



**Long Island Rail Road**  
*Going your way*

**BID SHEETS**

**THE LONG ISLAND RAIL ROAD  
DEPUTY CHIEF STORES OFFICER – STORES OPERATION &  
MATERIALS**

**May 18, 2016**

**TO ALL EMPLOYEES INCLUDED IN CONSOLIDATED SYSTEM  
SENIORITY ROSTER OF CLERICAL FORCES:**

**NOTICE OF AWARDS**

<b><u>BULLETIN #</u></b>	<b><u>POSITION</u></b>	<b><u>EMPLOYEE</u></b>	<b><u>EFFECTIVE DATE</u></b>
P&L 2396	Stores Truck Driver ESA – Permanent (E.Schinella)	NO BIDS RECEIVED	
P&L 2397	Assistant Warehouse Person Permanent (T. Hinrichs)	Brian Otero	5/18/16
P&L 2398	Warehouse Person Permanent (A. Rampersad)	Alicia Matthew	5/25/16

Elvin Vazquez  
Deputy Chief Stores Officer  
Stores Operation & Materials  
Procurement & Logistics Department

POSTED: 9:00 AM  
May 18, 2016

**THE LONG ISLAND RAIL ROAD  
DEPUTY CHIEF STORES OFFICER – STORES OPERATION & MATERIALS  
BULLETIN NO. P&L – 2399**

TO ALL EMPLOYEES INCLUDED IN CONSOLIDATED SYSTEM SENORITY OF CLERICAL FORCES:

Bids for the following position in the organization of Purchases and Materials will be accepted by the Officer named below until the close of business on Friday, May 27, 2016. Bids can be faxed to Ext. 3279 or sent via interoffice mail to MC: 3131.

**POSITION:** Warehouse Person – (L. James) – Temporary  
**LOCATION:** Hillside  
**TOUR OF DUTY:** 7:30 AM – 3:30 PM  
**REST DAYS:** Saturday & Sunday  
**RATE OF PAY:** \$33.632 per hour

**DUTIES:** Must have functional knowledge of all Stores administrative activities, forms and documents, including general familiarization with the entire LIRR procurement system. Must be proficient in WMS operations and perform all appropriate input.

Must perform general housekeeping in area of assignment. Must be able to conduct oneself in a businesslike fashion in all oral and written communications. Must be qualified to perform the specific method of operation pertinent to the various material distribution stations regarding receiving, storing and shipping, issuance of material and other related duties. Must have knowledge of all the official documents, (i.e. MP-151, MW-121, SK-35, etc.), concerning the charge out of material including proper execution. Must be able to maintain perpetual inventory of specified classes of material. Must be able to lift up to 75lbs. Must be able to assist supervision in taking of inventory, verifying out of stock and rectification of errors.

Perform all other related duties as assigned.

**REQUIREMENTS:** Approved safety shoes in accordance with TCU Agreement to be furnished by the employee. Under the contract effective 7/26/82, the following information must be included on LIRR bid application form CT-88: seniority date, current position, date awarded current position.

**Elvin Vazquez**  
Deputy Chief Stores Officer  
Stores Operation & Materials  
Procurement & Logistics Department

POSTED: 9:00 AM  
May 18, 2016

**THE LONG ISLAND RAIL ROAD  
DEPUTY CHIEF STORES OFFICER – STORES OPERATION & MATERIALS  
BULLETIN NO. P&L - 2402**

**TO ALL EMPLOYEES INCLUDED IN CONSOLIDATED SYSTEM SENORITY ROSTER OF  
CLERICAL FORCES:**

Bids for the following position in the organization of Purchases and Materials will be accepted by the Officer named below until the close of business on Friday, May 27, 2016. Bids can be faxed to Ext. 3279 or sent via interoffice mail to MC: 3131.

**POSITION:** Assistant Warehouse Person (B. Otero) – Permanent  
**LOCATION:** Hillside Warehouse 15 Shop Floor  
**TOUR OF DUTY:** 8:00 AM – 4:00 PM  
**REST DAYS:** Friday & Saturday  
**RATE OF PAY:** \$31.406 per hour

**DUTIES:** Must be qualified to operate all material handling equipment. Must be able to operate a floor scrubber. Must be familiar with all materials. Must be able to load and unload trucks by forklift/hand. Must do all general laborer's work, such as sweeping, dusting, lifting, transferring material. Must possess a minimum Class D New York State Driver's License. Will be required to complete a Forklift Training Program.

