

BID SHEETS

THE LONG ISLAND RAIL ROAD COMPANY

OFFICE OF THE CONTROLLER

NOTICE OF AWARD

POSITION:

RIC-9 Clerk

Temporary

BULLETIN NO.:

2660

LOCATION:

Monday, Thursday & Friday

Jamaica, NY

Tuesday & Wednesday Hillside Support Facility

AWARDED TO:

Jennifer Katz

EFFECTIVE:

April 3, 2019

M. Reilly Controller

THE LONG ISLAND RAIL ROAD PUBLIC INFORMATION OFFICE BULLETIN NO. 2019-01

TO ALL CLERICAL EMPLOYEES:

APPOINTED One (1) Public Information Officer position has become available in the Public Information Office (PIO) in the Public Affairs Department. All those interested in this position are invited to submit a resume to Susan McGowan, General Manager, Public Affairs, Mail Code I I 3 I or to smmcgow@lirr.org. All resumes must be received by **5 PM, April 12**, **2019**. Please include the following information on your submittal: bulletin number, your employee number, railroad experience, and your current work location and phone extension. Thank you.

The Public Information Officer is responsible for providing information to Long Island Rail Road customers and the general public about all aspects of the Long Island Rail Road, including but not limited to service announcements, delays and policies.

Responsibilities:

- Monitor LIRR Train service via the Movement Bureau, Customer Communication Coordinator (CCC), TIMACS, or any other source as instructed.
- Ensure public announcements concerning train service are made as needed and are progressive in nature -- in consultation with the Customer Communications Coordinator (CCC) and at the direction of the PIO Director or his designee -- via all avenues of communication and media platforms as necessary, including but not limited to social media, customer e-Alerts and text messages, terminal message boards, digital screens, Service Status and Internet postings, public address announcements, AVPS updates (electronic signs at stations), and the LIRR's Customer Service Center.
- Ensure Assistant Station Master (ASM) communications with Train Crews and Ushers is consistent with all PIO messaging.
- •Handle calls to provide current, updated information to public traffic reporting services, the LIRR's Customer Service Center Supervisor, and the MTA Press Office. Make call-arounds to the media regarding special events at the LIRR, as needed.
- Maintain an accurate record of announcements and a written transfer log including a list of all
 current announcements required as well as any other information relative to Public Address and
 AVPS operations.
- •Make clear and concise announcements by microphone via the PA Console regarding train delays, cancellations, service disruptions, and short trains; and update AVPS signs at branch line stations.
- Provide a comprehensive AM or PM peak summary report, including major causes for delays at the conclusion of each rush hour; as well as a summary report for overnights and weekend AM and PM shifts.
- Assist in the research and drafting text for use in press releases, customer correspondence and other reports or documents
- Record, review and compile daily electronic news media reports and compile clipped newspaper articles
- •All other duties assigned, and review reports as assigned

Qualifications

- Prior customer service experience in a high pressure environment
- Prior media relations experience preferably in an operations environment
- Superior written and oral communication skills
- Experience directly responding to customer complaints arising from service emergencies
- •Demonstrate ability to read and understand timetables, reports about upcoming track maintenance, special events, holiday programs, etc.
- •Superior multi-tasking skills
- •Flexibility and adaptability skills with ability to work various hours (24/7) and various days, including holidays, weekends, and during inclement weather.
- Knowledge of LIRR system and customer communication needs a plus.
- Preferred Bachelor's degree in English, Communications, or Journalism; or directly related and demonstrated Journalism/News Media experience; and/or Transportation Operations experience.

Position: Public Information Officer

Location: Jamaica Station Building – 2nd Floor

Tour of Duty: various Relief Days: various

Rate of Pay: \$39.80 per hour

Posted: April 3, 2019

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

April 3, 2019

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

NOTICE OF AWARDS

BULLETIN #	POSITION	EMPLOYEE	EFFECTIVE DATE
P&L 2787	Warehouse Person-Warehouse 15 SF-V/V-Permanent (A. Kennedy)	NO BIDS RECEIVED	
P&L 2788	Assistant Warehouse Person- Warehouse 15 Shop Floor Permanent (J. Macedonia)	Thomas Hinrichs	4/3/19
P&L 2789	Stores Truck Driver Temporary (K. Alves)	NO BIDS RECEIVED	
P&L 2790	Warehouse Person Temporary (P. Melia)	Malik Boyd-West	4/10/19
P&L 2791	Assistant Warehouse Person Permanent (R. Lipton)	Gerard Schaefer	4/3/19

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

POSTED: 9:00 AM April 3, 2019

RE-ADVERTISED

THE LONG ISLAND RAIL ROAD DEPUTY CHIEF STORES OFFICER – STORES OPERATION & MATERIALS BULLETIN NO. P&L – 2792

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 <u>Friday, April 12, 2019</u>. Bids can be faxed to Ext. 3279 or sent via interoffice mail to MC: 3131.

