

Ambassador Principles

“Community Ambassadors” is the name given to those community outreach individuals representing **3rd Track Constructors**, the consortium tasked with building the nearly ten-mile-long LIRR Expansion Project from Floral Park to Hicksville.

The Ambassadors have the responsibility to provide every community along the project route with up-to-date information regarding the project’s construction, crucial milestones, event scheduling, and the various efforts taken that will seek to minimize the project’s impact.

As Ambassadors, these communication professionals are committed to adhering to a series of principles in how they conduct themselves.

The Ambassadors for the LIRR Expansion Project:

- Seek to be trusted messengers of project news and information to the various communities along the right of way
- Have an obligation to provide accurate and timely information to all communities, their residents, and their elected officials along the project route
- Are responsible for creating open and effective communication between the communities and the people designing and building this key infrastructure improvement project. That dialogue is designed to prevent any misunderstandings
- Recognize that, at some point, the construction will become intrusive and bothersome. They will work with the community to anticipate these issues; work with the construction teams to minimize potential problems whenever possible; and to aid in any way the construction schedule so that local residents can get on with their lives
- Know that protecting a community’s quality of life during construction requires information, dialogue, and accountability. That means the Ambassador’s role includes acting as a personal ombudsman for those who live along the right of way, making themselves available during the entire tenure of this project whether it is by phone, email or in person

There is little question that LIRR Expansion Project construction will create inconvenience, but the Ambassadors will do everything possible to answer questions quickly and fully, and to keep residents informed on what to expect and when.

Every Ambassador lives on Long Island, too. We get it.



For more information, please contact the Information Hotline at **516-203-4955** or by email **CommunityOutreach@lirrexpansion.com**. You may also visit our website, **www.lirrexpansion.com**, for up-to-date project details.

A better commute • Less congestion • Cleaner Air • Safer, quieter crossings
Station improvements & parking • Better jobs • Stronger economy • Noise reduction

www.lirrexpansion.com • CommunityOutreach@lirrexpansion.com