Perform all other related duties as assigned.

**REQUIREMENT:** Approved safety shoes in accordance with TCU Agreement to be furnished by the employee. Under the Contract effective 7/26/82, the following information must be included on LIRR bid application form CT-88: seniority date, current position, date awarded current position.

**Elvin Vazquez**  
Deputy Chief Stores Officer  
Stores Operation & Materials  
Procurement & Logistics Department

POSTED: 9:00 AM  
May 18, 2016

**RE-ADVERTISED**

**THE LONG ISLAND RAIL ROAD  
DEPUTY CHIEF STORES OFFICER – STORES OPERATION & MATERIALS  
BULLETIN NO. P&L – 2403**

**TO ALL EMPLOYEES INCLUDED IN CONSOLIDATED SYSTEM SENIORITY OF CLERICAL FORCES:**

Bids for the following position in the organization of Purchases and Materials will be accepted by the Officer named below until the close of business on **Friday, May 27, 2016**. Bids can be faxed to Ext. 3279 or sent via interoffice mail to MC: 3131.

**POSITION:** Stores Truck Driver - (E Schinella) – Permanent  
**RE-ADVERTISED (P&L – 2315, 2325, 2333, 2348, 2351, 2354, 2359, 2367 & 2372, 2374, 2381, 2385, 2390, 2393 & 2396)**

**LOCATION:** East Side Access Glendale (84-02 72<sup>nd</sup> Dr.)

**TOUR OF DUTY:** 7:30 AM – 3:30 PM

**REST DAYS:** Saturday & Sunday

**RATE OF PAY:** \$ 32.846 per hour

**DUTIES:** Must be qualified to operate all types of gasoline driven vehicles including trucks with lifts and booms, automobiles and all material handling equipment. Must be physically able to assist in the loading and unloading of all types of material and equipment that the needs of service require. Must hold a New York State Class “B” CDL license with HAZMAT endorsement with no air brake restrictions. Must be familiar with emergency truck maintenance and inspection procedures as instigated by New York State and the Company. Will be required to operate two-way radio equipment and be familiar with the New York City and State roads, highways and expressways as they relate to the Long island Rail Road’s property. **New applicants must secure a New York State Class “A” CDL license with HAZMAT endorsement with no air brake restrictions within three months of award of position. Training will be provided by the Carrier.**

**REQUIREMENTS:** Approved safety shoes in accordance with TCU Agreement to be furnished by the employee. Under the Contract effective 7/26/82, the following information must be included on LIRR bid application form CT-88: seniority date, current position, date awarded current position.

**Elvin Vazquez**  
Deputy Chief Stores Officer  
Stores Operation & Materials  
Procurement & Logistics Department

POSTED: 9:00AM  
May 18, 2016

**THE LONG ISLAND RAIL ROAD  
OFFICE OF THE CHIEF STATIONS OFFICER – STATIONS DEPARTMENT**

May 18, 2016

AGENT'S BULLETIN NO. SD-08-2016

This bulletin will close **at 5:00 PM on Friday, May 27, 2016**. It will be open to Agents and Assistant Agents. All bids must be received in the Stations Department, Jamaica, prior to the close of this bulletin. CT-88 receipts will only be honored if signed by the designated representatives working in the Stations Department. The following information must be included in all bids: Seniority date, the date last awarded a position, and current position. All bids should be mailed to John Dunne, Jamaica, Dept 1106. **If you fax your bid (718 558-7429), you MUST call the Crew Dispatcher to confirm the receipt of CT-88. It is your responsibility to keep a record of that confirmation. Bid withdrawals can only be accepted by call Crew before the bulletin closes.**

