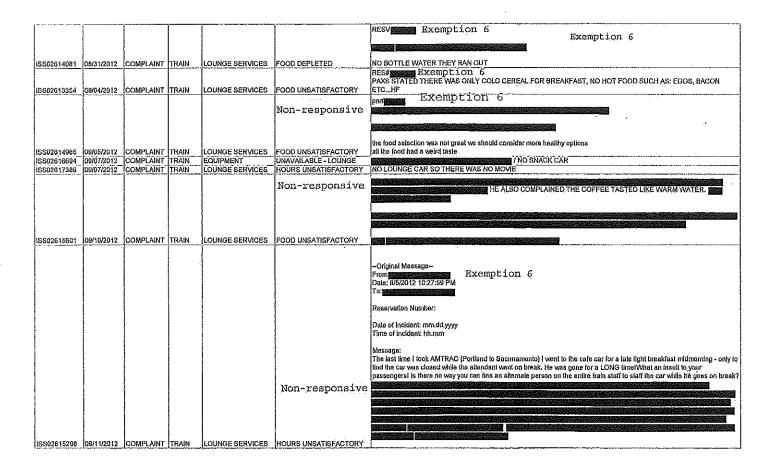
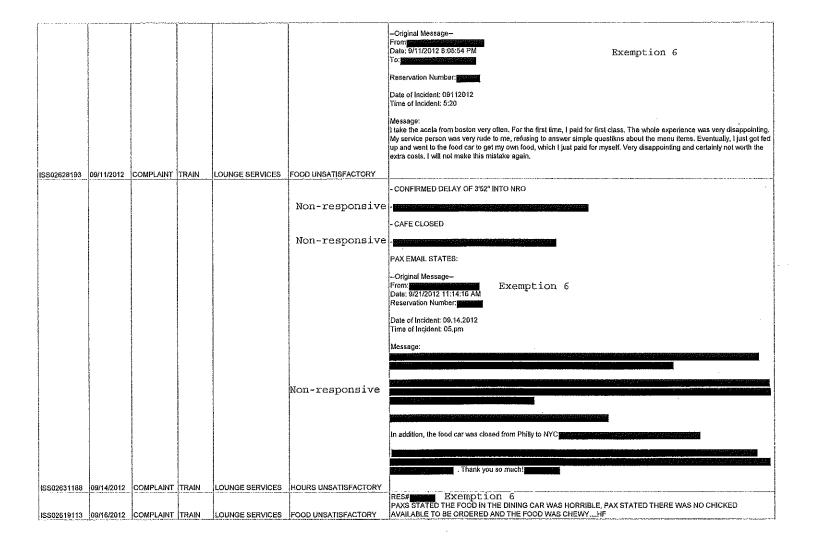


						SENTA KEPUKT TO THE ETHICS COMPLIANCE HOTLINE TO SAY HE WAS DOUBLE.
						CHARGED BY THE CAFE. THE PAX STATES HE PAID \$12.50 TWICE COPY OF REPORT IS BELOW:
1						
l						Report 1/TNW# 116 AMTRAK Page 1 of 1
						Report / / TNW# 116 AMTRAK Page 1 of 1 General Information
						Constitution (Constitution)
i						Citont Name: Amkak
ļ						Location #: UNK
1						DBA: AMTRAK Address: UNKNOWN
i		! ì				City, State, Zip:
						Country 156
						Report#: Exemption 6
						Priority: 2
						Trans #: 1 Rpt Dale: 08/19/2012
ŀ						Time: 01:11PM
į						Summary information
İ						Title: CUSTOMER
						Best Time to Call: ANYTIME
						Phone: Type: Customer
į						Email:
				Ì		Ethics and Compiliance Hotline
						Phone Call
						Phone:
						Origin:
		ļ				WHO; Cailer, Reported UNKNOWN UNKNOWN,
		ĺ				WHAT: Customer Relations
l l						WHERE: ON TRAIN 64
						WHEN: ONGOING SINCE 8/17/2012 Incident Description
l				j		8/19/2012 1:11:00 PM - Original Call
ISS02609308	08/17/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	PRICING EX.	
15502612216	08/17/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNBATISFACTOR	
					ì	E-MAIL LOGGED Shortly after departing NYP, the attendant announced that there was no food on board. He then stood in the aisle and
					(complained loudly for approximately 20 minutes that this was becoming a common occurrence.
ISS02619186	06/17/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	i intentionally didn't buy lunch before boarding because I expected food in first class, as advertised
12244		1				
		1	}		Exemption	IXES MARKET "DI 101 S"" OUITNO" I IXVIN 304" LVV LVV DEETA TVVING THE TUVING THE TUVING THE LOW THE LOW
						HRS AND HE ORDERED A BREAKFAST SANDWICH AND COFFEE AS HE USUAL DOES BECAUSE THEY ARE
1			ĺ			REALLY GOODAND THE LOUNGE ATTENDANT REFUSED TO SERVE THIS TO THE PAX BECAUSE HE STATED THAT THIS IS NOT BEEN KENET HOUSE. BAY WAS VERY DISABBOUNTED AND HIST LEFT THE COLUMN AND
				}		THAT THIS IS NOT BREAKFAST HOURSPAX WAS VERY DISAPPOINTED AND JUST LEFT THE COUNTERAND DID NOT CREATE A PROBLEMALSO STATED THAT THERE WAS NO SIGN ABOUT HOURSFOR MEALSHE
						STATED IT WAS ABOUT 5:00 PM,,, YOUNG MALE DARK SKIN, MEDIUM BUILD, BROWN HAIRTHIS NEVER
				1		HAPPENED BEFORE AND PAX REALLY ENJOYS AMTRAK, AND THE BREAKFAST SANDWICHES,
	İ					ADMINISTRATING PROPERTY OF AMERICA
ISS02609668	108/18/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	JFOOD SELECTION	ADVISED I WILL REPORT THE INCIDENT TO AMTRAK

