

**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**

**Monday, December 16, 2024
10:00 a.m.
2 Broadway
New York, NY 10004**

The following Committee Members attended the meeting:

**Hon. Haeda Mihaltses
Hon. Andrew Albert
Hon. Samuel Chu
Hon. Daniel Garodnick
Hon. David Jones
Hon. John Ross Rizzo
Hon. Lisa Sorin**

The following Committee Members attended the meeting by videoconference:

**Hon. Meera Joshi
Hon. Midori Valdivia**

The following staff members attended in person or by videoconference:

Demetrius Crichlow, President, NYCT
Mandeep Lali, Acting Senior Vice President, Subways, NYCT
Frank Annicaro, Senior Vice President, NYCT Department of Buses and MTA Bus
Rachel Cohen, Acting Vice President, Paratransit, NYCT
Christopher Pangilinan, Chief, Operations Planning, NYCT
Joseph Gulotta, Chief, Transit, NYPD
Quemuel Arroyo, Chief Accessibility Officer, MTA
Sean Fitzpatrick, Deputy Chief of Staff, MTA C&D
Hugo Zamora, Acting General Superintendent, NYCT
Jamie Torres-Springer, President, MTA C&D
Michael Kemper, Chief Security Officer, MTA
Jaibala Patel, Deputy Chief Financial Officer, MTA
Theresa Brennan Murphy, Acting Chief Administrative Officer, NYCT
David Farber, General Counsel, NYCT and MTA Bus
Franck Joseph, Acting Chief of Staff, NYCT
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, 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
Kathryn Falasca, Criminal Justice Advocate, MTA

1. OPENING MEETING

Hon. Haeda Mihaltses called the December Committee Meeting to order.

A recorded audio public safety announcement was played.

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

2. PUBLIC SPEAKERS SESSION

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:

Kathleen Collins
Evan Yankey
Christopher Greif
Jason Anthony
Iris Kelly
Aleta Dupree
Matty Buchys Hyland
Benjy Ross
Omar Vera
Mark Saccomongo
Robert Whittaker
Jean Ryan
Andy Pollack
Cassie Raffucci
Ron Mitchell
Jessica Murray
Joe Rappaport
David Kupperberg
Joseph Morales
Michael Ring
Elizabeth Abraham

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

3. APPROVAL OF MINUTES

Upon motion duly made and seconded, the Committee approved the Minutes of the Committee meeting held on November 18, 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

President Crichlow stated that there were no changes to the work plan.

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

5. PRESIDENT'S REPORT

President Crichlow delivered the President's Report.

He stated that 2024 was a strong year, and discussed the organization's robust response to last week's service disruptions in Downtown Brooklyn. He thanked the employees, the FDNY, and the NYPD. He commended Conductor Theresa Footman, who assisted with the F train evacuation, and who received several commendations from customers.

President Crichlow discussed advancements with the OMNY program, including upgrading all reduced-fare customers to OMNY, installing new vending machines, and introducing the student OMNY cards. He thanked the Revenue Control team for their support.

He discussed challenges with the Rockaway A Train shutdown, and measures being taken to assist customers during this time. He also reported progress with electric bus deployment, including the purchase of 265 additional electric buses thanks to the Congestion Pricing Program. He further discussed subway upgrades, including more CBTC-equipped cars and R211 cars, and noted the benefits of these additions.

President Crichlow reported ridership was at record post-pandemic numbers last Thursday, and steps to combat fare evasion have been fruitful. He emphasized the criminal justice system must punish fare evaders.

Mandeep Lali, Acting Senior Vice President, Subways, NYCT, delivered the Subways Report and discussed performance metrics.

Frank Annicaro, Senior Vice President, NYCT Department of Buses and MTA Bus, delivered the Buses Report and discussed performance metrics.

Rachel Cohen, Acting Vice President, Paratransit, NYCT, delivered the Paratransit Report and discussed performance metrics.

President Crichlow discussed the Congestion Pricing Program and stated he looks forward to better and safer service, as a result. He reported increased service in 2025 on local and express buses. He also discussed additions to subway service, as well as improvements with CBTC. He reported enhanced service due to Automated Camera Enforcement (ACE), as well.

He discussed the importance of hiring new bus operators and stated a goal of adding 2,000 more this year. He emphasized the importance of expanding systemwide accessibility, and detailed efforts in that regard including installing new accessible elevators and improving elevator performance. He noted the months of November and December reflected the best elevator performance in a decade.

President Crichlow reported a banner year with Paratransit. In particular, he noted improvements to on-time performance, the booking process, the AAR App, and broker services.

President Crichlow stated ensuring customers arrive at their destination safely is his greatest priority. He outlined several safety improvements, including more camera installations in the subways, expanded platform barriers at some locations, expanded SCOUT teams, and further collaboration with MTA PD and NYC mental health clinicians to assist individuals needing treatment. He noted as a result, transit crime is down and ridership has grown.

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

6. TRANSIT ALL-STAR SEGMENT

President Crichlow recognized ten employees as Transit All-Stars, and highlighted their exceptional contributions to the organization.

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

7. SAFETY AND SECURITY REPORT

Joseph Gulotta, Chief, Transit, NYPD delivered the Safety and Security Report.

Chief Gulotta reported crime in the month of November decreased from last year. Specifically, he noted robberies and grand larcenies were down. He reported increases in arrests and summonses. He also noted nineteen illegal firearms were recently seized.

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

8. ACCESSIBILITY REPORT

Quemuel Arroyo, Chief Accessibility Officer, MTA, delivered the Accessibility Report.

Mr. Arroyo stated the return of Congestion Pricing is an exciting time, as it will enable funding for new accessible stations and improved Access-A-Ride service. He discussed the Individual Disability Exemption Plan (IDEP) which exempts customers with disabilities from the toll. He also discussed software testing on OMNY vending machines to facilitate use by individuals with disabilities.

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

9. PROCUREMENT

Louis Montanti, Deputy Chief Procurement Officer, Operations, MTA provided a report on procurement, which included one action. He stated the action is a request for approval of a modification to the base Contract R34211, awarded to Kawasaki Rail Car, Inc., for the exercise of Option 2 for the purchase of 435 R211 cars at an estimated price of \$1.27 billion.

Upon motion duly made and seconded, the Committee approved the procurement.

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

10. ADJOURNMENT

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