

INFRASTRUCTURE RENEWAL AT NY PENN STATION

FREQUENTLY ASKED QUESTIONS | DECEMBER 2017

1. WHAT IS THE NEXT PHASE OF INFRASTRUCTURE RENEWAL AT NEW YORK PENN STATION?

Amtrak is continuing its work to renew the infrastructure at New York Penn Station. In 2018, Amtrak engineering crews will replace two tracks and three turnouts at New York Penn Station. This work is part of Amtrak's ongoing maintenance program to improve New York Penn Station's infrastructure operations performance and reliability.

2. WHEN IS THIS WORK HAPPENING?

The work will take place approximately between **January 5 and May 28, 2018**.

3. HOW DOES THIS IMPACT ME?

While most of the work will take place on weekends, there will be a series of continuous single-track closures that will require minor modifications to Amtrak and commuter train weekday operations at New York Penn Station. Amtrak is working with NJ TRANSIT and LIRR on an overall service plan that minimizes the impact to all New York Penn Station customers to the greatest extent possible.

Minimal weekday service impacts to Amtrak *Northeast Regional* and *Keystone Service* trains will take place between **January 8 and May 28, 2018**. This will result in the cancellation of one train each during the morning and afternoon commute, the adjustment of departure times for some *Northeast Regional* trains and truncated service on two *Keystone Service* trains. The majority of Amtrak trains will operate on regular schedules.

4. WILL ALTERNATE TRANSPORTATION BE PROVIDED?

Amtrak will not be providing alternate transportation. While we recognize the schedule changes will create some inconvenience, we will still be operating train service into and out of the station.

5. HOW WILL AMTRAK COMMUNICATE TRACK CLOSURES AND EXPECTED DELAYS?

Amtrak, LIRR and NJ TRANSIT will each assume responsibility for helping their passengers navigate any changes in service or schedule. Amtrak is making every effort to make sure its customers have the information they need to get to and from their destinations.

Here are some ways to stay informed:

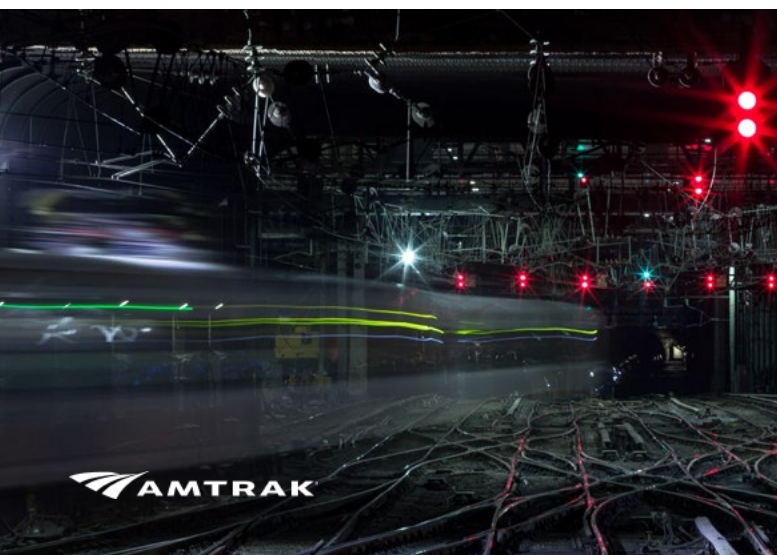
- Learn more at Amtrak.com/NYPRenewal
- To check the status of your train or to modify existing reservations, visit Amtrak.com or the Amtrak mobile app
- Opt-in to email or text alerts when booking your trip to be notified of real-time delays
- Follow @AmtrakNEC, @NJTransit, and @LIRR for timely updates about New York Penn Station
- Provide feedback at Amtrak.com/contact

6. WHAT WORK WILL BE COMPLETED?

Amtrak will be completing full replacement and renewal of two tracks—tracks 15 and 18 at New York Penn Station. Track 15 will require a section of concrete demolition and replacement, (similar to work that was completed on Track 10 during the summer of 2017) and Track 18 requires localized concrete demolition with complex steel hardware replacement and rail renewal. In addition to body track replacement, Amtrak will renew and replace three turnouts in "C" Interlocking, which is at the east end of the station and directs Amtrak and Long Island Rail Road trains to routes heading east and to Sunnyside Yard.

