

Second Avenue Subway

Public Workshop

November 2011 Follow-Up Report

February 2012



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February 28, 2012

Dear Neighbor,

On November 30, 2011, MTA Capital Construction opened a new line of communication by holding the first in a series of public workshops for the Second Avenue Subway (SAS) corridor. Almost 200 neighbors, business owners and officials convened in the Park East Day School to participate in a dialogue aimed at improving livability in the SAS project area. At this event, tables of no more than 10 people each worked with a facilitator to discuss issues and develop solutions. This intimate setting allowed one-on-one discussions where everyone could express their concerns and contribute ideas to help us improve our presence in the neighborhood.

Over the past three months, we have reviewed your comments and have begun to implement solutions. There is still work to do, but we have taken initial steps toward improving the quality of life for those who live and work along the SAS corridor. These steps include:

- A week-long suspension in blasting to overhaul the muck houses
- Regularly meeting with community stakeholders at Construction Advisory Committee meetings for the 63rd, 72nd, 86th and 96th Street Station contract areas
- Conducting community tours of the 96th Street and 72nd Street construction sites
- Providing SAS community liaison personnel with identifiable Environmental Inspector or Community Liaison jackets
- Creating community newsletters for each station construction area and exploring the possibility of creating a Community Information Center

The following report provides responses to the issues raised at the November workshop.

MTA Capital Construction is committed to being a better neighbor as we continue to make progress on this vital transportation project.

Very truly yours,

A handwritten signature in black ink, appearing to read "Michael Horodniceanu".

Michael Horodniceanu, Ph.D., P.E.
President, MTA Capital Construction

A handwritten signature in black ink, appearing to read "William E. Goodrich".

William E. Goodrich, P.E.
Senior Vice President and SAS Program
Executive, MTA Capital Construction

The agencies of the MTA

MTA New York City Transit
MTA Long Island Rail Road

MTA Long Island Bus
MTA Metro-North Railroad

MTA Bridges and Tunnels
MTA Capital Construction

MTA Bus Company

The background of the page is a grayscale photograph of a large industrial machine, likely a tunnel boring machine (TBM), with its complex metal structure and rotating components visible.

Introduction



Introduction

Project Overview

The Second Avenue Subway (SAS) project is the first major expansion of the Metropolitan Transportation Authority's subway system in over 60 years. SAS is divided into four phases, and MTA Capital Construction (MTACC) is currently building Phase 1. Construction began March 2007, and the subway will be operational by December 2016.

Phase 1 will provide subway service from 96th Street to 63rd Street, as an extension of the existing **Q** train. The two-mile long subway extension will include three new ADA-accessible stations at 72nd Street, 86th Street and 96th Street. The existing Lexington Av/63rd Street Station will be reconstructed with new entrances and structural upgrades.

The SAS will deliver much-needed subway access to Manhattan's east side residents, business owners, workers and visitors. It will enhance mobility for all New Yorkers by reducing overcrowding on the 100-year old Lexington Avenue **4 5 6** lines while improving service reliability.

Construction for Phase 1 of the SAS is making significant progress, with six of the 10 construction contracts needed for completion of the project awarded and active. Mining of the east and west tunnels was completed by the tunnel boring machine in 2011.

The Challenge

SAS Phase 1 is located in the heart of Manhattan's Upper East Side—a neighborhood amongst the most densely populated areas in the nation, with more than 100,000 residents per square mile.

This density combined with the magnitude of construction—which includes utility relocations, building demolitions, cut-and-cover operations, mining, blasting, and mucking (earth) excavation poses unique and unprecedented challenges. MTA Capital Construction's challenge is to complete this vital project on time while mitigating construction impacts to the community.





Construction on East 86th Street



Rendering of future 86th Street subway station entrance

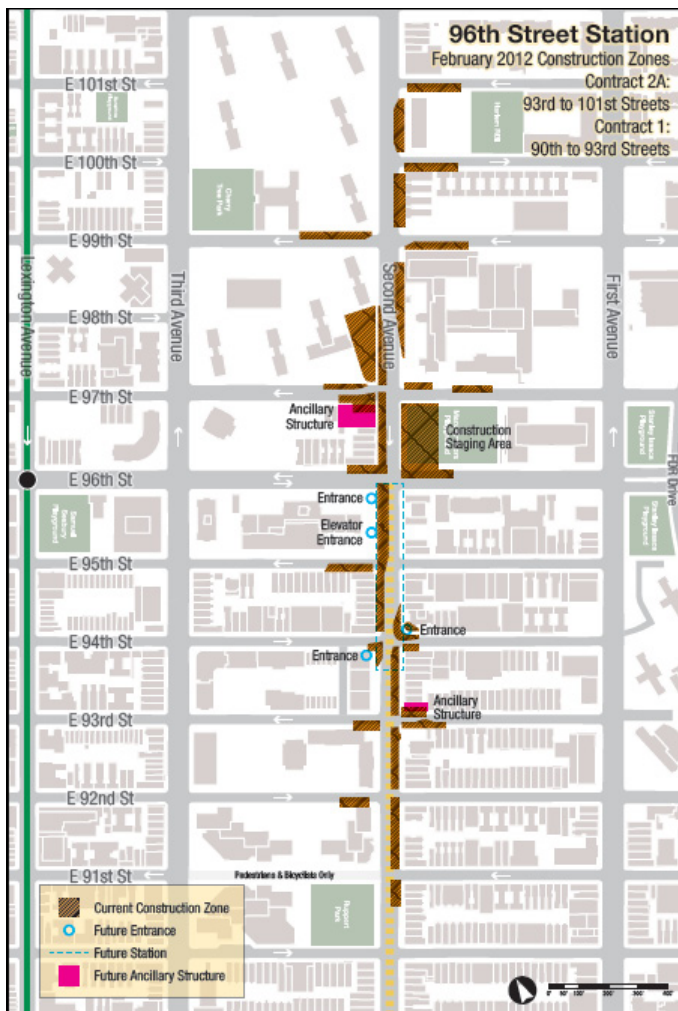
The Workshop

On November 30, 2011, a public workshop was held for community members to discuss ways to improve the impacts of construction along the project corridor. The workshop was held at the Park East Day School, and approximately 200 members of the community, including residents and business owners, attended. MTA Capital Construction President Michael Horodniceanu and Second Avenue Subway (SAS) Program Executive William Goodrich were also in attendance, as were SAS senior staff and contractors. The workshop was broken into smaller working groups to discuss concerns and develop solutions. These concerns and solutions were presented to the larger group at the end of the session.





Community stakeholders attend a CAC meeting



Example of an orientation map used at CAC meetings

New Community Outreach Initiatives

MTA Capital Construction has instituted several initiatives to improve access to SAS project staff and provide transparency to the project.

Construction Advisory Committees

MTA Capital Construction has launched regular Construction Advisory Committee (CAC) meetings, where project staff and community members meet to discuss concerns and solutions regarding construction related issues.

Each station area (96th Street, 86th Street, 72nd Street and 63rd Street) has its own CAC.

Each CAC includes community stakeholders, including but not limited to co-op and condo board presidents, building management, business owners, property owners who live in walk-ups not represented by a board, and community board members. MTA Capital Construction's senior staff, community outreach personnel, contract managers, the Mayor's Office and NYC agencies also attend CAC meetings.

The CAC meeting provides community stakeholders face-to-face access to construction managers and project executives to work toward solutions. Many of the issues brought up at the November public workshop are currently being addressed in the CAC meetings.

Community Tours

In December 2011, MTACC began taking members of the community on SAS site tours. These tours are an opportunity for community members to witness the magnitude and progress of the construction taking place underground. Approximately 150 members of the community have visited the project sites, either via the 92nd Street launch box or the 72nd Street Station cavern. Tour leaders have included MTACC President Michael Horodniceanu, SAS Program Executive William Goodrich, contract managers and project staff. In addition to the public workshops, the tours provide opportunities for community members to speak with project executives in person. These tours will be conducted periodically and will be expanded to other project locations.

MTA Capital Construction is also in the process of creating a Community Information Center in a storefront on Second Avenue. An update regarding the Community Information Center will be provided at the next public workshop.

The following report and appendix address the concerns discussed by participants at the November 2011 public workshop.



Community tour of construction in progress in the 72nd Street cavern

Actions for Improved Livability



Actions for Improved Livability

This section of the report describes the top concerns the community expressed at the November public workshop, and provides responses and immediate actions MTACC has taken. Responses to additional concerns raised can be found in the Appendix to this report.

