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Press Release

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LIRR

IMMEDIATE

New LIRR President Phillip Eng to Meet With Customers, Local Officials

In His First Week, Eng Will Be Available In Person to Gather Feedback About the Customer Experience as He Takes On Top Job

The Long Island Rail Road announced today that its new president, Phillip Eng, will travel this week to major hubs in Suffolk and Nassau counties, as well as in Brooklyn and Manhattan during morning and evening rush hours to meet with local elected officials and customers in an effort to hear concerns, suggestions and comments regarding rail road service.

A daily LIRR rider himself, Eng wants to hear directly from fellow commuters, as well as elected officials who serve these communities. These meetings will give the public a chance to voice their experiences to the LIRR’s top official, and, in turn help inform Eng as he and LIRR staff continue to focus on the railroad’s improvement priorities.

“No one knows the railroad the way the customers do,” said Eng. “As we evaluate what we need to do to improve service, I want and need to hear what our customers want prioritized. I hope customers will be willing to take some time out of their busy schedules and commutes to engage with me as we work to improve the experience they have on the railroad.”

Eng is committed to keeping an open line of communication with the public. There will be additional opportunities and locations to meet with him in the future.

This week, Eng will be available to speak with the public at the following times and locations:

- Tuesday, April 17 – 7 a.m. to 8:30 a.m. -- Mineola Station with Nassau County Executive Laura Curran
- Tuesday, April 17 – 4:30 p.m. to 6:30 p.m. -- Penn Station Connecting Concourse (33rd Street Passageway, across from Kmart)
- Wednesday, April 18 – 7 a.m. to 8:30 a.m. -- Ronkonkoma Station with Suffolk County Executive Steve Bellone
- Wednesday, April 18 – 4:30 p.m. to 6:30 p.m. -- Atlantic Terminal – LIRR Main Gate area near Track 1 & 2