			i			Exemption 6
						PNR
ISS02615072	5R/48/2012	COMPLAINT	TRAIN	LOUNGE SERVICES		AFTER RETURNING FROM BREAKFAST THE RXT DAY THE PAX FOUND OUT HER SEAT WAS GIVEN TO ANOTHER PAX. THE PAX TOLD THE ATTENDANT SHE HAS PROBLEMS WITH HER LEGS AND IT'S HARD FOR HER TO SIT BY THE WALL - A NICE ATTENDANT WENT AND ASKED THE OTHER PAX IF SHE WOULD MOVE. THE PAX REFUSED BECAUSE SHE SAID THE TRAINMAN SEATED HER THERE. WAS ASKED TO STAY WHERE SHE WAS UNTIL THE OTHER LADY GOT OFF THE TRAIN IN ALX. IS A DIABETIC AND CAN NOT DRINK SODA'S BUT SHE CAN HAVE SELTZER & CLUB SODA. THE ATTENDANT WOULD NOT SELL EITHER TO BECAUSE THEY HAVE THOSE TO MIX WITH THE ALCOHOL. THE PAX DOES NOT SEEN TO SHOW MUCH INTEREST IN THE PAX.
100012	UU 107EU 12	JOHN DAN				PAX EMAIL STATES: -Criginal Message From: Exemption 6 Date: 8/18/2012 3:33:44 PM
						Dato of Incident: Time of Incident; D3:16
						Message: The cafe cer closure was not announced and when I went for a beverage the cafe cer conductor bit my head off. I told him no announcement was made. Then he said everything was sold out aside from lap water. He seemed to have a serious attitude problem:
ISS02618181	08/18/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	
					Exemption 6	RESTRAIN 1458/19/12BWI/CVSWENT TO CAFE CAR AND IT WAS CLOSED UNTIL AFTER WASAND DELAYED 30 MINUTESAND COULD NOT GET TO GO TO THE CAFE CAR BECAUSE THE ATTENDANT WOULD NOT ALLOW HIM TO COME INTO THE CLUB CAR WITHOUT HIS TKT AND BAR CODE WAS ON HIS PHONE AND HE COULD NOT SHOW THE ATTENDANT BECAUSE WIFF WAS NOT WORKING AND HE COULD NOT GET IT ON HIS PHONE TO SCANHE WOULD HAVE TO GO BACK TO HIS SEAT AND GET HIS PAPER TKT AND IT WAS AREALLY LONG WALK SO HE DID NOT GET ANYTHING TO EAT,NO WIFF
18802600987	08/19/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD BELECTION	DECLINED \$20,00VOUCHER AND ADV PAX TO WRITE TO OCR
						TR. 48 - 8/20/12 - CHIMYP - 3'30" LATE INTO MYP - TRSP, STRIKE PAX'S WERE GIVEN FOOD DURING DISRUPTION (STEW OVER RICE) AND SHE AND HER DAUGHTER BECAME ILL AFTER EATING THE FOOD AND STAYED HOME FROM WORK THE NEXT DAY.
			 		Non-responsive	
ISS02609697	08/20/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD POISONING	
ISS02623317	08/20/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	Non-responsive FOOD DEPLETED	

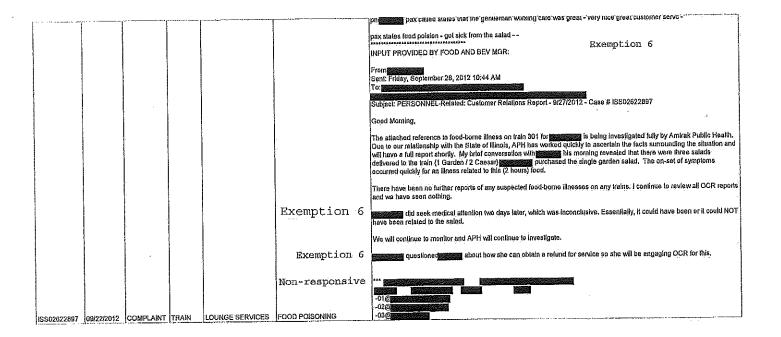
						-Original Message- From: Date: 8728/2012 5:47:23 PM To: 8828/2012 5:47:23 PM Exemption 6 Subject: Travel Feedback Reservation Number:
						Date of Incident: 07/23/2012 Time of Incident: hh.mm
					Non-responsive	To begin the food car was out of alot of the food. We were suppose to arrive at 6:19 PM. We did not get to Dearborn, MI until 9:00PM.
					-	
ISS02625202	08/23/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	
						Original Message— From: Date: 9/1/2012 5:21:44 PM To: Subject: Travel Feedback Exemption 6
						Amtrak Guest Rewards #.
						Reservation Number:
						Date of incident: 8/30/12 Time of incident: 12:00
					Non-responsive	My mother, grandmother, and I traveled to Washington D.C. from Durham, NC (Train 80, the Carolinian) this past Thursday, August 30, 2012, and arrived more than five hours behind schedule.
					Non-responsive	due in part to all the trouble on the train and the fact that intuch of the food was sold out. I am hoping Amfrak will be willing to offer us a full refund of our tickets, at the very least. On a positive note, however, I would like to praise the Amfrak crew aboard the Carolinian. They were all very helpful and remained calm and collected throughout the entire day. Some of the other riders became a bit irate and still the crew (conductors, baggage handlers, and cafe car staff) were very professional, helpful, informative, and polite. I hope to convince my mother and grandmother to give Amtrak another try and I know honoring my request will go a long way toward that effort. Regards,
ISS02625864	08/30/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	Exemption 6 LATE 5 HR
					Non-responsive	pax said the food was ineatable and she sent in back and the porter told the pax he was reemed for it and charged for it
ALL IN CONTRACTOR CALLED		Taraka da				
					Ex. 6	the attendant was very good and the best part of the trip
ISS02604277	08/31/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	

