



Transformative Improvements to LIRR Service

February 23, 2023

Double Track + Third Track + Grand Central Madison



A once-a-generation, strategic overhaul of LIRR service

- ▶ Provide **more frequent and reliable service** to more customers
- ▶ Space out trains more evenly, **providing more frequent service while reducing bunching**
- ▶ Introduce **true reverse peak** service to promote job growth on Long Island
- ▶ **Provide better access to transit** in historically underserved communities

What these new schedules mean for Brooklyn, Queens and Long Island

- ▶ A LIRR train will pull into Manhattan (Penn or Grand Central) approximately every **3 to 6 minutes in the peak**
- ▶ Customers headed to Midtown East will be able to go **straight to Grand Central** – no subway
- ▶ Trains will arrive into **Atlantic Terminal appx. every 12 minutes in the peak** and every 20 minutes in the off-peak
- ▶ More than **500 additional station stops** in Brooklyn and Queens every day

What these new schedules mean for Brooklyn, Queens and Long Island communities

Laurelton	55	▶	74	+19 trains a day
Bayside	79	▶	100	+21 trains a day
Kew Gardens	68	▶	97	+29 trains a day
Mineola	137	▶	215	+78 trains a day
Hicksville	128	▶	206	+78 trains a day

Other critical improvements

CityTicket **flat fare** within city limits

Combined **TrainTime** app

Combo Ticket for seamless connections between LIRR and Metro-North



Local elected officials and customers agree – the new schedules are game-changing

“The **LIRR is at the core of our economic development plans** for this region. Being able to move people around this island, not just to NYC, but also from NYC and intra-island commuting is critical to our future. **The investments that have been made here are going to allow that economic development to happen.**”

Suffolk County Executive Steve Bellone



“I’m so excited to see **faster, more convenient options** for travel into Manhattan for Queens residents.”

NYC Council Speaker Adrienne Adams (Queens)



“My commute from Westbury will be a few minutes quicker... **It’s a much more doable walk from Grand Central and I can avoid the subway.**”

Roselle Koutsogiannis, Westbury

“I don’t have to get in the subway. **It works for me. It’s a big station, very nice.** There were a lot of LIRR employees around assisting customers.”

Alexandra Munoz, East Meadow

““There are a lot of people that come in from Nassau County and Suffolk County that work on the east side...**to come straight into Grand Central is going to be a lot easier to get to where they’re going.**”

LIRR Customer

- ✓ **More capacity**
- ✓ **Faster travel**
- ✓ **Better reverse commute options**
- ✓ **Greater operational flexibility**
- ✓ **More reliable service**
- ✓ **MTA transit hub providing connections across LIRR, Metro-North and subways**

MAIN CONCOURSE • METRO-NORTH • SUBWAY





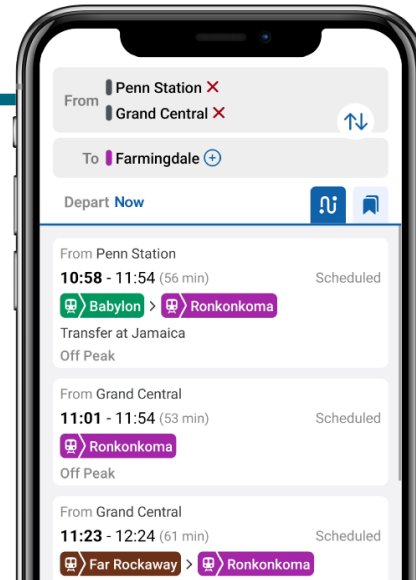
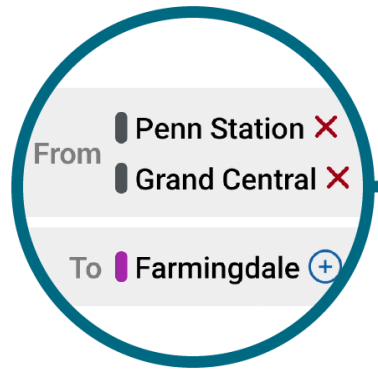
LIRR New Schedules: Customer Engagement

