

Joint Commuter Railroads Accessibility Update

Joint Long Island Rail Road &
Metro-North Railroad
Committee Meeting
November 29, 2022



Accessibility at the Railroads

Overall Strategy:
**Enhance
accessibility
across system**



LIRR & MNR Accessibility Task Force Collaboration





LIRR & MNR Customer Assistance Programs

LIRR  
care

METRO-NORTH  
care

Strategy:
**Enhance
customer
experience
through
technology
initiatives**



- Actions:**
- **Help**
 - **Point**
 - **MTA Trip Planner**
 - **Hearing Loops**
 - **Navilens**

NOTICE



Hearing Loop Installed

Plan a Trip


See Saved Trips >

From Address, station, landmark

To Address, station, landmark

Leave now Change Time >

Travel Preferences >

 Accessible Trip

Plan My Trip

MNR Accessibility Capital Project Investment Strategies



Success Story: MNR White Plains Station Renewal Project



LIRR Accessibility Capital Project Investment Strategies



Success Story:

LIRR Floral Park Project



Accessibility Assistance at Grand Central

