



USA Passenger Rail

2012



AMTRAK® FACTS

- Amtrak is America’s Railroadsm, the nation’s intercity passenger rail provider and its only high-speed rail operator.
- Operates 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.
- Serves over 500 destinations across America.
- In FY 2010 Amtrak carried more than 28.7 million passengers, making it the best year in the company’s history.
- Amtrak now enjoys a 69 percent share of the air-rail market between Washington and New York and a 53 percent share of the air-rail market between New York and Boston.
- Amtrak successfully participates in social media sites like Facebook (www.facebook.com/amtrak) and Twitter (www.twitter.com/Amtrak).



IMPORTANT INFORMATION FOR THE TRAVEL TRADE

WEB SITE Amtrak.com
Complete information on Amtrak, including schedules, maps, sleeping car configurations, and policies.

ONLINE BOOKING FOR THE TRADE Amtrak.railagent.com
Commissionable online booking for travel trade with e-confirmations. Live connectivity to inventory. Book up to 6 pax per record. 8% commission for sales of up to \$50,000 USD per year. Help available at intlhelp@amtrak.com.

Amtraktour.railagent.com
Commissionable online booking for travel trade with e-confirmations. Usually used by tour operators. Live connectivity to inventory. Book up to 6 pax per record. 15% commission for sales of more than \$50,000 USD per year. Help available at intlhelp@amtrak.com.

SUPPORT FOR THE TRADE Amtrakagentsupport.com
Product information and conditions, policies, marketing and training materials, logos, images, forms to send e-requests for brochure orders or download e-brochures.

TRAVEL AGENCY SALES CENTER intlhelp@amtrak.com
From Canada 1-800-525-2250 (EST)
From Australia 800-62-8923
From the United Kingdom 0808-234-4630
Help with PNRs, online booking, commissions, refunds, customer issues, product information, sales training, and cooperative marketing agreements. Knowledgeable staff available Monday through Friday 8:30 am to 5:00 pm (EST).

INTERNATIONAL GROUP RESERVATIONS . . amtrakg@amtrak.com
Reservations for groups of 20 or more pax. Discount of 20% for groups of 20 or more OR one pax at no charge, depending on ruling by Amtrak Revenue Management. Telephone number to Amtrak International Group Desk: 951-789-7926 (PST). For group commission inquiries, contact intlhelp@amtrak.com.

INTERNATIONAL RESERVATIONS DESK . . inat5@sales.amtrak.com
Amtrak International Reservations: 215-856-7952 (EST). Reservations for individuals and product information. NOTE: Reservations made by Amtrak reservationists for travel trade are not commissionable.

POPULAR AMTRAK ROUTES

CITY PAIRS	AMTRAK SERVICE	FREQUENCY	DURATION	SLEEPER
New York City to Boston	Acela Express®	Daily	3.75 hours	
New York City to Boston	Regional®	Daily	4.5 hours	
New York City to Washington, DC	Acela Express	Daily	2.75 hours	
New York City to Washington, DC	Regional	Daily	3.5 hours	
Chicago to San Francisco	California Zephyr®	Daily	55 hours	yes
Chicago to Seattle	Empire Builder®	Daily	46.5 hours	yes
Chicago to Los Angeles	Texas Eagle®	Tu/Th/Sa	46 hours	yes
Los Angeles to Chicago	Southwest Chief®	Daily	43 hours	yes
Seattle to Los Angeles	Coast Starlight	Daily	35 hours	yes
San Luis Obispo to San Diego	Pacific Surfliner®	Daily	8.5 hours	
Orlando to Miami	Silver Service®	Daily	6 hours	
New Orleans to Chicago	City of New Orleans®	Daily	19.5 hours	yes
New Orleans to Los Angeles	Sunset Limited®	Mo/We/Fr	43 hours	yes
Washington, DC to Chicago	Capitol Limited®	Daily	16.75 hours	yes

THE AMTRAK® SYSTEM: Serving Over 500 Destinations



For information visit

Amtrak.com

For online booking by travel trade, sales materials,
and international travel trade assistance visit

Amtrakagentsupport.com



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