POSITION: Warehouse Person - (A. Kennedy) – Permanent

RE-ADVERTISED (P&L - 2650, 2660, 2673, 2685, 2698, 2713, 2723,

2735, 2743, 2753, 2768, 2772, 2778, 2782 & 2787)

LOCATION: Hillside Warehouse 15 Shop Floor

TOUR OF DUTY: Various REST DAYS: Various

RATE OF PAY: \$35.335 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

April 3, 2019

RE-ADVERTISED

THE LONG ISLAND RAIL ROAD DEPUTY CHIEF STORES OFFICER – STORES OPERATION & MATERIALS BULLETIN NO. P&L – 2793

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, April 12, 2019**. Bids can be faxed to Ext. 3279 or sent via interoffice mail to MC: 3131.

POSITION: Stores Truck Driver – (K. Alves) – Temporary

RE-ADVERTISED (P&L – 2781, 2784 & 2789)

LOCATION: Hillside

TOUR OF DUTY: 7:30 AM – 3:30 PM REST DAYS: Saturday & Sunday RATE OF PAY: \$34.51 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 April 3, 2019

THE LONG ISLAND RAIL ROAD DEPUTY CHIEF STORES OFFICER – STORES OPERATION & MATERIALS BULLETIN NO. P&L - 2794

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 <u>Friday</u>, <u>April 12</u>, <u>2019</u>. Bids can be faxed to Ext. 3279 or sent via interoffice mail to MC: 3131

POSITION:

Warehouse Person - (M. Boyd-West) - Temporary

LOCATION:

Hillside Warehouse 15 Shop Floor

TOUR OF DUTY:

Various Various

REST DAYS: RATE OF PAY:

\$35.335 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

April 3, 2019

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

DATE: April 3, 2019

BULLETIN NO. SD-07-2019

This bulletin will close at 5:00 PM on Friday, April 12, 2019. 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 Alicia St Nicholas, 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

Temporary

Ticket Clerk (C132)

Location:

Atlantic Terminal

Tour of Duty:

6am - 2pm

Rate of Pay:

\$35.209

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.

Position No. 2 Temporary Ticket Clerk (C821)

Location: Hillside TSM

Tour of Duty: 6am – 2pm

Rate of Pay: \$36.618

Rest Days: Saturday/Sunday

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.

Position No. 3 Permanent Ticket Clerk (C970)

Location: Lynbrook/Hicksville

Tour of Duty: Monday – Lynbrook – 5:30am – 2pm

Tue/Wed – Hicksville – 1:15pm – 9:15pm

Sat/Sun – Hicksville – 6am – 2pm

Monday – Lynbrook – \$33.883 Tue/Wed – Hicksville – \$35.978 Sat/Sun – Hicksville – \$35.978

Rest Days: Thursday/Friday

Rate of Pay:

Primary Duties: Same as Position No. 1

Position No. 4 Temporary Mail & Ride (P208)

Location: Jamaica

Tour of Duty: 9:15am – 5:15pm

Rate of Pay: \$36.060

Rest Days: Saturday/Sunday

Primary Duties: Must be a competent 25 wpm typist and be familiar with Microsoft Word software on a personal computer. Must have a full understanding of the sale and accounting of Mail & Ride MetroCard monthly commutation tickets and all other Mail & Ride processes (ex. Application processing, collections, returned tickets, lockbox operations, MetroCard value inquiries, Police pass program, etc.). Must be familiar with line station and terminal ticket office operations and refund policies. Must be customer-oriented and be capable of effectively, efficiently and courteously relating with customers on the telephone. Must be able to use a PC to access the Mail & Ride database for customer inquiries, electronic posting of payments, record updates, etc. Must take lost ticket reports for all commuters.

Must be able to perform all other Mail & Ride related duties.

Position No. 5
Permanent
Mail & Ride (P211)

Location:
Jamaica

Tour of Duty:
9:15am – 5:15pm

Rate of Pay:
\$36.060

Rest Days:
Saturday/Sunday

Primary Duties:
Same as Position No. 4

Position No. 6	Permanent	Crew Dispatcher (CDR-105)	
Location:		Jamaica	
Tour of Duty:		Sun/Mon – 10pm – 6am Thursday – 7:30am – 3:30pm Fri/Sat – 2pm – 10pm	
Rate of Pay:		\$45.233	
Rest Days:		Tuesday/Wednesday	

Primary Duties: Bids will only be valid from applicants qualified through the Stations Crew Dispatching Training Program, or from employees who have previously owned an Assignment Clerk position in the Stations Department.

Must have a complete understanding of the manipulation and regulations governing the Agent's, Ticket Clerk's and Station Cleaner's, Assistant Station Masters, and Public Information Office's crew boards to be able to cover assignments on a daily basis. Must be able to prepare and post weekly time cards for all Agents, Ticket Clerks, and Station Cleaners based on daily crew sheets and other crew board documentation. Must have thorough knowledge of the rules, regulations and agreements governing the working conditions of employees represented by the Transportation Communications Union. Must update absence-control records and work as directed within the office the Director Stations Support and Administration.