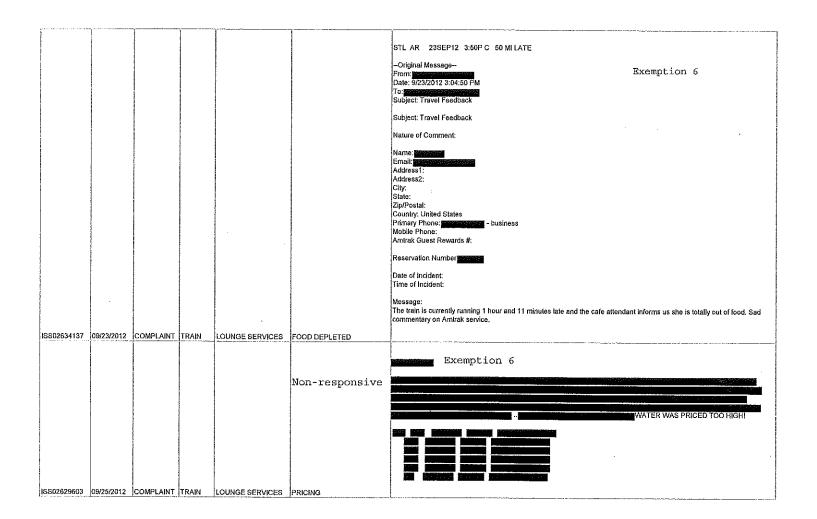


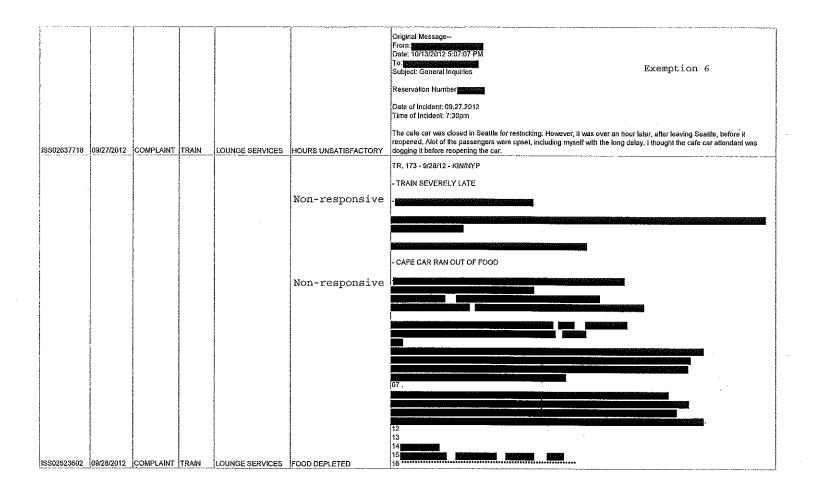


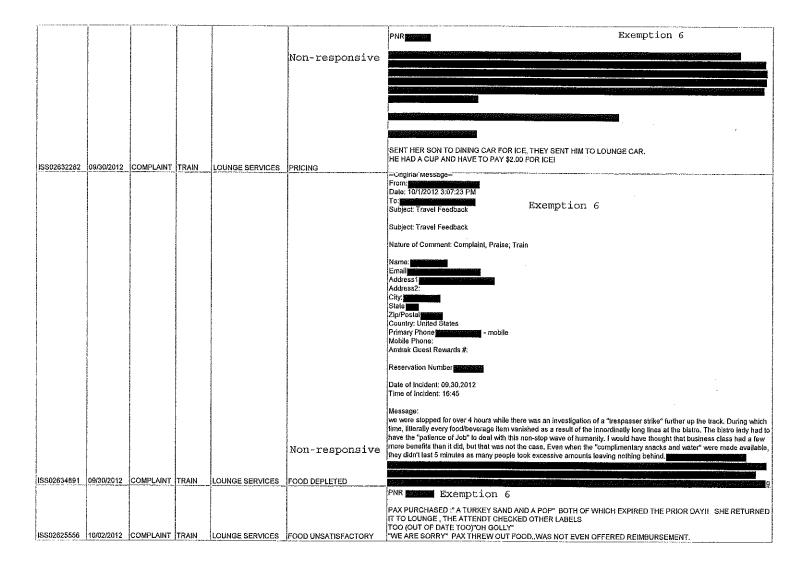
						TR. 244 - 9/18/12 - ALBINYP
						- TRAIN LATE 3'23" DUE TO SEVERE WEATHER.
						- PAX STATES NO CAFE CAR
						- PAX STATES THAT THE CREW WAS TERRIBLE DURING THE DISRUPTION AND NEVER COMMUNICATED WITH THE PAXS REGARDING.
						E 33. NYP 0645P (6424/) AR 1008P 3 HR 23 MI LATE
	3					PLEASE NOTE: CAFE CAR WAS SPLIT B/C & CAFE. P6 R6 2441 CD 15 ALB-NYPM8170 243 19SEP12 ICC CD 15 BUSINESS CLASS
ISS02619851	09/18/2012	COMPLAINT	TRAIN	EQUIPMENT	UNAVAILABLE - LOUNGE	CD AM-1 CLUB-DINETTE (RF, H) 18 P - 20 LOUNGE
DEEM, MIAAA						TR. 92 - 9/18/12 - HOL/NYP
						Non-responsive
						- DURING DISRUPTION, THEY WERE GIVEN SNACK PACKS THAT WERE SPOILED.
						- FOOD WAS HORRIBLE ON BOARD.
					Non-responsive	
						NYP AR 20SEP12 12:25A E 05 HR 07 MI LATE 20SEP12 12:52A 8032
15502627932	09/18/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD SELECTION	
						TR. 92 - 9/18/12 - HOL/NYP
						- PAX STATES THERE WAS A 7-HOUR DELAY
						DURING DISRUPTION, THEY WERE GIVEN SNACK PACKS THAT WERE SPOILED.
						- FOOD WAS HORRIBLE ON BOARD.
					Non-responsive	
						NYP AR 20SEP12 12:25A E 05 HR 07 MI LATE 20SEP12 12:52A 8032
IG502627932	09/18/2012	COMPLAINT	TRÁIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	DELAYED 4,5 HRS WEATHER ISSUES
						ROCK SLIDES.
-					Non-responsive	PAX STATED THEY RAN OUT OF FOOD ON THE TRAIN
ISS02621354	09/19/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	

						-Original Message— From: Exemption 6 Date: 9/21/2012 5:38:57 PM Exemption 6 Livent to buy a cup of college and found out that the "free rofill" policy had been revoked. There was nothing posted so this came as a complete shock and, in fact, in talking with the cate altendant he showed me the tiyer which he was apparently directed NOT to post. Suffice it to say that he have now made it a personal policy of mine to buy aboutly NOTHING on your trains in the future. I'll do what it takes but for the prices you charge it is abound, first of oil, to revoke the refill and doubly
ISS02621663	09/19/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	PRICING	absurd to not notify people. Loss of trust. Enough said.
						TRAIN WAS 1 HR 18 MIN LATECLOSED CAFE CAR AN HR BEFORE ARRIVAL -Original Message- From: Exemption 6 Date: 9/(9/2012 9:16:48 PM TO: Subject: Travel Feedback
SS02631203			Tro Allá	LOUNGE SERVICES	HOURS UNSATISFACTORY	Hii, I'm writing to express my utter disappointment after a miserable trip on the Amtrak Acela train (#2173 from Bos to NY). To make things worse, cafe service was terminated without varring, with an hour left in the trip. (Not to pile on, but hey, if I'm on the train this long. I need to eat.) I'vo only taken the Acela a handful of times, but had plans of using it frequently in the near future. I don't want to say that I won't give you another chance - because I probably wiit. ? I'm just inoping this isn't the standard, or i'd be crazy not try the other available options.? Here's to having better tuck next time Thanks for your time and attention. EXEMID 1.01. 6