Glossary of Terms

Ancillary Building *Buildings used for equipment storage or machinery staging adjacent to the construction site.*

Controlled Blasting *A specialized construction technique used to excavate rock. Numerous small holes are drilled into the rock and small explosive charges are placed into the holes. The charges are detonated in a delayed sequence that precisely break the rock and minimize unwanted vibration and noise effects.*

DustBoss® *A moveable, high-pressured misting system used to suppress dust inside the mining cavern and on the surface level.*

Launch Box *An excavated cavern providing access for the tunnel boring machine to mine the future tunnels of the subway.*

Rock Bolt *A long bolt for stabilizing rock excavations by transferring loads from the exterior into the stronger, interior rock mass. Often used with mesh and shotcrete.*

Shotcrete *A commonly used term for concrete sprayed through a hose and projected at high velocity to cover a surface.*

Blasting

Community Concerns & Solutions

Community members at the 96th Street and 72nd Street workshop tables expressed concerns regarding blasting, particularly the lack of mitigation, the lack of appropriate notification, its disruptive nature and whether it would lead to health impacts. Community members from the 86th Street Station area expressed similar concerns regarding upcoming blasting and its potential effects.

Solutions presented by community members included the following:

- Identifying best practices for dust control and to deploy practices at all locations
- Closing muck house doors during blasting
- Building tall chimneys at muck houses to vent smoke/dust above residents' windows
- Distributing air purifiers, filters, and new windows to affected residents

MTACC Comment & Action

Immediately following the November 2011 public workshop, a blasting suspension went into effect so mitigation measures at the 72nd Street and 69th Street muck houses could be put into place. The SAS project staff reviewed blasting methods and instituted a new protocol. Changes to the blasting operation include the following:

- Permanently sealing the opening in the overhang of each muck house to control the amount of dust and smoke released into air

- Sealing muck house door leaks
- Installing vent stacks to allow smoke to be released in a controlled manner on top of both muck houses
- Installing a wet burlap curtain at the base of the excavation shaft to act as an additional dust control mechanism
- Purchasing two additional DustBoss® units to mitigate dust levels and redirecting these water spraying devices to more effectively control dust
- Increasing the time interval between each blast event to maximize the effectiveness of the dust and smoke suppression system

Other issues regarding blasting notification and health impacts are addressed in other areas of this report. Community members at the 86th Street Station area will receive pre-blast notifications by email and other upcoming construction updates through the newsletters.

Staging Area *An area from which certain construction activities (such as storage, delivery of materials, layover of equipment) occurs.*

Tunnel Boring Machine (TBM) *A machine for excavating circular tunnels through a variety of soil and rock. A rotating cutting head breaks the ground, which passes through slots in the cutting wheel for removal.*

Wet Burlap *A heavy, coarsely woven fabric made from jute, flax or hemp.*



Muck house on Second Avenue near 72nd Street

Communication

Community Concerns and Solutions

Workshop participants voiced concerns regarding communications, citing a lack of information, difficulty finding information, overuse of technical language, and inadequate notice of blasting.

Suggested solutions and changes from community members included the following:

- Providing monthly construction reports
- Providing blast notifications via a variety of formats, such as social media outlets, email, hard copy notices in building lobbies and community message boards
- Communicating blasting or extraordinary construction events as far in advance as possible
- Using non-technical language

MTACC Comment & Action

MTA Capital Construction began providing daily pre-blast notifications to community members the week of January 16, 2012. Late night drilling information was added the first week of February 2012.



Newsletters and email notifications are two new strategies the MTACC team uses to share information



Community Newsletters

Newsletters for each station area (96th Street, 86th Street, 72nd Street and Lexington Ave/63rd Street) will begin being distributed in February. The newsletters will be available online, in hardcopy (available in building lobbies and at business) and sent out by email to our existing email distribution list. Content in the newsletters includes construction updates and milestones, FAQs, work hours, photos and renderings of future station areas.

On-Site Transparency

Large scale renderings of the future station areas will be installed at the construction sites to provide visual imagery of what's to come. The target date for installation is late spring 2012.

MTA Capital Construction has also made it easier to identify community liaisons on site by providing field personnel with bright fluorescent jackets to wear while they are on the site. The community liaison staff includes the Community Relations, Environment Compliance and Maintenance and Protection of Traffic teams. Staff titles are printed on the back of jackets for quick identification. The public is encouraged to use these community liaisons as resources for information or to address any immediate concerns.

11/22/2011

Air Quality

Community Concerns and Solutions

Members of the community expressed concerns regarding the long-term health effects of dust and smoke, a lack of research/information on potential health impacts, the quality and objectivity of air quality monitoring and transparency regarding air quality monitoring data.

Suggested solutions included the following:

- The cessation of blasting until health impacts were reported
- Provision of air purifiers, window treatments to seal out dust, and face masks
- Collection and disposal of dust
- The hiring of independent air monitors
- Financial compensation for health costs

MTACC Comment & Action

An air quality study was released on January 17, 2012, and presented to the SAS Task Force of Community Board 8 on January 26, 2012. Green Group PB New York conducted the study, and it was reviewed and accepted by the U.S. Environmental Protection Agency (EPA). At the request of MTACC, the study was reviewed by Environ Corporation, a health and environmental services firm.

The study findings are summarized here: The air monitoring program collected data for 10 pollutants from 10 locations along Second Avenue (six locations between 69th and 73rd streets and four locations between 83rd and 87th streets). Data was collected September 12 to October 8, 2011. Monitoring stations and equipment were selected under advisement by the EPA.

Readings of fine dust (PM 2.5), sulfur dioxide and ammonia exceeded threshold levels, but did not coincide with blasting activities. All other measured pollutants were below applicable national and industry air quality standards.

Concentrations of fine dust were primarily attributed to local traffic emissions. MTA Capital Construction will engage additional New York Police Department Traffic Enforcement Agents to help regulate the flow of traffic in the corridor as needed.

Sulfur dioxide levels exceeding threshold levels did not coincide with blasting operations. Sulfur dioxide is a common air pollutant typically formed during combustion or heating processes where sulfur is present. MTA Capital Construction examined construction activities to identify a possible source of sulfur that could potentially give rise to sulfur dioxide emissions. This investigation included reviewing the chemical makeup of construction materials, concrete operations, diesel equipment and blasting emissions. In all cases, the presence of sulfur could not be detected.

More information can be found in the full study, available on the MTA website: <http://mta.info/capconstr/sas/documents.html>

Noise

Community Concerns and Solutions

Community members expressed noise concerns at the workshop, specifically regarding late night underground drilling, early morning disruptions by construction workers, disruptive truck and traffic noises, blasting, and ventilation fans.

Community members suggested solutions that included the following:

- Installing sound-proof or double-paned windows in apartments
- Creating and enforcing contractor rules regarding loitering
- Installing noise mufflers on ventilation units
- Reduced blasting hours

MTACC Comment & Action

Overnight construction noise is primarily caused by drilling holes for the next day's blasting activities in the 72nd Street Station area. Given the construction process and restrictions on construction activities (no blasting after 7 p.m. and no truck activities after 10 p.m.), options are limited.

The general construction process is as follows:

- 1) Drilling holes in the rock for explosives
- 2) Loading explosives
- 3) Blasting
- 4) Removal and breaking up of blasted material
- 5) Application of concrete

The process involves the use of large machinery, explosives and trucks and must be sequenced in a way in order to conclude blasting by 7 p.m. and truck operations by 10 p.m.

MTA Capital Construction is still working on addressing the ongoing noise after 10 p.m. project staff met with stakeholders and discussed noise issues at the 72nd Street Station area CAC meeting on January 31. Engineers offered to visit a sample of apartments to assess the noise, to evaluate the residents' experiences and consider potential mitigation strategies. An update to this issue will be provided at the 72nd Street CAC meetings.

Early morning disruptions by construction workers have been addressed. Regarding noise from ventilation equipment, there are silencers currently installed on the ventilation systems of the muck house structures.



Structural Integrity of Buildings

Community Concerns and Solutions

Vibration impacts to buildings and property damage as a result of blasting and construction activities were major concerns.

Suggested solutions included the following:

- Taking baseline measurements of buildings before blasting
- Providing building owners with monthly updates of vibration readings from MTACC vibration monitoring devices
- Improving coordination and education regarding the process for filing property damage claims
- Inspecting buildings for damage

MTACC Comment & Action

Prior to blasting, and in coordination with the NYC Department of Buildings, MTA Capital Construction surveys, monitors and evaluates buildings that may be influenced by SAS construction activities.

