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Press Release

June 27, 2018

LIRR

IMMEDIATE

LIRR Marks National Safety Month With Customer Safety Day Thursday at Penn Station

Meet Senior LIRR Safety Staff, Take Your Turn on 'Wheel of Safety'

The Long Island Rail Road takes its customers' safety seriously. But this Thursday, at Penn Station, the LIRR is making it a little more fun to learn about our initiatives and all the things we do to keep our passengers safe.

Senior LIRR safety staff will be at the event, which will run at Penn Station on Thursday, June 28, 2018, from 3 p.m. to 7 p.m., to discuss the LIRR's various safety programs and initiatives, including our new partnership with Waze, and our efforts to install flexible delineators and pavement markings at all LIRR grade crossings across our system. Visit us for the event on the concourse level at Penn Station near the Penn Station -- 34th Street exit, across from the McDonald's, as we continue our efforts to increase customer outreach, following two Customer Conversations forums in Nassau and Suffolk Counties in recent weeks.

"We want our customers to continue engaging with us regarding every facet of the railroad, and safety is one of those aspects that everyone should be conscious of during every part of their day. From a railroad perspective, we want our customers to know that we go above and beyond industry standards to ensure that their rides with us remain safe. At the same time, we're finding new and fun ways to reach our customers and let them know about our initiatives, and to keep our dialogue open with them to exchange ideas and listen to feedback," LIRR President Phillip Eng said.

As part of our customer appreciation efforts, for the first time Thursday, the LIRR will roll out its "Wheel of Safety", a game-show-type spinning wheel that will prompt a railroad staffer to ask the participant a safety-related question.

Those who participate will be eligible for exciting prizes, including a chance to enter a raffle. Winners will be chosen at random at the end of the event; the first winner chosen will receive the Grand Prize, a free monthly LIRR ticket from their home station. Two runners-up will each receive one 10-trip ticket.

Last month, the LIRR launched its first-ever summer customer appreciation initiative, Summer Saturdays, which allows monthly ticket holders to bring up to four companions on Saturdays, for just \$1 each way, per person. The program began June 2 and will run each Saturday until August 25, 2018.

The LIRR has been busy in recent months increasing safety along our tracks not just for passengers on our trains and our employees, but also for motorists and pedestrians. Our Waze partnership, launched earlier this month, integrates locations of LIRR grade crossings into the Waze app, alerting users that they are approaching a railroad crossing, and not to turn onto the tracks. The rollout of this first-of-its-kind feature will continue until all 296 LIRR grade crossing locations are live on the app.

To further our proactive efforts, the LIRR is moving forward with an accelerated plan to install flexible, four-feet high reflective delineators as well as extended roadway markings and additional reflective devices to better alert drivers, who may become confused by GPS directions while driving in darkness or inclement weather, that they should not make a turn onto the tracks.

The LIRR also brings safety education to our local communities. Free safety education programs are offered by the MTA for schools and community groups in in the regions served by the LIRR, and are open to people of all ages (Pre-K to adults). Those interested in more information about the programs should email tracks@lirr.org, or call 511.