

PATH Riders' Council Inaugural Meeting Minutes – January 21, 2015 – 6:00 PM
Journal Square Transportation Center

Meeting Agenda

- I. PATH - Welcome, Introductions, and Housekeeping Items
- II. Service Working Group Recommendations (update), Punch List Items
- III. PRC Internal Communication
- IV. Mobile Application Pilot Program
- V. PATH Presentation - Signal Program (PTC/ATC)
- VI. Follow up and next steps
- VII. Adjournment

ATTENDEES (PRC MEMBERS):

1. Lewis Battista
2. Philip Burford
3. Meesha Diaz Haddad
4. Walter Heskes
5. Terry Karney
6. Jeff Lichtstein
7. Ya-Ting Liu (Chair)
8. Persio Logos
9. Anthony Lupena
10. Stewart Mader (Vice Chair)
11. Rahul Malhotra
12. Thomas Miller
13. Noreen Redden
14. Asif Sandhu
15. Rudolph Scott
16. Sridhar Shankar
17. Scott VonSchilling
18. Angela Wenger
19. Bonnie Wong

ATTENDEES (STAFF):

1. Keith Armonaitis (Sr. IT Business Systems Analyst, Technology Dept, PANYNJ)
2. Matt Baratz (Asst. Director, Capital Planning, Capital Programs, PANYNJ)
3. John Burkhard (Superintendent, PATH Way & Structures Division)
4. Radomir Bulayev (Superintendent, PATH Signals & Communications Division)
5. Linda Doss (Special Services Assistant, PATH – Operations Support)
6. Stephen Kingsberry (Director/General Manager, PATH)
7. Jessica Mills (Coord. of Marketing and Customer Service Programs, PATH-Operations Support)
8. Dan Reitz (Asst. Superintendent, PATH Signals & Communications)
9. Juan Carlos Rojas (Sr. External Relations Rep., PANYNJ-Government and Community Relations)
10. Henry Rosen (Manager, Business Process Analysis Division, PATH)

MINUTES

I. PATH - Welcome, Introductions, and Housekeeping Items

- Stephen Kingsberry opened with remarks addressing the PATH Riders' Council (PRC) members' concerns regarding recent news of a select panel's recommendation to consider eliminating overnight PATH service. He indicated to the group that this panel is independent of PATH and that the Port Authority/PATH had not made any plans to eliminate overnight service.
- Mr. Kingsberry asked council members for input regarding proposed ideas for naming elements of the World Trade Center (WTC) PATH station. In collaboration with the developer, Westfield, suggestions included renaming "Concourse Level" to "Gallery" and "World Trade Center Transportation Hub" to "Retail Division".
 - A PRC member responded that Concourse Level is an internationally recognized designation and would be more appropriate for tourists and travelers in general who pass through the station.
- Stephen Kingsberry posed a question to the group concerning PATH's ideas to generate non-fare box revenue to cover the expense of transporting people on the system. He mentioned one possible way, in particular, to accomplish this, would be to name or brand the station for a fee. He indicated that this idea is under consideration.
- A PRC member asked how many levels will there be in the WTC PATH station.
 - Stephen Kingsberry responded that there will be three levels and that there will be a meeting set up in the future regarding the WTC. He also mentioned that Westfield is coordinating a smart phone application to help PATH riders locate stores and navigate the facility.
- Stephen Kingsberry also shared with the group a couple of advertising campaigns to be displayed on PATH trains and in stations that could be deemed "offensive" by some PATH riders but are protected under freedom of speech.
 - Stewart Mader, the Vice-Chairperson, suggested that PATH incorporate a disclaimer in the advertisement of the advertising campaigns indicating that it does not sponsor or endorse the advertisements.

II. Service Working Group Recommendations – Update & Punch List Items

- Stephen Kingsberry proceeded to respond to the PRC's service planning and scheduling recommendations, which were submitted to PATH on January 7, 2015.
 - With respect to the PRC's inquiry about weekend service, he indicated that "around the world service" (JSQ-33rd Street Via Hoboken) on weekends is necessary because it allows for ongoing maintenance, state of good repair, and sandy mitigation work to occur while operating the trains 24 hours per day, seven days per week.
 - He also announced to the group that PATH would be accommodating their request to expand five-minute headway, peak time, weekday service on the Journal Square to 33rd

Street line from 7:00 p.m. until 7:30 p.m., and that this change would go in to effect on February 8. He also thanked the Council for that suggestion.

