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Press Release

January 23, 2019

LIRR

IMMEDIATE

LIRR President Phil Eng to Continue 'Customer Conversations' Events Across Long Island, New York City

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.

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.

The Nassau County forum will be held on Wednesday, February 6, at William P. Bennett Hicksville Community Center in Hicksville, while Suffolk's will be held at LIRR's Wyandanch Station in Wyandanch on Wednesday, February 13.

Dates and locations for events in Queens, Brooklyn, and Manhattan, will be announced in the coming weeks.

"The LIRR posted a modern record ridership in 2018, underscoring the importance of the LIRR to our region's economy, and the need to provide reliable service," 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. We look forward to continue listening to customers and their feedback, ideas and concerns and want them to know we are taking several strategic actions to improve."

Immediately following his appointment in April, President Eng met with customers at announced events at four LIRR stations before launching 'Customer Conversations' in Nassau and Suffolk counties in an effort to open what would become a continuous dialogue with customers. 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 nearly 100 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.

Doors will open for both 'Customer Conversation' 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, Maintenance of Equipment, Transportation, and Engineering. President Eng will deliver a short presentation beginning at 7 p.m., with a question-and-answer segment to follow. The events will conclude at 8:30 p.m.

Nassau County

When: Wednesday, February 6, 2019

Where: William P. Bennett Hicksville Community Center (28 W. Carl St., Hicksville, NY 11807). Closest LIRR Station: Hicksville (0.5 miles)

Suffolk County

When: Wednesday, February 13, 2019

Where: Wyandanch Station (Straight Path and Long Island Avenue), Wyandanch, NY 11798