Position No. 1	Temporary	Agent (A971)
Location:		Tues/Wed: Ronkonkoma Thursday: Patchogue Fri/Sat: Huntington
Tour of Duty:		Tues/Wed/Thurs/Fri: 5:00 AM – 1:00 PM Saturday: 4:45 AM – 1:00 PM
Rate of Pay:		Tues/Wed: \$41.516 Thursday: \$40.062 Fri/Sat: \$40.652
Rest Days:		Sunday/Monday
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Position No. 2	Temporary	Agent (A701)
Location:		Mineola
Tour of Duty:		5:35 AM – 1:35 PM
Rate of Pay:		\$40.909
Rest Days:		Saturday/Sunday
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**THE LONG ISLAND RAIL ROAD  
OFFICE OF THE CHIEF STATIONS OFFICER – STATIONS DEPARTMENT**

May 18, 2016

**BULLETIN NO. SD-10-2016**

This bulletin will close **at 5:00 PM on Friday, May 27, 2016**. It will be open to employees included in the consolidated system seniority roster for clerical forces. All bids must be received in the Stations Department, Jamaica, prior to the close of this bulletin. CT-88 receipts will only be honored if signed by the designated representatives working in the Stations Department. The following information must be included in all bids: Seniority date, the date last awarded a position, and current position. All bids should be mailed to John Dunne, Jamaica, Department 1106. **If you fax your bid (718-558-7429), you MUST call the Crew Dispatcher to confirm the receipt of CT-88. It is your responsibility to keep a record of that confirmation. Bid withdrawals can only be accepted by calling Crew before the bulletin closes.**

Position No: 1	Permanent	Ticket Clerk (C136)
Location:		Atlantic Terminal
Tour of Duty:		2:30 PM – 10:30 PM
Rate of Pay:		\$33.258
Rest Days:		Thursday/Friday

**Primary Duties:** Must be qualified in the sale and accounting of tickets and related duties. Must possess the ability to exercise good judgment and efficiently perform assigned duties.

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Position No: 2	Temporary	Ticket Clerk (C822)
Location:		Hillside TSM
Tour of Duty:		7:30 AM – 3:30 PM
Rate of Pay:		\$34.853
Rest Days:		Wednesday/Thursday

**Primary Duties:** Must have a full understanding of the sales and accounting of tickets and the daily servicing of ticket vending machines. Responsible for completing daily-tour incident reports. Must drive between Long Island Rail Road properties; must make minor repairs (i.e., change flat tires) as necessary for completion of daily assignment. Must hold a valid New York State Driver's License. Must be able to understand and follow road maps and/or written descriptions to travel between locations. Must carry pocket-page device while on duty to communicate between supervisors and carry photo I.D. to provide positive identification at all times. Must possess the ability to service, define error codes and correct malfunctions in the S&B TVM's. Process large amounts of currency and coins, prepare bank deposits, maintain accurate spare parts inventory, defective parts log and the TVM ticket stock book. Must be familiar with the TVM Malfunction and Maintenance reports. The applicant should be mechanically inclined and be able to lift coin magazines, cassettes, bill and coin vaults. Must be able to operate coin filler, currency counter/sorter, coin sorter and be familiar with obtaining a "state report" from the S&B TVM utilizing a computer notebook. Must possess the ability to exercise good judgment. Applicant must be customer oriented and be capable of effectively and courteously relating to customers.

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Position No: 3	Temporary	Ticket Clerk (TS-1)
Location:		Hicksville
Tour of Duty:		Monday: 6:00 AM – 2:00 PM Thurs/Fri/Sat/Sun: 7:00 AM – 3:00 PM
Rate of Pay:		\$34.244
Rest Days:		Tuesday/Wednesday
Primary Duties:		Same as Position No. 1

Position No: 4	Temporary	Ticket Clerk (TS-2)
Location:		Mon: Penn Station Lost & Found Friday: Penn Station Tickets Tues/Sat/Sun: Jamaica
Tour of Duty:		Monday: 9:00 AM – 5:00 PM Tues/Fri: 12:00 PM – 8:00 PM Sat/Sun: 8:00 AM – 4:00 PM
Rate of Pay:		\$33.438
Rest Days:		Wednesday/Thursday

Primary Duties: Must be qualified in the sale and accounting of tickets and related duties. Must possess the ability to exercise good judgment and efficiently perform assigned duties. Must be able to maintain all records, reports, manifest and vouchers (to New York City Police Department Property Clerk). Must write legible, and all records must be kept accurately for auditing upon request. Must comply with and have a working knowledge of Lost Property Policy and Procedures. Must answer phones courteously, be competent and knowledgeable of train manipulation, and contact all stations and terminals pertaining to lost articles. \*NOTE: Copies of the Lost Property Policy and Procedures may be obtained from the Terminal Manager of Penn Station.

