

Amtrak Police Department
VIP Security Services / LEO Traveling Armed
Frequently Asked Questions (FAQs)

How do I request VIP Security Services?

By submitting a VIP Security Services Request to VIPSecurity@Amtrak.com.

How do I submit the VIP Security Services Request Form?

There are three ways to submit a VIP Security Services Request:

1. Complete the request online at this website: [APD VIP Security Services Request](#). The website will send a copy of the generated request to you as well as a copy directly to VIPSecurity@Amtrak.com.
2. Download the form, enter your request information and send it to VIPSecurity@Amtrak.com.
3. Edit a copy of the text version of the request and send it to VIPSecurity@Amtrak.com. The text version of the request can be found in the automatic reply to all emails sent to VIPSecurity@Amtrak.com.

Please note: The text version can be edited in any email editor making it a good choice for mobile devices such as BlackBerry, iPhones etc.

What is a VIP Security Services Request?

A VIP Security Services Request is basically a menu of security services that Amtrak routinely provides VIPs. Simply select from the menu those services that are appropriate for your situation and provide the indicated information and Amtrak will coordinate the services.

How do I obtain the latest version of the VIP Security Services Request Form?

Send an email to VIPSecurity@Amtrak.com. An automated reply will be returned that will include the request form and instructions.

Alternatively, you can download the form at this website: [APD VIP Security Services Request](#).

How much time is required to process a VIP Security Services Request?

A VIP Security Services Request requires a minimum of 4 business hours to be processed.

LEO Traveling Armed Information Requests require 24 business hours to be processed.

What are the normal business hours of VIP Security?

Normal business hours are 8:00am – 4:00pm, Monday – Friday

What is considered “short notice”?

Travel commencing within 4 hours of notification.

How can I acquire VIP Security Services if my travel takes place “short notice” or before my request can be processed during normal business hours?

If your travel is “short notice” or will take place before your request can be processed, contact the Amtrak Police Department’s National Communications Center (NCC) at 800.331.0008. The NCC will assist as situation and resources permit.

What if I do not know some of the information required by the form?

If your security plan is not yet complete due to pending information, you can submit your request with “TBD” in the unknown fields and submit updates as the information becomes available. Please do not wait until all information is available. Waiting may expend valuable planning time.

How many requests do I need to submit?

You will need to submit one request for each move/train (i.e. two forms for a round trip)

What is an Advance Party?

An “Advance Party” is anyone who arrives ahead of the VIP’s arrival and includes personnel such as security, greeters, drivers etc.

What is an Advance Party Site Survey / Walk through?

An Advance Party Site Survey / Walk through is a visit to departure or destination stations with the purpose of developing security plans.

Who will be assigned to assist me?

The officer assigned to assist with an advance or actual move will not be assigned until the actual day of travel. Contact the NCC at 800.331.0008 as indicated on your service request and they will assist you with linking up with the appropriate officer.

If there is a security problem during travel, who should I call?

If you encounter security related issues on the day of travel, contact the NCC at 800.331.0008

How do I make changes to requests that I have already submitted?

It is generally best to submit an updated VIP Security Services Request Form for any changes that affect trains, times or routing. You will need to reference your original request.

For changes that do not affect trains, times or routing such as a different POC or change of a vehicle/driver can be submitted via email to VIPSecurity@Amtrak.com .

Please note: “Short Notice” and “After Hours” limitations apply to all changes just as they do to your initial request.

What if my travel is canceled?

Please contact VIP Security at 202.329.0600 during business hours or APD NCC at 800.331.0008 after hours to advise the Amtrak Police of any cancelation.

Alternatively, an email can be sent to VIPSecurity@Amtrak.com during normal business hours.

I am a LEO traveling armed on official police business. What should I do?

Complete a request to travel armed go to <https://police.amtrak.com/index.php/about/leo>

Or download the current version of the LEO Traveling Armed Information Request form and submit it to VIPSecurity@Amtrak.com . You will be advised when the appropriate Amtrak security personnel have been notified of your intended travel.

Please Note: Amtrak policy only allows LEOs conducting official police business to travel armed aboard Amtrak trains. This policy does not include off duty police officers, retired police officers, private security personnel or other legally armed individuals

Do I need a LEO traveling Armed Request if I am already listed on the VIP Security Services Request?

No. LEOs do not need a separate LEO Traveling Armed Request if they are already listed on the VIP Security Services Request.

I am a LEO traveling on personal business. Can I travel armed aboard Amtrak trains?

No. Amtrak policy only covers LEOs traveling on official police business.

Please note: An alternative to traveling armed is to check your firearm. Some Amtrak trains are equipped with lockers for this purpose. Contact Amtrak Customer Support for more information at 1 (800) 872-7245. You can also select this link for more information about [Firearms in Checked Baggage](#) .

What if I have more questions?

You can send your questions to VIPSecurity@Amtrak.com or contact the Dignitary Protection Coordinator at 202.329.0600.