- Stephen Kingsberry responded to the Council's request for additional information regarding travel advisories on PATH Alerts, explaining the challenge that when alerts go out within the first five minutes of an incident occurring, many times, additional information cannot be provided because information is limited, and it takes PATH forces some time to investigate and diagnose a problem that has occurred. Eventually alerts will go out every 10-15 minutes with updates, or as necessary.
- He also informed the Council that, in the case of police activity, certain additional information that they expressed they would like to receive, unfortunately, cannot be provided, due to the fact that many times, the nature of the information is sensitive.
- Some PRC members suggested that there be a general time duration indication accompanying delay messaging (i.e., "There is a one-hour delay") while a few other members asked if there can be more descriptive information regarding delays made available to the public (i.e., "Crew now on the scene making repairs").
- Another PRC member asked if more physical signage could be displayed near station entrances and in the fare zones in case of service delays/interruptions/suspensions to alert riders before they enter the station and before going through the fare zone.
 - Jessica Mills indicated that PATH is looking to enhance the usage of electronic signs at/near entrance of stations to alert PATH riders before entering a station during a service delay or suspension.
- A PRC member suggested that there be more PATH employees available on the scene as events are occurring to assist riders, while another member suggested that there be better internal communication so that PATH staff on the scene are well informed of the status of the occurrence and would be able to convey accurate information to PATH riders during a service delay or other emergency.
- Stephen Kingsberry acknowledged the PRC's recommendation to PATH that it should take more credit for the work that it does and do more to let the public know all that is being done on their behalf.

III. PRC Internal Communication

- The PRC Chair, Ya-Ting Liu, discussed with the group that she would be sending them notices via regular email rather than a particular sort of group email. She noted that the pace of the meetings would increase as the group moves forward. She also indicated that the group would proceed with meetings once every two months rather than the monthly suggestion and that members should communicate as much as possible in between meetings to confer on key issues. She also reminded the group of their need to continue to establish both short and long-term goals as a format.
- Jessica Mills asked the group to designate and/or for someone to volunteer to take notes on behalf of the PRC, in addition to Juan Carlos Rojas taking notes for PATH.

IV. Mobile Application Pilot Program

- Stewart Mader, Vice Chair, suggested that PATH use/incorporate a transportation mobile app that would help PATH riders navigate the PATH system and stay informed of changes to the schedule.
- In response to Stewart Mader's suggestion, Jessica Mills introduced Henry Rosen, who proceeded to give an overview of the i-Beacon mobile app technology.
- Jessica also introduced Matt Baratz and Keith Armonaitis who were on the panel as well presenting on technology.
 - Matt Baratz discussed the fact that PATH is studying/testing i-Beacon technology and how it could be applied/utilized to help PATH riders use the PATH system. He indicated that PATH is willing to commence a pilot test.
 - Henry Rosen indicated that these beacons would be placed outside of stations to communicate with applications on your smart phone so that the PATH rider can make travel decisions before entering a station. It was discussed that the i-Beacon signal would be recognized once you are within 100 feet of it. Henry explained that the plan is to start the design phase over the next few months. He offered the PRC members the opportunity to participate in the test pilot of this program.
 - The panel pointed out that the beacons do not collect any data on passengers, but rather only transmit information to the PATH riders.
 - Henry Rosen indicated that with the new signals system and this type of i-Beacon technology, PATH would eventually be able to let riders know the timeframe for the arrival of the next train. He said that PATH is exploring technology for its riders to pay fares with their smart phones; however, there are no assurances that it will be implemented.
- A PRC member asked how often this application would have to be programmed.
 - Henry Rosen responded that it would only have to be programmed once and after that, it would function going forward.
- An informal survey of PRC members was conducted to ascertain how many have smart phones (100%), how many have i-Phones 6 (2/3) and Android (1/3).
- Keith Armonaitis asked the PRC members how many of them would take advantage of such an app if it existed (100%). He also asked if they would use it if advertising were sent over; nearly all of them replied "yes". He asked if they would be willing to give information based on travel preferences so that the app could be tailored to their needs for additional functionality and most of them indicated "yes" with a show of hands.
- A PRC member mentioned that PATH should explore how to incorporate, within the development of the application, better communication for cases involving cross honoring.

- A PRC member asked if it would ever be possible for one card to be utilized for both PATH and the MTA.
 - Henry Rosen stated that this would probably not happen until the year 2020.

V. **PATH Presentation – Signal Program (PTC/ATC)**

- Radomir Bulayev gave an overview and description of the Power, Signals and Communications Division and the PATH signal system. He indicated that PATH is in the process of installing a completely new signal system, which will allow trains to run more frequently and that PATH cannot yet provide an estimated completion date.
- PRC member asked if PATH riders would have to wait until all of the new signal system is installed to see its benefits or if they would be phased in.
 - Radomir explained that, most likely, they would have to wait until the entire system is installed.
 - Additionally, PATH panel members gave a detailed explanation of the installation of the new signal system and all of the benefits to PATH riders when this system is completely installed.
- A PRC member asked if, when the new signal system is finally installed and fully operational, it will result in real-time updates and communications between PATH and PATH riders.
 - PATH panel members responded that it is a step-by-step process with an initial goal to get the system installed and see how the newly installed system can yield such additional benefits in the future.
- PRC members asked about the configuration of the PATHVision screen and if there was any more screen space that could be allocated towards providing information to PATH riders.
 - Radomir indicated that PATHVision is operated through a contract with NBC Universal, which was negotiated, to the best of PATH's ability, to get as much information as possible to PATH riders.
 - Radomir indicated to the group that they are free to email him or any of the panel members if they have further questions.

VI. **Follow Ups and Next Steps**

- The Technology Working group will work on their punch list items to be presented to PATH prior to the next meeting to be discussed with PATH staff.

VII. **Adjournment**

- Jessica Mills adjourned the meeting at 8:00 p.m.