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Press Release

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LIRR

IMMEDIATE

LIRR Recognizes 37-year Charter Members of Mail&Ride in Loyalty Award Ceremony at Penn Station

Over 35,000 Savvy LIRR Commuters Subscribe to the LIRR's Popular Monthly Ticket Home-Delivery Service

During the bustle of the evening commute at Penn Station, MTA Long Island Rail Road President Helena Williams recognized two 37-year, charter members of Mail&Ride – the LIRR's widely-popular monthly ticket home-delivery service. The two charter members – James Marsano and Stephen Singer – have been getting their LIRR monthly ticket delivered right to their doorstep since 1975.

In appreciation of their years of riding the LIRR and being loyal, original members of Mail&Ride, both were presented with a special certificate of the recognition from the LIRR by President Williams. In the special Loyalty Award Ceremony, the two long-time Mail&Riders were also each given two tickets to an upcoming performance of Broadway's Spiderman, courtesy of the show's producers. Commuting from Port Washington Station for almost 40 years, Mr. Marsano, is a garment center traffic manager – coordinating the delivery of overseas private-label manufacturing for large companies. Mr. Singer commutes from Great Neck and is a partner in the law firm of Barst Mukamal & Kleiner, LLP.

"The ease and convenience that attracted Mr. Marsano and Mr. Singer to Mail&Ride so many years ago continues to draw new members to the service every day," said LIRR President Helena Williams. "So, while the LIRR was honoring its steadfast original Mail&Ride customers, we thought it appropriate to recognize two of the newest subscribers to the service – Jason Lynn and Maribel Valdes."

Mr. Lynn, a managing director of a consulting firm specializing in legal technology, recently started commuting from Huntington to Manhattan and joined Mail&Ride in February. An associate inventory planner at Macy's Herald Square, Ms. Valdes commutes from Lynbrook and signed up for Mail&Ride in March. Both received two Spiderman tickets each, donated by the hit Broadway show.

Celebrating almost four decades of service, Mail&Ride offers customers worry-free convenience. Each month, like clockwork, Mail&Ride subscribers receive their monthly tickets in the mail. Commuters who chose to add an Unlimited MetroCard (for \$104) to their Mail&Ride monthly LIRR ticket receive a 2% discount off the LIRR train fare portion of the their monthly ticket.

Mail&Ride offers convenient payment options and the ability to suspend ticket delivery while on vacation. Commuters are able to easily apply their pre-tax benefit – up to \$125 in non-taxed income per month for use toward their commute – when paying their monthly Mail&Ride invoice. Additionally, Mail&Ride offers the latest in electronic fund transfer technology for payments – making it more-cost effective and a "green," eco-friendly service.

LIRR President Williams noted, "Mail and Ride customers represent a large group of what I call our bedrock customer base. They are some of our most loyal commuters and we want to say thank you to them and recognize them for their patronage. Mail and Ride is the most hassle free way to get your monthly ticket and ride the LIRR."

As part of a year-long marketing effort to promote the Mail&Ride program, the LIRR introduced monthly "loyalty" giveaways – thanking our Mail&Ride customers for the choice they made with value-added incentives. Each month, Mail&Ride customers are automatically entered in a sweepstakes to win a free LIRR monthly ticket. Four lucky winners are randomly selected each month.

This summer, the LIRR's Mail&Ride service will be implementing a re-designed and enhanced web application – making Mail&Ride on the web more customer-friendly. Among the customer benefits will be greater security, using a new 7 digit Personal Identification Number (PIN) and email addresses will be required for signing up for and accessing a customer account. Additionally, greater customer flexibility will be provided with the ability to place an account in the "vacation status" for up to any one of the next six months – previously the maximum was 2 consecutive months.

Signing up for Mail&Ride is quick and easy by choosing the [Mail&Ride](#) option in the "Ways to Pay" box located on the lower left of the LIRR's homepage on the LIRR's website at www.mta.info/lirr.