



Meeting Minutes of

July 12, 2018

A meeting of the Long Island Rail Road Commuter Council (LIRRCC) was convened at 4:30 pm on July 12, 2018 in the LIRR East Side Access Readiness Conference Room, 450 7th Avenue, 20th Floor, New York, New York 10123.

Member Attendance

Mark Epstein (Chair)	Present
Gerard P. Bringmann (Vice Chair)	Present
Sheila Carpenter	Absent
Michael Godino	Present
Ira Greenberg	Present
Raymond Pagano	Absent
Bryan Peranzo	Present
Marilyn Poterson	Absent
Larry Rubinstein	Present

Staff Attendance

William Henderson (Executive Director)	Present
Ellyn Shannon (Associate Director)	Absent
Bradley Brashears (Planning Manager)	Absent
Sheila Binesh (Transportation Planner)	Present
Karyl Cafiero (Research Associate)	Absent
Deborah Morrison (Administrative Assistant)	Absent
Jayendra Bhardwaj (Intern)	Absent
Riddhi Parikh (Intern)	Absent

Non-member Attendance

<u>Name</u>	<u>Affiliation</u>
Hector Garcia	LIRR
Vanessa Lochel	LIRR
Phil Eng	LIRR
Matthew Kessler	Concerned citizen

LIRRCC MINUTES

2

Time Point

Video Part 1

00:01

Approval of Agenda for June 12, 2018 meeting.

00:04

Approval of Minutes for May 10, 2018 meeting.

01:06

Chair's Report attached.

- Bill Henderson is retiring

07:12

Member Report

- Communication problems continue: no announcements about transfers, email alerts are inaccurate.

Old Business: Communication problems

14:11

Signage in stations, inaccurate countdown clocks.

Relay communication issues to Gerry. He will send them to Sheila

16:48

Board's Report:

- Ira's term expires as LIRRCC MTA Board member in December and has accepted a nomination for NYC Civil Court judge.
- Nassau County MTA board member has resigned and won't be filled until next year.
- Fare hikes will be voted on after elections

Old Business

22:33

Introduction of Sheila: Social media analysis

26:03

Passenger surveys onboard trains

27:30

Introduction of Speaker: Phil Eng, President LIRR

Improve customer service and increase reliability

Video Part 2

More transparency with riders

00:03

B. Peranzo: What was the restriction preventing you from accelerating important projects, was it capital or a mindset of being reactive instead of proactive?

P. Eng: Both, staff for this was doing other work. We prioritized this.

Reallocated staff to work on problems before capital plan. Saves money.

LIRRCC MINUTES

3

- 09:56 L. Rubinstein: Could you clean trains at terminals (i.e. Penn Station) like on subways, just mop up two cars.
P. Eng: That's our intention. One goal is to have cleaner's riding the trains but need to hire more staff.
- 17:50 G. Bringmann: First originating train in the morning was dirty from the night before.
- 18:58 M. Epstein: Two issues: 1. How do you see our role in working with you? and 2. Could you discuss complaints on cleaning the tracks and right of way?
P. Eng: The role I see is a strong partnership. I need folks out there for feedback. We could have more frequent meetings. I want to reach out on changes quickly. We have been talking with staff about how to approach the problem and systematically check. Looking to see if 'adopt-a-station or track' partnership could be used for cleaning. Need to change the mindset.
- 25:46
- 31:05 B. Peranzo: *Story of miscommunication of local and express trains.* What is the best way to communicate these instances to the LIRR?
P. Eng: Feel free to email me directly. We can bring conductors and the team in to go over announcements.

