

Amtrak Policy Changes
March 28, 2018

Policy Changes

To all Amtrak employees:

Amtrak must operate a safe and reliable schedule for our customers. Our mission from Congress is clear: safely and efficiently operate our trains on schedule while minimizing federal subsidies. Therefore, we have implemented two significant changes in our business lines that are consistent with these two principles.

Charters and Special Trains

Generally, Amtrak will no longer operate charter services or special trains. These operations caused significant operational distraction, failed to capture fully allocated profitable margins and sometimes delayed our paying customers on our scheduled trains. There may be a few narrow exceptions to this policy in order to support specific strategic initiatives, for example trial service in support of growing new scheduled service. Otherwise, one-time trips and charters are immediately discontinued. We must narrow our focus to running a great core railroad: safe, on time, clean cars, friendly service and great customer-facing technology.

Automatic Discounts

Amtrak has eliminated distribution agreements with private company membership clubs which obtain significant discounts for free from Amtrak and then charge fees to their members for use of the Amtrak discount rates. Instead, we will use our revenue management system to sell targeted discounts to our customers throughout the year.

This week we are running a big Spring Sale to drive ridership through Amtrak.com. Please note that we continue our statutory discount programs for the disabled and seniors; we also have a generous discount program for active duty military members and their families.

Thank you, and please be safe.

Richard Anderson
President and Chief Executive Officer Amtrak