Position No. 7

Temporary

Station Appearance Maintainer (HC551)

Location:

Port Wash/Valley Yd/Divide

Tour of Duty:

6am – 2pm

Rate of Pay:

\$34.517

Rest Days:

Friday/Saturday

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. 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. 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 drive between Long Island Rail Road properties. Must make minor repairs (e.g., change flat tires) as necessary to 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 pager device while on duty to communicate with supervisors and carry photo identification card to provide positive employee identification at all times.

Must be able to supervise, coordinate and instruct Station Appearance Maintainers and Laborers in the performance of their duties. Must be completely familiar with the work rules of employees being supervised. All duties must be performed in an efficient and courteous manner. Will be responsible to complete and submit written daily cleaning reports as directed. The Chief Station Appearance Maintainer will be responsible for providing a safe, clean environment for customers and employees and will be required to perform Station Appearance Maintainer/Laborer duties as directed by the General Terminal Manager.

Position No. 8

Temporary

Station Appearance Maintainer (V471)

Location:

Garden City

Tour of Duty:

6am - 2pm

Rate of Pay:

\$31.147

Rest Days:

Friday/Saturday

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. 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. 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 drive between Long Island Rail Road properties. Must make minor repairs (e.g., change flat tires) as necessary to 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 pager device while on duty to communicate with supervisors and carry photo identification card to provide positive employee identification at all times.

Position No. 9

Permanent

Station Appearance Maintainer (JAM128)

Location:

Jamaica

Tour of Duty:

4pm - 12am

Rate of Pay:

\$30.221

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. 10

Temporary

Ambassador

Location:

Various

Tour of Duty:

Various

Rate of Pay:

\$32.483

Rest Days:

Various

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.

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

We are accepting resumes for the APPOINTED position of **Temporary Reservation Supervisor** in the Stations Department. Please forward resumes to **Anthony Arcadipane, Assistant Manager-Ticket Services** via email to ararcad@lirr.org by 5pm on April 12, 2019. PLEASE INCLUDE YOUR EMPLOYEE NUMBER, YOUR LIRR EXTENSION, HOME PHONE or CELL NUMBER AND ADDRESS ON YOUR COVER LETTER/RESUME.

POSITION No. 11 Temporary Reservation Supervisor

(Exception 4 position represented by TCU)

LOCATION: Jamaica Finance Building

TOUR OF DUTY: 8:00 AM - 4:00 PM

RATE OF PAY: \$40.383

RELIEF DAYS: Saturday/Sunday (some weekend/holiday work

required)

JOB SUMMARY:

This position will be used to supervise the Reservation office for the summer months. The incumbent will be required to take on the responsibility of ensuring all reservations are completed correctly, in a timely manner and customers are satisfied with the outcome of their trip on the Cannonball. He/she will have the responsibility of ensuring that all revenue is collected correctly from the sale of the seats on the Hampton Reserve cars on the weekly Cannonball train.

WORK PERFORMED:

- 1. Supervise all aspects of the Reservation office from collecting reservations through email, mail and phone calls to charging credit cards, printing tickets, checking seating charts to make sure customers are seated correctly and monitoring the duties of the reservation clerk.
- 2. Correspond through email and phone calls with customers who are interested in reserving seats on the Cannonball.
- 3. Input reservations into the Reservation database, print out and email required confirmations for customers.
- 4. Report telephone, computer, printer, database and Ticket Office Machine (TOM) problems to the appropriate area to keep the functions of the office running to complete weekly reservations.
- 5. Assist with the on-site reservation process at Penn Station on Fridays and holidays; possibly assist with reservations and seating charts at the east end stations for the Westbound Cannonball if needed.
- 6. Correctly charge customer's credit cards and reconcile the (TOM) tour to end of day credit card system reports.
- 7. Open a TOM tour daily, print tickets correctly, record totals on reservation sheets, and resolve any TOM problems or issues.
- 8. Oversee all office work for correctness, accuracy and timeliness.
- 9. Take on the responsibility of maintaining the waiting list and contacting customers if they are eligible to get a reservation.
- 10. Run weekly seating reports for hostesses to check in customers on the Hampton Reserve Cars.
- 11. Accurately keep track of all tickets given to the Customer Service Office and given out to customers weekly to ensure no tickets get lost or given out incorrectly.

QUALIFICATIONS:

- Prior supervisory experience.
- General knowledge of transportation operation; employee timetables, station locations, train departure times and destinations.
- Familiarity with LIRR stations and branches.
- Familiarity with phone sales and securing pertinent information for reservations.
- Familiarity with LIRR tariffs, revenue information & control procedures.
- Strong customer service background.
- Proficiency in utilizing Microsoft Word, Outlook, Excel and Access as well as TOM qualified and experienced.

