

**Minutes of Regular Meeting**  
**Committee on Operations of the MTA New York City Transit Authority, Manhattan and**  
**Bronx Surface Transit Operating Authority,**  
**Staten Island Rapid Transit Operating Authority,**  
**and MTA Bus Company**  
**February 26, 2024**

Meeting Held at:  
Metropolitan Transportation Authority  
Two Broadway  
New York, New York 10004  
10:45 am

The following Committee Members attended the meeting:

Hon. Haeda Mihaltses, Committee Chair  
Hon. Andrew Albert  
Hon. Jamey Barbas  
Hon. John Ross Rizzo  
Hon. Midori Valdivia

The following Committee Members were present by videoconference:

Hon. Randy Glucksman (via zoom)  
Hon. David Jones (via zoom)

The following Staff Members attended in person or by videoconference:

Richard Davey, President, NYCT  
Demetrius Crichlow, Senior Vice President, Subways, NYCT  
Frank Annicaro, Senior Vice President, Buses  
Michael Kemper, Chief of Transit, NYPD  
Paige Graves, General Counsel, MTA  
Jaibala Patel, Deputy Chief Financial Officer, MTA  
David Farber, General Counsel, NYCT and MTA Bus  
Monica Murray, Chief Administrative Officer, NYCT  
Chris Pangilinan, Vice President, Paratransit, NYCT  
Patrick Warren, Chief Safety Officer, MTA  
Norman Grandstaff, Deputy Chief, Transit, NYPD  
Brian McGuinn, Deputy Chief, Transit, NYPD  
William Amarosa, Vice President, Subways, Operations Support  
Kenneth Corey, Chief of Department, NYPD  
Dana Hecht, Senior Vice President, Infrastructure, MTA C&D  
Timothy Doddo, Vice President, Office of System Safety, MTA  
Shanifah Rieara, Acting Chief Customer Officer  
Raymond Porteus, Inspector, NYPD Transit Bureau  
Jesse Seder, Acting Deputy Vice President, Central Maintenance Facilities, NYCT

Louis Montanti, Deputy Chief Procurement Officer, Operations, MTA  
Robert Diehl, Vice President, Safety and Security, NYCT  
Jim Compton, Executive Vice President, Customer Environment & Facilities, NYCT  
Rachel Cohen, Chief Accessibility Officer, delivered the Accessibility Report  
Sarah Wyss, Acting Chief Operations Planning, NYCT

## **1. OPENING MEETING**

Hon. Mihaltses called the February Committee meeting to order.

## **2. PUBLIC SPEAKERS**

The MTA moderator reminded public speakers of the rules of conduct, the two-minute speaking limit, and that speakers will be alerted when 30 seconds remain to conclude their remarks.

The following public speakers commented:

Michael Ring  
Jessica Spezio  
David Kupferberg  
Gian Pedulla  
Tashia Lereboures  
Sharon McLennon Wier  
Jean Ryan  
Jason anthony  
Iris Kelly  
Chris Greif  
Tucker Salovaara  
Joe Rappaport  
Jessica Tambor  
Charlton D'Souza

Refer to the video recording of the meeting produced by the MTA and maintained in MTA records, for the content of speakers' statements.

## **3. APPROVAL OF MEETING MINUTES**

Upon motion duly made and seconded, the Committee approved the Minutes of the Committee meeting held on January 29, 2024.

Refer to the video recording of the meeting, produced by the MTA and maintained in MTA records, for the details.

## **4. APPROVAL OF WORK PLAN REPORT**

President Richard Davey stated that there were no changes to the work plan this month.

## **5. PRESIDENT'S REPORT**

President Davey delivered the President's Report.

President Davey reported on the efforts made to respond to two major snow events in the month of February. He stated that on Monday February 12<sup>th</sup>, Transit was able to deliver virtually 100% of scheduled service during this storm that resulted in between 4 and 8 inches of snow. He also reported that the Department of Buses kept service running smoothly.

President Davey reported that on February 1<sup>st</sup>, NYCT made history by introducing the first modern open gangway subway cars in the United States on the C line. He noted the R211 cars allow customers the ability to seamlessly walk between cars, reducing crowding and improving accessibility. President Davey reported that the R211 has also rolled out on the A-line and that there are a total of 9 trains in service.

