

PATH Riders' Council Inaugural Meeting Minutes

September 17, 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. Jeff Lichtstein
10. Ya-Ting Liu
11. Persio Logos
12. Anthony Lupena
13. Stewart Mader
14. Rahul Malhotra
15. Thomas Miller
16. Rudolph Scott
17. Sridhar Shankar
18. Scott VonSchilling

ATTENDEES (STAFF):

1. Joyce Chiu (Program Manager, PATH-Operations Support)
2. Stephen Kingsberry (Director/General Manager, PATH)
3. Jessica Mills (Coord. of Marketing and Customer Service Programs, PATH-Operations Support)
4. Juan Carlos Rojas (Sr. External Relations Rep., PANYNJ-Government and Community Relations)
5. Edwin Sasportas (Manager, PATH-Operations Support)

MINUTES

I. PATH - Welcome and Introductions

- Ed Sasportas welcomed the group. He introduced Jessica Mills, who is replacing the former Coordinator of Marketing & Customer Service as of October 1st.
- Stephen Kingsberry proceeded to address the group, thanking them for their willingness to serve as Council Members to help make PATH better. He also discussed the following:
 - A general overview of PATH, which moves 260,000 people daily
 - How the current fare (including the most recent fare increase) does not cover the actual cost of a trip
 - Ongoing ATC work to install a new signal system that will reduce headways and alleviate congestion when completed
 - The challenge of achieving better communication with PATH riders
 - How the PATH system is still suffering from the effects of Superstorm Sandy

- PATH is currently working on critical Security projects which are sensitive and cannot be disclosed in detail
- A person is safer on PATH than on the street; Our main priority is safety and security, and we have very effective surveillance methodology built into our system.
- The need for ongoing state of good repair work
- Upcoming major capital projects such as the WTC, the New Harrison Station, the Grove Street accessibility project, PATH to Newark, the installation of new sub-pumps in the system, and the need for new Substations
- The fare increase scheduled for October 1st, 2014
- Reminded PRC members that they should not be responding to members of the Press directly as representative of PATH and/or divulging sensitive information discussed during closed session meetings; he referenced the article by Vincent Pellecchia , “A Full Plate for the PATH Riders’ Council”
- Reminded PRC members that all press inquiries to PATH and/or the PA should be forwarded along to the Media Relations department.
- SK was asked when the fare will increase again. This is to be determined.

II. PRC Orientation (Part II) & Group Exercises

- The PRC Chair & Vice-Chair took over the meeting separating members into four small groups. Each group was asked to address the following questions:
 - What motivated you to serve on the PRC?
 - What do you hope the PRC will accomplish over the next year?
- The second half of the meeting attempted to focus members into identifying 4 concrete goals to accomplish both short term and long term.
 - Group 1: Primary Issues Discussed
 - How to achieve better overall communication with PATH riders
 - Why does PATH have the stop at Hoboken on the Weekends (ie: “Around the World” service)
 - The need to develop more educational outreach to inform the public
 - More information on how the budget for PATH works and why it is the way it is
 - Capacity Enhancement planning
 - More accurate alerts
 - Group 2: Primary Issues Discussed
 - Better signage and enhanced/modified screen formats for PATHVision
 - Providing better weekend and off peak service
 - Group 3: Primary Issues & Goals
 - Flexibility in service to address congestion (i.e. sending empty trains to target stations during peak hours)
 - Enhanced accessibility for disabled persons
 - Better real-time communication
 - Group 4: Primary Issues & Goals
 - Learning more about the role PATH plays in community development to help improve the local economy
 - The need to prioritize infrastructure improvements

The main topic areas were separated into the 3 following categories:

1. *Technology*
 - Short term goal of better displays on PATHVision with more frequency and better real-time communication
 - Long term goal better content and decoding of PATH lingo/language for PATH riders to better understand
2. *System Capacity and Scheduling*
 - Short term goal educate public on need for Hoboken “detour”

- Long term goal gain access to PATH's "Master Plan" and/or "Service Expansion Plan" to analyze it
- 3. *Passenger Communication*
 - Short term goal establishing a better understanding of channels for rider feedback and response
 - Better understanding of who you can speak to if you have an issue or concern at PATH

III. Announcements

- After narrowing down key points to work on Joy Chiu gave a brief presentation on Title VI to introduce the group to what Title VI is and the need for PATH to comply with it by 2015.

IV. Next steps

- The PRC members formed three working groups. Each team will forward a list of short term and long-term goals to the PRC Chair and Vice Chair.
 - 1. Technology (displays, info, communication w/ riders, etc.)
 - 2. Service (frequency, capacity, expansion, etc.)
 - 3. Communications (communication w/ riders, feedback loop to riders, etc.)