



**THE CITY OF NEW YORK  
BRONX COMMUNITY BOARD 6**

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*Honorable Ruben Diaz Jr., Bronx Borough President*

**MS. EVONNE CAPERS**  
Board Chairperson

**MR. JOHN SANCHEZ**  
District Manager

**Transportation Committee Meeting Minutes**

Thursday, March 18, 2021

Lisa Sanchez, Committee Chairperson

The Transportation Committee Meeting met on Thursday, March 18, 2021 via Zoom Audio and Video Conferencing. The following members were present: Virginia Bird, Matthew Martinez, and Rosa Peraza.

The following item was discussed:

- MTA Metro-North Railroad on the new What'sApp Chat Feature for Customer Service

The MTA Metro-North Railroad informed us about the new What'sApp chat feature for customer service. Riders are now available to contact the MTA Metro-North Railroad customer service through What's App chat from 6 AM to 10 PM daily. Individuals are able to download What's App from their mobile device's app store. The What's App chat feature allows customers to share photos and videos with a customer service representative, they are able to chat live, receive immediate responses, and communicate in different languages via Google Translate. The MTA Metro-North Railroad also informed us about other customer services options that riders can use to connect with them. They can visit their website by exploring their service status section for updated information, or trip planner for trip results and directions, or their Planned Service Change announcement where details where information about repairs and improvements is posted. They can also visit their Train Time App or call 511 or (646) 252-1701.

The committee was also informed that the Fordham Road station was cleaned as a result of the service request we submitted.

*Vacant,*  
*City Council Member, 15<sup>th</sup> Council District*

*Honorable Rafael Salamanca Jr.,*  
*City Council Member, 17<sup>th</sup> Council District*