

PATH Riders' Council Inaugural Meeting Minutes

July 16, 2014 – 6:00 PM

Journal Square Transportation Center

Meeting Agenda

- I. Welcome and introductions
- II. Organization & governance
- III. Election of officers
- IV. Presentation: Passenger Councils in Other Transit Agencies
- V. Next steps
- VI. Adjournment

ATTENDEES (PRC MEMBERS):

1. Lewis Battista
2. Philip Burford
3. Anamitra Ghatak
4. Meesha Diaz Haddad
5. Shi Wei Ho
6. Walter M. Heskes
7. Ralph Jimenez
8. Terry Karney
9. Matthew Kessler
10. Jeff Lichtstein
11. Ya-Ting Liu
12. Persio Logos
13. Anthony Lupena
14. Stewart Mader
15. Rahul Malhotra
16. Thomas Miller
17. Asif Sandhu
18. Rudolph Scott
19. Sridhar Shankar
20. Siddhu Venkatramanan
21. Scott VonSchilling
22. Bonnie Wong

ATTENDEES (STAFF):

1. Cheryl Albiez (Senior Public Information Officer, PANYNY-Media Relations)
2. Linda M. Doss (PATH Riders' Council Staff Liaison, PATH-Operations Support)
3. Ashley Hutchinson (Summer Intern, PATH-Operations Support)
4. Leticia Mata (Leadership Fellow, PATH-Operations Support)
5. Jennifer Onofrio (Coord. of Marketing and Customer Service Programs, PATH-Operations Support)
6. Juan Carlos Rojas (Sr. External Relations Rep., PANYNJ-Government and Community Relations)
7. Edwin Sasportas (Manager, PATH-Operations Support)
8. Kathryn Winfree (Asst. Policy Analyst, PANYNJ-Government and Community Relations)

MINUTES

I. PATH - Welcome and Introductions

- Ed Sasportas welcomed the group on behalf of Stephen Kingsberry with a brief overview of PATH's history. The PATH Riders' Council (PRC) is expected to be an integral part of enhancing the opportunities for public feedback via the participation and representation of avid PATH riders. By a show of hands, it was evident that an overwhelming majority of the PRC members rode the system 5

times or more per week. As PATH's token of appreciation, each volunteer received a complimentary 40-trip SmartLink pass. This is PATH's way of saying "thank you" for participating in the year-long pilot program.

- Linda Doss continued with a brief "icebreaker" which paired all of the members with a partner. Each pair was asked to answer the icebreaker questions and then introduce their partner to the fellow PRC members.
- Some members shared that their goals included: a hope to explore ways to modernize the 100+ year PATH system, meet the growing demand of future ridership, improve the customer experience and to improve PATH's communication with riders.

II. Organization & Governance: Review of PATH Riders' Council Rules of Governance and Standards of Conduct for Members of the PRC

- Jenn Onofrio reviewed both the *PATH Riders' Council Rules of Governance* and the *Standards of Conduct for Members of the PATH Riders' Council*. In reading and reviewing the *Standards of Conduct for Members of the PRC*, she highlighted and discussed some key policy points -- specifically *Policy III – E through G – Use of Position on Riders' Council*. Members were asked to take the documents home for further reading and review. Members were asked to initial the documents in the spaces provided signifying that they have read, understand, and would adhere to the rules and standards set forth in each of the PRC documents.
- Members were also informed that their names would be listed as members of the PRC on the Port Authority (PA)/PATH website. It was also discussed that a group photograph will be taken at the next meeting and that members will be provided with a waiver/permission form to fill out allowing the PA/PATH to use and publish their image. Members were advised that it was permissible for them to publically announce that they are PRC members via social media, etc. However, as part of the *Standards of Conduct* it was clearly stated that PRC members should not address or respond to any Media outlet directly as a PRC member speaking on behalf of PATH or the PA. In that scenario, Members were advised to refer any Media inquiries to the PA/PATH Media Relations department. Members were also advised that they would be notified as to when they might be privy to privileged information that should not be divulged or made public.

III. Election of Officers: Voting Exercise

- Ashley Hutchinson informed Council members that a Chairperson and Vice Chairperson would be selected from among the group through a voting exercise. Members were provided with the *PATH Riders' Council Rules for Voting*.
- After a break period, candidates were allowed to give a 1-minute speech as to why the members should vote for them as either the Chairperson or Vice Chairperson or for both positions. Members then proceeded to cast their ballots and their votes were collected and tallied. Six members ran for the Chair position while eight members ran for the Vice Chair position.

IV. Presentation – Passenger Councils at Other Transit Agencies

- Leticia Mata provided an overview of PATH's public outreach revamping efforts, including a glance into the research and design phases of the PATH Riders' Council. She also provided highlights of accomplishments done by standing advisory groups at other transit agencies via a Prezi presentation. The work produced by these other standing advisory groups could serve as models and samples for PRC members for the pilot year.
- The first few meetings will likely be more educational where PRC members may request guest presentations or conduct activities to increase their familiarity with the PATH stations and system. Again, the PRC meeting agendas will be developed by the PRC Chair, working collaboratively with the Staff Liaison. The PRC group and meetings are intended to be more independent, with the PATH Staff Liaison providing support. The PATH Superintendents and Managers from each division have drafted potential goals for how their unit could support the PRC or obtain feedback from the PRC. The final PRC meeting will include an evaluation component on the pilot program and the council structure.

V. Next Steps & Election Results

- Linda Doss went over some housekeeping items, including: PATH's expectations for the Council going forward, e.g., meeting schedule, agendas, meeting minutes, next steps, etc. Linda passed around a contact list and asked the members for their permission to share their information with the Council members. She stated that sharing their information amongst the group would enable them to communicate more effectively between meetings. The group agreed and specified on the contact list the information that they wished to share or not share and initialed the list in the appropriate space provided.
- Members were invited to attend a tour of the Harrison Car Maintenance Facility. The tour is tentatively scheduled for late August 2014. She explained that attendance at the HCMF tour and the PES sessions are optional, but encouraged their attendance, as it would be a great opportunity for the Council to learn more about PATH. Additionally, she invited the group to attend future PATH'S Education Series sessions as well.
- Members were advised that a general survey link would be sent after every meeting to allow them to submit recommendations, meeting agenda topic requests, other comments, etc. To clarify, members are to contact their respective PRC Chairperson with any questions or suggestions, and the PRC Chairperson will then correspond directly with Linda, the PRC's PATH Staff Liaison, on behalf of the PRC members. Linda will then work internally to follow up on the questions or suggestions with PATH's leadership, PATH's Superintendents', and/or PATH's Managers, on behalf of the PRC Chairperson.
- Subsequently, she announced the election results. Ya-Ting Liu was elected to the Chair position and Stewart Mader to the Vice Chair position.

VI. **Adjournment:**

- Linda Doss adjourned the meeting at 8:00 PM.

Meeting Follow Ups:

- Members requested that PATH provide them with an organizational chart detailing the hierarchy of PATH and its different Divisions. Ed Sasportas stated that the organizational chart would be provided at the following meeting.
- Members were asked to bring all initialed/signed PRC documents to the next PRC meeting for the PATH Staff Liaison to collect. Some members chose to initial, sign, and submit their PRC documents at that meeting (with their name written in on the upper left of each document).