

News Release



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eTICKETING NOW AVAILABLE TO AMTRAK HEARTLAND FLYER TRAIN PASSENGERS

Print-at-Home option provides greater convenience for passengers

OKLAHOMA CITY and FORT WORTH – Starting today, Amtrak has begun eTicketing on the *Heartland Flyer*, which operates daily in Oklahoma and Texas. Passengers can now make reservations and print their electronic tickets from home or the office.

The eTicketing program provides passengers increased flexibility when making or changing reservations and eliminates the need to obtain traditional paper tickets. Passengers will now have the ability to print their eTickets themselves.

A receipt will be e-mailed to the passenger with the eTicket attached as a printable document. Those passengers using their smartphones can also present their eTicket to the conductor by simply opening the eTicket document from their e-mail to display the barcode for scanning. If a customer misplaces their eTicket, they can reprint the document to present onboard. Passengers can also print the eTickets at Amtrak ticket office in Fort Worth and Quik-Trak™ kiosks in Fort Worth and Oklahoma City. More information is attached.

Conversion to eTicketing is a significant benefit to *Heartland Flyer* passengers, since on-site provision of a traditional paper ticket at an Amtrak ticket office has only been possible on this route at Fort Worth and at the Quik-Trak™ kiosks.

- more -

| AMTRAK eTicket | |
|--|---|
| PRESENT THIS DOCUMENT FOR TRAVEL | |
| RES# 0123X9-02MAY12 | |
| RESERVATION NUMBER 0123X9 | |
| FTW FORT WORTH, TX | OKC OKLAHOMA CITY, OK |
| Round-Trip MAY 23, 2012 | |
| Depart | |
| TRAIN 822 May 23, 2012 | FORT WORTH - OKLAHOMA CITY 1 Reserved Coach Seat DEPARTS 5:25 PM ARRIVES (Wed May 23) 9:39 PM |
| Return | |
| TRAIN 821 May 24, 2012 | OKLAHOMA CITY - FORT WORTH 1 Reserved Coach Seat DEPARTS 8:25 AM ARRIVES (Thu May 24) 12:39 PM |
| PASSENGERS (1) | |
| ADAMS, JON | ADULT |
| Proper identification is required for all passengers. This document is valid for only passengers listed. See www.amtrak.com/D for details. | |
| IMPORTANT INFORMATION | |
| <ul style="list-style-type: none">This document can be used on all segments listed.To change your travel plans, visit Amtrak.com or call Amtrak at 1-800-USA-RAIL. Do this before your train departs or your reservation will cancel.Refund restrictions and penalties for failure to cancel unwanted travel may apply.Refer to your latest eTicket to confirm the services you have reserved. If you have changed the itinerary in this reservation but have not reprinted this document, it may not reflect your current itinerary, but in some cases you can still use this document to travel.All some large stations a gate agent may need to view your most current itinerary. You can obtain a fresh copy of your document at the ticket window or at Quik-Trak.At the station, check the departure board or ask an Amtrak employee where to board your train.For important baggage policy information, visit www.amtrak.com/baggage.Smoking is prohibited on all Amtrak services except for a designated area on the Auto Train.To change your travel plans, obtain information about Amtrak policies, or for any other matter, call Amtrak at 1-800-USA-RAIL. | |
| RES#0123X9 FTW-OKC Round-Trip Travel Date: May 23, 2012 1-800-USA-RAIL (1-800-872-7245) Page 1 of 1 | |

For this initial version of eTicketing, eTickets will be issued to passengers who have one way or round-trip reservations on the *Heartland Flyer*. Passengers with more complicated bookings will continue to receive traditional paper value tickets, including when they:

- Are traveling beyond the *Heartland Flyer* route
- Have purchased a Multi-Ride Ticket; (e.g., monthly or ten-trip ticket)
- Have a group ticket
- Are paying travel on the train
- Have purchased travel at a travel agency or corporate travel office

“The new eTicket system gives even more convenience to passengers on the *Heartland Flyer*,” said Joe Kyle, Manager, Rail Programs, Oklahoma Department of Transportation. “Oklahoma DOT and our partners in Texas are honored to be one of the first Amtrak state-partner routes to implement this new technology. Our customers will appreciate both the simplified printing and the ability to use their smartphones as a ticket.”

“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*.”

“We thank our partners at in Oklahoma and Texas for their continued support and cooperation in helping bring this exciting initiative to our passengers on the popular *Heartland Flyer* route,” said Emmett Fremaux, Amtrak vice president for marketing and product development. “The eTicketing process provides a more convenient and flexible way for passengers to buy and get their ticket whenever, wherever.”

The Amtrak eTicketing project began in November 2011 on the Amtrak *Downeaster* service (Boston – Portland, Maine). The spring has seen the successful piloting of eTicketing on the *City of New Orleans*, *Capitol Corridor* and *San Joaquin* trains.

To meet this summer’s goal for a nationwide eTicketing launch, Amtrak is now in process of training its approximately 1,700 conductors. During this transition period, passengers can see conductors using the eTicketing Mobile Device on trains throughout the national Amtrak

network. Conductors will still collect and punch traditional paper tickets, and scanning these will allow conductors to become more familiar with the eTicketing equipment.

