eTICKETS NOW ACCEPTED ON EVERY AMTRAK TRAIN
Passengers can skip the line and print eTickets whenever, wherever

WASHINGTON – Today Amtrak is launching its eTicket program to all trains within its national network including on the Northeast Corridor, state-supported routes and long-distance services. eTickets provide passengers with the convenience to skip the line at the ticket window and go straight to the gate by printing their tickets whenever, wherever or by using a smartphone to present the eTicket to the conductor. It also allows passengers increased flexibility to make or change reservations.

"eTickets deliver the convenience and flexibility expected by passengers and its innovative technology is transforming other aspects of how Amtrak does business," said President and CEO Joe Boardman.

Amtrak piloted eTickets on five routes before today’s national rollout where it quickly exceeded expectations as rapid adoption by passengers resulted in shorter lines at ticket counters, less tickets sold onboard trains and fewer claims of lost tickets.

When a customer makes a reservation, the eTicket will be e-mailed as a printable document. Passengers using their smartphone or other mobile device can present the eTicket to the conductor by simply opening the document from their e-mail. A lost or misplaced eTicket can easily be reprinted. eTickets also can be printed at Amtrak ticket offices and Quik-Trak™ kiosks. Some customers, including those traveling on a group ticket or passengers purchasing Multi-Ride tickets, will continue to receive a conventional paper value ticket.

Amtrak developed eTicket technology to enhance the passenger travel experience, deliver a higher level of safety and customer service, and improve its business and financial performance. The use of eTickets and mobile technology in the open-boarding environment of intercity passenger rail is a revolutionary advancement for an industry that has relied on paper tickets and the traditional conductor ticket punch since the 1800s.

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In addition to an improved experience for customers, the eTicket program provides Amtrak with several significant business benefits including: more accurate knowledge in real-time of who is on the train which greatly improves the safety and security of passengers; en route reporting of onboard equipment problems to mechanical crews which may result in faster resolution of the issue; and more efficient financial reporting.

For additional information, visit Amtrak.com, download the free Amtrak mobile app, or view this video.

About Amtrak®:
Amtrak is America’s Railroad®, the nation’s intercity passenger rail service and its high-speed rail operator. A record 30.2 million passengers traveled on Amtrak in FY 2011 on more than 300 daily trains – at speeds up to 150 mph (241 kph) – that connect 46 states, the District of Columbia and three Canadian Provinces. Amtrak operates intercity trains in partnership with 15 states and contracts with 13 commuter rail agencies to provide a variety of services. Enjoy the journey® at Amtrak.com or call 800-USA-RAIL for schedules, fares and more information. Join us on facebook.com/Amtrak and follow us at twitter.com/Amtrak.

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STATEMENTS FROM AMTRAK PARTNERS ON THE eTICKET PROGRAM

California Department of Transportation (Caltrans):
“With eTicketing now available on all state-supported trains, it is possible for Amtrak California passengers to book travel from the convenience of their computer, tablet or other mobile device,” said Caltrans Director Malcolm Dougherty. “This saves passengers time and provides them with a better overall travel experience.”

Capitol Corridor Joint Powers Authority:
“eTicketing is a win-win for the Capitol Corridor,” said CCJPA Planning Manager, Jim R. Allison. “The passengers like the convenience of eTicketing and the conductors really like the interface designed for the handheld devices.”

Illinois Department of Transportation:
“The new eTicketing system will make Amtrak an even more attractive alternative to the automobile and high gas prices,” said Illinois Transportation Secretary Ann L. Schneider. “We have enjoyed tremendous growth in passenger rail in Illinois. The option of purchasing tickets electronically is an added convenience we know our customers will appreciate.”

Michigan Department of Transportation:
"eTicketing is a convenient, flexible service for passengers on all three Amtrak routes in Michigan," said Timothy Hoeffner, Director, Office of Rail, Michigan Department of Transportation. "Our customers will appreciate the simplified printing and the ability to use a smartphone when purchasing a ticket. We are excited about improved services, including station upgrades, track improvements and now new eTicketing. It's a great time to use passenger rail services in the Midwest."