Position No: 5	Permanent	Station Appearance Maintainer (RSC3)
Location:		Atlantic Terminal
Tour of Duty:		Mon/Tues/Wed/Thurs: 2:00 PM – 10:00 PM Friday: 2:30 PM – 10:30 PM
Rate of Pay:		\$28.763
Rest Days:		Saturday/Sunday

Primary Duties: Required to operate singly and/or part of a team to clean and maintain the appearance of the Long Island Rail Road properties, stations, office buildings and other appurtenances associated with Company property. Routine work includes the operation of mechanical cleaning equipment. All duties must be performed in an efficient and courteous manner. Responsible to complete daily station cleaning reports and to provide reports to supervisors as directed. Must perform work in accordance with written and oral instructions that specify the priority and frequency of daily duties at each location. Responsible to perform duties as directed.





Position No: 9	Permanent	Ambassador
Location:		Various
Tour of Duty:		Various
Rate of Pay:		\$30.918
Rest Days:		Saturday/Sunday

Primary Duties: Applicant will be required to work split shifts (two four hour shifts in any given twelve hour period) at various locations which include but is not limited to Penn Station, Jamaica Station, Atlantic Terminal and Citifield. Required to work singly or part of a team to provide outstanding customer service to MTA/LIRR customers utilizing technological devices and printed materials. Applicant must be customer orientated and be capable of effectively and courteously relating information to customers. Will be required to assist customers with directions pertaining to travel throughout the MTA/LIRR's three main terminals, eleven branches, major connection points and stations, in addition to Ticket Selling Machine usage. Must be able to provide direction to mass transit systems, local points of interest, landmarks, elevators/escalators, station exits and ticket selling windows. Required to assist customers with limited mobility to exits, platforms, bus stops, cab stands, and other mass transit points. Will be required to work indoors/outdoors and in all types of weather conditions. Incumbent may receive an annual, non-pensionable stipend in an amount not less than \$500 and no greater than \$1900 by December 15 each year. A weekly schedule will be provided each Friday for the following week, however, this schedule is subject to change. Must possess the ability to exercise good judgment and perform all other related duties as assigned and work as directed.

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Position No: 10	Temporary	Ambassador
Location:		Various
Tour of Duty:		Various
Rate of Pay:		\$30.918
Rest Days:		Saturday/Sunday

Primary Duties: Same as Position No. 9

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Position No: 11	Temporary	Ambassador
Location:		Various
Tour of Duty:		Various
Rate of Pay:		\$30.918
Rest Days:		Saturday/Sunday

Primary Duties: Same as Position No. 9

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Position No: 12	Temporary	Commissary Clerk
Location:		Jamaica
Tour of Duty:		6:30 AM – 2:30 PM
Rate of Pay:		\$34.147
Rest Days:		Saturday/Sunday

**Primary Duties:** The position is responsible for maintaining an appropriate supply of inventory, stock and supplies for the Special – Services Operations and ensuring the integrity of the inventory against misappropriation and security of the warehouse. Responsible for ordering, receiving materials and maintaining warehouse inventory on customized computer software (extensive computer experience is required). Required to prepare multiple physical inventories during each shift and issue inventory stock to employees. Responsible for ensuring proper inventory rotation techniques are practiced and stock does not become outdated. Ensuring the bill of lading represents all inventory received and any discrepancies are corrected on the bill of lading. The position requires lifting (not to exceed 75 lbs.), stacking, and moving of inventory. Perform all other related duties as assigned. Must be able to conduct oneself in a business-like fashion in all oral and written communications.