With the introduction of this new eTicketing capability for customers, Amtrak has also garnered industry recognition by earning a spot on the 2011 InformationWeek 500 list of top technology innovators across America. This prestigious award recognizes Amtrak's innovative use of this mobile technology and how it enhances the passenger's travel experience and ability for Amtrak employees to deliver a higher level of safety and customer service.

Judi Elmore of Ardmore, Okla., Chair of the Heartland Flyer Coalition, was among the first passengers to travel this morning with a Print at Home eTicket.

About the *Heartland Flyer*

The Amtrak *Heartland Flyer* (Trains 821 & 822) was inaugurated June 14, 1999, with federal funds received by Okla. DOT that were designed to initiate service in areas without Amtrak trains. Texas joined the partnership with Oklahoma and Amtrak in 2006. Ridership in the 12 months ending September 30, 2011, was 84,039, up nearly three percent from the previous year. Amtrak operates the *Heartland Flyer* under state-funded contracts to provide service, with regularly scheduled stops in Oklahoma City, Norman, Purcell, Pauls Valley and Ardmore in Oklahoma and in Gainesville and Fort Worth in Texas. For additional information, visit www.heartlandflyer.com.

About Amtrak®:

Celebrating 40 years of dedicated service as America's Railroad® Amtrak is the nation's intercity passenger rail provider and its only 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 trains in partnership with 15 states and four commuter rail agencies. Enjoy the journeysm 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.

attachment

eTICKETING ON THE HEARTLAND FLYER

Which passengers will receive eTickets?

National deployment of eTicketing will be completed over the summer. For now, eTickets will only be issued for one-way or roundtrip travel on the Heartland Flyer.

You will not receive an eTicket but instead the conventional paper value ticket if you...

- Have purchased a 10-Ride Ticket.
- Are traveling on a route that has not been eTicketing enabled
- Are traveling beyond the Heartland Flyer on some other Amtrak® service.
- Are paying your fare on a train.
- Have a group ticket.
- Have purchased your travel at a travel agency or corporate travel office.

How do I receive and use my eTicket?

You can print your eTicket any time prior to travel. If you lose or misplace your ticket, just print it again. Bring your eTicket on the train and present it to the conductor for travel. There are several options for booking tickets:

- **Amtrak.com:** Your receipt will be emailed with your eTicket attached as a printable PDF document.
- **Station Ticket Counter:** The ticket agent will print your eTicket for you.
- **Quik-Trak™ Kiosk:** You'll receive your eTicket at the end of your transaction.
- **Over the Phone:** If you call 1-800-USA-RAIL to make a reservation, you'll receive your eTicket via e-mail to print on your own.

If you make last-minute changes or can't print your eTicket, you can print an up-to-date eTicket at a Quik-Trak kiosk using your reservation number. If available, you can also go to the Amtrak ticket counter and get an up-to-date eTicket from the agent.

How is an eTicket different from the conventional paper value tickets I used before?

Your new eTicket (PDF document) may be printed anywhere—home, work or a hotel business center. Your PDF eTicket will have the phrases "eTicket" and "Present this document for travel" in the upper right hand corner. Tickets from Quik-Trak or from a ticket agent will have the phrase "eTicket travel document" at the bottom of the eTicket, and in the fare box in the bottom left corner you will see, "eTicket has no value".

If you ever lose or misplace your eTicket, you can simply print out another copy since it doesn't have dollar value. Usually, your entire Heartland Flyer travel itinerary will be contained on your eTicket.

I already have a conventional paper value ticket for travel on the Heartland Flyer. With eTicketing, what do I do with my existing paper value ticket?

Your conventional paper value ticket is still valid. You should use it, as you normally would—present it to the conductor on the train.

I have an eTicket but my plans change. What must I do?

If your travel plans change then you must contact Amtrak before the train you originally booked has departed. If you have not started any part of your journey and booked it on Amtrak.com, then you can modify your reservation on Amtrak.com; otherwise, you can modify your journey over the phone at 800-USA-RAIL or speak to a ticket agent at the station. Your eTicket will be updated to reflect your itinerary change, and any difference in fare collected or refunded. We recommend that you print out an updated copy of your eTicket, or obtain a new copy from a ticket agent or a Quik-Trak kiosk.

My travel plans changed, and I need to travel outside the Heartland Flyer service route. Can I still use my eTicket?

Not currently. You must contact 800-USA-RAIL or speak to a ticket agent at the station before the train you originally booked on has departed.

Can I have my eTicket on my smartphone and use it to board the train and present to the conductor for travel?

Yes. If you provided Amtrak with your e-mail address when you made your reservation, then your receipt, with an eTicket attached as a PDF, will be e-mailed to you. For the conductor to scan your eTicket on your smartphone, you will need to open the PDF eTicket, locate the barcode, and display it on the smartphone screen.

I have more questions. Where can I find more information?

More information on eTicketing can be found at Amtrak.com/eticketing.

Thanks for riding the Heartland Flyer with Amtrak!