THE LONG ISLAND RAIL ROAD

OFFICE OF THE CHIEF STATIONS OFFICER - STATIONS DEPARTMENT

We are accepting resumes for the APPOINTED position of **Temporary Reservation Clerk** in the Stations Department. Please forward resumes to **Anthony Arcadipane**, **Assistant Manager-Ticket Services** via email to <u>ararcad@lirr.org</u> by 5pm on April 12, 2019. PLEASE INCLUDE YOUR EMPLOYEE NUMBER, YOUR LIRR EXTENSION, HOME PHONE or CELL NUMBER AND ADDRESS ON YOUR COVER LETTER/RESUME.

Position No: 12 Temporary Reservation Clerk (Exception 4)

Location: Jamaica Finance Building

Tour of Duty: 8:00 AM – 4:00 PM

Rate of Pay: \$40.383

Rest Days: Saturday/Sunday (some weekend/holiday

work required)

Primary Duties: Responsibilities are to administer superior customer service to the public while taking phone and emailed reservations for the east and west bound Cannonball trains. Ensure that all revenue is collected correctly from the reservation of seats on the Hamptons Reserve cars weekly.

Duties and responsibilities will include but are not limited to:

- Reserve seats for multiple dates and multiple persons using a reservation database; compute the correct reservation dollar amount and charge our customer's credit cards. Reconcile TOM sales with credit card charges daily.
- Check to ensure seating charts are correct in the database system, make sure reservations are not being duplicated.
- Accept incoming calls and make outgoing calls as required to follow-up on a customer matter; provide
 information on rules and regulations (i.e. on-board information, rates, schedules, service status, station/facility
 information, trip planning, fare purchase options, and policy procedures).
- Furnish information over the phone in a clear, professional and pleasant manner under all conditions.
- Assist with the reservations process on-site at Penn Station (for Cannonball East) on Fridays and possibly holidays; you may also be required to assist at the east end stations (for Cannonball West) on Sundays and holidays.
- Report telephone, computer, printer, database and Ticket Office Machine (TOM) problems to the appropriate area to keep the functions of the office running to complete weekly reservations.
- Run weekly seating reports for hostesses to check in customers on the Hampton Reserve Cars.
- Print and deliver at Penn Station, all tickets associated with the reservation process.
- General knowledge of transportation operations; i.e. employee timetables, station locations.
- Familiar with LIRR stations and branches.
- Familiar with phone sales and securing pertinent information for reservations.
- Familiar with LIRR tariffs, revenue information & control procedures.
- Proven excellent customer service background.
- PC proficiency utilizing Microsoft Word, Excel, and Access.
- Proficient in using a ticket office machine (TOM).
- Ensure all office work is correct, accurate and completed on time.
- Accurately keep track of all tickets given to the Customer Service Office and given out to customers weekly to ensure no tickets get lost or given out incorrectly.

•	Take on the responsibility of maintaining the waiting list and contacting customers if they are eligible to get a reservation. Open a TOM tour daily and print tickets correctly, record totals on reservation sheets, and resolve any TOM problems or issues.

AWARDS TO BULLETIN SD-06-2019

	JOB#	<u>NAME</u>	AWARD DATE
POSITION NO. 1	Temporary C813	A. Lopez	4-3-19
POSITION NO. 2	Temporary C985	D. McCoy	Pending
POSITION NO. 3	Temporary C702	J. Sansone	4-3-19
POSITION NO. 4	Temporary C953	D. Mottola	4-3-19
POSITION NO. 5	Temporary C136	D. Campbell	4-10-19
POSITION NO. 6	Permanent C923	M. Barrett-James	4-3-19
POSITION NO. 7	Temporary Crew Dispatcher Trainee	A. Tierno	4-3-19
POSITION NO. 8	Temporary HC571	C. Supper	4-3-19
POSITION NO. 9	Permanent ARCH900	J. Morton (A)	4-3-19
POSITION NO. 10	Temporary V903	K. Gasper	4-3-19

AWARDS TO AGENT'S BULLETIN SD-04-2019

POSITION NO. 1	Permanent A982	S. Terito	4-10-19
POSITION NO. 2	Temporary A808	J. Verschure	4-3-19

MANAGEMENT-TRANSPORTATION CREW MANAGEMENT SERVICES

Bulletin ID: USBUL1-90

Bulletin Seq: 18

Bulletin Description: USHER BULLETIN 1/90

Open: 04/03/2019 00:01

Close: 04/12/2019 17:00

Effective: 04/17/2019 00:01

Posted: 04/03/2019 00:01

Asgn

Position

Perm Or Temp

Terminal

JAUP2

USHERS

JAMAICA

Location

JAMAICA

Report Time

Rest Days

SATURDAY & SUNDAY

Rate Of Pay

*\$38.021 HOURLY

*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.

