



2 BROADWAY, 16TH FLOOR, NEW YORK, NY 10004
1 WEST STREET, MINEOLA, NY 11501
(212) 878-7087 *mail@pcac.org*

MARK J. EPSTEIN CHAIR
LARRY RUBINSTEIN VICE CHAIR
NASSAU COUNTY OWEN COSTELLO • MICHAEL GODINO
RAYMOND PAGANO • BRYAN PERANZO
LARRY RUBINSTEIN
SUFFOLK COUNTY GERARD P. BRINGMANN
SHEILA CARPENTER • MARK J. EPSTEIN
MAUREEN MICHAELS
QUEENS COUNTY IRA GREENBERG
KINGS COUNTY MATTHEW KESSLER

WILLIAM A. HENDERSON EXECUTIVE DIRECTOR
ELLYN SHANNON ASSOCIATE DIRECTOR
ANGELA BELLISIO TRANSPORTATION PLANNER
BRADLEY BRASHEARS TRANSPORTATION PLANNER
KARYL BERGER CAFIERO RESEARCH ASSOCIATE
DEBORAH MORRISON ADMINISTRATIVE ASSISTANT

PRESS RELEASE: #16-02

For Immediate Release

Contact: William Henderson
212-878-7077

January 25, 2016

LIRRCC Calls for Better Communication with LIRR Riders

The Long Island Rail Road Commuter Council (LIRRCC) is extremely disappointed in the completeness and accuracy of communication provided by the LIRR to its riders. The LIRRCC appreciates the considerable efforts of LIRR workers in restoring service and the changing conditions that they face. In many cases, however, service announcements and alerts issued by the LIRR have not accurately reflected the service that is actually being provided.

Service was restored this morning in advance of its scheduled start without adequate notice to riders, resulting in underutilized trains followed by overcrowded trains. Other announcements given to riders have contradicted information that had been provided earlier without making clear the planned change in service. LIRRCC Chair Mark Epstein said "when weather conditions disrupt service, the LIRR's communication with riders must be timely, accurate, and clear. Riders enduring these difficult conditions must have the information that they need to access available service. Unfortunately many riders today did not receive adequate information from the LIRR."

The LIRRCC calls on the LIRR to conduct a transparent investigation of communications with riders during this past weekend's storm and its aftermath, including an review of lessons learned and an assessment of the steps necessary to provide riders with real time train status information through a mobile phone app.