Buildings within 100 feet of blasting are surveyed by MTACC engineers. Each building within this area is assigned a specific vibration limit based upon its structural condition. Any structural deficiencies identified during the pre-construction survey are repaired in coordination with the Department of Buildings, either by the owner or the MTA.

Should owners or residents observe damage, they should report it to Claudia Wilson at claudia.wilson@2avesubway.com.

Safety

Three examples of GNI initiatives:



Second Avenue between 95th and 96th Streets



Second Avenue and 91st Street



Third Avenue and 63rd Street

Community Concerns and Solutions

Safety issues discussed at the workshop included unsafe crosswalks, sidewalks in poor repair, falling debris from the ancillary building demolition site, poor lighting, emergency access blocked by concrete barriers at building entrances, and issues such as the sidewalk shed on 63rd Street between Third and Lexington Avenues feeling unsafe.

Suggested solutions included the following:

- Working with the NYC Department of Transportation to improve crosswalk conditions and maintain pedestrian visibility
- Maintaining appropriate sidewalk widths
- Establishing a community-selected ‘czar’ for public safety
- Regular site walks with the community and MTACC
- Improving lighting on sidewalk corners.

MTACC Comment & Action

MTA Capital Construction has appointed a program manager who will oversee Safety, Quality, and Environmental Management of the SAS Project.

Additionally, the Good Neighbor Initiative (GNI) is MTACC’s ongoing commitment to address quality of life issues including the following safety issues:

- Addressing sidewalk width and improving public safety
- Overseeing lighting issues
- Ensuring and coordinating appropriate pavement markings
- Ensuring and coordinating access to businesses and residences

The GNI team works in conjunction with SAS environmental, safety and community relations personnel and in coordination with City agencies to improve physical conditions in and around the construction site to improve the quality of life for residents and businesses. GNI regularly monitors the quality of crosswalks along the construction zone and institutes improvements where possible.

MTA Capital Construction will conduct site walks with stakeholders immediately following the CAC meetings. Specific public safety concerns for each station area are addressed in the appendix of this report.



Sanitation bin on 91st Street

Sanitation

Community Concerns & Solutions

Community members expressed concerns regarding lack of overall cleanliness, infrequent trash pickups, difficult trash pickup locations, lack of room for garbage, increase in vermin and buildings fined for others' garbage.

Suggested solutions from the November workshop included the following:

- MTACC should work closely with NYC Department of Sanitation
- Trash pickups should be increased
- Trash pickups for residents and businesses should be centralized
- Exterminators should be hired

MTACC Comment & Action

MTA Capital Construction is working with the City of New York, businesses, residential buildings and contractors to identify and maintain specific areas for garbage placement and will continue to monitor ongoing efforts for improving sanitation. Sanitation issues are also discussed at the monthly Construction Advisory Committee meetings.

A common misconception among the public is that “construction” (digging up streets, demolitions) causes rats. Street construction of any type, if a direct hit to a rat colony, will disperse the colony in all directions. However, this rarely happens unless a park or some other type of dirt area is severely disturbed, which is where rats like to nest.

Rat activity along the Second Avenue corridor is directly related on a daily basis to the management of street refuse which contains food (restaurant and residential waste in bags, litter on the street). As such, MTACC works closely with the City's Department of Sanitation and Business Integrity Commission to ensure garbage and refuse pickup is timely.

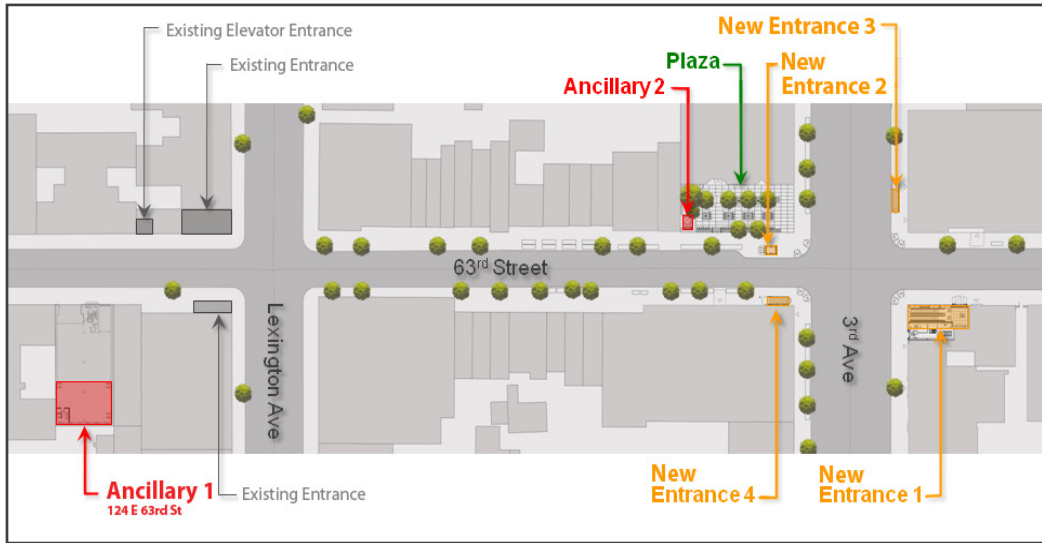
Each contractor is required to develop site cleanliness protocols, which include a vermin bait plan specific to each site's activities. Each contractor hires a subcontractor responsible for servicing bait stations weekly. Bait stations are also inspected by MTACC environmental inspectors. Additionally, MTACC works closely with the Department of Health and Mental Hygiene by attending regular meetings and conducting site visits.

Appendices



Appendix

Table Discussion & MTACC Action/Comment Lexington Av/63rd Street Station Area



63rd Street Station Upgrade

Contractor:
Judlau Contracting

Budget:
\$185.3 Million

Award Date:
January 2011

Contract Forecast Completion:
May 2014

Future station entrances and ancillary structures at the Lexington Av/63rd Street Station

Positive Comments and Recognized Improvements

- Construction workers listen and are sensitive to the community. Much improved.
- Judlau contractors have been very courteous and responsive—From top managers all the way to the construction workers.

SAFETY	
Scaffolding tunnel at 63rd Street between 3rd Ave. & Lexington feels unsafe	<p>Workshop Solution: Better lighting. Bigger mirrors positioned lower in tunnel corners.</p> <p>Item Status: Completed</p> <p>MTACC Action: MTA Capital Construction has installed additional lights at this sidewalk shed, in addition to mirrors. Conditions will be monitored on an ongoing basis.</p>
Emergency vehicle access blocked by concrete barriers at building entrances	<p>Workshop Solution: Remove barriers at building.</p> <p>Item Status: See Comment</p> <p>MTACC Comment: Concrete barriers have been installed as required by NYCDOT at the SW corner of 63rd Street for pedestrian safety. These barriers are not located directly in front of a building entrance.</p>
COMMUNICATIONS	
Lack of information from MTACC	<p>Workshop Solution: More frequent information from MTACC (i.e. newsletters, more face to face meetings, etc.). Facebook / Twitter updates, but not as exclusive means of communication.</p> <p>Item Status: In Progress</p> <p>MTACC Action: Newsletters are distributed via print, email and are posted on the MTA website. The first issue launched available in February 2012.</p> <p>Improvements are being made to the MTA Capital Program website to make it more user-friendly.</p>

