



## MTA Press Releases

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Press Release

August 14, 2009

LIRR

IMMEDIATE

# Agents To Be Available To Assist Customers At LIRR Stations Where Ticket Offices Are Closing August 19

### *Waiting Rooms To Remain Open; Ticket Selling Machines Available Round-The-Clock*

Long Island Rail Road personnel will be posted at 20 LIRR stations where ticket office windows are scheduled to close in order to assist customers with ticket vending machine usage.

Passenger Services Department employees will be at the impacted stations from Wednesday, August 19 through Tuesday, August 25 (excluding the weekend) during the normal ticket office hours in order to assist customers. The ticket machines at each of the affected stations will be available to customers 24-hours a day.

Twenty of the MTA Long Island Rail Road's least-utilized ticket offices will be closed starting Wednesday, August 19. The closings are part of a cost savings program.

As previously announced, the ticket office closings will take place at the following stations: Bethpage, Broadway, Cedarhurst, Douglaston, East New York, Farmingdale, Floral Park, Forest Hills, Hewlett, Kew Gardens, Lindenhurst, Little Neck, Massapequa Park, New Hyde Park, Northport, Nostrand Avenue, Oceanside, Rosedale, Seaford and Woodmere.

Station waiting rooms will continue to remain open with their regular hours. Train service will not be affected. Cleaning schedules for the stations will not be changed and restrooms will be available for customer use during the same time periods currently in effect.

Most LIRR customers who purchase tickets at a station do so using the popular ticket vending machines, which were first introduced in 1983. Approximately 70% of LIRR tickets sold are purchased through ticket vending machines.

In addition, the LIRR Lost and Found Office located at Penn Station, will no longer have weekend hours starting the weekend of August 22-23. The Lost and Found Office's weekday hours, 7:20 AM to 7:20 PM, will remain. Customers who wish to report a lost item are urged to file a claim online at:[www.mta.info/lirr/LostandFound](http://www.mta.info/lirr/LostandFound).

Customers are encouraged to buy their tickets at a discount through the LIRR's popular Mail&Ride Program and WebTicket services.