

Safety Tips - for safe use of the Syosset Station

Plan ahead

- When possible, plan to board at areas where the gap is smallest
- Leave yourself enough time to enter or exit safely with all of your belongings and luggage
- Mention your destination to train crewmembers so that they can provide you with assistance when exiting the train

Practice Patience

- Walk, don't run on steps as well as platforms
- Stay behind the yellow safety line, away from the edge of the platform
- Allow customers to leave the train before you board

Personal Responsibility

- Arrive early and familiarize yourself with the station
- Ask for assistance if you are concerned about navigating the gap
- Lend a hand if you see someone who needs help entering or exiting the train
- Take a break from "texting" or using the phone as you step over the gap

Pay Attention

- Step carefully over the gap when boarding or exiting the train
- When traveling with children, be sure to hold their hands when entering and exiting the train
- Move inside the car as you enter the train to allow others behind you to board safely
- Pay special attention to rain or snow creating wet surfaces

Asking for Help - at Syosset

Special Platform Conductors

Available on weekdays:
5:35 AM – 12:30 PM on Platform A
4:00 PM – 8:49 PM on Platform B

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.

"Call Ahead" for Assistance by dialing 1-718-558-8228

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.

Gap safety information is available in a video on our website at www.mta.info. Click on "Customer Safety Information."



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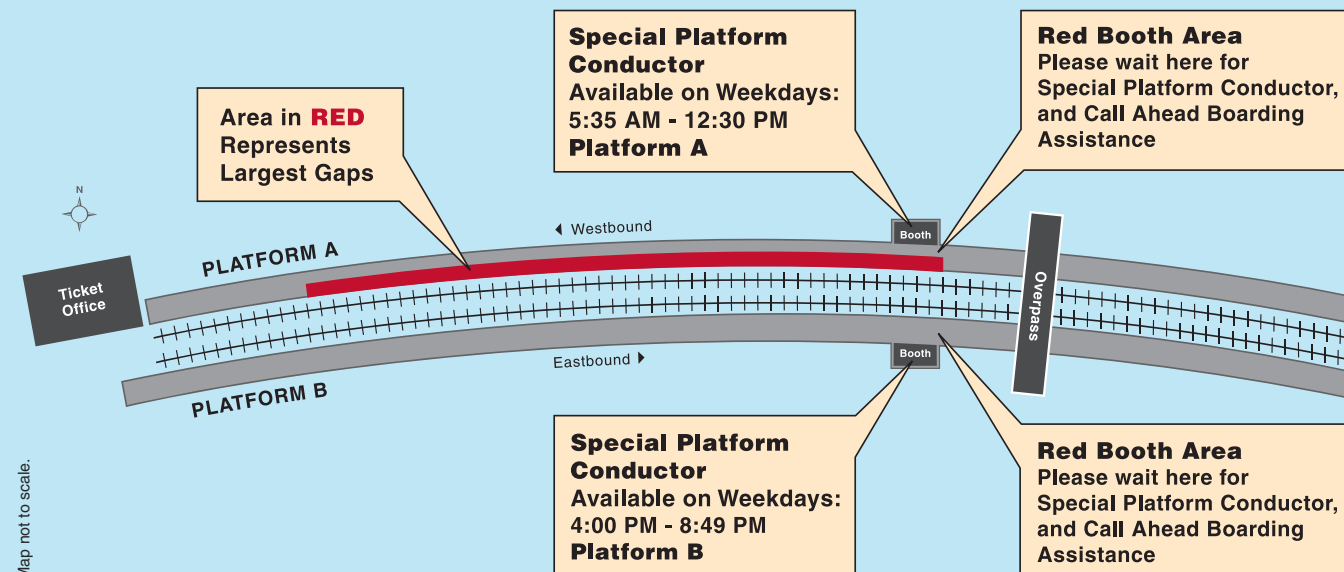
Syosset Station Safety Guide

Your safety is our highest priority

At Syosset Station, some gaps between the train and the platform are larger than at other stations because the platform is on a curve. The MTA Long Island Rail Road is working to make these gaps as small as possible and has implemented several safety enhancements at Syosset.

We have taken steps to increase customer awareness of the gap, but we also ask you to act responsibly for yourself and for your fellow customers. This brochure describes the special safety measures planned for Syosset.

Syosset Station Map



Safety Enhancements - to help you enter and exit safely at Syosset Station



Special Platform Conductor

A Special Platform Conductor is available to help customers enter and exit the train at Syosset Station.

Bridge Plates: Platform Conductors can use these ramps to assist customers in boarding the train.

Booths: A red booth has been set up on each platform so that customers can easily find the Platform Conductor. Customers who need assistance should wait in the red booth area.

Signage: Signs have been placed in key areas of the station so that customers will know where and when the Platform Conductor is available.

Vests: Platform Conductors wear bright yellow vests to make them more visible to our customers.



Call Ahead Program

Over the next few months we will be testing our new “Call Ahead” initiative. Anyone who is concerned about stepping over the gap at Syosset can “Call Ahead” to our Public Affairs office an hour or two before train time to request assistance.

The train crew or the Special Platform Conductor will be advised to provide assistance.

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



Cameras & Monitors

Cameras and monitors have been installed on both platforms to give conductors a full view of the platforms.



Platform Edge Boards*

Additional platform edge boards will be installed to reduce the gap by 1 inch. These edge boards will be a bright red color to increase customer awareness.



Wider Threshold Plates*

Wider threshold plates will be installed on trains to reduce the gap by 2 inches.



Stencils on Platform*

We are developing stenciled warning signs for the Syosset platform that will alert customers where the widest gaps exist.

*Planned for future installation