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Press Release

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Metro-North

IMMEDIATE

Customer Service Center Gets Convenient Concourse Location MTA Metro-North Railroad Opens Window 28 in Grand Central

Today's grand opening of the Customer Service Center on the Main Concourse in Grand Central Terminal will make it easier for Metro-North customers to have their concerns addressed in a personal, face-to-face way.

The Customer Service Center is located across from Window 27 at the foot of the ramp from Vanderbilt Hall and will be staffed seven days a week, from 8:30 a.m. to 5 p.m. This center will handle all sorts of inquiries from refunds to questions about One-Day Getaways, and, of course, complaints about service. Behind the window, there is an office where Customer Service Representatives will be available weekdays to handle more complex questions, customer advocacy and problem resolution.

This new, easily accessible location marks the first time that the Customer Service Department will operate within Grand Central Terminal. Previously customers who wanted to talk to a Customer Service representative in person had to make a visit to an office in the Graybar Building on Lexington Avenue, go through security and take the elevator to the ninth floor.

"The new location on the Main Concourse is infinitely more convenient for our customers and a real demonstration of our commitment to excellent customer service," said Metro-North President Howard Permut.

Personnel still will be on duty in both the Information Booth and the Station Master's Office who are equipped with train schedules and information.

Metro-North's Customer Information Center receives more than 60,000 customer contacts a year—most by e-mail www.mta.info at the "Contact us" section. Almost all inquiries can be handled without a personal visit, but many customers prefer to speak to someone personally, which now they can easily do in Grand Central. The Customer Service phone number remains unchanged: 212-532-4900.