February 23, 2023

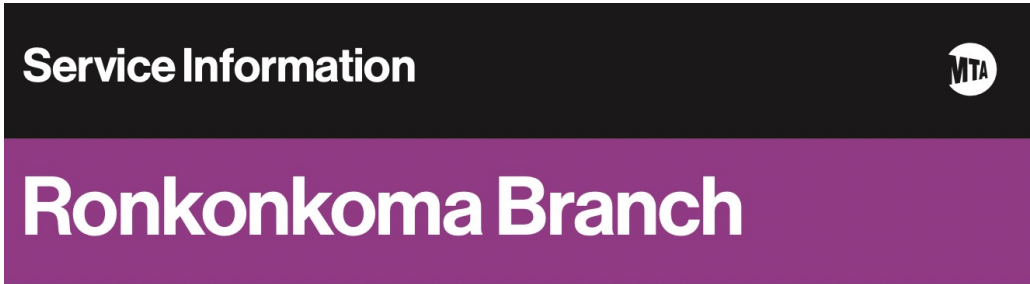
Priming customers for a change to their schedule

Your new LIRR arrives February 27

Try both Manhattan terminals



Reaching customers where they are

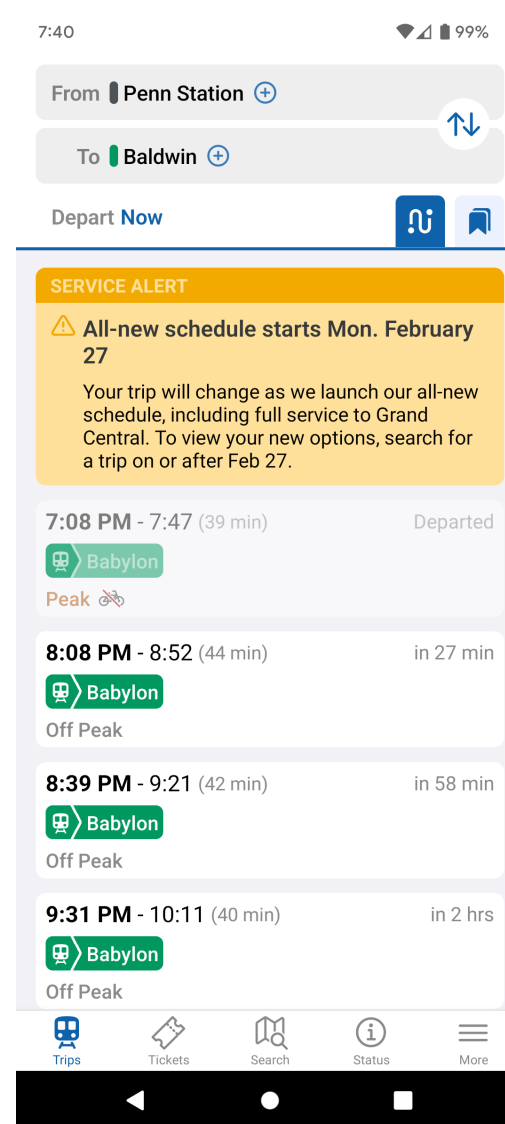


All-new schedule starts February 27

More trains all day long, thanks to our new third track

Your trip will change on February 27 as we launch our full Grand Central schedule. On the Ronkonkoma Branch:

- More peak trains to Manhattan
- Off-peak and weekend service will now run every half hour
- All trains will stop at Jamaica, where you can transfer for service to Brooklyn



Audio announcements in stations and on trains

Branch-specific service information

Digital and paper signage in system

Trip planning support and alerts through TrainTime

Regular updates via social, email, and SMS

Customer ambassadors

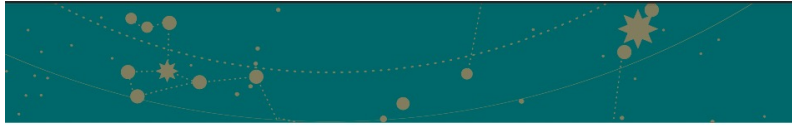
Earned media

Customer feedback has been critical



Around 200 customers provided invaluable feedback during a wayfinding exercise late 2022. Many of their ideas have been incorporated into the new terminal.

We're here to help



5 things to know about your new LIRR schedule

- 1. Your trip will change starting February 27**
We've rewritten the schedule from top to bottom, no matter where or when you ride.
- 2. You have a choice between terminals**
For Manhattan travel, review your options to both Penn Station and Grand Central.
- 3. TrainTime is your guide**
Explore trip options and buy tickets directly in the TrainTime app.
- 4. You may have to transfer**
We've changed if, where, and how you transfer to keep trains moving.
- 5. We're all in this together**
This is a major change for both riders and employees. Thank you for your patience as we get used to it together.

Customers who have questions about the upcoming changes can:

Chat with us in the TrainTime app or social media

Call 511

Get help from extra customer ambassadors