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**AWARDS TO AGENT'S BULLETIN SD-07-2016**

	<b><u>JOB#</u></b>	<b><u>NAME</u></b>	<b><u>AWARD DATE</u></b>
POSITION NO. 1	Permanent A603	K. Murphy (A)	5/18/16
POSITION NO. 2	Temporary AT500	D. Mitchell	5/18/16

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**AWARDS TO BULLETIN SD-09-2016**

	<b><u>JOB #</u></b>	<b><u>NAME</u></b>	<b><u>AWARD DATE</u></b>
POSITION NO. 1	Permanent HMC113	M. Milano	5/18/16
POSITION NO. 2	Temporary L302	A. Imbriano	5/18/16
POSITION NO. 3	Temporary P206	D. Springer	Pending
POSITION NO. 4	Permanent Ambassador	Withdrawn	
POSITION NO. 5	Permanent Ambassador	Re-Advertised	
POSITION NO. 6	Temporary Ambassador	Re-Advertised	

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John Dunne, Manager  
Station Services Support

Posted: May 18, 2016

**LONG ISLAND RAILROAD  
MANAGEMENT-TRANSPORTATION CREW MANAGEMENT SERVICES**

**Bulletin ID:** USBUL1-41

**Bulletin Seq:** 14

**Bulletin Description:** USHER BULLETIN 1/41

**Open:** 05/18/2016 00:01

**Close:** 05/27/2016 17:00

**Effective:** 06/01/2016 00:01

**Posted:** 05/18/2016 00:01

Asgn	Position	Perm Or Temp	Terminal
RUI13	USHERS	Temporary	JAMAICA

**Location** JAMAICA & ATLANTIC AVENUE  
**Report Time** VARIOUS  
**Rest Days** WEDNESDAY & THURSDAY  
**Rate Of Pay** \*\$36.189 HOURLY

FRI JAU2 (615AM)  
 SAT/SUN JAU3 (7AM)  
 MON/TUES BKU1 (630AM)

\*ALL APPLICABLE DIFFERENTIALS WILL APPLY IN ACCORDANCE WITH THE COLLECTIVE BARGAINING AGREEMENTS.

MUST COMPLETE LIRR/TCU USHER TRAINING PROGRAM.

- \* Ushers are expected to be courteous at all times.
  - \* In some instances, they must be able to work with minimal direction.
  - \* Must work well with the public
  - \* Applicants will be subject to a 2-part exam that has been developed by the General Stationmaster.
- Part 1- Live announcements and actual use and understanding of computer systems.
- Part 2- Written exam - Passing grade on exam is 75%
- \* During the course of the 3 week training program, the applicant will complete a review of all station stops.
  - \* All applicants should have a full knowledge of station stops and corresponding branches upon starting the Ushers program.

All bids must be in the transportation crew management services office prior to the close of this bulletin. CT-88 receipts is honored only if signed by employees working in the transportation crew management services office.

05/17/20 9:31

**THE LONG ISLAND RAILROAD**  
**OFFICE OF THE CHIEF ENGINEER**  
**BULLETIN NO. 449**

Bids for the following position in the Office of the Chief Engineer will be received by: (Attn: Sako Chandra, Sr. Manager- Planning & Administration) until 5:00 PM on Friday May 27, 2016. Qualified bidders must include seniority date, date last awarded a position, and the position held at time of bid also please include a daytime phone number.

**POSITION:** Clerk-Typist

**LOCATION:** Office of the Chief Engineer  
HSF

**RATE OF PAY:** \$32.356

**TOUR OF DUTY:** 7:30 AM – 3:30 PM

**REST DAYS:** Saturday and Sunday

**PRIMARY DUTIES:** Perform filing, typing, and other clerical duties as assigned including, but not restricted to, the accurate transcription of Statement of Facts, Trials and Investigations, handling mail and maintaining office files. Must be a qualified typist (45 WPM), experienced on Microsoft Word and have a thorough knowledge of grammar, punctuation, spelling and letter composition, to perform typing assignments consisting of letters, memos, forms, lists and reports. Must be familiar with the handling of expense requests/requisitions. Ability to run reports from various LIRR database. Also, must have a working knowledge of Excel and Access.

