



# Moynihan Train Hall Implementation: Subject Matter Expertise

<p><b>Project</b> Moynihan Train Hall Implementation: Subject Matter Expertise</p>
<p><b>Client</b> Amtrak</p>
<p><b>Location</b> New York, NY United States of America</p>
<p><b>Dates &amp; Duration</b> 2019 – 2021 (9 Months)</p>
<p><b>Services Provided</b></p> <ul style="list-style-type: none"> <li>▶ Implementation Planning</li> <li>▶ Station Operations Subject Matter Expertise</li> </ul>

## Background

With Moynihan Train Hall in the heart of Manhattan, Amtrak with New York’s Metropolitan Transportation Authority (MTA) and Empire State Development Corporation (ESD), created a new home for Amtrak’s New York City passenger operations. The station offers passenger facilities for Amtrak’s Northeast Corridor and long-distance customers, including a boarding concourse and a ticketed waiting room. Amtrak provides combined ticketing and baggage handling windows, parcel services, an upscale Metropolitan Lounge, as well as space for Amtrak operations support and employee facilities.

## Scope of Works

Network Rail Consulting (NRC) was responsible for supporting Amtrak’s Implementation Phasing strategy and Station Operating Protocols development. Our role was to provide lessons learned, best practices and recommendations, and a detailed outline for a phased approach to transition day-time station operations from New York Penn Station to Moynihan Train Hall. The project also involved NRC as lead for the Station Activation Workplan updates and delivery, as well as facilitating the information transfer from the construction and delivery transition team to Amtrak.

## Key Project Outputs

The key project output was to ensure a safe and smooth opening of Amtrak’s operations in the new Moynihan Train Hall. NRC’s secondary objective was to assure that there is a comprehensive post-transition operations plan in place.