Lack of information from MTACC (continued)	<p>Tours of the SAS underground excavations are held periodically for community members and businesses in the project corridor.</p> <p>Construction Advisory Committee meetings are held regularly for each station area. These working meetings comprise representatives of buildings, business owners, association and Community Board members, MTACC and NYC agency staff to work on construction related issues affecting the community.</p> <p>Public workshops will continue to be held.</p> <p>Major SAS project milestones will be posted on the MTA Facebook and Twitter (MTAInsider) pages.</p>
Lack of communication between management and tenants	<p>Workshop Solution: Better coordination between MTACC, building management and tenants; add more notices in apartment building and stores.</p> <p>Item Status: Completed</p> <p>MTACC Action: MTA Capital Construction will provide newsletters in building lobbies and to businesses in the project corridor that wish to receive them.</p>
TRAFFIC	
Double parked cars on 63rd Street and illegal truck loading / unloading	<p>Workshop Solution: More enforcement from NYPD; better signage indicating legal loading zones.</p> <p>Item Status: Ongoing</p> <p>MTACC Comment: MTA Capital Construction meets regularly with the NYPD's Chief of Traffic Enforcement Agents to coordinate during construction of the subway. The Chief is informed of trouble areas and dispatches agents accordingly.</p> <p>NYCDOT-approved parking signs are installed as required. The MTACC project team regularly walks the site to ensure regulatory signage (and street name and direction signs) are properly installed, maintained, accurate and graffiti-free.</p> <p>If there is an illegal parking issue that needs an immediate response, please contact SAS community liaison Claudia Wilson at (212) 792-9716 from 9:00 a.m. to 5:00 p.m., Monday through Friday. Claudia can request that the NYPD send agents to those particular trouble areas for action.</p>
PEDESTRIAN EXPERIENCE	
Tree Removal	<p>Workshop Solution: Not Available</p> <p>Item Status: See Comment</p> <p>MTACC Comment: It may be necessary to remove trees on the north and south sides of 63rd Street, as part of reducing the sidewalk in front of 205 East 63rd Street, for the construction of Entrance 1. When tree removals are necessary, residents and businesses will be notified in advance through newsletters and construction advisory meetings. MTA Capital Construction will replace and restore trees in consultation with the NYC Department of Parks and Recreation.</p>
Sidewalk disruption	<p>Workshop Solution: Don't dig up sidewalk.</p> <p>Item Status: See Comment</p> <p>MTACC Comment: Sidewalks are excavated when necessary for the construction of the subway and/or entrances and ancillary buildings. Restoration of excavated sidewalks will occur when construction is completed at that location.</p>

SANITATION

Overall cleanliness	<p>Workshop Solution: Better agency coordination.</p> <p>Item Status: Ongoing.</p> <p>MTACC Comment: SAS project staff meet regularly with City agencies to address sanitation issues. In consultation with these entities, MTACC is working with businesses, residential buildings and contractors to identify and maintain specific areas for garbage placement and will continue to monitor on-going efforts for improving sanitation. Sanitation issues are also discussed at the monthly Construction Advisory Committee Meetings.</p>
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MAINTENANCE

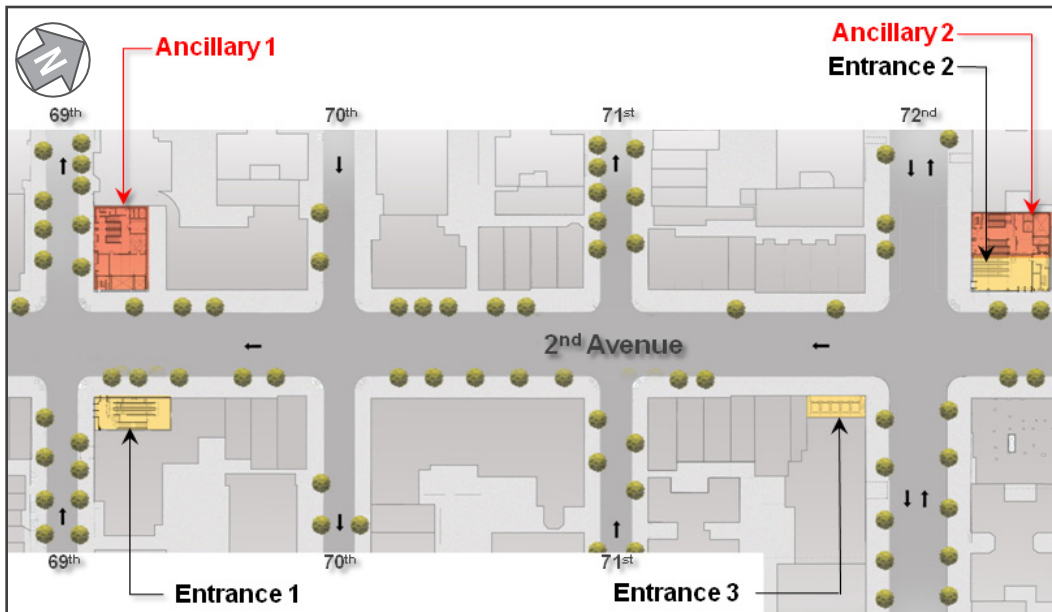
Existing broken escalators at 63rd Street Station	<p>Workshop Solution: Fix broken escalators.</p> <p>Item Status: Completed</p> <p>MTACC Comment: MTA New York City Transit maintains escalators and elevators that need repair. As of Feb. 8, 2011 the escalators have been repaired. Escalator and elevator status can be found online at http://advisory.mtanyct.info/EEoutage/</p>
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OTHER

Honking along 63rd St	<p>Workshop Solution: Install sound-proof or double-paned windows in apartments.</p> <p>Item Status: Not Feasible</p> <p>MTACC Comment: MTA Capital Construction currently will not install sound-proof or double-paned windows in apartments.</p>
Possible removal of canopy at 139 E 63rd Street	<p>Workshop Solution: Letter from MTA confirming canopy remains.</p> <p>Item Status: See Comment</p> <p>MTACC Comment: In 2014, when the current contractor at the Lexington Av/63rd Street Station area begins street and sidewalk restoration, the construction canopy will be removed to facilitate this work. Advance notice of canopy removal will be provided. When the construction canopy is removed, it will be replaced with the permanent canopy.</p>

Appendix

Table Discussion & MTACC Action/Comment 72nd Street Station Area



72nd Street Station Structure

Contractor:
SSK Constructors, JV

Budget:
\$469.5 Million

Award Date:
October 2010

Contract Forecast Completion:
December 2013

Future station entrances and ancillary structures at the 72nd Street Station

Positive Comments and Recognized Improvements

- Earlier blasting
- Muck house contains noise
- GNI good
- Business signs (good)
- Fence Wrap (good)
- Street paving (good)
- Paul (the construction manager) is good and responsive
- Quarterly meetings are a good idea
- Claudia (the community relations coordinator) is always responsive
- Workers are very nice and polite
- Really like the restored sidewalk by 70th Street muck house
- 70th Street crosswalk – good job

COMMUNICATIONS

Poor communication and lack of credibility

Workshop Solution: Send emails and post signs about the project, updates and schedule. Send advance notice of blasts through weekly emails or fliers. Regarding credibility issues: form a stakeholder advisory committee to approve hires of experts and disseminate information.

Item Status: Ongoing

MTACC Actions to Date: Daily pre-blast and late night drilling notifications are emailed to residents living near blasting zones. To sign up, email claudia.wilson@2avesubway.com.

72nd Street Construction Advisory Committee meetings are held regularly. This is a working meeting comprising representatives of buildings, tenants who live in walk-up buildings not represented by condo or coop boards, business owners, association and Community Board members, MTACC and NYC agency staff to work on construction-related issues affecting the community.

Newsletters will be distributed via print, email, and will be posted on the MTA website. The first issue launched in February 2012.

Improvements are being made to the MTA Capital Program website to make it more user-friendly. Tours of the SAS underground excavations are held periodically for community members and businesses in the project corridor.

Poor communication (continued)	<p>Public workshops will be held on a regular basis.</p> <p>Major SAS project milestones will be posted on the MTA Facebook and Twitter (MTAInsider) pages.</p>
General feeling of not being heard by MTA	<p>Workshop Solution: Communicate using social networking, call-in centers, and on-the-ground staff. Need interaction with project representatives, not just the contractors.</p> <p>Item Status: Ongoing</p>
Accountability is an issue	<p>MTACC Comment: MTA Capital Construction is holding public workshops, Construction Advisory Committee meetings with stakeholders and conducting community tours to engage with the community. These are attended by senior staff, and MTACC community tours are led by the MTACC President and Program Executive.</p> <p>These forums provide opportunities for the community to give MTA representatives and the contractors feedback, ask questions or express concerns.</p>
No central information source for residents to communicate with each other or with MTA	<p>Workshop Solution: Distribute regular updates and newsletters via email, hard copy, Facebook, website, regular presentations and community meetings.</p> <p>Item Status: Ongoing</p> <p>MTACC Action: Newsletters are distributed via print, email and are posted on the MTA website. The first issue launched available in February 2012.</p> <p>Improvements are being made to the MTA Capital Program website to make it more user-friendly.</p>
<p>There's only one community outreach person; can't always be reached.</p> <p>Hard to figure out which number to call with a SAS-related problems. Negative experiences with after-hours call-in number.</p>	<p>Workshop Solution: Assign an on-site community liaison in a trailer or empty storefront.</p> <p>Item Status: See Comment</p> <p>MTACC Action/Comment: There are currently two community liaisons, environmental inspectors and two Good Neighbor Initiative staff assigned to the project. MTACC is exploring the feasibility of additional community liaisons in a centralized project office. SAS staff can be identified by community members on-site by their fluorescent yellow jackets labeled Environment Compliance, Maintenance and Protection of Traffic Team or Community Relations. These jackets have been provided in response to feedback from the public workshop.</p> <p>From 9 a.m. to 5 p.m. on weekdays you can reach Claudia Wilson with concerns regarding the 86th, 72nd, and 63rd Street station areas, at (212) 792-9716, or at claudia.wilson@2avesubway.com. Dennis Tierney represents the 96th St. Station area and can be reached at (917) 373-7208 from 9 a.m. to 5 p.m. on weekdays or at dennis.tierney@2avesubway.com. After hours, or when outreach coordinators are not available, the SAS After-Hours Hotline is available 24 hours/7 days a week at (212) 792-9716.</p>
In the dark about ancillary building design and impacts	<p>Workshop Solution: Set up community review of ancillary building designs and plans to ensure quality of life standards before construction.</p> <p>Item Status: In Progress</p> <p>MTACC Comment: MTA will review ancillary façade design plans with interested community groups at a later date in advance of that construction.</p>
AIR QUALITY/DUST/HEALTH	
Dust from muck house creates acrid smell at all times / Concerns about dust and blast impacts on apartments	<p>Workshop Solution: Close muck house doors during blasting; provide window treatments to seal out dust; build tall chimneys at muck house to vent smoke/dust above residents' windows.</p> <p>Item Status: Ongoing</p> <p>MTACC Action: Muck house doors are sealed during blasting by the contractor. The contractor has installed vent stacks that allow smoke to be released in a controlled manner.</p>

