

MOYNIHAN TRAIN HALL

Frequently Asked Questions



1. What is the Moynihan Train Hall and where is it located?

Moynihan Train Hall is the new Amtrak boarding concourse in New York City. It expands New York Penn Station into the historic James A. Farley Post Office building to improve customer comfort and security.

Moynihan Train Hall is located directly across 8th Avenue from New York Penn Station.

2. What happens to New York Penn Station?

Moynihan Train Hall and New York Penn Station will operate as one complex. Amtrak customers will be directed to use Moynihan Train Hall as Amtrak's "front door" for boarding trains although access to and from Amtrak trains will always be maintained through New York Penn station to ensure passengers get to where they need to go.

3. Will there be two station stops in New York City?

No. When arriving in New York City, customers will have platform signage directing them to exit via Moynihan Train Hall or New York Penn Station.

4. What address should I use for pick-up and drop off (i.e. Rideshare/Taxi service)?

Moynihan Train Hall is located at 351 West 31st Street, New York, New York. The taxi area is located at mid-block on 31st Street between 8th and 9th Avenues (near the main entrance). Rideshare will be located mid-block on 33rd Street between 8th and 9th Avenues.

5. How do I travel between Moynihan Train Hall and New York Penn Station?

Moynihan Train Hall is located inside the Farley Post Office building directly across 8th Avenue from New York Penn Station.

There are two paths between Moynihan Train Hall and New York Penn Station. Customers can exit New York Penn Station onto 8th Avenue, cross 8th Avenue and enter Moynihan Train Hall at any entryway. Or, customers can walk between Moynihan Train Hall and New York Penn Station on the Long Island Rail Road (LIRR) concourse level through the Moynihan Lower Concourse. Amtrak's main entrance to the Moynihan Train Hall is located mid-block on 31st Street.

6. Will there be staff at Moynihan Train Hall and New York Penn Station to offer customer assistance?

Yes. Amtrak will have staff at Moynihan Train Hall and for a period of time after the train hall opening, Amtrak will provide Red Caps, Customer Service Representatives and ambassadors at New York Penn Station to assist passengers.

7. What amenities are offered in Moynihan Train Hall?

Station lounge and its amenities - The Metropolitan Lounge is a premium, Americans with Disabilities Act (ADA) accessible staffed lounge available to select Amtrak customers on presentation of appropriate tickets. Services include a business center, restrooms, WIFI, luggage storage, complimentary beverages and food, assistance with reservations, information including schedules, fares, routing, baggage services, tourist information, hotel and car reservations and local information.

The Metropolitan Lounge will be open Monday to Friday from 5:00 a.m. to 9:30 p.m., and Saturday and Sunday from 7:00 a.m. to 9:00 p.m.

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Frequently Asked Questions (continued)



Lactation suites - Moynihan Train Hall has a dedicated lactation room for nursing mothers in the Metropolitan Lounge, and two lactation rooms in the ticketed waiting room.

Restrooms - Public restrooms are located throughout Moynihan Train Hall, restrooms are also available for Amtrak ticketed customers within the ticketed waiting area, and the Metropolitan Lounge.

Food and Retail - Moynihan Train Hall will have premium retail and food vendors.

Waiting rooms - Amtrak customers will have access to a ticketed waiting room. Amenities in the ticketed waiting room include Passenger Information Display Systems (PIDS), Red Caps, restrooms, charging stations, powered seats, assistive listening and WIFI.

8. What are the hours of operation at Moynihan Train Hall?

Moynihan Train Hall will be open to the public daily from 5:00 a.m. through 1:00 a.m. Moynihan Train Hall will be closed to the public between 1:00 a.m. and 5:00 a.m. Between 1:00 a.m. – 5:00 a.m., all Amtrak operations will be handled at New York Penn Station including baggage, Red Cap services, access and egress to platforms.

9. Can I buy Amtrak train tickets at Moynihan Train Hall?

Amtrak ticket kiosks are located in the Amtrak Ticket office as well as throughout Moynihan Train Hall.

The Amtrak ticketing and baggage check-in office is located centrally within the Train Hall

and will have six open-counter positions, including one ADA compliant position. The hours of operation are 5:00 a.m. – 10:00 p.m. and within the ticket office there will additionally be a bank of self-service ticket kiosks.

Tickets can additionally be purchased both online and from ticket vending machines located at New York Penn Station 24 hours a day.

10. Is Moynihan Train Hall Accessible?

Moynihan Train Hall design is compliant with appropriate accessibility legislation at the time of construction. ADA customers can use any entrance to access the train hall, however, Amtrak's main entrance and taxi drop off area is located mid-block on 31st Street. In addition, there will be level boarding at the platforms.

11. Will there be ADA assistance and what hours will they be available?

Amtrak provides the following mobility assistance services:

- Red Cap assistance
- Customer Service Representatives
- TTY (TeleTYpe) / TTD (Telecommunications Device for the Deaf)
- Induction Loops (Ticket Office, Ticketed Waiting Room, Metropolitan Lounge, Customer Service)
- Station wheelchair service

12. Where can I find additional information?

Additional information can be found on www.amtrak.com/futureofrail.