



April 17, 2020

To the LIRR Family,

For the past 185 years, the Long Island Rail Road has been operating and helping to shape the future of Long Island. Now, in our 186th year, we have moved from being the region's economic engine to a vital lifeline. These are the most important rides we have provided in our history.

Our railroad motto – *With Every Ride... We Serve With Pride* – is taking on a whole new meaning.

From Transportation, to Engineering, Maintenance of Equipment, Stations, Corporate Safety, Security, Communications, Administrative, HR, Labor Relations, Government Relations, Procurement, Training, Finance, Capital Projects, Planning, Legal, Diversity, and my executive staff: the entire workforce has been an inspiration to me. Every day, I see firsthand your commitment to safely moving trains so essential workers can get to their jobs and back home again to their families.

You keep this region functioning and I feel a great sense of pride every time I see a train pass or I hear our horns. Your selfless effort and dedication is on display and I am grateful for your service. It is truly heroic.

As I ride the trains, many of you have shared personal stories of the thanks and praise you have been receiving when speaking to riders. And I know that the public at large has expressed gratitude to you as was explained to me just this past Tuesday by one of our track workers I rode the train with (socially distanced, of course!). He told me about a recent trip to buy groceries for his family when a store clerk saw his LIRR hat and called him a hero – and how humbling that was for him.

We continue to receive praise and acknowledgment through social media, and from elected officials, and customers anxious to ride the trains again, while thanking you for your service. Please take a look at the compilation your colleagues put together (in the attachment) highlighting just a fraction of the thanks coming to all of you.

This thanks doesn't stop at the edges of Long Island and New York City. Yesterday, we helped coordinate an MTA-led effort with transportation agencies joining us from across our region and the entire country (more than 120 of them!) to "Sound the Horn" at the same time with us, honoring your courageous efforts and those of your transportation colleagues who are helping to flatten the curve and save lives. The videos and messages posted on social media are truly uplifting, and I encourage you to take a look at the [#SoundTheHorn hashtag on Twitter](#) to see

*The agencies of the MTA*

for yourselves.

We know the fight against COVID-19 isn't over yet, but we will keep working to do all we can to help each other.

Beginning tonight at 8 p.m., pursuant to an executive order from the Governor, anyone who rides public transportation is required to wear a face covering, whether it be a mask, bandana, or some sort of cloth. We are issuing messages to our customers to remind them of this requirement that will go a step further to help keeping essential workers safe.

With a heavy heart, we remember our MTA brothers and sisters who have succumbed to this deadly disease. Here are the latest COVID-19 figures as it affects our LIRR family:

- 201 employees have tested positive to date;
- 383 employees are currently in home quarantine;
- 3 employees are currently hospitalized;
- 70 employees have recovered and returned to work after personally battling and overcoming the virus;
- 603 employees have returned from quarantine;
- 6 have returned home from the hospital.

We are sending healing thoughts and wishes to our colleagues that are still battling the virus.

Please know that there is light at the end of this dark tunnel, and that it shines brightly because of you. The curve is flattening; stay the course! We are all New York Tough.

Sincerely,

A handwritten signature in black ink, appearing to read "Phillip Eng". The signature is fluid and cursive, with the first name "Phillip" written in a larger, more prominent script than the last name "Eng".

Phillip Eng  
President

YOU ARE...

# HEROES MOVING HEROES

The COVID-19 crisis is challenging us as never before. But throughout these unprecedented times, you have shown unprecedented courage and commitment. And your praises are being sung ... by elected officials, organized labor, essential workers, and many, many others. You make New York run. You make New York proud.

**Rep. Pete King** @RepPeteKing  
Sincere thanks to engineers, conductors, and all track, platform and station workers and every transit employee who keep the @LIRR & @NYCTSubway running during pandemic. Really appreciate you!  
9:05 AM · Apr 3, 2020 · Twitter for iPhone

**LICarney** @LICarney  
Replying to @LIRR  
I didn't turn in my monthly, but won't need it for the rest of the month. For this month LIRR you get my full fare. Keep working hard for those that absolutely need to use public transportation  
5:42 PM · Mar 18, 2020 · Twitter for iPhone

**LBMTY** @LongBeachMTY  
We miss you @LIRR #commute #nytough

Direct message between **Eagle** and @LIRR  
March 30, 2020 9:44 AM  
OK thanks I appreciate it and also want to give a shout out for the 1215 a long Beach crew and 103 valley stream to locust Manor crew not only past 2 weeks but always I do appreciate the job you guys are doing under the situation thanks

**Joseph Lauria** · 3rd+ Maintenance Technician| Lead Security Officer| Life Safety & Operations...  
Thank you

**Pedro S.** · 3rd+ CEO and President, Founder at ProCast Solutions LLC  
Thank you!!!

**Anna K.** · 3rd+ Executive Assistant to Founder and CEO at Chobani  
Thank you LIRR and all MTA employees! You keep us all moving forward!!!