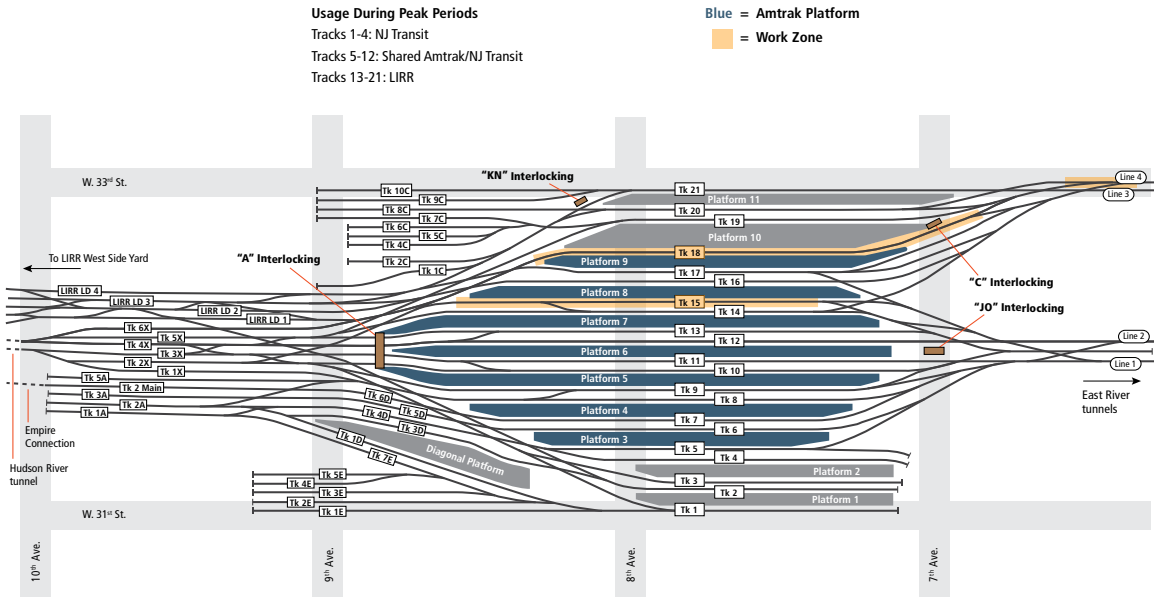
7. WHY IS AMTRAK DOING THIS NOW?

This work is part of Amtrak's ongoing maintenance program to improve the infrastructure at New York Penn Station.



INFRASTRUCTURE RENEWAL AT NEW YORK PENN FREQUENTLY ASKED QUESTIONS

PENN STATION TRACK SYSTEM



New York Penn Station is the busiest railroad station in America, serving more than **650,000 daily commuter and intercity passenger trips**. The station handles more than **1,300 weekday train movements** on 21 tracks and 11 platforms, coordinated through the Penn Station Control Center jointly staffed by the railroads.

8. HOW DOES THIS WORK COMPARE TO THE WORK COMPLETED OVER THE SUMMER?

Compared to the summer renewal work, this project will require approximately 80 less construction hours per week, nearly 100 less trains will be out of service per day, and the tracks under construction are nearly 150 yards less wide. Additionally, while Amtrak had to do total track replacement over the summer, this phase is more maintenance based, including the addition of new rail ties, lighting, and painting.

9. IS IT SAFE TO TRAVEL IN AND OUT OF PENN STATION?

Yes, safety will always be our highest priority and if we were concerned about the safety of existing trains, they would not be in service. The work we are doing is part of our ongoing maintenance program.

10. WILL THESE REPAIRS ENSURE A SMOOTH COMMUTE?

These repairs should improve rail travel efficiency in the areas they impact within the station. Overall efficiency will require additional investment in and around New York Penn Station.

11. WILL THERE BE REFUNDS OR REBATES TO PASSENGERS?

Amtrak has an existing refund policy for our passengers. As we plan to carry out this work in a scheduled manner, customers will be notified of the impacts in advance. Here is the link to our [refund and exchange policy](#).



STAY INFORMED:

Amtrak.com/NYPrenewal

@AmtrakNEC | @NJTransit | @LIRR