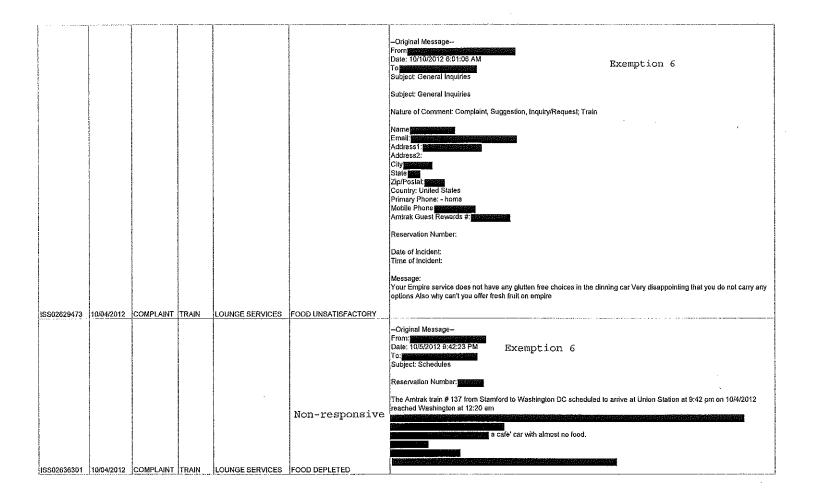


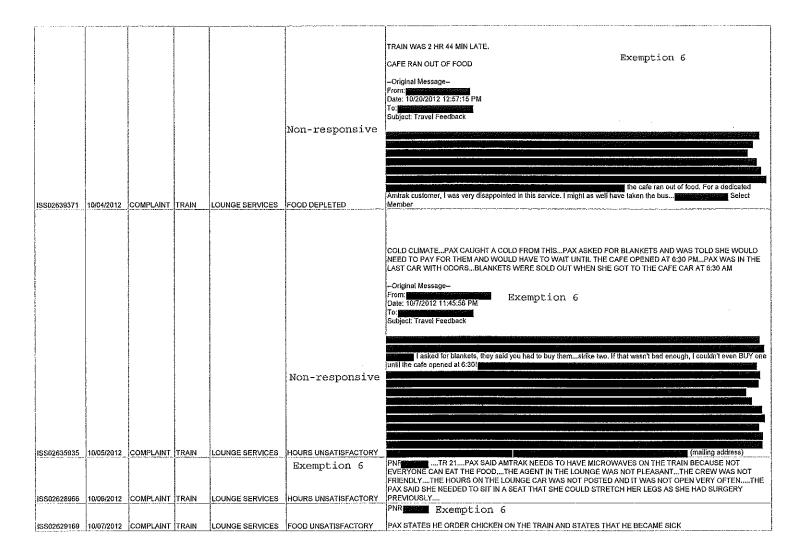


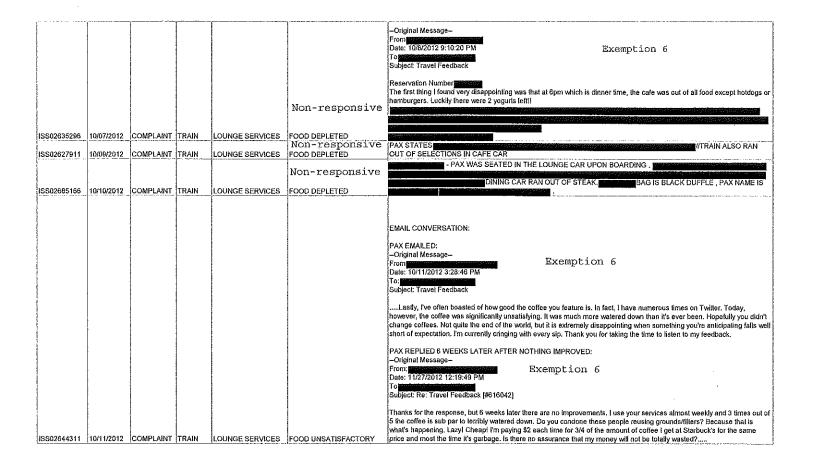


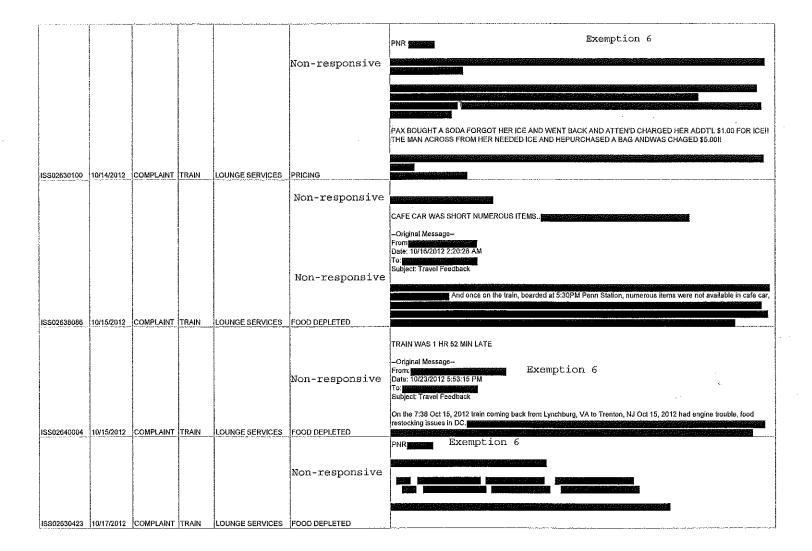


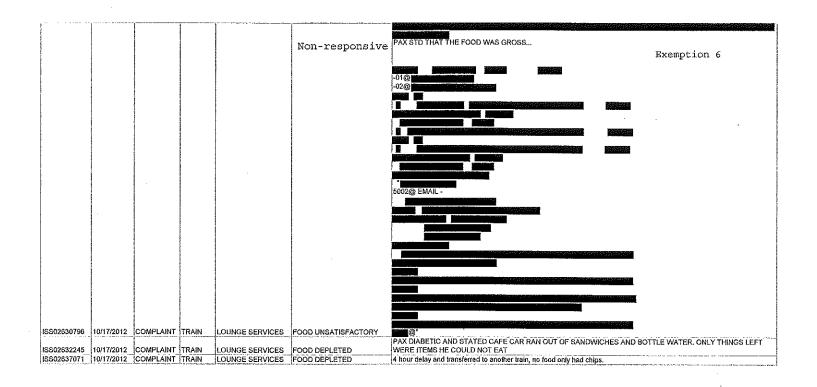
						LETTER LOGGED Exemption 6 RESV
ISS02655001	10/02/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD SELECTION	PAX STATED THE CAFE WAS EXTREMELY POORLY STOCKED WITH ONLY A COUPLE OF EACH SELECTION
						-Original Message- From: Exemption 6 Date: 10/3/2012 7:06:17 PM Date of incident: 10.02.2012 Time of Incident: 06:50 Message: To: Regarding: Horrendous Club Car Operation New York to Boston Acela am not a frequent user of Amfrak as I am mostly an air traveler. This is the second time recent months that I have used Amtrak and feel compelled to bring to your attention the awful operation for food and drink you have on your Acela service. There is no individual to blame for this as it appears to simply be the most inefficient, poorly set-up food service I have ever encountered. It was a minimum 20-minute wait for a simple beer and chips. You have one person working the station, which is simply not enough. You have things on your menu that slow down the operation such as individual pizzas,
						hot sandwiches etc. The line at all times for a 3-hour train ride was 15-20 deep. The 2 guys sitting across from me tried several times to get food and ultimately came back each time, not wanting to wait in line. So, let me come at it from this angle. If you don't care about the comfort of your custmers (and that is the only conclusion one could draw), then how about the lost revenue and profit for Amtrak? I would imagine you lose 10's of thousands of dollars on frustrated travelers that never order food / drinks. I have run businesses throughout my career. My guess is that you could bring in a freshman business class from any college in America to offer up suggestions and improvements on your currently abyesmal food operation. Sorry I am being so harsh, but it truly is one of the most awful customer service examples I have seen in some time. A new low in factand I am a guy that spends days in airports. So that is my point of reference. Sincerely,
ISS02625260	10/03/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	SLOW SERVICE Non-responsive	PNRTR 98 LATE 5 HR 40 MIN
ISS02626866	10/03/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	PAX SAID THE CAFE CAR WAS CLOSED WHEN THEY BOARDED AND THEY WERE STARVEDPAX PNR EXEMPTION 6
ISS02632282	10/03/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	PRICING	PAX WENT TO LOUNGE FOR ICE AND HE CHARGED THEM \$2.50III PAX WAS SUPRISED AND WONDERED HOW COULD THEPRICES CHANGE IN DIRECTIONS>>>