Missouri Department of Transportation:
"Traveling by rail in Missouri is much easier now that passengers can print their own tickets or simply show them on their smartphone," said Michelle Teel, director of Multimodal Operations at the Missouri Department of Transportation. "Most stations along the St. Louis to Kansas City corridor aren’t equipped to sell tickets, so the eTicketing service will be very convenient for Missouri River Runner passengers."

New York State Department of Transportation:
Joan McDonald, Commissioner of the New York State Department of Transportation, and Chair of the Northeast Corridor Commission said: “Recognizing the vast benefits that come from improving passenger rail in New York State and the northeast region, the State DOT has been actively supporting and investing in projects to improve the rail system and infrastructure throughout New York State. Making passenger rail quick and convenient will encourage people to make better use of this efficient and environmentally-friendly mode of transportation.”

North Carolina Department of Transportation:
“We are excited about the arrival of Amtrak’s new eTicketing system and anticipate our ridership to grow even more as North Carolina’s Piedmont and Carolinian customers take advantage of this latest convenience,” said Anthony Fuller, North Carolina Department of Transportation Rail Division Director. “This innovation will continue to move passenger rail to the forefront as a viable and attractive travel option.”

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Northern New England Passenger Rail Authority (NNEPRA):
“Downeaster passengers really enjoy the added convenience of being able to arrive at the station with their tickets in hand and board the train. It doesn’t get much easier than that, which is why eTicketing has become so popular so quickly,” said Patricia Quinn, Executive Director, New England Passenger Rail Authority.

Oklahoma Department of Transportation:
The new eTicketing system gives even more convenience to passengers on the Heartland Flyer,” said John Dougherty, Assistant Manager, Rail Programs Division, Oklahoma Department of Transportation (ODOT). “Oklahoma DOT and our partners in Texas were honored to be one of the first Amtrak state-partner routes to implement this new technology. Our customers appreciate both the simplified printing and the ability to use their smartphones as a ticket.”

Pennsylvania Department of Transportation:
“Pennsylvania’s Keystone Service saw a record 1.39 million trips last fiscal year,” Pennsylvania Department of Transportation’s Deputy Secretary for Local and Area Transportation Toby Fauver said. “We welcome any enhancements that will make it even easier and efficient for people to take advantage of this great service.”

Texas Department of Transportation:
“eTicketing is a welcome innovation that will make rail travel easier, more convenient and customer friendly,” said Bill Glavin, Rail Division Director, Texas Department of Transportation. “This agency is proud of its continuing partnership with ODOT and Amtrak to provide regional intercity passenger rail service on the Heartland Flyer.”

Vermont Agency of Transportation:
“We are excited to see Amtrak moving forward with innovative approaches to make access to the Vermonter and Ethan Allen train services more convenient for our passengers,” commented Brian Searles, Secretary of the Vermont Agency of Transportation. “These innovations need to continue as we bring passenger rail back to the forefront of our transportation network providing an efficient mobility system for Vermont and the nation.”

Virginia Department of Rail and Public Transportation:
"E-ticketing provides Amtrak Virginia passengers a new option that fits into busy and more demanding lifestyles,” said Thelma Drake, Director, Virginia Department of Rail and Public Transportation. “Giving customers the flexibility of managing their reservations, arriving with a ticket in hand, makes Amtrak a very attractive mode of travel, especially as Virginia continues to provide service in areas where stations are unstaffed.”

Washington State Department of Transportation:
“Amtrak Cascades customers are educated travelers and expect the convenience modern technology brings to their lifestyle,” said John Sibold, Rail Director, Washington State Department of Transportation. “WSDOT and Amtrak will also realize the benefits of real time information for more effective revenue management.”

Wisconsin Department of Transportation:
“It’s all about making the travel experience as convenient as possible for our Hiawatha riders,” said Ron Adams, Rails and Harbors Chief for the Wisconsin Department of Transportation. “With the busiest Amtrak corridor in the Midwest, WisDOT, and our DOT partners in Illinois, are eager to offer eTicketing to foster continued growth for passenger rail between Milwaukee and Chicago.”

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