

PATH Riders' Council Meeting Minutes – Wednesday, March 28, 2018 – 6:00 PM to 8:00 PM
Journal Square Transportation Center (JSTC)

Meeting Agenda:

- I. Welcome
- II. Updates on Previous Meeting Topics
- III. PTC Progress Update & Weekend Service Adjustments
- IV. RidePATH App Update
- V. Customer Journey Mapping – Service Disruption Messaging
- VI. Next Steps / Adjournment

ATTENDEES (PRC MEMBERS):

1. Lewis Battista
2. Dorothy Benson
3. Margalit Edelman
4. Edoardo Ferrante Jr.
5. Davo Ho
6. Terry Karney
7. Haley Klausmeyer
8. Anthony Lupena
9. Stewart Mader
10. Thomas Miller
11. Andrew Nathanson
12. Tzara Peterson
13. Sridhar Shankar

ATTENDEES (STAFF):

1. Gideon Davidson (Operations Fellow – Transportation Division, PATH)
2. Clarelle DeGraffe (Deputy Director, PATH)
3. Chris Della Barca (Assistant Station Supervisor – Transportation Division, PATH)
4. Lisa Dewey-Mattia (Assistant Director - Office of Continuous Improvement, PANYNJ)
5. Linda Doss (Principal Marketing Analyst – Customer Relations & Mktg. Division, PATH)
6. Lauren Filler (Leadership Fellow, PANYNJ)
7. Adrienne Holmes (Superintendent – Transportation Division, PATH)
8. Megan Maxwell (Senior Management Analyst – Office of Cont. Improvement, PANYNJ)
9. Jessica Mills (Manager - Customer Service & Marketing Programs, PATH)
10. Gretchin Noel (Assistant Operations Analyst – Transportation Division, PATH)
11. Juan Carlos Rojas (Sr. External Relations - Government & Community Relations, PANYNJ)
12. Philip Silvestro (Associate Customer Service Representative – PATH)
13. Michael Voza (Manager - Financial & Business Planning, PATH)
14. Geoffrey Walano (IT Project Manager, PANYNJ)

I. Welcome

- **Clarelle DeGraffe** welcomed the group and thanked both continuing and new members for their dedicated commitment to helping make PATH better and stronger. She mentioned the integral role the PRC plays in providing PATH staff with useful insight on rider perspectives as a representative cross section of the 83 million riders who now use PATH annually. Ms. DeGraffe also mentioned how important it is for the PRC to have opportunities to learn more about all the behind the scenes activities that go into PATH operations, so that they have a better understanding of the goals and challenges involved. One example she gave of such an opportunity was the recent trip to the PATH Transportation Control Center (PTCC).
- **Jessica Mills** and **Linda Doss** proceeded to take a group photo of the PRC members.

II. Updates on Previous Meeting Topics

- **Philp Silvestro** presented to the group, providing them with an opportunity to discuss updates and previous meeting topics. As a summary of previously discussed items, Philip listed the following:
 - Updates on the new, on-going PTC signalization project and planned weekend service adjustments
 - Journey mapping exercises
 - PATH mobile app development and launch
 - PAPD presentation on security awareness
 - Enhanced customer service initiatives
 - Installation of in-station platform maps
 - Planned visits to the PTCC & Harrison Car Maintenance Facility (HCMF)
- **Stewart Mader** asked if a meeting could be designated for the group to visit the Harrison facility. It was tentatively agreed that the July PRC meeting would be targeted to visit the HCMF.

III. PTC Progress Update & Weekend Service Adjustments

- **Gretchin Noel**, PATH Assistant Operations Analyst, presented an update on Positive Train Control (PTC) progress and the on-going planned weekend service adjustments, explaining how this work is impacting riders during weekends in order to help accommodate the work that needs to be done. Gretchin provided a quick overview of the PATH system of operation and the corresponding stages of implementation for the new PTC and Communications Based Train Control (CBTC) signalization system. For the weekend following the PRC meeting, she explained PATH will continue to run “stress tests” on six trains equipped with CBTC for the testing and commissioning of the PTC system in zones one and two. These test trains run safely in-between passenger trains, running on an adjusted schedule to help ensure they are able to communicate with each other, and to see how they would perform during timeframes simulating peak travel

times. The PRC asked if the work is still on schedule to be completed by December 31, 2018 and Ms. Noel informed them it currently is.

- **Jessica Mills** provided an overview of PTC and CBTC verses the Fixed Block System that PATH currently uses, for the benefit of new members.
- A **PRC member**, who did not attend the previous meeting at the PTCC where this issue was addressed asked, “Why does PATH currently have so many signal problems?”
- **Jessica Mills** explained in a brief recap of the items covered during the previous meeting, that many times problems will originate as a signal problem, because the signals are the first line of defense to alert the Trainmaster that there is a problem. Once PATH staff are deployed to the scene to investigate, they may find that there is actually another type of problem, such as a broken rail.

IV. RidePATH App Update

- **Geoffrey Walano** provided the group with an update on the RidePATH mobile app. He highlighted the following:
 - Since the mobile app was launched, more than 8,000 people have downloaded it
 - There is an average of 100 daily downloads
 - Downloads can spike to about 300 daily, especially during events such as nor’easters
 - So far, the app has had a very low uninstall rate
 - The highest usage volume of the app tends to be during the morning peak travel times
- Going forward, the tech team is working on continuing to improve the app’s accuracy and ability to adopt service changes. The team is also working on incorporating more details such as, different stops the trains make and times the trains will be arriving at each stop. Geoffrey then explained how the current app uses Bluetooth and iBeacon technologies to provide notifications as riders are entering /approaching stations. Mr. Walano requested that the PRC continue to use the app and provide feedback on their likes and dislikes regarding functionality. The PRC has played an integral role in the development and launch of the RidePATH app.

V. Customer Journey Mapping – Service Disruption Messaging

- **Lisa Dewey-Mattia, Lauren Filler, and Megan Maxwell** engaged the group and PATH staff with a customer journey mapping exercise on service disruption messaging. The service disruption categories included the following:

- Car Equipment Problems
 - Signal / Switch Problems
 - Track Condition / Track Maintenance
 - ATC Signal Testing
 - Sick Passenger / Medical Emergency
 - Amtrak Dock Bridge / Hackensack Draw Bridge
 - Police Activities
 - Brush Fire / Smoke Conditions
 - Power Problems / Public Service Power Problems
 - Weather Related Problems / Inclement Weather Problems
- PRC members were provided with examples of PATHAlerts and scenarios, and were asked:
 - What does this mean to you?
 - What questions do you have?
 - Suggestions for improvements?
- General feedback provided by the group included things they would like to know during most instances such as:
 - More details on the lengths of time for service disruptions and delays, even if only based on average time it takes to resolve a particular type of problem
 - How broad of an impact does the instance have on the system (i.e. 1 car, 1 train, 1 line, multiple lines, 1 station, multiple stations, etc.)
 - More transparency and explanations regarding what is actually happening
 - Suggestions as to whether or not they should plan an alternate route
 - Provide visuals / images whenever possible (i.e. if a brush fire – show picture of the fire)
 - Why there is a problem and how long it will take to fix it
 - Find an appropriate balance between sensitive and practical information, and what would be helpful for riders to know so they can plan accordingly
 - For PATH to implement a notification system that alerts riders of service disruptions as they approach a station, allowing them to make an informed decision before entering the turnstiles and realizing there is a problem (i.e. PATHVision monitors, in-station announcements, signage, etc.)
 - Provide riders with more detailed information during incidents through in-car announcements

VI. Adjournment

- The meeting adjourned at 8:00 PM