<p>Long-term health concerns from dust and smoke</p> <p>No advance research on potential health impacts of dust and smoke from blasting</p>	<p>Workshop Solution: Distribute air purifiers/ filters and new windows to affected residents. Don't release dust and smoke—collect and dispose of it. Give financial compensation for doctors and medications. Hire independent experts to create dust containment strategies. Hand out masks to residents. Identify best practices for dust control and deploy at all locations.</p> <p>Item Status: See Comment</p> <p>MTACC Action/Comment: Muck houses at 72nd and 69th Streets have been overhauled to control the amount of smoke and dust released from blasting activity. Additionally, the air quality study commissioned by MTACC indicates SAS blasting is not hazardous to the public's health. Please refer to the recently released air quality report at http://mta.info/capconstr/sas/air.htm.</p>
<p>Concerned MTA won't share test results.</p> <p>Quality and objectivity concerns regarding air-quality tests</p>	<p>Workshop Solution: Hire independent air monitors. Publish results in an easily accessible way.</p> <p>Item Status: See Comment</p> <p>MTACC Comment: The air quality study conducted by the Parsons Brinckerhoff Green Group analyzed air monitoring data which indicated that SAS blasting is not hazardous to the public's health. The Environmental Protection Agency (EPA) reviewed and accepted the air quality monitoring study. In addition, MTACC hired Environ, a global health and environmental group, to conduct an independent peer review of the study. The report was shared with the community on January 17, 2012. The report was presented to the community at a meeting of the Second Avenue Subway Task Force of Community Board 8 on January 26, 2012. MTA Capital Construction President Michael Horodniceanu, SAS Program Executive William Goodrich, Parsons Brinckerhoff, Environ and the EPA were present at the CB8 meeting to personally address community questions and concerns.</p>
<p>Blasting should stop until MTA researches potential health impacts and mitigations</p>	<p>Workshop Solution: Identify best practices for dust control and deploy at all locations. Assign a dust boss inside the muck house, not outside.</p> <p>Item Status: Completed</p> <p>MTACC Action: The contractor has recently purchased two additional DustBoss® units located at the bottom of the shafts covered by the muck houses.</p>
NOISE	
<p>Late-night underground drilling</p>	<p>Workshop Solution: Not available</p> <p>Item Status: In Progress</p> <p>MTACC Comment: Overnight construction noise is primarily caused by drilling holes for the next day's blasting activities in the 72nd Street Station area. Given the construction process and restrictions on construction activities (no blasting after 7 p.m. and no truck activities after 10 p.m.), options are limited.</p> <p>The general construction process is as follows: 1) Drilling holes in the rock for explosives; 2) Loading explosives; 3) Blasting; 4) Removal and breaking up of blasted material; 5) Application of concrete.</p> <p>The process involves the use of large machinery, explosives and trucks and must be sequenced in a way in order to conclude blasting by 7 p.m. and truck operations by 10 p.m.</p> <p>MTA Capital Construction is working on addressing the ongoing noise issues after 10 p.m.</p>
<p>Early morning disruptions from construction workers</p>	<p>Workshop Solution: Create and enforce contractor rules about loitering.</p> <p>Item Status: Completed</p> <p>MTACC Action: The contractor has put a procedure in place where workers are allowed entry into buildings if they arrive onsite before 7 a.m.</p>

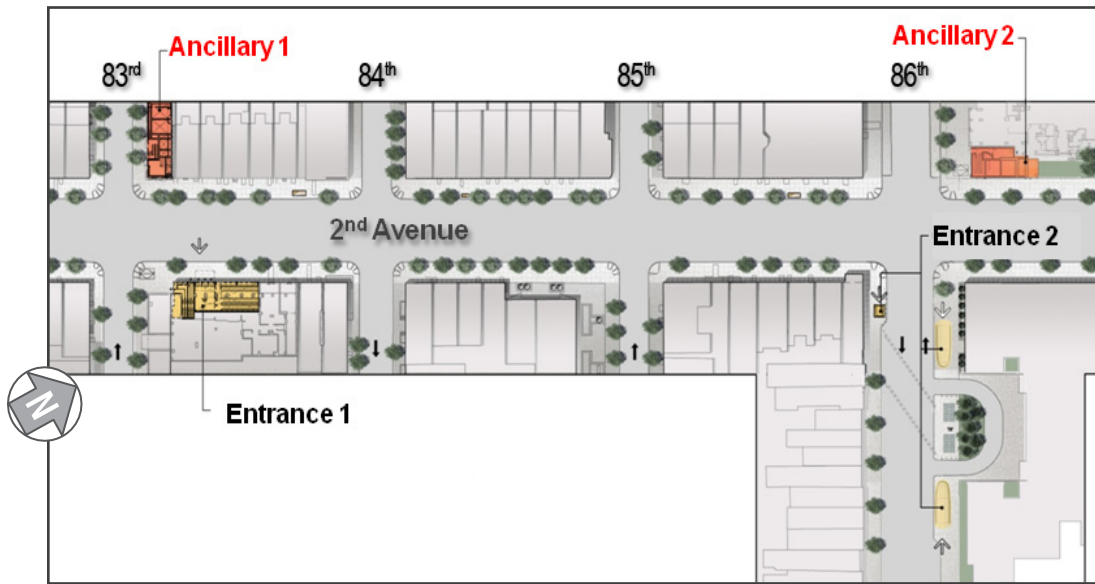
Constant and disruptive truck back-up beeps	<p>Workshop Solution: Not Available</p> <p>Item Status: See Comment</p> <p>MTACC Comment: The warning signals for reversing construction equipment are required by law; MTACC has encouraged the contractor to use community-sensitive equipment.</p>
Blasting	<p>Workshop Solution: Return to 10 p.m. work schedule to reduce dust and successive blasting.</p> <p>Item Status: See Comment</p> <p>MTACC Comment: Blasting must be completed by 7 p.m.</p>
Ventilation fans	<p>Workshop Solution: Put mufflers on ventilation fans.</p> <p>Item Status: See Comment</p> <p>MTACC Comment: There are silencers installed on the ventilation systems of the muck house structures and measurements show they are in compliance with noise requirements.</p>
BLASTING	
Insufficient monitoring of potential structural damage from blasting	<p>Workshop Solution: Inspect buildings before and after construction. Monitor foundations or affected building. Publish results, and mitigate issues. Retrofit buildings to withstand vibrations.</p> <p>Item Status: In Progress</p> <p>MTACC Comment: In coordination with the NYC Department of Buildings (NYCDOB), MTACC conducts surveys, monitors and evaluate buildings along Second Avenue that are within a zone of influence that may be impacted by SAS construction activities. These surveys are conducted prior to construction.</p> <p>Buildings within 100 feet of blasting are surveyed by the MTA's engineers. Each building within this 100 foot radius is assigned a specific vibration limit based on its structural condition. If any structural deficiencies have been identified during the pre-construction survey, they are repaired in coordination with the NYCDOB, either by the owner or the MTA.</p>
Structural damage from blasting (including misaligned windows)	<p>Workshop Solution: Reimburse damage costs. Change the blasting method. Reduce noise, vibration, and debris of blasts.</p> <p>Item Status: See Comment</p> <p>MTACC Comment: Any concerns regarding building damage should be directed to the SAS community liaison, Claudia Wilson, at (212) 792-9716 from 9:00 a.m. to 5:00 p.m., Monday through Friday, or by email at claudia.wilson@2avesubway.com.</p>
Health impacts of blasting and dust	<p>Workshop Solution: Stop blasting until health impacts, air quality, reporting/testing and dust issues are identified and mitigated. Create comprehensive air filtering and monitoring system. Identify best practices for dust control and deploy at all locations.</p> <p>Item Status: See Comment</p> <p>MTACC Comment: Muck houses at 72nd and 69th Streets have been overhauled to control the amount of smoke and dust released from blasting activity. Additionally, the air quality study commissioned by MTACC indicates SAS blasting is not hazardous to the public's health. Please refer to the recently released air quality report at http://mta.info/capconstr/sas/air.htm.</p>

