

PATH Riders' Council Meeting Minutes – May 20, 2015 – 6:00 PM

Journal Square Transportation Center

Meeting Agenda

- I. PATH - Welcome
- II. PATH/PRC Pilot Year Re-Cap
- III. Presentation – Pilot Year Re-Cap
- IV. Question & Answer Session
- V. PRC Discussion with PATH on Future of PRC – Council's Ideas, Suggestions & Recommendations
- VI. Next Steps – Moving Forward

ATTENDEES (PRC MEMBERS):

1. Lewis Battista
2. Philip Burford
3. Walter Heskes
4. Shi Wei Ho
5. Ralph Jimenez
6. Terry Karney
7. Jeff Lichtstein
8. Anthony Lupena
9. Stewart Mader
10. Rahul Malhotra
11. Thomas Miller
12. Noreen Redden
13. Asif Sandhu
14. Rudolph Scott
15. Sridhar Shankar
16. Scott VonSchilling

ATTENDEES (STAFF):

1. Cheryl Ann Albiez (Senior Public Information Officer – Media Relations, PANYNJ)
2. Radomir Bulayev (Superintendent, Power, Signals and Communication, PATH)
3. John Burkhard (Superintendent of Way & Structures Division, PATH)
4. Clarelle DeGraffe (Program Director, PATH to Newark, PATH)
5. Linda Doss (Special Services Assistant, PATH Operations Support)
6. Adrienne Holmes (Superintendent, Transportation Division, PATH)
7. Kevin Lejda (Assistant Superintendent, Transportation Division, PATH)
8. Michael Marino (Acting Director, PATH Director's Office)
9. Jessica Mills (Coord. of Marketing and Customer Service Programs, PATH Operations Support)
10. Juan Carlos Rojas (Sr. External Relations Rep., PANYNJ-Government and Community Relations)

11. Timothy Ryan (Chief Maintenance Supervisor BSTS – PATH Way & Structures Division)
12. Michael Vozza (Manager, Financial Services, PATH)
13. Gregory Wong (Supervisor, Transportation Planning & Analysis, PATH)

I. PATH – Welcome

- Jessica Mills opened the meeting and welcomed the group. She stated that the first half of the meeting would be dedicated to an open discussion and re-cap of the recommendations and topics raised during the pilot year; the purpose of the second half of the meeting would be to focus on the Council's ideas for moving forward with the PATH Riders' Council (PRC) in the future. She assured the group that PATH would continue to sponsor the PRC, although there were still joint decisions to be made amongst both the PRC members and PATH/Port Authority (PA) as to exactly how the PRC would move forward.

II. PATH/PRC Pilot Year Re-Cap

- Mike Marino, Acting Director of PATH, thanked and congratulated the Council for the success of the pilot year and for their hard work and invaluable input to help inform the PATH passenger experience. He proceeded to re-cap the past year for PATH in terms of extreme winter weather conditions and infrastructure issues still resulting from the impact of Super Storm Sandy. Mr. Marino reported to the group that PATH had an on-time performance of 95.6% for the year of 2014, all while operating 12,000 trains per day and moving 75 million people per year – 24 hours a day, 7 days a week. He explained that there were a total of 16 broken rails due to extreme winter weather conditions, as well as numerous signal failures still, due to salt deposit infiltrations in system cables, from Super Storm Sandy.

Mike Marino also pointed out that PATH has done a tremendous amount of work with the Federal Transportation Administration (FTA) and in meeting the requirements of the federal government, who will provide PATH with \$1.8 billion over the next eight years to assist with damages caused by Super Storm Sandy.

III. Presentation – Pilot Year Re-Cap

- Stewart Mader, Council Vice Chair, provided a general overview of the meeting's objective, which was to allow the opportunity for Council members to present their ideas to PATH's leadership and to discuss ideas for moving the PRC forward.

Stewart highlighted issues to be discussed going forward, such as what size the PRC should be, what the relationship between the PRC and PATH should be and what role the PRC should play, as well as in what capacity would the PRC want PATH to function in regards to their, the PRC's, communication with the public. Stewart indicated that one important role the PRC could play would be to help educate other PATH riders on key issues and topics, such as the recent schedule adjustments for Hoboken service. He indicated that the PRC should explore ways in which they can

help improve communication between the Port Authority and the general public, which could help foster a greater understanding between both parties.

The PRC thanked PATH for addressing the overcrowding issue on the Journal Square – 33rd Street line. This topic led to further discussion as to how the PRC, as informed riders of the PATH system, can assist in addressing PATH-related matters and clarify any misconceptions that other riders may have.

