



PATH Riders' Council Meeting Minutes January 21, 2026

Meeting Details:

- 6 PM – 8 PM
- Journal Square Transportation Center PATH administrative offices

Call to Order:

- PATH started the meeting at 6:05 PM, welcomed everyone, and reviewed the agenda.

PRC Attendance:

- Rachel Bruce
- Margaret Caba
- Kevin Catrambone
- Xiomara Diaz
- Maegan Douglas
- Serena Elavia
- Barbara Trueger
- Benjamin Zakarin
- Ellen Zemlin

PATH / PANYNJ Attendance:

- Teena Bacchus
- Oboerhiri Emofovwah
- Jason Grove
- Raishea Haines
- Nia Joseph
- Scott Ladd
- Lt. Arelys Matos
- Jessica Mills
- Rebecca Riehl
- Philip Silvestro
- Ana Valdez
- Geoffrey Walano

Community Updates / Reports:

- PATH provided an update on the TAPP card rollout, including vending machine deployment, usage statistics, transition plans from SmartLink, and upcoming features for reduced fare and unlimited passes.
- PATH presented a draft executive summary of the 2025 Fall Customer Relationship Survey report, outlining plans to publish survey results, increase transparency, and use feedback to inform service improvements, while discussing the use of PANYNJ-approved generative AI for qualitative analysis and soliciting PRC input on the process.

New Business / Open Discussion:

- Geoff Walano from the Port Authority Technology department presented upcoming improvements to the RidePATH app, and actively solicited feedback and addressed questions from PRC members.
- PATH detailed the testing and planned rollout of new paddle-style ADA gates at World Trade Center and addressed operational questions about gate functionality, emergency protocols, and stakeholder engagement.



- PATH outlined new safety communications initiatives for 2026, focusing on suicide prevention, escalator safety, lithium battery awareness, and customer engagement. PATH responded to questions and suggestions from PRC members about messaging and outreach.
- PATH briefed the PRC on the upcoming Amtrak Portal Bridge cutover, detailing PATH's support for diverted New Jersey Transit riders, cross-honoring arrangements, and coordination with regional agencies, with input from PRC members on operational impacts and customer messaging.
- PATH explained the schedule and logistics for upcoming weekend closures required for interlocking system upgrades, including customer mitigations and coordination with New Jersey Transit, while addressing rider questions about travel alternatives and communication plans.

Announcements:

- Next meeting is scheduled for March 18, 2026

Adjournment:

- At 8:03 PM by PRC Vice Chair, Serena Elavia

Notes Prepared By:

- PATH