Christopher Calvagna  
Chief Engineer

**POSTED:** May 18, 2016

**STATIONS DEPARTMENT**

**Notice No. 2016-17**

Date: May 17, 2016  
To: All Stations Department Employees  
From: James Compton, Chief Stations Officer  
Subject: Warm Weather Dress Code – Memorial Day through Labor Day



Effective May 30, 2016, and with the beginning of the warm weather season, *from Memorial Day through Labor Day*, all Stations Department employees are required to comply with the following dress code. As front line employees, whether ticket selling or maintaining the appearance of stations, your appearance projects the image of the Long Island Rail Road to customers even before they enter a train. A neat and uniformed employee greeting the customer in a friendly manner, while providing efficient service, will always be remembered in a positive way. In addition, shirts must always be tucked into pants and torn clothing is prohibited.

Proper safety footwear must be worn in accordance with Corporate Policy and Procedure SAFE-009. All employees "...shall be required to wear safety footwear at all times while on duty for protection against injury to the foot / toe / ankle..." and meet "...the requirements and specifications." (**Appendix C attached**). In addition, all safety shoes that are worn out with holes or unsecured shoe laces must be replaced with new ones immediately to avoid injury.

**Ticket Agents / Ticket Clerks**

Ticket office employee dress code is modified so that wearing the uniform tie or scarf is optional. As always, your nametag must be worn or prominently displayed at the ticket window so that customers can see it. If you lose or misplace your nametag, please contact your manager so that a replacement can be ordered.

**NOTE:** Polo shirts are **ONLY** to be worn when working outside of your normal scheduled tour of duty during bus programs or special events. They are **NOT** to be worn inside the ticket office during ticket selling. **NO jeans. NO hooded sweatshirts.**

**TSM Agents / Clerks / Cashiers**

TSM agents, clerks and cashiers are required to wear neat, clean clothing, appropriate for the work to be performed. Collared shirts and safety shoes are required. TSM employees working as ticket agents, clerks or ushers must wear LIRR issued uniforms as detailed above.

**Foremen / Station Appearance Maintainers (SAM)**

Foremen / SAMs are required to wear railroad issued uniform pieces with the following exceptions: Railroad issued short sleeve T-shirts or polo shirts may be worn. Purchased short sleeve T-shirts or polo shirts featuring the Long Island Rail Road logo, not issued by the Railroad, will be permitted with manager or foreman approval. Foremen / SAMs are also representatives of the Long Island Rail Road and should be recognizable as LIRR employees. You should project a neat and clean appearance to our customers. For example, shirts must be tucked into pants and torn clothing or vests should not be worn.

**Customer Service Ambassadors:** Ambassadors' dress code is modified so that wearing the uniform tie or scarf is optional. Must wear red blazer, vest or sweater. As always, your name badge must be worn. If you lose or misplace your nametag, please contact your manager so that a replacement can be ordered.

**Special Service Attendants:** All attendants are required to wear their full uniforms.

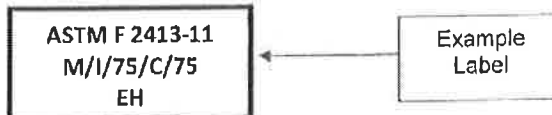
If you need any uniform items or have any questions about the dress code, please contact your manager.

Attachments – SAFE-009 Attachment C (Revised 2/2016)

