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Press Release

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LIRR

IMMEDIATE

LIRR Employees Reunite Customer with Lost Engagement Ring

Two-Carat Sapphire and Diamond Ring Lost on Morning Rush Hour Train

The quick action and team work of two MTA Long Island Rail Road employees resulted in a customer being reunited with her two-carat, sapphire and diamond engagement ring that was lost on a morning rush hour train. Deana Teemer, LIRR Customer Service Agent at Penn Station and LIRR conductor Tim Parrett joined forces in tracking down the ring that was left on the 6:38 AM train from Huntington to Atlantic Terminal Tuesday morning.

The owner of the dazzling ring, Brooke Bene – who was recently engaged in April – inadvertently left the ring on the train as she disembarked at Atlantic Terminal for her daily subway trip to her Wall Street job.

"I removed the ring and placed it on my lap to apply hand lotion while on the LIRR train," said Ms. Bene. "When I stood up to leave the train, it must have fallen without me realizing. It wasn't until I grasped the hand bar on the No. 2 train out of Atlantic Terminal and didn't hear the metal of the ring touching the bar that I noticed it was missing – and that's when the panic set in."

After a frantic search through her belongings, Ms. Bene realized the ring was gone. She immediately contacted the LIRR upon arriving at her office.

That's when the LIRR's Deana Teemer jumped into action and called the LIRR's operation center to find out where Ms. Bene's LIRR train was next headed – which turned out to be the Hempstead Branch. She requested the operations center to contact the crew of the train via radio and also called the Hempstead Station ticket office for the train to be searched.

Following a regular routine, Ms. Bene sat in the same seat in the same car each day – this aided in the hunt for the ring.

LIRR conductor Tim Parrett found the ring in the space between the seat cushion and the seat back, after pulling the seat cushion away. He radioed word to the operations center that the ring was found and brought the ring to the Penn Station Customer Service office.

Upon hearing the good news from Deana Teemer later that morning, Ms. Bene gave a sigh of relief and immediately headed to Penn Station to re-claim her cherished ring. Then, she told her fiancé about the ordeal and the happy ending.

"I just love them," Ms. Bene said about Teemer and Parrett. "They were incredible – how amazingly fast everything was done and the ring was found!"

"Deana and Tim's actions represent the best traditions of customer service that we all strive for every day at the LIRR," said LIRR President Helena Williams. "They went above and beyond. They made the extra call. They took the extra effort to make sure this story had a happy ending."

Deana Teemer has worked for the LIRR for 13 years, starting as a ticket clerk and for the last two years in the Customer Service office. Tim Parrett has 15 years on the job.

The LIRR's Lost & Found Department, located in Penn Station, effectively and efficiently handles over 15,000 items annually that customers have left behind. Over half of those are returned to their owners. Cell phones represent the largest number of items returned to customers. To report lost items, customers can complete the [Lost & Found Property Inquiry Form](#) on the LIRR's website at www.mta.info/lirr in the [Lost & Found listing](#) under "LIRR Services." Customers can also call 511, the New York State Travel Information Line, and say "Long Island Rail Road," then "Lost & Found."