**Cathy Benjamin-Ostrander, MBA** · 3rd+ Director, Major Projects - Marketing at AECOM  
Thank you! ❤️

**Christine A. Seymour, MBA (Dist), SHRM-CP** · 3rd+ Ethics and Compliance Coordinator-MTA HQ  
God bless our frontline employees.

**AFM** @The\_AFM · 3h  
So grateful to @TCUnionHQ members keeping @LIRR cars & stations clean for our healthcare workers!

**IATSE** @IATSE · 1h  
Many of our staff and members depend on the @LIRR every day. #Solidarity with @TCUnionHQ workers!

**Machinists Union** @MachinistsUnion · 5h  
A big #shoutout to our @TCUnionHQ members who are working to keep the @LIRR safe for New York's health care workers and first responders.

**Mrs. Nussbaum** @MrsNussbaum56  
@LIRR Thank you for showing up day after day and getting us to work in these crazy times. You're the unsung heroes!  
7:10 AM · Mar 17, 2020 · Twitter for iPhone

**Christina** @christinaa031  
Never thought I'd say this, but I actually miss the @LIRR trains 🚆  
4:52 PM · Apr 5, 2020 · Twitter for iPhone

**PCAC** @PCACriders  
A big thank you to everyone at @NYCTBus @NYCTSubway @LIRR @MetroNorth and the @MTA for all you're doing to keep New York moving in this time of crisis!

**Wen Huang** @tafandaa  
Kudos to the @MTA and @LIRR for continuing to run service for those of us who has to go to work.  
7:29 AM · Mar 17, 2020 · Twitter for Android

**len** @lpozzulo  
Dear @LIRR I just want to take the time to say through all my rants and complaints I want to say thank you for all you have done and continue to do. You get us where we need to go everyday espec during trying times. You guys are the last line out here bless you guys keep us safe!  
6:49 AM · Mar 18, 2020 · Twitter for iPhone

**Tom Suozzi** @RepTomSuozzi  
Essential Workers Keep our Communities Strong!  
As part of an ongoing series recognizing the folks who show up for work every day and keep our communities strong, today I would like to thank the hardworking and dedicated employees of the @LIRR



11:17 AM · Apr 9, 2020 · Twitter Web App  
3 Retweets 4 Likes

**Tom Suozzi** @RepTomSuozzi · 9m  
Replying to @RepTomSuozzi  
These men and women continue to keep our trains safe, clean, and on time in spite of the difficulties and challenges posed by the coronavirus pandemic. Thank you and know that we have your backs.

**Lomz** @BYLomz  
Yo you would be impressed if you saw how hard LIRR employees are working to clean/sanitize the trains. Gotta give credit where credit is due  
2:23 PM · Mar 26, 2020 · Twitter for Android

**Daniella Young** Thanks! I work in a hospital pharmacy & have to take LIRR to NYC everyday & weekend!  
Like · Reply · Message · 2w

**Lauren Jarosak** Thank you! I work in a hospital and need to get to work each day!  
Like · Reply · Message · 2w

**Kristina Savino** Thank you! I work in the hospital and rely on the LIRR!  
Like · Reply · Message · 2w

**Jesse Sigcha** Thanks for your service  
Like · Reply · Message · 2w

**Joan Cutrone** Thank you. !  
Like · Reply · Message · 2w

**Mary Ko** Thank u for keeping the train clean & moving so we can go to work & care for the sick. ❤️  
Like · Reply · Message · 8h

**Lin Shapiro** Thank you Freddie for your hard work. Be safe  
Like · Reply · Message · 1h

**Lise Writing Rebel Horton** @lisekimhorton  
Just want to give a shout out to my area's transit workers. @LIRR @MTA and Nassau's #NICEBus system. They're keeping essential workers available.  
3:58 PM · Mar 27, 2020 · Twitter Web App

STAY SAFE, BE STRONG. WE'LL GET THROUGH THIS TOGETHER.