Bulletin ID: USBUL1-90

Bulletin Seq: 18

Bulletin Description: USHER BULLETIN 1/90

Open: 04/03/2019 00:01

Close: 04/12/2019 17:00

Effective: 04/17/2019 00:01

Posted: 04/03/2019 00:01

Asgn

Position

Perm Or Temp

Terminal

RUHI USHERS

Permanent

JAMAICA

KOITI OSITEK

Location JAMAICA & ATLANTIC AVENUE

Report Time VARIOUS

Rest Days THURSDAY & FRIDAY

Rate Of Pay *\$38.021 HOURLY

SAT/SUN JAUI (1201AM) MON/TUES JAU7 (4PM) WED BKU2 (230PM)

*ALL APPLICABLE DIFFERENTIALS WILL APPLY IN ACCORDANCE WITH THE COLLECTIVE BARGANING 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 reciepts is honored only if signed by employees working in the transportation crew management services office.

04/02/20 8:44 2

MANAGEMENT-TRANSPORTATION CREW MANAGEMENT SERVICES

Bulletin Awards - Non-Ops

Sequence: 19 Bulletin ID: TELBUL2-97 Description: TELEGRAPHERS BULLETIN 2-97

Close: 03/29/2019 08:00 Open: 03/20/2019 00:01

187 TX1002 186 TX1001 53 JTD22 Rank From 114 TR5 Emp Num Employee Name Posted: 03/20/2019 00:01 WILCOX, BL CEDANO, P JAMES, AM BRATTA, N Readvertis Readvertis 29849 54215 56754 57387 Effective: 04/03/2019 00:01 LIRR-Extra List LIRR-Extra List LIRR-Extra List JCC TOWER JCC TOWER Perm or Temp Terminal BROOK TEMPO EARLY Temporary Permanent Temporary Permanent Permanent BLOCK OPERATOR BLOCK OPERATOR BLOCK OPERATOR BLOCK OPERATOR TRAIN DIRECTOR TRAIN DIRECTOR Position BO1058 BO1056 BO1053 TR4 TR2 FT2 Asgn

JCCT LIRR JCCT

TR B0

LIRR

B0

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

MANAGEMENT-TRANSPORTATION CREW MANAGEMENT SERVICES

Bulletin ID: TELBUL2-98

Bulletin Seq: 20

Bulletin Description: TELEGRAPHERS BULLETIN 2-98

Open: 04/03/2019 00:01

Close: 04/12/2019 08:00

Effective: 04/17/2019 00:01

Posted: 04/03/2019 00:01

Asgn

Position

Perm Or Temp

Terminal

BO1056 **BLOCK OPERATOR** Permanent

LIRR-Extra List

Location

TELEGRAPHER EXTRA LIST

Report Time

VARIOUS

Rest Days

WEDNESDAY & THURSDAY

Rate Of Pay

\$39,471 HOURLY* (MINIMUM)

*DIFFERENTIAL NOT INCLUDED IN ABOVE RATE OF PAY,

TEMP

BROOK

FT2 BLOCK OPERATOR

Location

BROOK TOWER

Report Time

201PM

Rest Days

MONDAY & TUESDAY

Rate Of Pay

\$39.471 HOURLY*

TRAIN DIRECTOR

*DIFFERENTIAL NOT INCLUDED IN ABOVE RATE OF PAY

Temporary

Permanent

JCC TOWER

JCC TOWER

Location JCC

Report Time 3PM

Rest Days SATURDAY & SUNDAY

Rate Of Pay

\$53.603 HOURLY *

DIFFERENTIAL NOT INCLUDED IN ABOVE RATE OF PAY

TR5

JTD22

TRAIN DIRECTOR

Location VARIOUS

Report Time VARIOUS

Rest Days FRIDAY & SATURDAY

Rate Of Pay

VARIOUS

SUNDAY, JTD31: \$53.603 HOURLY *

MONDAY, JTD31: \$53.603 HOURLY *

TUESDAY, WS31: \$46.052 HOURLY *

WEDNESDAY, QN3: \$47.705 HOURLY *

THURSDAY, MT3: \$39.471 HOURLY *

*DIFFERNTIAL NOT INCLUDED IN ABOVE RATE OF PAY,

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

04/02/20 11:25

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MANAGEMENT-TRANSPORTATION CREW MANAGEMENT SERVICES

Bulletin ID: TELBUL2-98

Bulletin Seq: 20

Bulletin Description: TELEGRAPHERS BULLETIN 2-98

Open; 04/03/2019 00:01

Close: 04/12/2019 08:00

Effective: 04/17/2019 00:01

Posted: 04/03/2019 00:01

Asgn

Perm Or Temp

Terminal

Position

MT3012 **MVB TRAINEE** Temporary

LIRR-Extra List

Location Movement Bureau

VARIOUS

Report Time Rest Days

VARIOUS

Rate Of Pay

\$39.471 HOURLY* (MINIMUM)

