The PCAC and its three rider Councils address a variety of issues that impact the daily commuter, at both local and broad policy levels. Our advocacy tools cover a wide-range of media: public testimony, letters to elected officials and MTA management; press releases and interviews with newspaper, TV, and radio outlets; op-ed newspaper pieces; research reports; website and Facebook articles; public “Meet the Council” and “Listening Session” events; public forums; attendance at local, regional and national conferences; and, of course, 32 PCAC/Council meetings yearly, all open to the public.

The following sections highlight the priority issues in 2011 in our mission to represent and support the riders of the MTA.

PCAC

- Called for increased local, state and federal support of the MTA operating budget and Capital Program
- Called for MTA to implement recommendations in the PCAC Minutes Matter report in order to improve performance measures and transparency
- Reviewed the poor responses to the 2010/2011 winter storms and plans for future snow emergencies
- Expressed concern about the Long Island Bus contract termination and related service changes
- Reviewed MTA’s performance and compliance with the Public Authorities Reform Act of 2009
- Called for restoration of 2010 service cuts
- Released the 2010 Performance Review of the MTA which included a watch list for 2011
- Hosted noted speakers at quarterly PCAC meetings: MTA Chief Financial Officer Robert Foran; MTA Director of Real Estate Jeff Rosen; Assemblyman James Brennen; and Nicole Gelinas, Senior Fellow Manhattan Institute

PCAC Executive Committee
Ira R. Greenberg - Chair
William K. Guild - First Vice Chair
James F. Blair - Second Vice Chair
Andrew Albert
Mark Epstein
Michael J. Sinansky

PCAC Staff
William Henderson - Executive Director
Dr. Jan S. Wells - Associate Director
Ellyn Shannon - Transportation Planner
Karyl Berger - Research Associate
Deborah Morrison - Administrative Assistant
**2011 LIRRCC Members**
Mark Epstein - Chair
Matthew L. Kessler - Vice Chair
Gerard P. Bringmann
Sheila Carpenter
Owen Costello
Ira R. Greenberg*
Maureen Michaels
Larry Rubinstein

**2011 MNRCC Members**
David Buchwald - Chair
Rhonda Herman - Vice Chair
James F. Blair*
Richard Cataggio
Francis T. Corcoran
Randolph Glucksman
Neal Zuckerman

**2011 NYCTRC Members**
Executive Committee:
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William K. Guild
Marisol Halpern
Toya Williford
Shirley Genn
Stuart Goldstein
Jessica Gonzalez-Rojas
Christopher Greif
Sharon King Hoge
Thomas C. Jost
Trudy L. Mason
Steven Mayo
Edith M. Prentiss
Burton M. Strauss, Jr
*MTA Board Representative

**2011 Reports and Documents**
2010 Annual Performance Review of the MTA

All reports and documents listed are available online in PDF format at [http://www.pcac.org](http://www.pcac.org)

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**LIRRCC**
- Called for explanations from the LIRR on its response to the winter storms and the Jamaica equipment lightning strikes
- Called for “short train” information on platform screens
- Participated in the LIRR’s Meet the Managers events
- Expressed opposition to the LIRR's refund policy introduced at the beginning of 2011
- Expressed concern about the continued pattern of non-collection of tickets and fares on-board trains
- Submitted complaints to the LIRR about station parking facilities being unplowed in snow conditions; the site of unfair ticketing practices by local police; and shortage of spaces

**NYCTRC**
- Demanded explanations from the LIRR about the winter storm shut downs and damage from Hurricane Irene to the Port Jervis line
- Supported the concept of "Quiet Cars" and the smoking ban on platforms
- Hosted two Putnam County “listening sessions” in Cold Spring and Garrison
- Hosted a Meet the Council event in GCT
- Hosted a President’s Forum with MNR President Howard Permut

**MNRCC**
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**NYCTRC**
- Called for explanations from NYCT about its winter storm response
- Called for improvements in the SBS implementation
- Requested better coordination of bus diversions during public events
- Created a new informational flyer
- Called for improvement in elevator and escalator reliability
- Complained to NYCT about music on platforms interfering with sight and hearing impaired riders

**NYCTRC**
- Called for more attention to disability issues using the buses and subways
- Monitored the performance of countdown clocks and reported problems
- Toured the White Plains Road Line subway stations
- Suggested to NYCT how Wait Assessment and delay measures data could be presented for better understanding
- Welcomed new member Steven Mayo, recommended by the New York City mayor