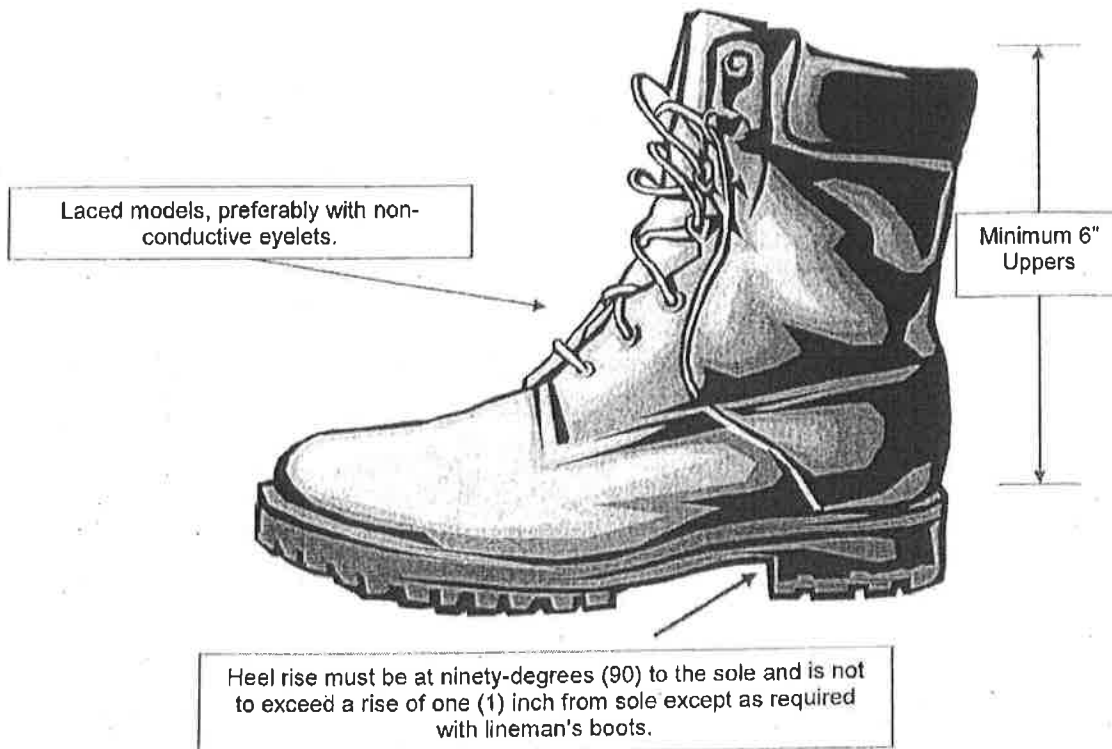
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**LIRR Specific Requirements for Safety Footwear**

Protective footwear must be certified as meeting the requirements of the standard via a stitched-in label, stamping, pre-sensitized label, or a combination of all of these methods of at least one of the pair.



Safety Shoe Labeling Requirements	
Label Identification	Description
ASTM F 2413-11	Identifies that the footwear is protective footwear that complies with the 2011 ASTM standard. Note: ASTM F 2413-05 is allowable for older shoes, if in good condition.
M or F/I/75/ C/75	M=Male F=Female I=Impact resistance C=Compression resistance 75=resistant to 75 foot-pound test standards for impact and compression
EH	Identifies footwear with outsole and heel made of electrical insulation properties; shock resistant.

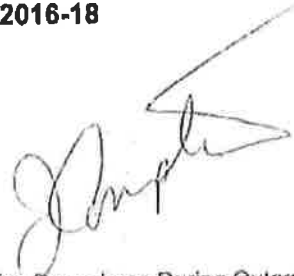




**STATIONS DEPARTMENT**

**Notice No.: 2016-18**

Date: May 11, 2016  
To: Ticket Agents and Ticket Clerks  
From: James Compton, Chief Stations Officer  
Subject: Claims Office and Customer Service Office Procedures During Outage



On **Sunday, May 15, 2016**, from 2 a.m. until 12 p.m. there will be **NO CREDIT/DEBIT SALES** at any station or terminal. It will be **CASH SALES ONLY**.

**Overview**

On Sunday, May 15, 2016, at 2 a.m., TVMs and TOMs at **ALL** stations will go offline due to a mandatory system upgrade and will not be able to accept credit or debit transactions. The service disruption will extend to 9:30 a.m., and then stations will start to come back online with some stations remaining offline until noon.

**NOTE:** Cash transactions will **NOT** be affected.

Contact the appropriate TSM Service crew if a customer reports any TVMs out of service (not accepting cash, tickets will not dispense, etc).