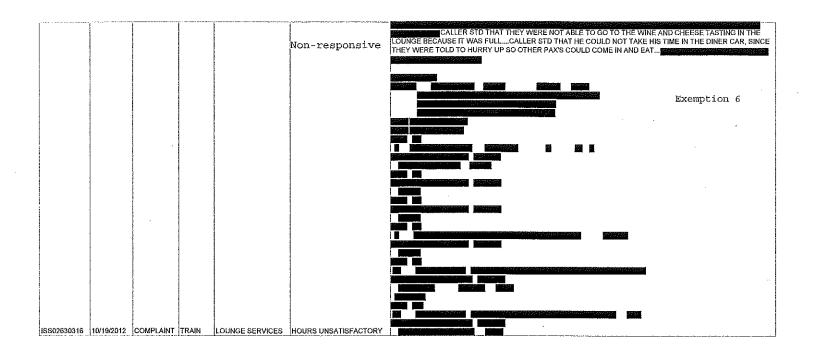


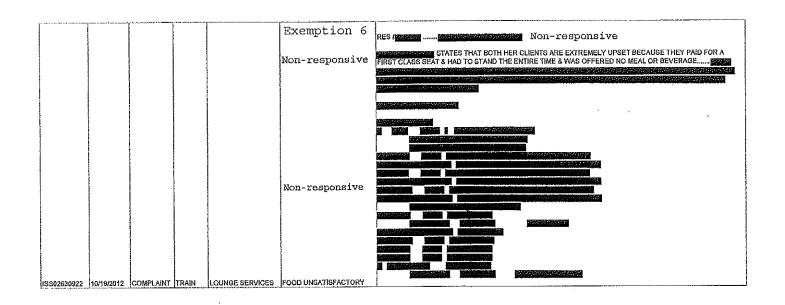


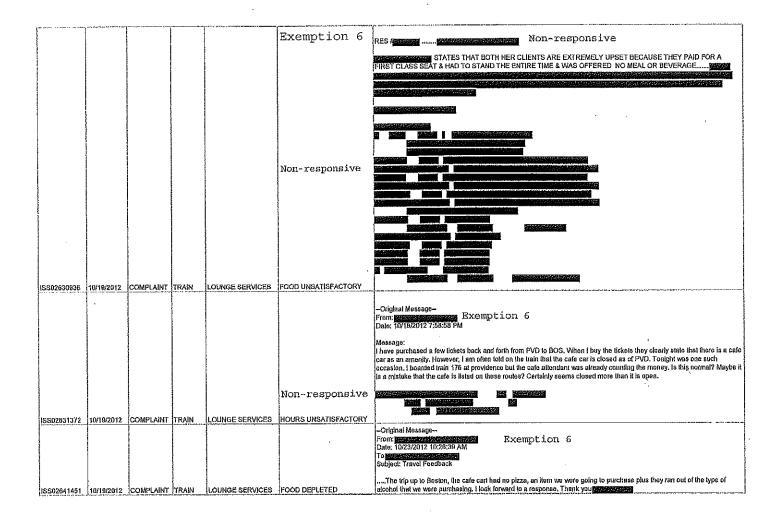


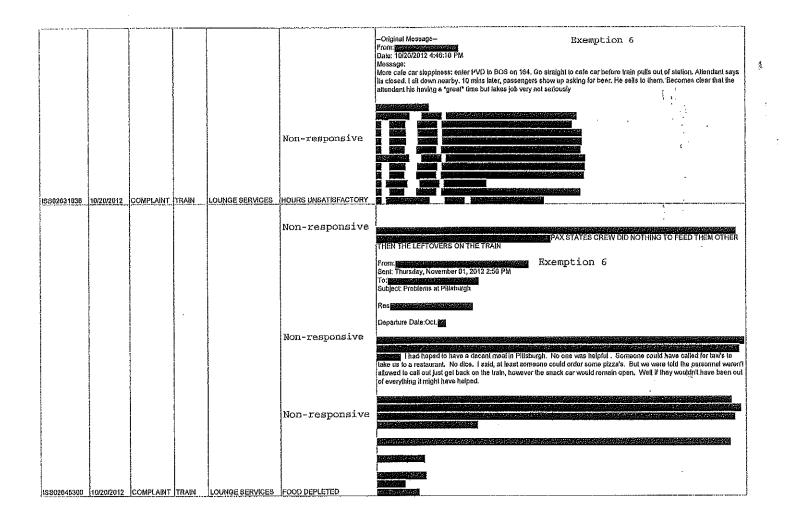










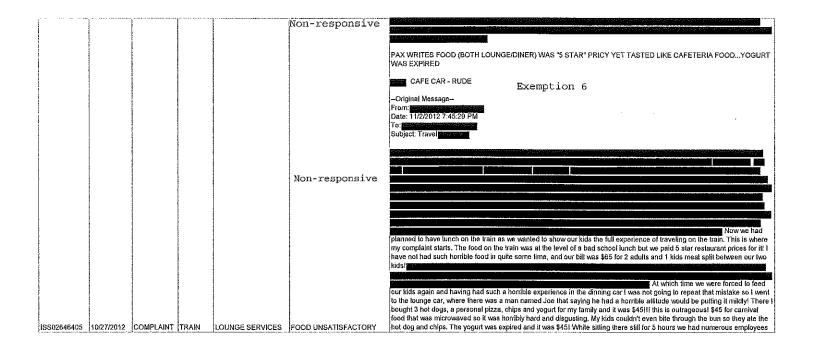


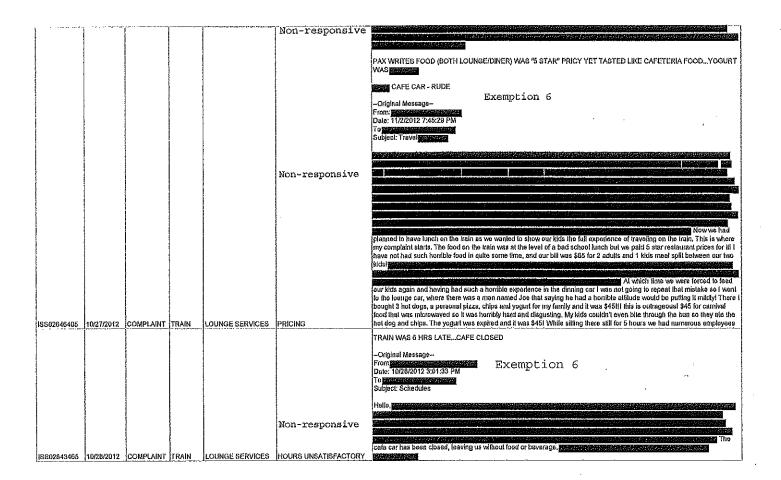
						j-Originariyessaga-
						From Date: 1024/2012 83908 AM Exemption 6 Subject: Travel Fsedback
					•	Subject; Travet Foedback
						Nature of Comment: Complaint, Suggestion; Train, Station
						Name: Exemption 6 Email Magnetic Matter Matt
						Mossage:
						To Whom It May Concern:
					Non-responsive	
						MVel Hadn't caten since breakfast and Amfrek kindly furnished everyone with a bolife of water and a "snack", My daughter and 1 decided to go to the Cafe car where we waited another 45 minutes in line to be told they were out of chips, out of Pepsi, out
ISS02640678	10/21/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	of Fizza and only a few items left. I'm no quite sure what the solution to these problems should be, but you were aware that

-Original Weeksage- From: Date: 10/22/2012 9:02:48 AM To: Subject Travel Feedback Subject Travel Feedback Subject Travel Feedback Nature of Comment: Complaint, Suggestion; Trake	
Subject: (rave) reedback Nature of Comment: Complaint, Suggestion; Train	and the state of t
Name Email: Address: Address: Exemption 6	
Reservation Number (1995) Date of Incident: 10,22,2012	
Time of Incident: 08.22	
Message: Your cafe card's credit card machine was not working today, and as a result I was not able to purch starved. Breakfast is the most important meal of the day, and having breakfast on the Amfrak frain highlight of my Irip. This is not the first time this has happened. I wish you would compensate me for inconvenience. Perhaps a voucher or coupon to use in the Cafe so that I may still get some food et machine isn't working. Also please have manual print machines that cashier can use as backup in machine fails. Thanks.	has always been the or this repeat iven when your credit card
ISS02602193 10/22/2012 COMPLAINT TRAIN LOUNGE SERVICES FOOD UNSATISFACTORY	
Non-responsive AND THEN FOUND OUT CREDIT CARD MACHINE WAS INOPERABLE SO COULD NOT PURC SVC WAS ALSO SLOW AS THE NEXT AVAILABLE RESERVATION WAS WHEN THE PAX WA	CHASE MEALS,DINING
-Original Message- From Exemption 6 Date: 10/22/2012 4:43:33 PM Subject: Travel	
Non-responsive I tried going to the lounge car to get something to shack on and after star inkinutes I was fold they were only accepting cash because their credit card machine was broken. When the conductor care by asking for reservations I was fold to unking do not because the large was due to get off the train. So I asked the conductor if the credit card machine was going to be fixe know because the diring car has nothing to do with the founge car. How is that helpful??	o i could eat something. y time they had was aller i ed and she sald she didn't

