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Press Release

March 31, 2017

LIRR

IMMEDIATE

LIRR to Renew the Franklin Avenue Railroad Crossing in Malverne

Buses to Substitute for Seven Midday Trains on LIRR's West Hempstead Branch From April 3 to 7; Auto Traffic Will Be Detoured From 9 a.m. to 5 p.m.

Long Island Rail Road workers will renew the railroad crossing at Franklin Avenue in Malverne from April 3-7. The work will include a rehabilitation of the concrete railroad crossing surface, as well as the train tracks, which includes the steel rails and concrete ties at the crossing and adjacent to it, and the compacted stone bedding the ties rest in, which is known as ballast.

"We are continuously working to improve our infrastructure," said LIRR President Patrick Nowakowski. "This work will leave the community and the railroad with a safer crossing for the years ahead."

As a result of the work, buses will substitute for seven midday trains on the LIRR's West Hempstead Branch, affecting an estimated 230 customers in total. Motorists will be detoured from the railroad crossing between the hours of 9 a.m. and 5 p.m.

A schedule showing the substitute bus service departure times is available at this link:

<http://web.mta.info/lirr/Timetable/WestHempsteadFranklinAveCrossingRenew...>

Eastbound LIRR Customers

Buses will substitute for the four eastbound trains that are scheduled to depart from Valley Stream at 10:46 a.m., 12:46 p.m., 2:45 p.m. and 3:34 p.m. To ensure that all customers can board and be seated, buses are scheduled to depart from Valley Stream six minutes later than the normal train departure times. Customers should plan for up to an additional 18 minutes of travel time.

Westbound LIRR Customers

Buses will substitute for the three westbound trains that are normally scheduled to depart from West Hempstead at 10:12 a.m., 12:12 p.m. and 2:12 p.m. As shown in the timetable, the buses are scheduled to depart individual West Hempstead Branch stations up to 19 minutes later than the normal train departure times.

Buses will connect with Far Rockaway Branch trains that depart Valley Stream about 20 minutes later than the usual Long Beach Branch train connections. The Far Rockaway Branch trains will travel to Atlantic Terminal, Brooklyn. Customers seeking to travel to Penn Station will change at Jamaica. Customers should factor in up to 24 extra minutes of travel time.

Auto Traffic Detour

Work at the railroad crossing will be underway from 9 a.m. to 5 p.m. during these five days. Motorists will be required to make an eight-tenths-of-a-mile detour via Hempstead Avenue and Alnwick Road. The MTA Police will provide the required flagmen and detour signs.

Upon completion of the railroad crossing renewal at Franklin Avenue each afternoon, workers will put down temporary paving material. The crossing will be permanently repaved at a later date.

Many Channels for Services Updates

In accordance with usual procedures when there is a planned service disruption, the LIRR is printing posters and issuing social media messaging to advise customers of the change, and has left 100,000 fliers on train seats. The service change was mentioned in the March issue of TrainTalk. The LIRR has notified all elected officials representing the area, and is coordinating with local police, fire, and the NYS Department of Transportation.

Information about planned service changes like this one is always made available via many methods:

- **Email and text message service updates** – Customers are urged to sign up to receive the alerts by visiting MyMTAAAlerts.com. To avoid unwanted messages, a user can tailor the messages to the specific branch, and the specific times of day.
- **MTA.info** – The MTA's website has the special timetables linked above, and similar information is available via the LIRR's point-to-point online scheduling tool. In addition, the rail tab of the "Service Status" box at the left side of www.MTA.info is always the definitive source for the latest status for each branch, updated every minute. Customers can visit www.mta.info/lirr to see special service notices in the upper center of the page.
- **@LIRR on Twitter** – Twitter users can follow @LIRR to receive updates of a similar nature to the email and text alerts, shortened to fit Twitter's format.

- **LIRR Train Time app** – Customers who use the LIRR Train Time app will see up-to-the-minute status for each upcoming train at each station. As a caution, trains that start out their trips on time may experience delays en route.

The above communications channels can be accessed while at home or on the go. For customers who are located at stations, the LIRR will post the latest service updates on **digital signs** at station platforms and will make **audio announcements** over public address systems, and **on-board announcements** made by train crews.

For those who prefer the **telephone**, information is available from the LIRR's Customer Service Center by calling 511, the New York State Travel Information Line, and saying: "Long Island Rail Road." Those who are deaf or hard of hearing can use their preferred service provider for the free 711 relay to reach the LIRR at 511.