

**PATH Riders' Council Meeting Minutes – March 22, 2017 – 6:00 PM to 8:00 P.M**  
Journal Square Transportation Center

**Meeting Agenda**

- I. Call to Order**
- II. Welcome**
- III. Presentation: Update – Sandy Program**
- IV. Signage/System Maps on Platforms**
- V. PATH Fast Facts**
- VI. PATH Customer Newsletter**
- VII. New Members – Briefing Book/PRC Group Discussion**
- VIII. Next Steps/Adjournment**

**ATTENDEES (PRC MEMBERS):**

- 1. Lewis Battista
- 2. Terry Karney
- 3. Anthony Lupena
- 4. Stewart Mader
- 5. Thomas Miller
- 6. Noreen Redden
- 7. Asif Sandhu
- 8. Rudolph Scott

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

- 1. Oren Auslin, Senior Policy Analyst, Business & Transportation Analysis, PATH
- 2. Rebecca Cassidy, Interim Manager, Marketing & Customer Relations – PATH
- 3. Linda Doss, Customer Service Rep., Marketing & Customer Relations – PATH
- 4. Kyle Gibbs, Principal Financial Analyst, Financial Services - PATH
- 5. Michael Hudacko, Manager, Grant Programs, Financial Services - PATH
- 6. Adrienne Holmes, Superintendent, Transportation Division - PATH
- 7. Kevin Lejda, Asst. Superintendent, Transportation Division – PATH
- 8. Jessica Mills, Manager, Marketing & Customer Relations Division - PATH
- 9. Juan Carlos Rojas, Senior External Relations Rep., Gov. & Comm. Relations – PANYNJ
- 10. Thomas Rowbottom, Assistant Director/General Superintendent – PATH
- 11. Michael Vozza – Manager, Financial Services, PATH

## **I. Call to Order**

- Meeting convened at 6:10 PM

## **II. Welcome**

- **Thomas Rowbottom** welcomed the group with opening remarks and thanked them for their on-going dedication to help make PATH better.

## **III. Presentation: Update – Sandy Program**

- **Mike Vozza** presented the group with a brief update on the PATH Sandy Mitigation Program as it relates to the overall system.
- **PRC member** asked if there were any temporary measures in place to protect the system in case of another Sandy-type storm while the more permanent measures were installed?
- **Mike Vozza** confirmed that there are many temporary measures that were put into place to protect the system, but that the ultimate goal was to install more permanent measures.

## **IV. Signage/System Maps on Platforms**

- **Jessica Mills** provided an update on the status of installing PATH system maps throughout the PATH stations at the platform level beginning with a pilot program at the Newport, Exchange Place and Grove Street stations. She mentioned that PATH is in the process of designating locations where maps could be installed, selecting the type of material for the maps to be printed on and the final design of the maps. She advised the group that hopefully the maps would be installed by the next PRC meeting.
- **PRC Member** asked if the configuration of the of the tracks at WTC is now in final terms of which trains arrive and depart from which tracks?
- **Kevin Lejda** confirmed that it is now in the final configuration, unless some type of construction/maintenance work is required.

## **V. PATH Fast Facts**

- **Rebecca Cassidy** presented with an update on the proposed PATH Fast Facts video series to be comprised of a series of 30-second still shots with text overlay. The prioritized topics include the following:

- Reasons for service delays
    - a. Signal Problems
    - b. Car Equipment Problems
    - c. Dock Bridge Problems
  - Courtesy Topics
  - Major Project Updates
  - Insiders Look
  - Sandy Program Still Recovering
- PATH's first Fast Facts Video Series will be on the following:
    - What does PATH's Signal System do?
    - What causes signal problems?
    - How do we resolve signal problems?
  - **PRC member** suggested that PATH should consider ways to manage customer expectations as to when they will actually see the benefits of the new signal technology.

## **VI. PATH Customer Newsletter**

- **Linda Doss** introduced to the group the idea of creating a quarterly PATH Newsletter. The group discussed possible topics for articles that would educate the public on Positive Train Control (PTC), Courtesy Campaigns, PATH to Safety Tips, Ways to Stay Connected to PATH, PATH policies, Did You Know? fun and educational facts, a PRC Corner, as well as other exciting events happening at PATH, such as the opening of a new Starbucks at Journal Square and for the first time soon-to-be installation of PATH system maps at the platform level in PATH stations.

## **VII. New Members – Briefing Book/PRC Group Discussion**

- **Stewart Mader, PRC Chair and PRC members** discussed the following items:
  - New members Briefing Book
  - Updating key contacts for PATH/PANYNJ/PRC
  - Establish total number of PRC members the Council should be comprised of going forward; the group tentatively agreed that there should be 15 members.
- **PATH Staff** mentioned to the group that their 1<sup>st</sup> two-year term on the Council would be coming to completion and that they are eligible to sign up for their 2<sup>nd</sup> two-year

term. Members were asked to confirm whether or not they plan to continue on as members so that PATH can determine if new members need to be sought.

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

- **Stewart Mader and PRC members** requested that the next PRC meeting be held at the PATH Train Communications Center (PTCC) so that they may visit that site. PATH staff said they would seek approval to make that happen, and if approved, would arrange it.
- The meeting was adjourned at 8:00 PM