



## MTA Press Releases

[Select Language](#) | ▼

Press Release

December 3, 2019

LIRR

IMMEDIATE

### LIRR Customer Ambassadors Help LIRR Care Reach 3,500 Requests

#### *Initiative Created to Help Customers with Disabilities is Celebrated on International Day of Persons with Disabilities*

On International Day of Persons with Disabilities, MTA Long Island Rail Road today announced that its LIRR Care program has reached a milestone when it comes to helping customers with disabilities who require assistance to board and/or exit from a LIRR train or navigating the railroad. The round-the-clock, on-call service has had 3,500 requests since its inception in July 2018. The service is available, but not limited to, seniors, and people with disabilities, including those who use wheelchairs or other mobility devices.

"We are so pleased that customers are not only utilizing the LIRR Care program, but embracing it to make their commutes more seamless while familiarizing themselves with our friendly service ambassadors," said LIRR President Phil Eng. "This program exemplifies the philosophy of LIRR Forward: Putting customers first – a successful goal thanks to the managers and employees who have embraced it and to the advocacy groups that participate in our LIRR ADA task force."

The LIRR Care service, running 24 hours a day, 7 days a week, including holidays, is available by using our new, easy-to-remember phone number -- 718-LIRR-CARE (718-547-7227) – for access to trains throughout the LIRR system. Calls to this number will be answered by the railroad's Customer Service Center, where employees will help coordinate assistance with appropriate personnel aboard trains, or at stations. The LIRR asks that customers call at least two hours in advance of their trip.

Adding to this service, from 6 a.m. to 10 p.m. each day, LIRR Customer Service Ambassadors will be stationed at LIRR's main terminals – including the Customer Service Desk at Penn Station in Manhattan, and Ticket Offices at Atlantic Terminal, Brooklyn, and Jamaica Station, Queens – where customers can request assistance in person, just 15 minutes prior to a train departure.

These Ambassadors – who are identifiable by the red vests they wear – assist with station-to-station coordination with our train crews. They escort the passenger to an elevator, if necessary, and to the track level, where they will be met by a conductor on the train who will assist with a bridge plate, to help them onto the train. At the passenger's destination, the train's conductor will again assist with a bridge plate to ensure they disembark safely.

As part of LIRR Forward, President Eng's working philosophy to improve the commuting experience by hardening LIRR infrastructure and revamping customer communication, this enhanced program was developed by a team of railroad employees across several departments, which consulted LIRR customers in the disability community.

To use LIRR Care:

- Dial 718-LIRR-CARE (718-547-7227); press option 2 for immediate assistance.
- If leaving from a non-terminal station, please make sure to call in advance, at least 2 hours prior to the scheduled departure time of your train.
- If traveling from Penn Station, Jamaica, or Atlantic Terminal, real-time assistance is available at all three locations daily from 6 a.m. to 10 p.m. Please contact an Ambassador at least 15 minutes prior to your train's departure.

At Penn Station: Visit the Customer Service Office located near the main gate area next to the Penn Station Ticket Office. A Customer Service Ambassador will be there to assist you.

At Jamaica Station: Please request assistance at the Ticket Office or from an LIRR Customer Service Ambassador, typically found on street level or on the mezzanine level of the station.

At Atlantic Terminal: Please request assistance at the Ticket Office or from an LIRR Customer Service Ambassador, typically found inside the station near the Big Board by track entrances.

Know Before You Go:

- The LIRR has 108 accessible stations throughout our system. In order to confirm if the station you are traveling to/from is accessible, please visit the LIRR station accessibility page here: <http://web.mta.info/accessibility/stations.htm#lirr>.
- For LIRR escalator/elevator status, please visit: <http://lirr42.mta.info/elevatorStatus.php>.
- Reduced senior/disabled fares are available and can be purchased at LIRR station ticket windows, ticket machines or by using the MTA eTix app. Reduced-Fare tickets are valid at all times except during certain morning peak periods (LIRR trains scheduled to arrive at New York City terminals

between 6:00 AM and 10:00 AM). To look up fares, visit: <http://lirr42.mta.info/>.

- Waiting for a train: Customers using a wheelchair should remain at least five feet from the platform's edge when waiting for a train, and position their wheelchair with the brakes locked and wheels parallel to the track. It is best to wait in the middle of the platform because cars at either end of the train may be closed during certain times or may not line up with platforms at certain stations. Many LIRR station platforms have a two-foot-wide yellow tactile edge-warning strips. Stay behind these strips until it is time to board the train.

- LIRR Care is available to those who do not use a wheelchair or mobility device but may need assistance to board and exit the train via bridge plate.

- Personal Care Attendants (PCAs) are eligible to ride commuter railroads free when accompanying a passenger with a disability. Where required, the PCA must carry identification that shows that he or she is employed by an agency that provides services to people with disabilities.

- Customers with disabilities are permitted to bring a service animal into all MTA transit facilities.