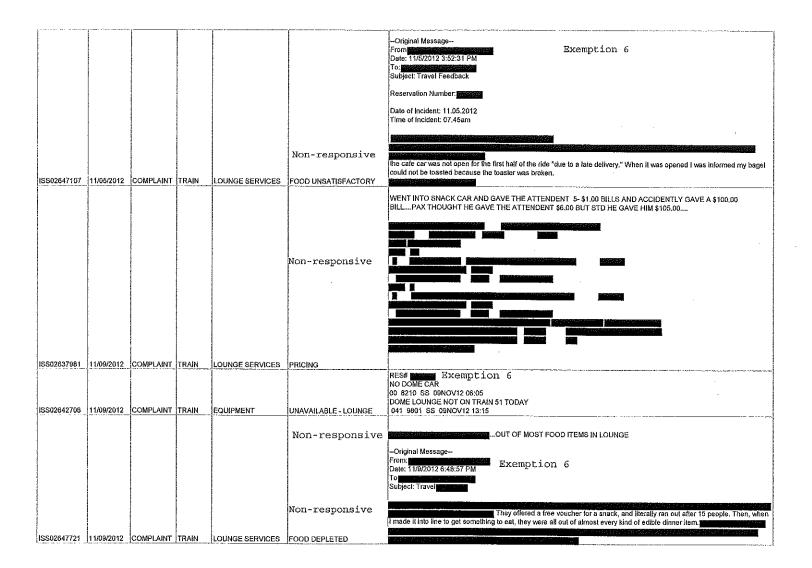
	********		<u> </u>			
and transfer against Anna Park State of						TRAIN WAS 38 MIN LATERAN OUT OF BEER AND OTHER ITEMS -Original Message- From: Date: 10/25/2012 7:56:59 PM Exemption 6 To: 18:50 PM Exemption 6 Subject: Travel page 222
				-	Non-responsive	Could we have a beer on the train, you may ask? No, because the cafe car was out of stock on practically every filtern. You see, deaplie what your management may think, this is actually not the way to run a business.
ISS02640690	10/22/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	
					Non-responsive	-Original Message - From Date: 10/23/2012 1:30:59 PM Exemption 6
ISS02639831	10030012	COMPLAINT	TPAIN	LOUNGE SERVICES	Non-responsive	To: Issue Feadback Subject: Travel Feadback Subject: Travel Feadback Subject: Travel Feadback After boarding in NYC before we even reached the first stop the Cafe Car had rue out of all pizzas. (On a semi warm day a pizza is more filling than a salad). In addition, later during the trip (at 12:60PM only 1 hour and 30 minutes into my delayed train trip) I went to purchase some corona. According to the cafe car employee a passenger purchased 14 beers and cleared out all beer on fire train. The fact you at most had 20 beers (I had 2 before + 14 purchased + 4 for other passengers) is unacceptable. You really need to restock your trains at BOS, NYP, and WAS in order to satisfy food and beverage demand. This is quite frankly a failure in basis service.
				1	Non-responsive	—Original Message — From: Market Base PM Date: 10/24/2012 6:15:36 PM To: Market Base PM Reservation Number:
[\$\$02639978	10/24/2012	COMPLAINT	TRAIN	LOUNGE SERVICES		Dale of incident: 10.24.2012 Timo of incident: hh.mm Message; the cafe closed about an hour ago, to the cafe closed about an hour ago, to the cafe closed about an hour ago, to the cafe closed about an hour ago, to the cafe closed about an hour ago, to the cafe closed about an hour ago, to the cafe closed about an hour ago, to the cafe closed about an hour ago, to the cafe closed about an hour ago, to the cafe closed about an hour ago, to the cafe closed about an hour ago, to the cafe closed about an hour ago, to the cafe closed about an hour ago, the cafe closed about a
		COMPLAINT				PAR BENEE EXEMPLION 6 PAX SAID FOOD ON THE TRAIN WAS OVERPRICED AND TERRIBLEH PAX LOST MONEY IN VENDING MACHINE AT HAVRE/INVANTED AMTRAK TO REIMBURSE HER.

