

**PATH Riders' Council Meeting Minutes – November 16, 2016 – 6:00 PM to 8:00 P.M**  
Journal Square Transportation Center

**Meeting Agenda**

- I. Call to Order**
- II. Welcome**
- III. Hoboken -World Trade Center: Future Plans/Rider Feedback**
- IV. Update: iBeacon App**
- V. Presentation: Weekend Service – Newark to World Trade Center**
- VI. Discussion: Short Video Series to Educate the Public about PATH Operations**
- VII. Update: Signage/System Maps on Platforms**
- VIII. Update: New York/New Jersey Subway Map**
- IX. Discussion: New PRC Member – Briefing Book**
- X. Discussion: Revised Courtesy Campaign**
- XI. Next Steps/Adjournment**

**ATTENDEES (PRC MEMBERS):**

1. Lewis Battista
2. Dave Ho
3. Ralph Jimenez
4. Terry Karney
5. Anthony Lupena
6. Stewart Mader
7. Thomas Miller
8. Noreen Redden
9. Asif Sandhu
10. Rudolph Scott
11. Sridhar Shankar

**ATTENDEES (PA/PATH STAFF):**

1. Cheryl Albiez, Senior Public Information Officer, Media Relations – PANY/NJ
2. Keith Armonaitis, Senior IT Business Systems Analyst, Technology Dept. – PANY/NJ
3. Emily Arzu, Principal Office Assistant, Business Transp. & Analysis Division – PATH
4. John Burkhard, Superintendent, Way & Structures Division - PATH
5. Rebecca Cassidy, Interim Manager, Marketing & Customer Relations – PATH
6. Linda Doss, Customer Service Rep., Marketing & Customer Relations – PATH
7. Kyle Gibbs, Principal Financial Analyst, Financial Service Division – PATH
8. Scott Ladd, Assistant Director, Media Relations – PANYNJ
9. Kevin Lejda, Asst. Superintendent, Transportation Division – PATH
10. Juan Carlos Rojas, Senior External Relations Rep., Gov. & Comm. Relations – PANYNJ

## **I. Call to Order**

- Meeting convened at 6:05 PM
- Meeting was called to order by Stewart Mader and was seconded by Tom Miller.

## **II. Welcome**

- **Mike Marino** welcomed the group with opening comments, thanking them for their ongoing support and contribution to PATH.

He provided an overview and update of the ongoing work that has been completed to date during the weekend service outage of the 33<sup>rd</sup> Street line and that the work was on schedule and within budget. Mike explained that in October he testified on Positive Train Control (PTC) to the NJ State Senate to help them learn more about the intricacies of PTC.

Some additional points noted were:

- PATH assisted NJ Transit after the Hoboken train accident with Press, Police and Emergency Command, which is good for building a closer relationship.
- PATH capital plan and budget were approved by the Port Authority Board of Commissioners.
- WPIX (PIX 11) broadcast their live morning show on the Journal Square Plaza on November 16, 2016.
- PATH anticipates 80 MM riders this year and trains are currently running with 96-97 percent on-time performance.
- There is a new project underway to build a permanent concrete seawall along the Passaic River which meets FEMA requirements.
- Plans are progressing to buy additional train cars and overhaul the existing fleet to accommodate growing development.
- The Port Authority Capital Plan contains \$199 MM for PATH.

## **III. Hoboken-World Trade Center: Future Plans/Rider Feedback**

- **Stewart Mader** spoke on behalf of the PATH Riders' Council (PRC) members in regards to the possibility of continuing direct service from Hoboken to the World

Trade Center during weekends after the 33rd Street line weekend work is completed and the outage concludes.

- **Kevin Lejda** responded that, due to the need for ongoing system maintenance and state of good repair work, continuation of direct service between Hoboken and the World Trade Center on weekends would not be possible.