President Davey then provided the Committee with an update on the January pulse survey. He reported that in January Paratransit reached a new record of 79% customer satisfaction and that ridership on paratransit was 12.4% higher than in January 2023. President Davey reported the survey also indicated that 65% of Bus customers were very satisfied or satisfied with service. He stated that the speeds of buses have improved in the Bronx, Brooklyn, and Manhattan. He reported that travel time satisfaction increased by 6% in the Bronx and by 5% in Manhattan.

President Davey then reported that in early February he represented the MTA at the White House for a roundtable conversation on the future of Zero-Emission bus manufacturing in the United States. He stated that he has served as the Co-Chair of a national panel to identify solutions to the current lack of qualified manufacturers in the Electric Bus Space. He noted that NYCT has a unique role to play as North America's largest bus fleet in driving the national agenda and ensuring that the manufacturing base is ready to support our pledge for an all Zero-Emission Bus Fleet by 2040.

President Davey then reported that NYCT unveiled a new, brighter Lafayette Avenue Station in Fort Greene, which is one of the first stations to benefit from NYCT's commitment to replace all 150,000 subway station lights with brighter, safer LEDs. He stated new LEDs have been deployed at all 63 Re-NEW-vated stations, which has resulted in very positive overall satisfaction. President Davey explained that the LED deployment will brighten dark spots on mezzanines, platforms, and stairwells. He stated that the LEDs will help keep employees safe and will be a force multiplier for the effectiveness of our 15,000 station cameras. President Davey stated that by 2026, all 472 stations will have new, brighter lights, which last three times longer than the fluorescent bulbs thereby saving \$5.9 million dollars per year.

President Davey reported that installation of platform barriers continues and spoke about expansion of the pilot program to other stations. He explained that these barriers represent a cost-effective solution to tangibly improve customer's perceived and real safety on platform.

Demetrius Crichlow, Senior Vice President, Subways, then briefly reported on efforts to improve conductor safety at the 125 Street station.

President Davey reported on several high-profile incidents that occurred in the transit system over the past month.

President Davey then addressed employee safety.

President Davey closed by commending members of the EAGLE team deployed in Staten Island and their partners at the NYPD Transit Bureau bus unit, who through a routine fare evasion enforcement stop at the Staten Island Ferry terminal, identified and helped facilitate the arrest of an individual wanted for assault on a bus operator last year.

Prior to the meeting being adjourned, President Davey acknowledged Station Agent Herbert and Police Officers Chowdhury and Police Officer Caminero for the assistance they provided on January 27, 2024 to a customer who collapsed onto the subway tracks at the Lafayette Station on the C-line. .

Refer to the video recording of the meeting, produced by the MTA and maintained in MTA records, for the details.

## **6. SAFETY & SECURITY REPORT**

Chief Michael Kemper delivered the safety and security report.

Chief Kemper reported that the subway system experienced a 45.4% increase in index crimes in January 2024, from 152 in 2023 to 221 in 2024. He stated that more than 1,000 additional uniformed officers have been deployed in the subway system. Chief Kemper reported that crime in the subway system decreased by 17.7% during the first three weeks of February. He reported that all categories of enforcement are up including the issuance of summons and, when necessary, arrests. Chief Kemper acknowledged the role video surveillance in the subway system has played in deterring crime and as an investigative tool.

Refer to the video recording of the meeting, produced by the MTA and maintained in MTA records, for the details.

## **7. TRANSIT ALL STARS**

President Davey introduced and congratulated the NYCT All-Stars for the month:

William Wong, Software Engineer, Department of Buses  
Joseph DePace, Jr., Track Maintenance Supervisor I, Department of Subways  
Yogesh Patel, Director, New Bus Qualifications and Air Testing, Department of Buses  
Carl Persaud, Assistant Chief Maintenance, Department of Buses  
Anthony Amoroso, Director, Schedules Operations Planning Department  
Jeanne Davis, Senior Director, Audits and Controls, Department of Subways

Burim Marke, General Superintendent, Facilities, Department of Subways  
Dennis Lynch Manager, Contracts Management, Paratransit

## **8. SUBWAY TRACK MAINTENANCE**

Senior Vice President Crichlow delivered an update on subway track maintenance. He explained what track panel installation entails. There was then a presentation before the committee regarding Subway Track Maintenance.

Refer to the video recording of the meeting, produced by the MTA and maintained in MTA records, for the details.

## **9. ADJOURNMENT**

Upon motion duly made and seconded, the Committee voted to adjourn the meeting.