Training position open to Block Operators by which the carrier shall develop a training program to prepare and qualify Block Operators for Group 3. Such training shall be awarded by Block Operator seniority. Employees will be trained by carrier while maintaining their Block Operator positions. After the training is complete those Block Operators shall return to their previous positions, or at their selection may be placed on the Block Operator Extra List. They shall secure seniority on the Group 3 roster from the date they successfully completed Group 3 training. The Superintendent- Train Movement will determine, based on fitness and ability, those employees who have successfully completed Group 3 training. Group 3 qualified Block Operators will receive an increase in wages of \$1.25 per hour in addition to their normal rate of pay, provided they maintain Group 3 qualifications and remain on the Group 3 seniority list. Upon completion of training program. Group 3 qualified Block Operators must bid an open Group 3 position in the Movement Bureau. Please refer to agreement/verbiage in agreement for further information.

^{***}Please note this position is in accordance with the TCU agreement signed on February 16, 2018***

MANAGEMENT-TRANSPORTATION CREW MANAGEMENT SERVICES

Bulletin Awards - Non-Ops

Sequence: 80 Bulletin ID: CREW8-75

Description: C/D BULLETIN 8-75

Ореп: 03/20/2019 00:01

Posted: 03/20/2019 00:01 Effective: 04/03/2019 00:01 Close: 03/29/2019 17:00

Name Rank From	
Emp Num Employee	Readvertis Readvertis
Terminal	LIRR-Extra List LIRR-Extra List
Perm or Temp	Permanent Permanent
Position	CX4003 CREW DISPATCHER CX4004 CREW DISPATCHER
Asgn	CX4003 CX4004

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

MANAGEMENT-TRANSPORTATION CREW MANAGEMENT SERVICES

Bulletin ID: CREW8-76

Bulletin Seq: 80

Bulletin Description: C/D BULLETIN 8-76

Open: 04/03/2019 00:01

Close: 04/12/2019 17:00

Effective: 04/17/2019 00:01

Posted: 04/03/2019 00:01

Asgn Position

Perm Or Temp

Terminal

CX4003 CREW DISPATCHER Permanent

LIRR-Extra List

TRANSPORTATION CREW MANAGEMENT, JAMAICA (5C1)

Report Time

VARIOUS

Rest Days VARIOUS

Rate Of Pay \$43.810 HOURLY*

APPLICANTS FOR THIS POSITION MUST HAVE COMPLETED THE CREW DISPATCHER TRAINING PROGRAM AS PER TCU CONTRACT. MUST HAVE THOROUGH KNOWLEDGE OF THE REGULATIONS GOVERNING THE WORKING CONDITIONS OF EMPLOYEES REPRESENTED BY THE UTU, BLE TCU AND

UTU Y/M. MUST BE A COMPETENT TYPIST AND WORK AS DIRECTED WITHIN THE OFFICE OF THE MANAGER-TRANSPORTATION CREW MANAGEMENT SERVICES.

*DIFFERENTIAL NOT INCLUDED IN THE ABOVE RATE OF PAY.

CX4004 CREW DISPATCHER Permanent

LIRR-Extra List

Location MANAGER-TRANS. CREW MANAGEMENT JAMAICA

Report Time VARIOUS

Rest Days VARIOUS

Rate Of Pay \$43.810 HOURLY*

*RATE OF JOB COVERED WITH \$26,629 MINIMUM

APPLICATIONS FOR THIS POSITION MUST HAVE COMPLETED THE CREW DISPATCHER TRAINING PROGRAM AS PER TCU CONTRACT. MUST HAVE A

THOROUGH KNOWLEDGE OF THE REGULATIONS GOVERNING THE WORKING CONDITIONS OF EMPLOYEES REPRESENTED BY THE UTU, BLE, TCU AND

UTU Y/M. MUST BE A COMPETENT TYPIST AND WORK AS DIRECTED WITHIN THE

MANAGER - TRANSPORTATION CREW MANAGEMENT SERVICES.

THE LONG ISLAND RAIL ROAD MAINTENANCE OF EQUIPMENT DEPARTMENT

April 3, 2019

NOTICE:

ALL EMPLOYEES IN THE CONSOLIDATED SYSTEM SENIORITY ROSTER OF CLERICAL FORCES

AWARD BULLETIN NO. 1711

POSITION AWARDED TO THE FOLLOWING:

Job No. 7 E. Mora (effective 4/10/2019) Job No. 20 M. Milano (effective 4/10/2019 Job No. 18 No Qualified Bids Received Job No. 27 No Qualified Bids Received Job No. 35 No Qualified Bids Received Job No. 28 No Qualified Bids Received Job No. 34 No Qualified Bids Received Group A No Qualified Bids Received

BULLETIN NO. 1712

APPLICATIONS FOR THE FOLLOWING POSITION WILL BE ACCEPTED BY THE OFFICER NAMED BELOW UNTIL 5:00 PM - APRIL 12, 2019

JOB NO. 18

POSITION PERMANENT CLERK – CENTRAL MANPOWER

LOCATION HILLSIDE MAINTENANCE COMPLEX

TOUR OF DUTY 2:30 PM to 10:30 PM RELIEF DAYS MONDAY & TUESDAY RATE OF PAY \$37.614 PER HOUR

QUALIFICATIONS MAINTAIN ALL RECORDS AND REPORTS RELATED TO MECHANICAL DEPARTMENT.