<p>Insufficient communication about blasting</p>	<p>Workshop Solution: Provide better communication and notice.</p> <p>Item Status: Ongoing</p> <p>MTACC Action: During the week of January 16, MTACC began informing residents affected by the blasting in the 72nd Street Station Area and the Lexington Av/63rd Street Station Area, of the blasting locations and estimated time frames on a daily basis. If you would like to be added to the pre-blast notification email list, please contact Claudia Wilson at claudia.wilson@2avesubway.com. Additionally, newsletters will be distributed via print and email and will be posted on the MTA Capital Program website which will include blasting-related information.</p>
<p>Negative impacts to local businesses and building access</p>	<p>Workshop Solution: Not Available</p> <p>Item Status: Ongoing</p> <p>MTACC Action: MTA Capital Construction works with the Manhattan Chamber of Commerce to mitigate impacts of construction on businesses in the corridor. The Shop 2nd Avenue campaign was launched in 2011 and includes Shop 2nd Avenue logo on the back of Metrocards, advertisements to Shop 2nd Avenue in MTA New York City Transit subway stations and in buses along the Lexington Avenue line, a press event, and fence wrapping and wayfinding signage along the corridor which advertises businesses. Efforts with the Manhattan Chamber of Commerce to promote Second Avenue businesses are ongoing.</p> <p>Building access issues can be addressed in several ways by contacting Claudia Wilson at claudia.wilson@2avesubway.com.</p>
<p>Housing for laborers</p>	<p>Workshop Solution: Nicer appearance (blue is not liked). Move housing to vacant buildings near the site.</p> <p>Item Status: In Progress</p> <p>MTACC Action: All future contracts will use a consistent gray color on their storage containers/trailers; the current 86th Street Station contract will only use one color throughout the site on its storage containers/trailers.</p> <p>Union work rules dictate the allowable locations for changing trailers for tunnel workers; however, where appropriate, the contractors have used rented space along Second Avenue to the extent possible.</p>
<p>PEDESTRIAN EXPERIENCE/SAFETY</p>	
<p>Unsafe crosswalks</p>	<p>Workshop Solution: Work with NYCDOT to improve conditions.</p> <p>Item Status: In Progress</p> <p>MTACC Comment: MTA Capital Construction, including the Safety, Maintenance of Protection and Traffic, and GNI teams, all monitor the safety of crosswalks along the construction zone. They ensure crosswalks and other markings are installed correctly, neat, straight and legible; old markings are removed.</p>

E 69th St. & Third Ave: Cars do not yield to pedestrians; sidewalks in poor repair; inadequate signage; falling debris from the ancillary building demolition site	<p>Workshop Solution: Establish “public safety czars”—community representatives with power to change construction practices if unsafe to pedestrians. Czars should be community-chosen with direct line to MTACC and their contractors. MTA Capital Construction should make regularly scheduled site visits, conduct site walks with community and be available for updates and questions.</p> <p>Item Status: Ongoing</p> <p>MTACC Action/Comment: MTA Capital Construction meets regularly with the NYPD’s Chief of Traffic Enforcement Agents to coordinate during construction of the subway. The Chief is informed of trouble areas and dispatches agents accordingly. MTA Capital Construction has also added traffic enforcement agents to the area.</p> <p>Sidewalk conditions will be monitored by MTACC Good Neighbor Initiative staff. Falling debris is being investigated.</p>
PROPERTY VALUES	
Loss of property value/inability to sell property during construction	<p>Workshop Solution: Examine property tax reductions or rebates.</p> <p>Item Status: See Comment</p> <p>MTACC Comment: Legislation was presented to the State and City governments for tax relief and it was not passed.</p>
TRAFFIC	
Truck idling, causing traffic back ups	<p>Workshop Solution: Create and enforce a no-idling policy. Have trucks wait on a side street.</p> <p>Item Status: Ongoing</p> <p>MTACC Comment: The contractor and subcontractors using trucks are required to follow the existing regulations by City and State agencies that limit idling to 3 minutes. This is an ongoing issue that MTACC is aware of and is working with the contractor and NYPD to enforce.</p>
SANITATION	
Construction workers littering	<p>Workshop Solution: Construction workers should take extra care to dispose of their garbage properly.</p> <p>Item Status: Closed</p> <p>MTACC Comment: The MTACC has encouraged the contractor and its staff to be a “good neighbor” and respect the surrounding neighborhood by disposing of their garbage properly.</p>
Lack of overall street cleanliness	<p>Workshop Solution: MTA should work closely with the NYC Department of Sanitation.</p> <p>Item Status: In Progress</p> <p>MTACC Comment: MTA Capital Construction meets regularly with relevant City agencies to address quality of life issues on Second Avenue, including coordination and regular site visits with the Department of Sanitation, the Department of Health and Mental Hygiene, the Business Integrity Commission and the Mayor’s Office. In consultation with these entities, MTACC is working with businesses, residential buildings and its contractors to identify and maintain specific areas for garbage placement and will continue to monitor on-going efforts for improving sanitation and housekeeping issues.</p>

Appendix

Table Discussion & MTACC Action/Comment 86th Street Station Area



86th Street Station Structure

Contractor:
Skanska/Traylor, JV

Budget:
\$332 Million

Award Date:
August 2011

Contract Forecast Completion:
September 2014

Future station entrances and ancillary structures at the 86th Street Station

Positive Comments and Recognized Improvements

- New fencing
- SAS hotline
- Effort for noise mitigation
- Workshop is a great idea
- Informed with buildings signs in lobby and elevators of planned nighttime construction – the notice was appreciated
- Buildings signs in lobby and elevators announcing plumbing work – also really appreciated

COMMUNICATION

<p>Website Unwieldy</p>	<p>Workshop Solution: N/A</p> <p>Item Status: In Progress</p> <p>MTACC Action: Improvements are being made to the MTA Capital Program website to make it more user-friendly and intuitive.</p>
<p>Need better advance notice on construction updates</p>	<p>Workshop Solution: Give enough time to react and plan. Provide monthly reports on construction. Post finish dates for construction pieces. Provide accurate information.</p> <p>Item Status: Completed and ongoing effort</p> <p>MTACC Action: Newsletters are distributed via print, email and are posted on the MTA website. The first issue launched available in February 2012.</p> <p>86th Street Construction Advisory Committee meetings are held monthly. This is a working meeting comprised of representatives of buildings, tenants who live in walk-up buildings not represented by condo or coop boards, business owners, association and Community Board members, MTACC and NYC agency staff to work on construction related issues affecting the community. Construction updates are provided at this meeting.</p> <p>Construction updates are also provided in quarterly Community Board meetings.</p>