Kevin also spoke to the group regarding the new system schedule that will go into effect on December 25. The current schedule will be revised with some minor changes to the Newark to World Trade Center line weekend service to accommodate single tracking for additional work next year.

- **Stewart Mader** expressed the possible need for PATH to work on public messaging to help prepare the public for what they would experience at the stations as the 33<sup>rd</sup> Street outage work has been completed and since the positive effects will not be evident for some quite some time. He stated that some people may ask, “Why am I not seeing improved service after all of the work they have done during the weekends?”
- **Mike Marino** responded that much effort was expended by PATH and Public Affairs towards educating the public and elected officials on the long-term nature and multi-phased approach required to install the new signal system and that PATH will continue to keep the public and elected officials updated. He also mentioned that, in reality, some of the positive effects will not be visible on the system until sometime after 2018 when PATH receives additional train cars.

In addition, Mike informed the group that PATH will try to have a draft plan ready to present at the PRC’s January meeting, which will outline the anticipated work to be done in 2017. He also indicated that no work will move forward in terms of any possible weekend closures and/or single tracking during weekends for the 1<sup>st</sup> quarter of 2017 to allow at least 6-8 weeks for Public Affairs and PATH to work on public messaging to provide sufficient notice.

#### **IV. Update: iBeacon App**

- **Keith Armonaitis** provided the members with a brief update on the development of the iBeacon application for PATH. This technology aims to provide PATH riders with real-time information on the status of PATH trains and schedules as riders are approaching or entering stations. He indicated that the RFP has been completed and will be going out at some point. He could not provide any specific information for a timeline on when the app would be released. However, prior to a development schedule being implemented, he said that PATH would seek comments, input and feedback from the PRC.

**V. Presentation: Weekend Service – Newark to World Trade Center**

- **Ralph Jimenez, PRC member**, presented to the group regarding a continued increase in ridership on the Newark to WTC service line. He inquired if there was anything PATH could do in terms of scheduling and service to accommodate this growing need. Kevin Lejda asked that Ralph forward the presentation to him so that he can review it and provide additional feedback.

In addition to ridership, Ralph briefly presented and made recommendations for better bicycle etiquette for both bikers and non-bikers on how to deal with people transporting their bicycles onto and off of PATH cars. He outlined various techniques utilized on other railroads throughout the country to help provide designated areas and accommodations for riders with bicycles.

**VI. Discussion: Short Video Series to Educate the Public about PATH Operations**

- **Rebecca Cassidy** spoke to the group regarding PATH's new customer service initiative on which PATH is working with the Port Authority's Marketing and Government and Community Relations (GOCOR) Departments, in developing a series of short videos to address common issues and frequently asked questions as to the cause of a service delay or suspension -- issues and questions such as: (1) What happens when the Amtrak Dock Bridge lifts? (2) What is a track condition? (3) What does police activity mean? What do car equipment or signal problems mean? The short video series will be designed to answer customers' questions regarding these issues.

**VII. Update: Signage/System Maps on Platforms**

- **David Ho, PRC member**, presented to the group on additional opportunities and the need for the placement of system maps throughout all of the PATH stations and the WTC Transportation Hub near the fare zone and platform levels.
- **Rebecca Cassidy** informed the group that PATH is currently working on identifying opportunities for better signage at the WTC Transportation Hub and that it is still a work in progress.

**VIII. Update: New York/New Jersey Subway Map**

- **Stewart Mader** presented to the group a concept for a single map for all of the major key rapid transit systems in the New York/New Jersey area. He is a proponent that all of the agencies should work together to create a consolidated system map that reflects the interconnectivity of the New York City subway and PATH.

**IX. Discussion: New PRC Members Briefing Book**

- This item has been tabled until the next meeting due to time constraints.

**X. Discussion: Revised Courtesy Campaign**

- This item has been tabled until the next meeting due to time constraints.

**XI. Next Steps/Adjournment**

- Meeting was adjourned at 7:50 PM