

Call Ahead Program at Syosset LIRR Station



Due to large gaps between the station platform and trains at certain sections of the Syosset Station, the LIRR is offering Syosset customers an opportunity to “Call Ahead” for assistance by dialing 1-718-558-8228 to request help with boarding at Syosset.

If you are boarding at Syosset

Call the LIRR’s Public Affairs Department at 1-718-558-8228 one to two hours before your train departs Syosset. A Special Platform Conductor or a train crewmember will be notified and will be ready to assist you with a helping hand or a bridge plate. To ensure adequate time for assistance, please arrive at the station 15 minutes prior to the train departure time and wait near the platform conductor’s red booth. There may be a short wait if more than one passenger needs assistance, or if staff is limited.

If Your Destination is Syosset

When the train crewmember comes around to take your ticket, alert him/her that you are exiting at Syosset and will need assistance or a bridge plate to cross the gap.

This pilot program is currently available only at the Syosset Station and can be used by any customer concerned about the gap. By calling ahead – before reaching the station – LIRR customers can ensure that a Special Platform Conductor or a LIRR train crewmember will be alerted and available to assist them.

**“Call Ahead” for
Assistance by dialing
1-718-558-8228**