



Meeting Minutes of

August 9, 2018

A meeting of the Long Island Rail Road Commuter Council (LIRRCC) was convened at 4:30 pm on August 9, 2018 in the LIRR Transportation Services Conference Room, 1 Penn Plaza, Penn Station, New York, New York 10123.

Member Attendance

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

Staff Attendance

William Henderson (Executive Director)	Present
Ellyn Shannon (Associate Director)	Absent
Bradley Brashears (Planning Manager)	Present
Sheila Binesh (Transportation Planner)	Absent
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>
Phil Eng	LIRR
Hector Garcia	LIRR
Natasha Avanesians	LIRR
Matthew Kessler	Concerned Citizen

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Time Point

Video Part 1 Phil Eng (President LIRR) discussion on LIRR matters.

- 01:00 P. Eng: Rod Brooks (30 year LIRR employee) was named LIRR Senior Vice President of Operations.
- 01:20 G. Bringmann: Expresses concern regarding recent LIRR performance. People jumping in front of trains, lightening striking substation in New Hyde Park - the main concern is how the LIRR is responding to these issues and how quickly they can recover.
- 02:35 P. Eng: Discusses DiNapoli Report – LIRR to address issues that are causing the most service delays (LIRR Forward Presentation) - LIRR being more proactive. Discussion of grade crossing mitigations, tree trimming, third-rail heaters, etc...
- 05:53 P. Eng: Discusses suicide incidents, response time - third-party responses. Medical examiner responses of three hours is too long – possibility of getting a medical examiner on the LIRR payroll.
- 08:30 P. Eng: Discusses lightning strikes – LIRR kept people out all night long, and into the morning rush. Trains were moving slow, but at least they were able to move the trains.
- 11:24 P. Eng: In the future we want to have a playbook to give riders options during shutdowns, so they know where they can go.
- 12:00 G. Bringmann: Suggests a “lessons learned” session to see where things went wrong and where improvements can be made.
- 12:10 G. Bringmann: The biggest LIRR issue is poor communications – there have been some improvements, but the information does not get out quick enough.
- 13:44 I. Greenberg: Often trains get cancelled and then put back into service – this confuses passengers when the train is back in service, so it looks like the LIRR does not know what it is doing – up to date information is needed.
- 15:20 P. Eng: We are in the process of improving internal communications, categorization, which will in turn help with external communications.
- 19:20 G. Bringmann: When there is a major service delay it would be nice to have a time estimate of the delay. During recent person strike they estimated four hours when it actually only took two hours.

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24:20 I. Greenberg: Substitute bus service – difficult to get buses during peak service. Is the railroad making an effort to get more substitute buses during service disruptions?

P. Eng: We've been discussing buying buses – difficulty with outside parties – no more school buses. Buses are a problem, and I want to get control of it.

27:16 G. Bringmann: Other communication issues – email alerts – there should be alternate routes listed when service is down. (i.e. people can go to Atlantic Terminal when Woodside/Penn/LIC service is disrupted.)

P. Eng: Yes, it is unfortunate but we will be working on this.

29:58 G. Bringmann: Stations getting skipped (i.e. announcement saying they are going to stop at St. Albans, but the train doesn't stop there.)

L. Rubinstein: I was sitting next to a family when this happened. People had to go to Rockville Center and would have to wait for an hour for their train back.

M. Poterson: That happened to me – 5:41 express train C.I. (Central Islip) – called MTA to complain, and they said this happens often.

P. Eng: We will look into this, we have logs we can look at.

Video Part 2

04:04 P. Eng: We are getting better at announcements, conductors are getting better at giving more information.

04:47 G. Bringmann: Recently heard a great announcement – front of trains get really loaded, and conductor says to walk back out to the platform and board at the back, we will wait for you.

P. Eng: Where there are crowding issues, we are trying to address quickly. Adding cars for service to Forest Hills and Kew Gardens.

07:41 L. Rubinstein: On a positive note, timing of station announcements in relation to train arrivals has improved.

08:44 M. Kessler: Is there enforcement of the Quiet Cars? People don't know they are in the Quiet Cars.

P. Eng: We will look into it - no answer for right now.

10:20 G. Bringmann: Some conductors tell riders the Quiet Car is just a suggestion – it's not mandated.

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11:30 P. Eng: We could make a general announcement – last car is the Quiet Car.

14:55 L. Rubinstein: What is the timeframe for the work at Bellmore?

H. Garcia: Before the end of the year – December 2018 – design-build project.

15:57 **Chair's Report attached.**

16:55 **Board Report: Ira Greenberg**

- Nobody on the MTA Board from Nassau County.
- Positive Train Control (PTC) is still plugging along there – December is the deadline.
- On-time Performance (OTP): LIRR now has a performance summary page – you can look at your branch – 3/11 branches operating at goal.
- East Side Access (ESA) – is in a better place – hopefully done by 2022.

21:15 **Staff Report: William Henderson**

- Possibility of having a September meeting.
- First interviews for Bill's replacement as PCAC Executive Director next Tuesday.
- Not enough notice on temporary platforms – Woodside.

31:41 **Member Report:**

- L. Rubinstein: Bellmore parking lot riot the other day – people parking there from the health club – tickets being written.

33:10 **New Business**

33:17 G. Bringmann: Recent derailments?

H. Garcia: They are under investigation.

Video Part 3

02:21 I. Greenberg: Is the railroad safe - with three recent derailments – some reassurance that this is not a systematic problem.

W. Henderson: Each derailment is different.

04:10 G. Bringmann: LIRR project update.

H. Garcia: We have a lot of projects wrapping up this fall – Double Track, Third Track early construction, and some station work.

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05:14 G. Bringmann: Right of way vegetation –

H. Garcia: We are on a six year cycle, and we are working with the vendor to do more, and trimming more aggressively.

06:08 **Old Business**

06:30 W. Henderson: Received a response letter about Ronkonkoma Double track – It will be completed ahead of schedule – schedule enhancements – adding stops.

06:52 Approval of Minutes will be in September.

07:00 **Adjourned**

Action Items

Youtube Video links: [Part 1](#), [Part 2](#), [Part 3](#)

The meeting was adjourned at 6:00 PM.

Respectfully submitted,

William Henderson
Executive Director