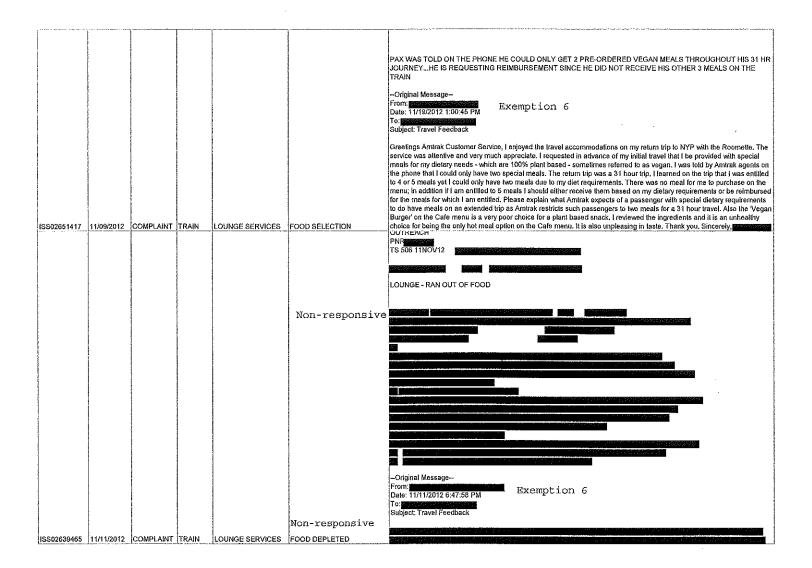
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	:				Exemption 6	RES# Non-responsive
						PAX STATES THE TRAIN RAN OUT OF MICROWAVEABLE EDIBLES.,,,,,,,,,
					Non-responsive	
and the state of t						
		-			The delian security of the second sec	
ISS02639630	10/25/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	
					Non-responsive	Messago: I recently traveled on the NE Regional Train from CT to DC and noticed no vegetarian food options. The food car employee was substandard and didn't realize that chicken is meal and then after I complained the brought nice a strimp outp of noodles. I soplained that shrimp is not vegetarian either and he was upset.
ISS02634835	10/26/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD SELECTION	
	14720/2012		<u></u>			PAX DID NOT LIKE THE HOTDOG SERVED IN THE LOUNGE CARSTATES THE AGENT LIED TO HER TELLING HER IT WAS GOOD
						-Original Message- From Exemption 6 Date: 10/28/2012 2:28:07 PM 10: Subject Travel Feedback
						Generally, the staff and crew are pleasant and professional. The Conductors were smiling and engaging which is not easy to do with the public these days. I was a little surprised in the food car. I made the mistake of asking the person working there about the hot dog (because the cheeseburger I had on the northbound trip on Wed, 10/24 made me silly let response was, "It's good; I just had one." I should have known better. It was awdit, not as bad as the burger but sittle awdit. On the hot dog & burger the bread was like rubber and the burger meat is what I think made me iil. The roat question to why did she have to
IS602635368	10/27/2012	COMPLAINT		LOUNGE SERVICES	FOOD UNSATISFACTORY	ING? PAX HAD TO RUSH TO CATCH THIS TRAINHAD NO TIME IN BETWEEN SERVICES TO PICK UP FOOD,PAX
ISSD2636664	10/27/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	THOUGHT ONBOARD FOOD WAS BAD.