<p>Fear of upcoming construction</p>	<p>Workshop Solution: Provide monthly updates on upcoming construction.</p> <p>Item Status: Ongoing</p> <p>MTACC Action: MTA Capital Construction provides daily pre-blast and late night drilling notifications to residents living near blasting zones (to sign up, please email claudia.wilson@2avesubway.com).</p> <p>Newsletters are distributed via print, email and are posted on the MTA website. The first issue launched available in February 2012.</p> <p>Construction Advisory Committee meetings will be held monthly for each station area where important construction updates will also be announced.</p>
<p>Better communication between building owners and tenants</p>	<p>Workshop Solution: Make sure people receive the notices. Go door-to-door; post notices everywhere.</p> <p>Item Status: Completed</p> <p>MTACC Comment: MTA Capital Construction has no control over communications between building managers and tenants. We will help disseminate information regarding construction activities by posting additional notices and communications (i.e. newsletters) in buildings lobbies and businesses around the neighborhood. Additionally, write ups following the Construction Advisory Committee meetings are emailed to all stakeholders that attend for further dissemination to their communities.</p>
<p>PEDESTRIAN SAFETY</p>	
<p>Narrow Sidewalks</p>	<p>Workshop Solution: Maintain standard sidewalk widths.</p> <p>Item Status: In Progress</p> <p>MTACC Action: Between 83rd and 84th Street on the east side, the sidewalk is closed and a five-foot NYCDOT approved pedestrian walkway is being maintained adjacent to the street. This walkway will remain in place for the duration of the contract. The sidewalk located between 86th and 87th Street, on the east side of the street in front of the Food Emporium, will be restored to seven feet by the end of April.</p>
<p>Unclear delineation of sidewalks; crosswalk concerns</p>	<p>Workshop Solution: Maintain clear sightlines for pedestrians. Paint curb edges.</p> <p>Item Status: Ongoing</p> <p>MTACC Action: MTA Capital Construction's Good Neighbor Initiative regularly monitors the quality of crosswalks along the construction zone and institutes improvements where possible. New York City Department of Transportation does not allow painting of curbs.</p>
<p>Fear of power failures in station once completed</p>	<p>Workshop Solution: Add back-up generators into station plans.</p> <p>Item Status: Under Review</p> <p>MTACC Action: Checking with designers of the project.</p>
<p>Need for better lighting over sidewalks and under scaffolding</p>	<p>Workshop Solution: Increase lighting, especially in corners.</p> <p>Item Status: In Progress</p> <p>MTACC Action: MTA Capital Construction is conducting a lighting survey for the entire corridor, which will be completed the week of February 13. Results will be shared with Construction Advisory Committees.</p>

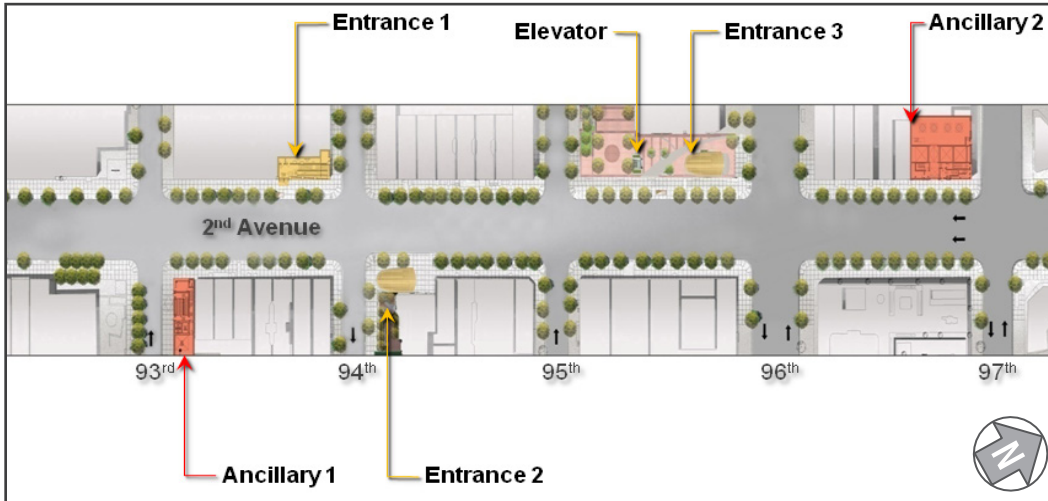
Onus on buildings to replace sidewalks	<p>Workshop Solution: Not Available</p> <p>Item Status: See Comment</p> <p>MTACC Comment: Building owners are responsible for maintaining sidewalks. MTA Capital Construction will maintain sidewalks where impacted by construction and will replace the sidewalk at the end of the project.</p>
NOISE	
Trucks hitting dip in pavement on Second Avenue/83rd Street	<p>Workshop Solution: Smooth out the dip.</p> <p>Item Status: Completed</p> <p>MTACC Action: Dip has been addressed.</p>
Truck back-up beeps are constant and disruptive	<p>Workshop Solution: Not available</p> <p>Item Status: See Comment</p> <p>MTACC Comment: The warning signals for reversing construction equipment are required by law; MTACC encourages the contractor to use community-sensitive equipment.</p>
Fear of noise from construction blasting	<p>Workshop Solution: Not available</p> <p>Item Status: See Comment</p> <p>MTACC Comment: Blasting will begin in the spring. Advance notification will be made to residents and business owners.</p>
SANITATION	
Not enough garbage bins	<p>Workshop Solution: Allow variances (no tickets) for residents inconvenienced by the construction.</p> <p>Item Status: See Comment</p> <p>MTACC Comment: The sanitation bins placed on Second Avenue were part of an NYC Department of Sanitation initiative to better serve the sanitation needs of the neighborhood during construction of the subway. Bins were placed on corners for drop-off and pick-up for designated stores and residential buildings. Locations were determined by Sanitation in consultation with MTACC, the Business Integrity Commission and the Mayor's Office. The bins were recently removed due their possible hindrance of snow removal during the winter and will likely return in the spring. Future locations are determined on an as-needed basis and may change due to site conditions.</p>
Infrequent trash pickups and long time between pickups	<p>Workshop Solution: Increase trash pickup frequency.</p> <p>Item Status: See Comment</p> <p>MTACC Comment: Trash is picked up on Tuesdays, Thursdays, and Saturdays by Sanitation; three times a week is similar to other areas of the city.</p>
Businesses: Difficult to get trash to right location and rarely enough room	<p>Workshop Solution: Centralize trash pickup for residents and business on a block.</p> <p>Item Status: See Comment</p> <p>MTACC Comment: In construction zones, trash should be placed at the corners for pick up by Sanitation. Where appropriate the MTACC has identified designated garbage areas.</p>

Increase in vermin and pests	<p>Workshop Solution: Hire exterminators.</p> <p>Item Status: Completed</p> <p>MTACC Comment: Each contractor is required to develop a vector control plan which includes a baiting plan specific to each job site's activities. The contractor hires a subcontractor which is responsible for servicing bait stations weekly. Bait stations are also inspected by MTACC Environmental Inspectors. Additionally, MTACC works closely with the Department of Health and Mental Hygiene by attending regular meetings and site visits.</p>
BUILDING STRUCTURAL INTEGRITY	
Vibration impacts on building structure	<p>Workshop Solution: Take baseline measures of buildings before blasting. Provide building owners with monthly updates on vibration readings per MTA-installed vibration monitoring devices. Assess all buildings to prevent collapse of adjacent buildings.</p> <p>Item Status: In Progress</p> <p>MTACC Comment: MTA Capital Construction conducts surveys and monitors and evaluates buildings along Second Avenue that are within a zone of influence that may be impacted by SAS construction activities in coordination with the NYC Department of Buildings (NYCDOB). These surveys are conducted prior to construction. Buildings within 100 feet of blasting are surveyed by the MTA's engineers.</p> <p>Each building within this 100 foot radius is assigned a specific vibration limit based on its structural condition. If any structural deficiencies have been identified during the pre-construction survey, they are remediated in coordination with the NYCDOB, either by the owner or the MTACC.</p>
AIR QUALITY	
Potential health impacts of dust and smoke, and exposed dirt on streets	<p>Workshop Solution: Make air quality reports a priority and public. Install air quality monitors. Provide consistent updates.</p> <p>Item Status: See Comment</p> <p>MTACC Comment: The air quality study conducted by the Parsons Brinckerhoff Green Group analyzed air monitoring data, which indicated that SAS blasting is not hazardous to the public's health. The report was shared with the community on January 17, 2012. The report was presented to the community at a meeting of the Second Avenue Subway Taskforce of Community Board 8 on January 26, 2012.</p> <p>The Environmental Protection Agency (EPA) reviewed and accepted the air quality monitoring study. In addition, MTACC hired Environ, a global health and environmental group to conduct an independent review of the study.</p> <p>MTACC President Michael Horodniceanu, SAS Program Executive William Goodrich, PB Green Group, Environ and the EPA were present at the CB8 meeting to personally address community questions and concerns. The report is available on the MTA website at http://mta.info/capconstr/sas/air.htm.</p>
STREET SIGNAGE	
Unsure where allowed to park; parking tickets	<p>Workshop Solution: Post easily read signs for parking zones.</p> <p>Item Status: Completed</p> <p>MTACC Comment: The contractor installs NYCDOT-approved parking signs as required. MTA Capital Construction regularly walks the site to ensure regulatory signage (and street name and directional signs) are properly installed, maintained, correct, neat, legible and graffiti-free. NYPD uses discretion evaluating vehicles that are loading and unloading. A sign survey for the 86th Street station area has been completed.</p>