HANDLE TIME CARDS, SICK FORMS, PERSONAL DAY FORMS, MAINTAIN FILES AND OTHER RELATED DUTIES. MUST BE A QUALIFIED AND RAPID TYPIST. CANDIDATES

MUST HAVE SUCCESSFULLY COMPLETED TRAINING PROGRAM.

JOB NO. 27

POSITION PERMANENT CLERK – CENTRAL MANPOWER LOCATION HILLSIDE MAINTENANCE COMPLEX

TOUR OF DUTY

RELIEF DAYS

RATE OF PAY

QUALIFICTIONS

10:30 PM to 6:30 AM

FRIDAY & SATURDAY

SAME AS JOB NO. 18

SAME AS JOB NO. 18

JOB NO. 35

POSITION PERMANENT CLERK – CENTRAL MANPOWER LOCATION HILLSIDE MAINTENANCE COMPLEX

TOUR OF DUTY 10:30 PM to 6:30 AM RELIEF DAYS FRIDAY & SATURDAY SAME AS JOB NO. 18 QUALIFICTIONS SAME AS JOB NO. 18

JOB NO. 28

POSITION PERMANENT CLERK – CENTRAL MANPOWER LOCATION HILLSIDE MAINTENANCE COMPLEX

TOUR OF DUTY 10:30 PM to 6:30 AM
RELIEF DAYS SUNDAY & MONDAY
RATE OF PAY SAME AS JOB NO. 18
QUALIFICTIONS SAME AS JOB NO. 18

(TCU BULLETIN NO. 1712 page 2 of 3)

JOB NO. 34

POSITION PERMANENT LOCATION

RELIEF DAYS RATE OF PAY QUALIFICTIONS

TOUR OF DUTY

CLERK - CENTRAL MANPOWER HILLSIDE MAINTENANCE COMPLEX

10:30 PM to 6:30 AM **MONDAY & TUESDAY** SAME AS JOB NO. 18 SAME AS JOB NO. 18

GROUP A

POSITION TEMPORARY

LOCATION TOUR OF DUTY **RELIEF DAYS** RATE OF PAY

CLERK - CENTRAL MANPOWER TRAINEE (S)

M OF E CENTRAL MANPOWER OFFICE

VARIOUS VARIOUS

\$28.529 PER HOUR

\$37.614 per hour, after successful completion of training. **QUALIFICATIONS**

To train in covering all phases of Central Manpower clerical duties. Trainee must have the ability to think and reason in a pressure-filled atmosphere, must have phone etiquette, must be a qualified typist, must be reliable and responsible, and must work any and all holidays.

Trainee will be required to have a complete understanding of Maintenance of Equipment Department Policies and Union Agreements of the seven crafts governed by M of E Department. Trainee assigned will be required to properly handle all off-duty occurrences (notifying proper location/supervision), prepare daily off-duty report, maintain the force book, maintain sick log, maintain absence control records, prepare attendance discipline report, preparation of sick and personal leave day forms, prepare/maintain availability report, prepare/maintain accident/incident reports and AR-20s, prepare weekly payroll records using KRONOS and IDMS/LMAT computerized payroll systems, troubleshoot and edit all possible payroll problems, adjust vacation and/or personal day overuses, become knowledgeable with various computer programs (dataease, windows, lotus, etc.), dispatching the wreck crew.

- Training position will be bulletined and awarded based on seniority, fitness and the ability of the applicants.
- Employee awarded training position will post on all three shifts for a period not to exceed eight weeks. Trainee will be required to become fully qualified during the eight-week period. As part of determining the qualifications, the trainee will be required to work 'alone' during the eighth week. If the Department determines that an employee has qualified in less than the specified period, the employee will be deemed qualified at that time. Employee awarded a training position, who fails to qualify within eight weeks, or when it becomes evident that he/she will not qualify, will be removed from training position and shall return to his/her former position, unless it has been abolished or filled by a senior employee in the exercise of seniority. The eight-week training period may be extended at Carrier's discretion.
- During training, trainee is prohibited from bidding other positions. Trainee will not work on holidays during the training period unless specifically required to do so by the Carrier.
- A trainee's regular job will be bulletined as a temporary job. If no Central Manpower vacancy exists when a trainee becomes qualified, the employee will revert to his/her former position, if the position has not been abolished or filled by a senior employee in the exercise of seniority.

