



## MTA Press Releases

[Select Language](#) | ▼

Press Release

March 7, 2019

LIRR

IMMEDIATE

### LIRR President Phil Eng to Continue 'Customer Conversations', at New York City Stations

***Open-House Style Forums Return to Bring LIRR Customers Up-Close with Senior LIRR Staff to Discuss Ongoing and Upcoming Railroad Initiatives Focused on Improving Train Service, Customer Experience***

MTA Long Island Rail Road President Phil Eng today announced the continuation of 'Customer Conversations' forums at locations across the service territory, building on the railroad's efforts to keep an open dialogue with LIRR customers about its service and progress on major initiatives.

The New York City forums will be held from 5-7PM on Thursday, March 21, at Jamaica Station, Thursday, April 4 at Penn Station, and Thursday, April 11 at Atlantic Terminal.

- Thursday, March 21 - Jamaica Station 5-7 p.m.
- Thursday, April 4 - Penn Station 5-7 p.m.
- Thursday, April 11 - Atlantic Terminal 5-7 p.m.

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

"As we continue to implement major change at the railroad to ensure our customers receive reliable, consistent and comfortable train service, we also want to make sure we keep the lines of communication open, to validate we're delivering on our commitments," LIRR President Phil Eng said. "These forums are a chance for customers to speak face-to-face with senior LIRR staff, including myself, who are responsible for delivering the service customers not only expect, but deserve."

Immediately following his appointment in April 2018, President Eng made it a priority to establish programs that allowed for a continuous dialogue with customers, subsequently four events were initially held at LIRR stations before the official launch of 'Customer Conversations' in Nassau and Suffolk counties.

To supplement these forums, "Meet Your Manager" events began this past July, where LIRR Branch Line Managers, joined at times by President Eng and senior staff, have met with customers, answering questions and listening to feedback, at over 125 events to date. The LIRR continues to strive toward its goal of improved customer communication, and has issued hundreds of notices to the public via email/text alert and social media for each event.