<p>Unsure where bus stops are due to conflicting signage and moving locations</p>	<p>Workshop Solution: Post easily read signs for bus stop locations and provide information inside buses.</p> <p>Item Status: In Progress</p> <p>MTACC Action: MTA Capital Construction will work with NYCDOT to ensure signs for bus stop locations are posted.</p>
<p>Long walk to the cross-town bus stop</p>	<p>Workshop Solution: Create temporary bus stops with signs.</p> <p>Item Status: In Progress</p> <p>MTACC Action: MTA Capital Construction will be restoring the bus stop on 86th Street between Second and Third Avenues once utility work has been completed. MTA Capital Construction will restore the bus stop on Second Avenue between 85th and 86th Streets by early April.</p>
<p>Ugly signage</p>	<p>Workshop Solution: Replace generic GNI signs with business logos.</p> <p>Item Status: Completed</p> <p>MTACC Comment: The GNI team is constantly improving its graphics used; the majority of the feedback has been positive.</p>

Appendix

Table Discussion & MTACC Action/Comment 96th Street Station Area



Future station entrances and ancillary structures at the 96th Street Station

Positive Comments and Recognized Improvements

- Workshop located in a good space right near the subway
- MTA construction workers talk to public well. Very forthcoming. Good.
- SBS is one of the best things to happen
- Moving bus stop to 93rd Street location was a good idea safety-wise
- Good dust/ direct control
- Good cooperation with agencies at this meeting
- MTA reacted quickly and well re: gas outage at building

96th Street Station Structure

Contractor:
EE Cruz & Tully, JV

Budget:
\$351.1 Million

Award Date:
May 2009

Contract Forecast Completion:
June 2013

TBM Tunnels and Shafts

Contractor:
S3 Tunnel Constructors, JV

Budget:
\$392.9 Million

Award Date:
March 2007

Contract Forecast Completion:
April 2012

CLAIM REIMBURSEMENT

Onus on owners to file, and prove damage before being reimbursed	Workshop Solution: Improve coordination and education on filing process for property damage. Inspect for accumulated damage from blasting and construction on buildings. Post flyers and inform buildings that they can request these inspections.
Expensive long reimbursement process for construction damages.	Item Status: See Comment. MTACC Comment: It is standard protocol for damage to be documented and proven in order to be accepted for reimbursement. The reimbursement procedure will not be changed.

SANITATION

Buildings fined for garbage that's not theirs but dumped by Second Ave residents and stores	Workshop Solution: Education. Reach out to sanitation inspectors to get to the cause of violations. Improve system for staging and collecting trash. Launch a Sanitation investigation of the root causes of garbage violators. Suspend garbage fines until Sanitation educates inspectors. Item Status: Ongoing MTACC Comment: MTA Capital Construction works closely with Sanitation on a frequent and regular basis to improve garbage pick-up issues. Sanitation regularly attends the 96th Street Construction Advisory Committee meetings.
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COMMUNICATIONS

Inadequate notice of blasting, concerns about damage	<p>Workshop Solution: Post construction notices with time frame and scope of blasting in lobbies and community message boards along Second Ave. Send email blasts and announce on social media outlets. MTACC should conduct door-to-door visits before and after blasting events—first to warn, second to inspect for damage.</p> <p>Item Status: See Comment</p> <p>MTACC Comment: There is currently no planned blasting remaining for the area.</p>
Lack of MTACC-initiated communication	<p>Workshop Solution: Group outreach into these categories: business owners, residents, building owners and operations to help connect groups to support networks and targeted associations.</p> <p>Item Status: Ongoing</p> <p>MTACC Action: MTA Capital Construction has initiated newsletters which provide construction updates, information about the project and FAQs. Newsletters are distributed via print, email and are posted on the MTA website. The first issue launched available in February 2012.</p> <p>The 96th Street Construction Advisory Committee meetings are MTACC-initiated and held monthly. This is a working meeting comprised of representatives of buildings, tenants who live in walk-up buildings not represented by condo or coop boards, business owners, association and Community Board members, MTACC and NYC agency staff to work on construction related issues affecting the community. Construction updates are provided at this meeting.</p> <p>MTA Capital Construction works with the Manhattan Chamber of Commerce on merchant related issues and also meets with businesses in Construction Advisory Committee meetings.</p>
Overuse of technical language	<p>Workshop Solution: Use “common” language in all communication at construction site and mta.info.</p> <p>Item Status: In Progress</p> <p>MTACC Action: The newsletters are designed for a general audience and will use minimal technical language. Improvements are also being made to the language on the MTA Capital Program website.</p> <p>MTA Capital Construction has posted a glossary of commonly used construction terms on the MTA website.</p>

PEDESTRIAN EXPERIENCE

Sidewalks too narrow for cart or a stroller; hazardous streetscape	<p>Workshop Solution: Widen sidewalks. Remove traffic lane next to narrowest sidewalks to widen sidewalks with paint and flexible plastic posts.</p> <p>Item Status: Ongoing</p> <p>MTACC Action: MTA Capital Construction and the Good Neighbor Initiative are working with the contractor to widen the sidewalks where possible and use other methods to provide a safer pedestrian environment. Specifically, the sidewalk on the west side of Second Avenue, between 94th and 95th Street, is being investigated as the contractor switches the work zones to the east side.</p>
Sidewalks not well lit	<p>Workshop Solution: Install lights near sidewalks.</p> <p>Item Status: Ongoing</p> <p>MTACC Action: A lighting survey is being conducted of the entire project corridor. Results of the survey and follow up actions will be presented to the 96th Street Construction Advisory Committee meetings and in the monthly newsletters.</p>

<p>Ambiguous streetscape: what space is for pedestrians, and what is for vehicles?</p>	<p>Workshop Solution: Install buffers between pedestrians and traffic, e.g. pedestrian fencing or Jersey barriers. Use flexible plastic posts and paint to define sidewalk. Separate sidewalk from street with large objects and buffer space. Indicate sidewalk with color and signage. Restripe Second Avenue with fewer, but more consistent lanes; Second Ave gets narrowed to fewer lanes at points already.</p> <p>Item Status: Ongoing</p> <p>MTACC Comment: New York City Department of Transportation does not allow painting of curbs. The project is required to maintain four lanes of traffic except where the contractor has permission from NYCDOT to reduce Second Avenue to three lanes in special circumstances. The MTA project team will continue to monitor the roadway for proper markings.</p>
<p>BUS ISSUES</p>	
<p>No bus stop near 96th Street</p>	<p>Workshop Solution: Improve coordination between MTACC and MTA New York City Transit.</p> <p>Item Status: In Progress</p> <p>MTACC Action: The southbound M15 bus stop is currently located on the NW corner of 97th Street. The westbound M96 bus stop is currently located on 96th Street between Second and Third Avenues closer to Third Avenue.</p>
<p>Locations of bus stops are too far apart</p>	<p>Workshop Solution: SBS must stop between 95th and 97th Streets; reestablish stops on 86th Street at Second Avenue and between 95th and 97th Streets on Second Ave.</p> <p>Item Status: In Progress</p> <p>MTACC Action: The M15 local bus stops between 92nd and 93rd Streets and between 90th and 91st Streets. The southbound M15 bus stop is currently located on the NW corner of 97th Street. The westbound M96 bus stop is currently located on 96th Street between Second and Third Avenues closer to Third Ave.</p> <p>The 86th Street bus stop is expected to be reinstated by spring 2012.</p> <p>The SBS bus stop is located between 88th and 89th Streets.</p>
<p>Bus stop locations change without proper notice, frequently relocated</p>	<p>Workshop Solution: Provide bus stop way-finding signage and disseminate information on buses. Install beacon lights to bus stop posts.</p> <p>Item Status: In Progress</p> <p>MTACC Action: The contractor places signage at the location of the bus stop that is being relocated stating the location of the new bus stop and the effective date of the new location. The MTA website is also updated with new bus stop information: http://www.mta.info/capconstr/sas/busstops.html.</p>
<p>Slower bus service through work zone</p>	<p>Workshop Solution: Maintain bus lanes through work zone.</p> <p>Item Status: See Comment</p> <p>MTACC Action: Bus service speeds are maintained in conjunction with NYCDOT regulations.</p>