---CONTINUES---

- 5. When a Central Manpower vacancy is advertised (except the position of Head Clerk Manpower Systems), only bids from applicants qualified through the training program, or from employees who have previously owned a Central Manpower position in the Maintenance of Equipment Department, will be entertained. If no qualified bids are received, the junior qualified employee, subject to recall, will be assigned to the vacant position. If there are no qualified applicants, the Central Manpower trainee position will be advertised. Once qualified, the employee will be assigned to the existing vacancy.
- 6. For 18 months following the qualification of the trainee, the employee will be required to accept temporary vacancies refused by regularly assigned Central Manpower Staff.
- 7. A qualified employee awarded a position who has not covered a position within six months of the training program will be provided a five-day refresher course, if required.
- 8. During the training period, Trainees will be compensated at the rate identified in Appendix A-1, for Clerk-Central Manpower Trainee. After the Trainee has successfully completed the training program, their rate of pay will be increased retroactive to their initial day in the training program to the Clerk Central Manpower rate of pay. Rule 62(b) 1 and 2, Rates of Pay will apply where applicable.

K. WIEBER OFFICE OF M/E MANPOWER, HMC 3011

THE LONG ISLAND RAIL ROAD

ENGINEERING DEPARTMENT

BULLETIN NO. 489

Resumes for the following Appointed Position in the Office of the Chief Engineer will be received by Stephanie Nutzul, Manager – Resource Development & Administration, Mail Code 3146 or emailed to: smnutzu@lirr.org until 5:00 PM on Friday April 12, 2019.

POSITION: Payroll Information Clerk (Appointed)

(PERMANENT)

LOCATION: Engineering

Various Locations

RATE OF PAY: \$36.315

TOUR OF DUTY: 7:30 a.m. – 3:30 p.m.

RELIEF DAYS: Saturday and Sunday

PRIMARY DUTIES:

Input data in connection with the Corporate Time & Attendance Management Systems (CTAMS), using labor distribution forms generated by other employees, supervisors, and management officials. Such data includes, but is not limited to, hours worked, leave, maintenance and project accounting and labor distribution, and all other information to be used in this system. When not working on CTAMS the Clerk will 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, and reviewing and inputting SAFER Reports into the Efficiency Testing System (ETS). Must also have the ability to run reports from various LIRR databases and have a working knowledge of Excel and Word.

Glenn Greenberg, P.E. Acting Chief Engineer

POSTED: April 3, 2019

OFFICE OF THE CHIEF ENGINEER

BULLETIN NO. 490

Bids for the following position in the Office of the Chief Engineer will be received by Stephanie Nutzul, Manager – Resource Development and Administration (m/c 3146 or smnutzu@lirr.org) until 5:00 PM on Friday, April 12, 2019. *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: (2) Clerk-Typists

LOCATION: Office of the Chief Engineer

(Various)

RATE OF PAY: \$33.995

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.

Glenn Greenberg, P.E. Acting Chief Engineer

POSTED: April 3, 2019

OFFICE OF THE CHIEF ENGINEER

BULLETIN NO. 491

Bids for the following position in the Office of the Chief Engineer will be received by Stephanie Nutzul, Manager – Resource Development and Administration (m/c 3146 or smnutzu@lirr.org) until 5:00 PM on Friday, April 12, 2019. *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: (3) Clerk-Typist (Temporary)

LOCATION: Office of the Chief Engineer

(Various)

RATE OF PAY: \$33.995

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.

Glenn Greenberg, P.E. Acting Chief Engineer

POSTED: April 3, 2019





STATIONS DEPARTMENT

NOTICE NO. 2019-11

Date:

April 1, 2019

TO:

All Stations Department Employees

FROM:

James Compton, Chief Stations Officer

SUBJECT:

NEW Employee Email Address for Station Issues

A new email account has been set up for all Long Island Rail Road employees to report any station issues they encounter.

The more eyes at our stations to see items that need to be addressed the better for everyone riding the LIRR.

LIRRStationIssues@LIRR.ORG

Employees who encounter issues while working are to continue following their regular protocol of advising their supervisors, this email account is for employees whose job tasks DO NOT include working at stations and reporting on station conditions AND/OR employees who are not "on the clock" and see a problem.

How It Works:

As you are waiting for a train to your work location and you see something that needs attention send an email to <u>LIRRStationIssues@LIRR.org</u> from an LIRR email account or your own personal email account.

Be sure to include the following information:

- Station Name
- Location of issue at station
- Issue you encountered
- A picture would be very helpful as well.

Once we receive your email you will get an auto response within 24 hours so you know we have received it. Once there is any type of resolution of your issue you will receive an email indicating it has been followed up on or is closed out.

This email is not for emergencies at Stations, if you encounter an emergency call (718) 558-3300 or 911 for assistance and if it affects the tracks or train movement call the movement bureau at (718) 558-8204.

If you have any questions, please contact your manager.