

**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, January 27, 2025**  
**10:30 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. Midori Valdivia**

**The following Committee Members attended the meeting by videoconference:**

**Hon. Meera Joshi**

**The following Board Member attended the meeting by videoconference:**

**Hon. Randolph Glucksman**

**The following staff members attended in person or by videoconference:**

William Amarosa Jr., 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  
Jerry O'Sullivan, Assistant 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  
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  
Kathryn Falasca, Criminal Justice Advocate, MTA

## **1. OPENING MEETING**

Hon. Haeda Mihaltses called the January 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:

Gian Pedulla  
David Kupferberg  
Omar Vera  
Evan Yankey  
Michael Ring  
Elizabeth Abraham  
Jean Ryan  
Howard Birnbaum  
Jack Nierenberg  
Monique Johnson  
Christopher Greif  
Jason Anthony  
David Feliciano  
Charlton DeSouza  
Brian Fritsch

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 December 16, 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**

Frank Annicaro, Senior Vice President (SVP), NYCT Department of Buses and MTA Bus, presented the 2025 Work Plan for approval. He noted that the Transit Adjudication Bureau Report will no longer be a NYCT Work Plan item and will instead be reported during the Finance Committee. He stated that the Work Plan approval will be moved to December instead of January the following year. SVP Annicaro also advised that the Work Plan included a staff summary of the Queens Bus Network Redesign for review and approval.

Upon motion duly made and second, the Committee approved the 2025 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**

A recorded video was presented wherein Demetrius Crichlow President, NYCT, delivered the President's Report.

President Crichlow emphasized NYCT's core missions of safety and service for 2025 and outlined four specific goals: (i) modernize service delivery; (ii) support and protect employees; (iii) harden the system and increase fare compliance; and (iv) improve customer service. He spoke in detail about the various efforts underway to reach these goals such as leveraging data to enhance performance analytics, implementing employee training and succession planning, installing security cameras on buses and making service information more user-friendly. He discussed NYCT's support of the launch of the Central Business Tolling District Tolling Program (CBDTP).

SVP Annicaro delivered the Buses Report and discussed performance metrics. He spoke about initiatives Buses will undertake in 2025 to help achieve NYCT's four goals noted above. He reported that preliminary data shows CBDTP tolling has improved traffic on bus routes.

William Amorosa, Acting Senior Vice President, Subways, NYCT, delivered the Subways Report and discussed performance metrics. He discussed Subways' goals for 2025 including improving safety and operational performance, delivering a customer focused environment and improving fiscal responsibility.

Rachel Cohen, Acting Vice President, Paratransit, NYCT, delivered the Paratransit Report and discussed performance metrics and trends from 2024. She discussed Paratransit's 2025 goals

including focusing on safe service, modernizing service delivery and delivering service more efficiently.

Christopher Pangilinan, Chief, Operations Planning, NYCT, discussed ridership highlights from December 2024, and the whole year, on subway and bus modes. He introduced the new Queens Bus Network and commended the team who worked to implement the initiative. He discussed the various forms of community outreach NYCT conducted including holding 258 total events and receiving more than 18,000 comments.

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

## **6. SAFETY AND SECURITY REPORT**

Jerry Sullivan, Chief, Transit, NYPD delivered the Safety and Security Report.

Chief Sullivan reported that crime in the month of December decreased from December of the previous year. He attributed the decrease to fewer robberies and grand larcenies. He reported significant increases in arrests and summonses in 2024. He commended the hard work of the officers deployed throughout the system and emphasized their continued commitment to combat crime in the system including quality of life crimes and fare evasion.

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

## **7. ACCESSIBILITY REPORT**

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

Mr. Arroyo spoke about the new accessible stations in Westchester Square and Queens, noting that the Queens station was the first to have a direct to platform elevator. He discussed the outreach Paratransit conducted related to the 2025-2029 Capital Plan including launching an online survey for customers concerning which stations to prioritize. Mr. Arroyo noted that the survey can be accessed directly from the MTA Accessibility website.

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

## **8. ADJOURNMENT**

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