

**PATH Riders' Council Meeting Minutes – September 21, 2016 – 6:00 PM to 8:00 P.M**  
Journal Square Transportation Center

**Meeting Agenda**

- I. Call to Order/Agenda Review
- II. Welcome
- III. Update: 33<sup>rd</sup> Street Service Outage
- IV. Update: Outage Mitigation – Shuttle Buses
- V. New PRC Member – Briefing Book
- VI. Update: Literature Racks/System Map on Platforms
- VII. New Customer Service Proposal/Initiative – “Baby on Board”
- VIII. Next Steps/Adjournment

**ATTENDEES (PRC MEMBERS):**

1. Lewis Battista
2. Dave Ho
3. Terry Karney
4. Anthony Lupena
5. Stewart Mader
6. Noreen Redden
7. Asif Sandhu
8. Sridhar Shankar

**ATTENDEES (STAFF):**

1. Radomir Bulayev (Superintendent, Power, Signals & Communications, PATH)
2. Rebecca Cassidy (Interim Manager, Marketing & Customer Relations, PATH)
3. Clarelle DeGraffe (Deputy Director, PATH)
4. Linda Doss (Customer Service Rep., Marketing & Customer Relations, PATH)
5. Kyle Gibbs (Principal Financial Analyst, Financial Services)
6. Scott Ladd (Assistant Director, Media Relations, PANYNJ)
7. Juan Carlos Rojas (Senior External Relations Rep., GOCOR, PANYNJ)

## **I. Call to Order/Agenda Review**

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

## **II. Welcome**

- **Clarelle DeGraffe** welcomed the group to the 5<sup>th</sup> meeting of the year with opening comments regarding the ongoing planned weekend outages on the 33<sup>rd</sup> Street lines, the additional \$300 million in funding awarded to PATH from the FTA for Sandy recovery, thanks to the efforts of U.S. Senators Robert Menendez and Corey Booker. She added that this money will be earmarked to be spent in New Jersey for projects at Hoboken and Exchange Place. She also described some of the setbacks experienced on the progress of work due to workers having to be evacuated from the 23<sup>rd</sup> Street PATH Station due to the bombings at 23<sup>rd</sup> Street and 6<sup>th</sup> Avenue and safety concerns. Clarelle also went on to explain that PATH does plan to catch up on the work that was not completed this weekend so that they remain on schedule. Additionally, she noted that weekend ridership has been higher than projected during the outage (12,000-13,000 riders). She also informed the group that since the last PRC meeting, the World Trade Center Oculus has opened with new retail.
- Clarelle also introduced, Kyle Gibbs, Principal Financial Analyst.

## **III. Update: 33<sup>rd</sup> Street Service Outage**

- **Radomir Bulayev** provided members with an update on the progress of work in tunnels A & B during the planned weekend outages. He described much of the ongoing work including:
  - ATC electrical work and replacement of cables involving a lot of heavy and long equipment
  - Installation of 100s of miles of cable
  - Installation of 1000s of pieces along track floor for integration of the new signal system
  - Installation of 2,000 tie plates per weekend
  - Way & Structures Division on-going painting of stations, replacement of broken tiles, and general improvements of station infrastructure
  - More than 100 PATH personnel working alongside and in concert with hired contractors in very hot tunnels during the summer months, involving a monumental amount of tedious and physical work with maximum efficiency
- **PRC member** asked, given the on-schedule progress of work, if PATH feels there will be a need to extend work in to next year?

- **Clarelle DeGraffe** responded that PATH is working diligently to complete as much of the ATC-PTC work as possible for at least 90% of the infrastructure that will be necessary. However, this is a multi-year effort in which there will still need to be selective closures in both A&B and E&F tunnels in the future in order to complete the necessary tie-ins, testing, inspections, and safety and security efforts.

#### **IV. Update: Outage Mitigation – Shuttle Buses**

- **Rebecca Cassidy** provided the members with an update and overview of the ongoing weekend shuttle bus mitigation efforts in New York City and lessons learned. She reported an average weekend ridership of between 12,000 and 13,000 riders. She mentioned that on-going weekly lessons learned meetings are being held to review and discuss each weekend and identify opportunities where improvement may be needed. One example she provided was PATH's decision to accommodate reverse commuters by allowing them to show their SmartLink cards and MTA cards in addition to a voucher. This change was implemented based on customer demand and feedback. Rebecca also mentioned that PATH and Government & Community Relations (GOCOR) are closely monitoring New York City and New Jersey events taking place on weekends to make sure that any potential impacts on the system are taken in to consideration. Recent events cited were the All About Downtown Jersey City Street Fair and the Jersey City Pride Parade. She also highlighted that PATH staff worked feverishly during the aftermath of this past weekend's bombings to restore the shuttle bus service by 11:00 AM on Sunday.
- **Stewart Mader** commented that he has personally taken the shuttle bus at least three times and found the overall experience to be satisfactory.

#### **V. New PRC Members – Briefing Book**

- **Stewart Mader** presented the group with a draft proposal for a Briefing Book to help new PRC members get up-to-speed upon joining the Council. The group agreed to work towards finalizing a table of contents over the next couple of meetings as well as compiling the material and information that should be included, such as a FAQs section.

#### **VI. Update: Literature Racks/System Map on Platforms**

- **PRC Member David Ho** presented to the group his ideas based on the need for PATH system maps throughout stations in key areas past the fair zones, especially on the track levels, and opportunities for installing them. He noted a particular need for system maps once inside the station, given the fact that there is currently no Wi-Fi in the stations and riders can no longer access information on their phones. David provided the group with images of potential locations where system maps could be installed. The group agreed to follow up on this initiative with PATH for further consideration.

- **Rebecca Cassidy** briefed the Council on signage efforts currently being developed by PATH, exploring opportunities for additional signage past the fare zones, installing digital kiosks, and installing PATH specific TV monitors that showcase ongoing PATH outage work and progress. Additionally, she mentioned that there are efforts to add more signage in relation to ADA access options as well as general wayfinding.
- **PRC members** commented that they were very impressed with recent security campaign of posters installed at angles and askew to catch riders' attention.

## **VII. New Customer Service Proposal/Initiative – “Baby On Board”**

- **Stewart Mader** presented the group with a proposed “Baby on Board” pin initiative as part of an overall courtesy campaign geared towards pregnant riders. The consensus was that allowing pregnant riders to voluntarily wear a “Baby on Board” pin would help reduce the awkwardness of other riders being able to identify or determine if a rider is pregnant and, therefore, willingly offer their seat. It was agreed that this initiative should be done in conjunction with regular announcements and posters displayed throughout stations and on trains. Stewart Mader made a motion to the group to formally move forward with a recommendation to PATH on this and the motion was carried.
- **Rebecca Cassidy** added that she was in support of revamping the PATH to Courtesy campaign.

## **VIII. Next Steps/Adjournment**

- **Future Meetings**
  - Revised Courtesy Campaign
  - Visits to Harrison Car Maintenance Facility, Control Center, PATH Command
  - Overview of projects to which \$300 million Hurricane Sandy recovery funds will be applied
  - Future fare media integration
- Meeting adjourned at 7:55 PM