

News Release



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MOBILE APPS CHANGING THE AMTRAK RAIL EXPERIENCE Apps provide convenient access to booking and travel information

WASHINGTON – More passengers are using [Amtrak mobile apps](#) to book, ticket and monitor travel, changing the passenger rail travel experience.

The Amtrak iPhone® and Android™ apps, with more than 3.5 million downloads, allow passengers to plan and book travel, check the arrival and departure status of trains, receive and display eTickets for paperless travel, modify reservations or upgrade seats, search for station information, add ticket information to calendars and access Amtrak Guest Rewards accounts.

“We keep our passengers on the move, and our mobile apps allow them to book, ticket, change and monitor travel while they are on the go,” said Amtrak Chief Marketing and Sales Officer Matt Hardison. “We understand the importance of mobility and convenience to our customers, and are committed to continually improve and expand our digital resources.”

In addition to serving as one of the primary sources of train status information, apps have also eliminated the need for paper tickets, with millions of eTickets displayed since the launch of eTicketing in 2012.

Amtrak recently launched a version for Windows Phone®, joining iPhone® and Android™ apps in providing passengers convenient and quick access to travel information. This version is available in the [Windows Phone App Store](#).

In addition, the [iPhone®](#) and [Android™](#) apps were recently updated to improve the customer experience. The 2.0 version of the popular iPhone® application features improvements

- more -



@Amtrak tweeted comments on mobile apps:

“Thank you @Amtrak for a truly useful mobile app that allowed me to quickly change Acela trains during #snowstorm. Technology-powered #CX!”

“Man I do love the @amtrak app for buying tix.”

“In other news, I *love* the @Amtrak app. Well done, people!”

“@Amtrak is adorbs. bit.ly/iOqi4g Tip 6 “We’re pretty hip”. The app IS A+. Great train status info and ticket buying apps.”

such as up to 40 percent fewer touches needed to book a ticket and a fresh iOS7 design that delivers a significantly improved experience.

About Amtrak®

Amtrak is America's Railroad®, the nation's intercity passenger rail service and its high-speed rail operator. Amtrak and its state and commuter partners move people, the economy and the nation forward. Formally known as the National Railroad Passenger Corporation, Amtrak is governed by a nine member board of directors appointed by the President of the United States and confirmed by the U.S. Senate. Anthony R. Coscia is board chairman and Jeffrey R. Moreland is vice chairman. In FY 2013, a record 31.6 million passengers traveled on Amtrak 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. Enjoy the journey® at Amtrak.com or call 800-USA-RAIL for schedules, fares and more information. Like us on [Facebook](https://www.facebook.com/Amtrak), Follow us on Twitter ([@Amtrak](https://twitter.com/Amtrak)) and check out our blog at blog.amtrak.com.

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Android is a trademark of Google, Inc.

Windows Phone is a registered trademark of Microsoft Corporation.

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