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Press Release

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[LIRR](#)

IMMEDIATE

### MTA LIRR Penn Station Customer Service Office to Move May 1

#### TEMPORARY LOCATION MAKES WAY FOR REST ROOM RENOVATIONS

The MTA Long Island Rail Road's Penn Station Customer Service Office will have a new, temporary home starting May 1 in order to make way for major renovation work on the customer restrooms scheduled to get underway this summer. The new location will be around the corner from the current Customer Service Office (which is next to the restrooms and ticketed waiting area) and just down the Connecting Concourse, near the entrance to One Penn Plaza (see diagram below).

The Customer Service Office hours remain the same, 7 AM to 11 PM, Monday through Sunday. The phone number is 212-643-5103.

The redesign of the new women's room will double the size of the existing facility, taking up the area now occupied by the Customer Service Office. Both renovated restrooms will feature mosaic glass tile walls, epoxy terrazzo floors, metal panel ceilings with integrated lighting, solid surface lavatory sinks and automated toilets, faucets and soap dispensers.

The new men's room is expected to be completed by November 2008; the new women's room by May 2009. The restrooms will be open during the work but fewer stalls will be available.

The new Customer Service Office will eventually be re-located to a new space in the Main Gate area of Penn Station.