IV. Question & Answer Session

- PRC member asked if there will be additional platforms available at the World Trade Center Hub in addition to platforms A & B in its final configuration and if plans exist to install real-time signage that would inform PATH riders as to when the next train will be arriving.
- In regards to the platforms, John Burkhard responded that eventually there would be two additional platforms available to PATH riders, including C & D.
- With respect to real-time signage, Adrienne Holmes responded that eventually PATH would have the ability to install real-time signage that would inform PATH riders as to when the next train will be arriving; however, she stated that that would not be possible until after the completion of the new signals system.
- Kevin Lejda further explained that once Platform C opens, PATH riders would also have access to more vertical transportation.
- PRC member suggested that more steps should be taken to help ensure that the configuration of the Council much more representative of all of the demographics of PATH riders, especially the lower-income riders, who may not be available to participate as Council members.
- Jessica Mills responded that the PRC was initially created with the purpose of attempting to assemble a representative cross-section of PATH riders, including all demographics.
- PRC member suggested that PATH should explore better language for communicating with PATH riders via PATHAlerts and Twitter.
- Jessica Mills responded that, since the previous PRC meeting, PATH has been actively engaged with Transportation and Marketing on rewording the language. She further explained to the group that PATH had asked for additional information to better understand their recommendations, which had been received by PATH the previous week.
- Adrienne Holmes explained that PATH provides as much details to the public regarding track conditions as soon as the information is confirmed and available to PATH. Generally speaking, once PATH is aware that a delay will be significant, PATH informs its riders immediately.
- PRC member asked a question regarding the status of the ADA access project at the Grove Street Station.
- Clarelle DeGraffe responded that work has commenced on the installation of a street level elevator and platform lift that will allow for ADA access to the Grove Street station.
- PRC member suggested that the size of the PRC membership should be reduced.

- Linda Doss responded that PATH would consider the merits of reducing the total size of the PRC members.
- In response to the PRC member's previous comment regarding communication via PATHAlerts/social media, Kevin Lejda further explained that, from PATH's perspective, it is somewhat conflicting as to what type of information PATH riders really want to know via a PATHAlert/tweet, because the feedback ranges greatly. Some riders indicate that they do not want too much information or details as opposed to others who do want more information and details. Kevin mentioned that the PRC could play an important role in helping PATH find the right balance for wording.
- PRC member asked if it would be possible for PATH to negotiate with NBC Universal to obtain more screen space for PATH-related information on PATHVision for more efficient delivery of communication.
- Jessica Mills explained that PATH has also expressed their wish to have access to a greater percentage of screen space to the Real Estate Department who handles the contract negotiations with NBC during future negotiations.
- PRC member asked a question regarding the status of the PATH to Newark project.
- Clarelle DeGraffe responded that the project is in its preliminary stages of due diligence through transportation planning to conduct studies during the initial stages. She further explained that PATH is envisioning this project as ultimately being a multi-modal facility. PATH will be conducting various studies on the impact to the region and the City of Newark to ascertain what the benefits of this project will be.
- PRC member referenced the need for greater capacity on PATH due to the growing demands of PATH ridership, resulting from continued development in the region.

Stewart Mader and the members discussed that PATH is not solely responsible for addressing capacity issues, rather it should be a shared responsibility between PATH, the elected officials and the developers. Members of the PRC mentioned that they would start a petition or attend municipal public meetings, specifically Planning Board meetings, of which Mr. Mader urged them to do so.

V. PRC Discussion with PATH on Future of PRC - Council's Ideas, Suggestions & Recommendations

- PRC member suggested that the PRC should have monthly hour and a half meetings with sub-committees covering specific key topics agreed upon by the group to help further productivity for the Council and maintain continuity. The suggestion was also made that there should be an accommodation made to have conference call capability at the meetings for those members who are not able to attend in person.
- PRC member suggested that there be better communication amongst Council members to inform and communicate information discussed during meetings for members not in attendance.
- PRC member suggested that, moving forward, the Council should set its own agenda items. PATH leadership agreed that the PRC should set its own agenda and make their own decisions regarding the direction of future meetings.

- PRC member suggested that the Council should require a more consistently active role and participation of all members.
- PRC member suggested that there should be 10 meetings yearly, with a running time of an hour and a half, and a section of the meeting dedicated to sub-committees, with another portion dedicated to all of the members.
- PRC member suggested that PATH should inform the Council of what its expectations, needs, and goals are for working with the PRC.
- PRC member suggested that there should be a better structure set in place to allow PRC members to communicate with the public on PATH-related issues as advocates for the public.
- PRC member suggested that there should be resolutions that the PRC should be able to vote upon as official recommendations to PATH.

VI. Next Steps – Moving Forward

The Council agreed that they would develop four sub-committees that target specific areas:

- 1) Messaging – Signage, alerts, social media messages, etc.
- 2) Access – ADA, walkways, pedestrian traffic, etc.
- 3) Scheduling
- 4) External Communications – Develop their own media network, provide interviews or statements, etc. (all topics will be reviewed by PATH's Public Affairs Department to ensure that sensitive material and security issues are not made public)

The PRC is scheduled to reconvene in September 2015.

The meeting adjourned.