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Press Release

May 23, 2018

LIRR

IMMEDIATE

### LIRR President Phil Eng to hold 'Customer Conversations' Events Across Long Island

#### *Open-House Style Forums to Bring LIRR Customers Up Close With Senior LIRR Staff to Discuss the Railroad's Initiatives For a Robust Future*

MTA Long Island Rail Road President Phil Eng today announced two 'Customer Conversations' forums, one in Nassau County and another in Suffolk County, to continue his efforts in keeping an open dialogue with LIRR customers about its service and progress on major initiatives.

Daily commuters, leisure travelers, community members and stakeholders alike are encouraged to attend and engage in constructive dialogue with President Eng and other subject matter experts who will be available to hear about their experiences, share feedback and to answer questions.

On Monday, President Eng unveiled LIRR Forward, a package of specialized actions designed to transform operations at the railroad by hardening critical infrastructure sooner than planned, increasing cleaning of train cars and stations, and continuing a comprehensive overhaul of our customer communications as the railroad continuously strives to provide a world-class customer experience.

"We are embarking on major change at the railroad to ensure our customers, who deserve nothing less than reliable, consistent and comfortable train service, get what they expect from us," LIRR President Phil Eng said. "I want to make sure we keep the lines of communication open, both ways, to make sure we're delivering on our commitments. And, as always, I want Long Islanders to know that their ideas and concerns are being listened to and action is being taken."

Eng, who has been consistently meeting with customers since his first day on the job, will discuss LIRR Forward and its major tenets at these events, and how they will become the foundation of LIRR's operations for the months and years ahead, as the agency continues to evolve and identify the root causes of system malfunctions and lays out the groundwork for proactively attacking and solving these issues.

The Nassau County forum will be held on May 31 at Adelphi University in Garden City, while Suffolk's will be held at Long Island MacArthur Airport in Ronkonkoma on June 7.

Doors will open for both events at 6 p.m., where attendees will have an opportunity to meet with President Eng and experts from various LIRR departments such as Service Planning, Stations, Engineering. A brief program will begin at 7 p.m., with Q&A to follow.

#### Nassau County

When: Thursday, May 31, 2018

Where: Adelphi University (1 South Ave., Garden City, NY 11530) at the Performing Arts Center - Olmstead Theater. Doors will open at 6 p.m., with a presentation by President Eng to start around 7 p.m.

#### Suffolk County

When: Thursday, June 7, 2018

Where: Long Island MacArthur Airport (100 Arrival Ave., Ronkonkoma, NY 11779), in the Art Gallery inside the terminal.