- o Bethpage 1 – Joe Mellen 516-523-2636
  - o Bethpage 2 – Rob Rinfret 516-523-4101
  - o Bethpage 3 – Tu Quach 516-523-6104
  - o Bethpage 4 – Mike Arasa 516-523-6717
  - o Hillside 2 – Rob Licker 516-315-1309
- You may also call the Bethpage TSM Office at 516-576-1075, Hillside TSM Office at 718-558-3492 or the Penn TSM Office at 212-643-5113.
  - Advise customers to use ATMs at or near their origin station to obtain cash to purchase an inbound ticket and use a credit or debit card at their destination station to purchase their return ticket if they are returning after 12 p.m.
  - Station fares are in effect on board trains for the duration of this outage.
  - Customers with complaints that cannot be handled by completing a TVM Claim form should be advised to call "511" and follow the prompts for Public Affairs.

**STATIONS DEPARTMENT  
NOTICE NO. 2016-19**

Date: May 11, 2016  
TO: All Stations Department Employees  
FROM: James Compton, Chief Stations Officer  
SUBJECT: TSM Upgrade - Action Plan for Major Network Maintenance



On Sunday, May 15, 2016, from 2 a.m. until approximately 12 p.m. all TVMs and TOMs will be unable to process Credit and Debit transactions.

**Overview**

An upgrade of the Ticket Selling System is required to meet mandatory industry security standards. **ALL TVMs and TOMs** are required to be offline Sunday, May 15, 2016, 2 a.m. until approximately 12 p.m. During this upgrade, customers will only be able to use cash to purchase tickets.

**NOTE:** Cash transactions will continue to be accepted at all TVMs during the entire outage period.

**How this affects our customer:**

- Customers will need to use cash during the upgrade.
- Transportation will be charging station fares on-board trains during the upgrade.
- Customers who board trains without cash will be issued an ADL6009.
- If a customer presents an ADL6009 for payment that was issued during the network outage, please reduce the amount owed to the station fare and make a notation on the ADL stating "Invoice reduced to Station Fare due to TSS Upgrade on 5/15/2016." Forward ADL to Train Revenue and Compliance for processing, Mail Code 1408
- Public Affairs will notify customers via social media, email blasts, etc, to use cash for purchases on May 15, 2016.

**Ticket Office and TSM Agents & Clerks Response:**

(For all Ticket Sellers and TSM Agents and Clerks working on Sunday, May 15, 2016)

- Ticket Clerks and Agents should not install stackers or rolled stock during this time frame.
- During the upgrade, you will only be able to accept cash and checks only. No credit or debit transactions can be processed during the outage.

**Issuing Trainmen's Stock Manually**

- Remove the receipt portion of the pad of stock from the pad (Exhibit B).
- Ask the Trainman to sign the receipt, enter his LIRR employee number and "Punch" the receipts.
- Issue the pad of stock to the Trainman.
- When the TOM is back online, issue the stock and validate the receipts as you normally would.
- If you have any problems issuing the stock in the TOM, forward the receipts to the Train Revenue and Compliance Office, Mail Code \_\_\_\_\_.



**Exhibit B – Trainmen's Duplex Stock**

**TSM Management Coverage**

Sunday, May 15, 2016  
Tim Hughes (516) 315-0319  
Kevin Wylie (516) 315-9092

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**Employees should protect themselves, their fellow employees and the public by immediately reporting anything suspicious to MTA Police at (718) 361-2201 or 911**



**STATIONS DEPARTMENT**

**NOTICE NO. 2016-20**

Date: May 11, 2016  
To: All Stations Department Employees  
From: James Compton, Chief Stations Officer  
Subject: Reminder - MTA Police Communications Phone Number  
(No. 2015-21)

Effective immediately, please do not use the 718-558-3300 or any other numbers you may have.

The contact number **for MTA Police Communications is 718-361-2201.** This number is available 24 hours 7 days a week.

If you have any questions, please contact your supervisor.

**NOTE:**

**PLEASE POST THIS NOTICE WITHIN THE TICKET OFFICE  
AND  
ANY OTHER AREAS VISIBLE TO EMPLOYEES ONLY**

\* \* \*

**Employees should protect themselves, their fellow employees and the public by immediately reporting anything suspicious to MTA Police Communications 718-361-2201 or by dialing "911."**