Video Part 3

- 02:01 L. Rubinstein: Even something simple announcing "your train will be 10 cars today" so passengers will know where to stand on the platform.
- 03:13 L. Rubinstein: What is going to be done to improve communication to customers? And how long will it take?
P. Eng: GPS installment will be completed in August and countdown clocks will be more accurate. Currently working to hire a Chief Experience Officer tied to customer experience and messaging. Discussing whether to script the announcements. Need to ensure we are receiving accurate information before putting it out. Hesitant to say there will be delays in advanced before – like to stay optimistic.
- 08:23 L. Rubinstein: What about Wi-Fi on the trains?
P. Eng: I asked about it, but there are other priorities. I would prefer to improve cell service in the tunnel.
- 10:51 G. Bringmann: Need better customer experience. I got home an hour late but the train says it was on time.
- 12:35 G. Bringmann: What benefits can riders expect from the new Harold Interlocking?
P. Eng: It can provide more reliable service.
- 13:36 G. Bringmann: Could you provide information on Amtrak's plan for the East River tunnels?
P. Eng: I've been regularly meeting with their ops and engineering teams and got their work plans for 2018 & 2019. I want to hold them accountable. Working to better know their schedule and have the resources dedicated.

LIRRCC MINUTES

4

- 17:04 G. Bringmann: There's lots of concerns about freight stopping commuter trains.
H. Garcia: The freight company has new leadership so you should invite them over for a meeting.
P. Eng: Riders should take priority over freight.
I am looking at their lease agreement to check if they are operating safely and environmentally friendly.
- 19:50 M. Epstein: Do you have a position on how you see freight fitting in with the LIRR?
P. Eng: I don't have a position on this personally and I know how freight is moved on Long Island is important. The LIRR is not in the business of moving freight. There has to be a balance.
- 21:34 B. Peranzo: We are looking forward to the new cars. Can you give us an update on the M9 cars?
P. Eng: I've been pushing the manufacturer to give us a timeline - end of this year or early next year. Can't hold them to a date without one planned. Need to focus on rolling stock.
- 25:22 M. Godino: Thank you for the track barriers. As we move to Grand Central, it's not accessible. What are you doing to make it more accessible?
P. Eng: I have to look at Grand Central. We are working on improving accessibility – will have more updates soon. (talk to MetroNorth)
- 28:15 B. Peranzo: New signs at Hicksville are barely legible and are poorly located.
H. Garcia: Yes signs at the bottom of the stairs are coming.
- 29:03 M. Godino: Can you make the ticket app more accessible (Train Time)?
P. Eng: The My MTA is a better app.
- 30:15 M. Godino: Is there a possibility to keep the one seat ride to Brooklyn?
- 31:11 S. Binesh: Will the LIRR be taking a greater role in developing parking?
P. Eng: I've met with the local mayor and supervisors to partner with private entities for parking and amenities. I don't have control over it, but need to know what's going on.
- 32:42 S. Binesh: How are you ensuring quality control on station improvement projects?
P. Eng: It's something I would like to challenge to improve efficiency and a timeline.

LIRRCC MINUTES

5

Video Part 4

- 00:36 M. Epstein: Stations with new work only have one station canopy so they run to the other end of the platform when the train arrives.
P. Eng: Not all stations even have canopies
- 02:27 L. Rubinstein: (re: Ensuring quality control at stations) It's not only the time it takes to complete the work, it's the quality of the work.
- 03:54 W. Henderson: Is recruiting an issue for the LIRR?
P. Eng: We are not hiring for senior level positions. I'm still evaluating the staff right now. We've been hiring more car cleaners, track workers, and signal maintainers.
- 05:12 M. Epstein: Any update on 2nd track?
P. Eng: It's moving along well, going to be done this summer (well ahead of schedule) and will be able to provide reverse peak travel.
We have had frequent and regular community meetings
- 07:48 M. Godino: Can countdown clocks make announcements when a train is not stopping?
P. Eng: Sure

Adjourned

Action Items

- Meeting with Phil Eng twice a year
- Forward communication errors to Phil Eng / Sheila

Youtube Video links:

[Part 1](#), [Part 2](#), [Part 3](#), [Part 4](#)

The meeting was adjourned at 7:00 PM.

Respectfully submitted,

William Henderson
Executive Director