, and the need for the city to address these issues to prevent subway flooding.
- Lisa emphasized the importance of inter-agency communication, resiliency, and emergency management, especially as storms become more frequent and severe.

Old Business:

New Business:

Public input Q &A:

Adjourned

Video link: <https://www.youtube.com/watch?v=ooEW4mj3GyQ>

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

Lisa Daglian
Executive Director