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Press Release

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LIRR

IMMEDIATE

LIRR Expands Its Quiet Car Pilot Program June 18

Pilot Program to Include All Single-level Electric Trains Operating to/from Penn Station & Atlantic Terminal during Rush Hours

The MTA Long Island Rail Road is expanding its Quiet Car pilot program beginning Monday, June 18 to include all peak, single-level trains that operate to and from Penn Station and Atlantic Terminal during the morning and evening rush hours.

In the LIRR's Quiet Car pilot program, the *westernmost* car on designated trains is the Quiet Car.

As a result, during the AM Peak, the FIRST (or head) car is a quiet car. During the PM Peak, the LAST (or rear) car is designated as a quiet car.

The LIRR originally established the pilot program in the peak period on the Far Rockaway Branch in December 2011 and expanded it to include the Long Beach, Hempstead, and West Hempstead branches earlier this year. The Quiet Car is intended for customers seeking a quiet environment during their commute that is free of cell-phone conversations, sound from other electronic devices and loud conversations.

"We have closely monitored the pilot Quiet Car program since its inception at the end of 2011 and through its first expansion in March and have seen a very positive response from our customers," said LIRR President Helena E. Williams. "Some of our customers are eager to enjoy some quiet time during their commute and this expansion is designed to meet those requests. We all have been on a train when someone is talking too loudly on a cellphone or playing music on headsets at a high volume. This program gives customers an alternative.

"We still would like to remind customers on all our trains to be courteous and mindful of fellow travelers. If you must talk on a phone, go to the vestibule and keep your conversation brief and voice low," Williams said.

The Quiet Car program is voluntary in nature. Conductors in designated quiet cars will hand out special "Shh" cards to customers who are non-compliant.

Customers in the Quiet Cars are asked to refrain from using cell phones, and to disable the sound on all electronic devices – including computers. If headphones are used, they must be at a volume that cannot be heard by surrounding customers.

Customers can converse in the Quiet Car but they are advised to use subdued voices.

In the event of a service disruption or if a train is operating with a reduced number of cars, the LIRR will be unable to designate a Quiet Car.

The Long Island Rail Road will continue to gauge customer reaction to the pilot program and decide whether to expand it further. Bi-level trains are not involved in this phase of the pilot.

Similar pilots on select Metro-North Hudson and Harlem line trains that began last fall and on the New Haven Line earlier this year have been expanded to all peak trains. Additionally, a quiet car program on Metro-North's West-of-Hudson Port Jervis and Pascack Valley lines conducted in conjunction with NJ TRANSIT was well received and was subsequently expanded to all peak trains. Amtrak has also successfully implemented quiet cars.