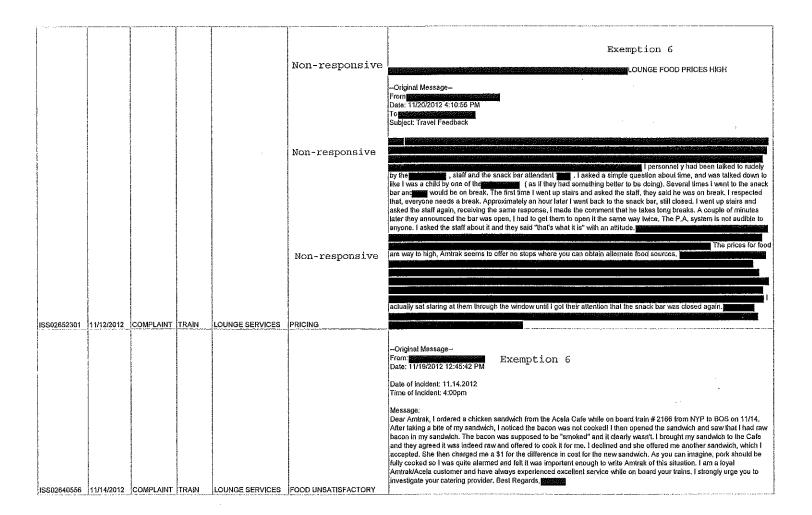




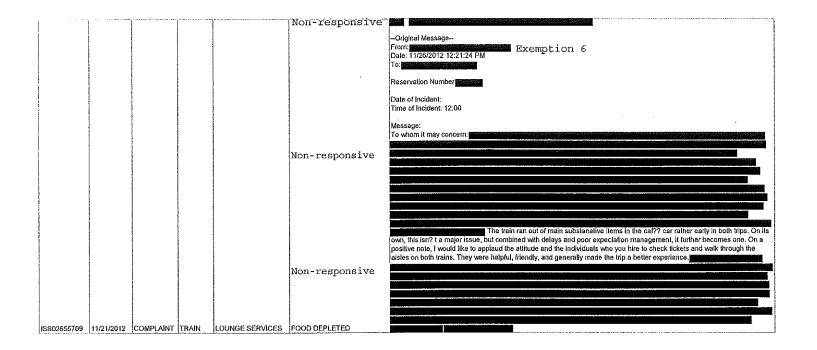
· · · · · · · · · · · · · · · · · · ·						
	THE THE THE THE THE THE THE THE THE THE	de la companya de la				From: Date: 10/29/2012 9:01:52 AM Exemption 6 To: Subject: Travel Feedback
			ĺ			Reservation Number:
					Non-responsive	Date of Incident: 10,28,2012 Time of Incident: 10:00
						The Cafe Car had exactly one mulfin at about 10:30.
ISS02643795	10/28/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	
						RES# EXEMPTION 6 LATE. JI. OLIN DINING CAR ATTENDANT WAS VERY SLOW SERVING FOODPAX STATEDD DURING DINNER, HIS STEAK WAS SERVED HALF COOKEDSEVERAL ITEMS IN THE DINNING CAR WERE NOT AVAILABLE PAX STATED WAS VERY RUDE, WHEN THE PAXS ACCROSS FROM PAX ASKED HIM CERTAIN THINGS ABOUT THEIR VEIWLINER SLEEPER PAX STATED COOKED TO THE SACE AND TOLD HIM "THAT'S MY JOB"DIRTY PILLOWCASE IN PAX SLEEPING CAR ACCOMMODATIONPAX BREAKFAST SERVED TO HIM LOOK-WARM//LUNCH-PAX BURGER BUN DRIED OUT AND VERY CRUNCHYVERY WARM ON THE TRAIN
ISS02642819	11/01/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	Non-responsive
						RES# EXEMPTION 6 LATE.#.OLIN DINING CÂR ATTENDANT WAS VERY SLOW SERVING FOODPAX STATEDD DURING DINNER, HIS STEAK WAS SERVED HALF COOKEDSEVERAL ITEMS IN THE DINNING CAR WERE NOT AVAILABLE PAX STATED WAS VERY RUDE, WHEN THE PAXS ACCROSS FROM PAX ASKED HIM CERTAIN THINGS ABOUT THEIR VEWLINER SLEEPER PAX STATED GOT IN HIS FACE AND TOLD HIM "THAT'S MY JOB"DIRTY PILLOWCASE IN PAX SLEEPING CAR ACCOMMODATIONPAX BREAKFAST SERVED TO HIM LOOKWARM/#LUNCH-PAX BURGER BUN DRIED OUT AND VERY CRUNCHYVERY WARM ON THE TRAIN
ISS02642819	11/01/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	Non-responsive
						-Original Message- From Exemption 6 Date: 11/5/2012 7:18:08 PM
						Date of Incident: 11,05.2012 Time of Incident: 07,07
ISS02637214	11/05/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	Non-responsive	Message: train 176 northeast regional cafe car comedy of errors continues: find car accepting cash only out of convenience (allowing early closure) I will keep complaining every time I pay for a train with a cafe car that does not have one working. I also promise to compliment once i find one that is open as advertised.

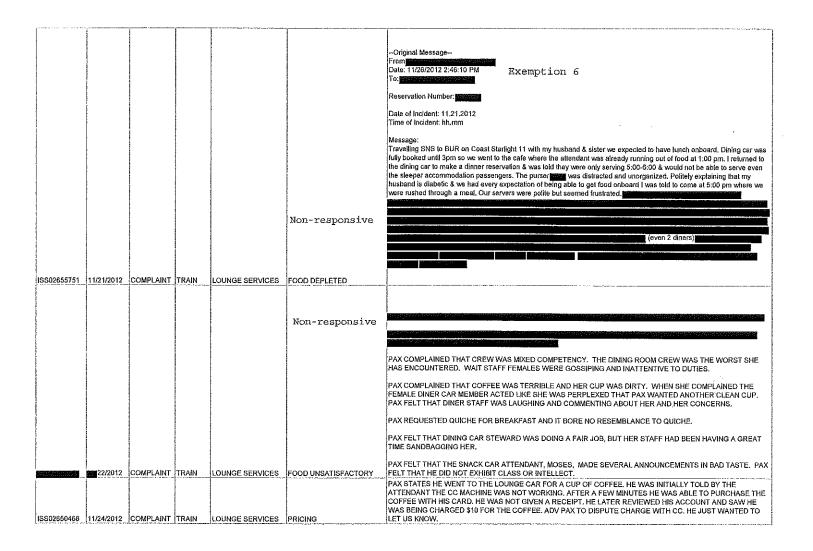


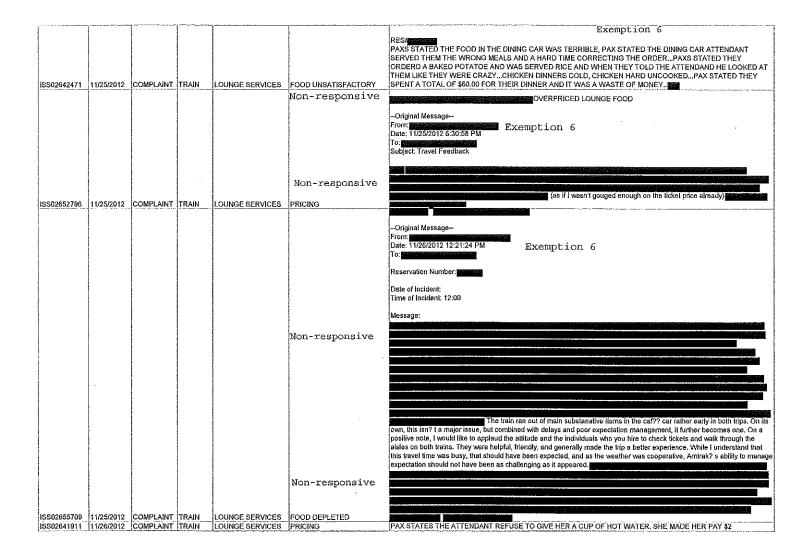




		[BOTTLED WATER WAS PRICYPAX DRANK FAUCET WATER LATER AND GOT SICK
						-Original Message-
						From: 1/22/2012 8:32:50 PM Exemption 6
						To:
						Subject: General Inquiries
					Non-responsive	We were late making our arrangements due to a family emergency so did not have the time to get bottled water or any food to bring along. We purchased some of your expensive
						bottled water and then after that we drank some of the water from the water dispenser because that appeared to be what if
ISS02642349	11/16/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	PRICING	was for, Well guess what, I got sicker than a dog! With the family emergency, I did not need to be sick and throwing up. I think that water needs to be labeled not potable! It was horrible!
			Ì		The state of the s	
					Non-responsive	HOT CLIMATEWATERY HOT COCO
						-Original Message-
						From Exemption 6
1						To:
						Subject: Travel
					Non-responsive	
ISS02651821	11/20/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	The hot chocolate was very watery. I paid way loo much for something that was very bad.
						Original Message
						Date: 12/16/2012 8:57:16 PM Exemption 6
						To: West of the state of the st
						For the second time on a train, I was told I couldn't get tea in my reusable travel mug in the snack car. The reason was
ISS02649525	11/21/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	supposedly some health regulation. This is ridiculous, and not good sustainability practice. As far as health issues, it's MY cup; I'm drinking out of it. If it's not clean, that would be MY problem.

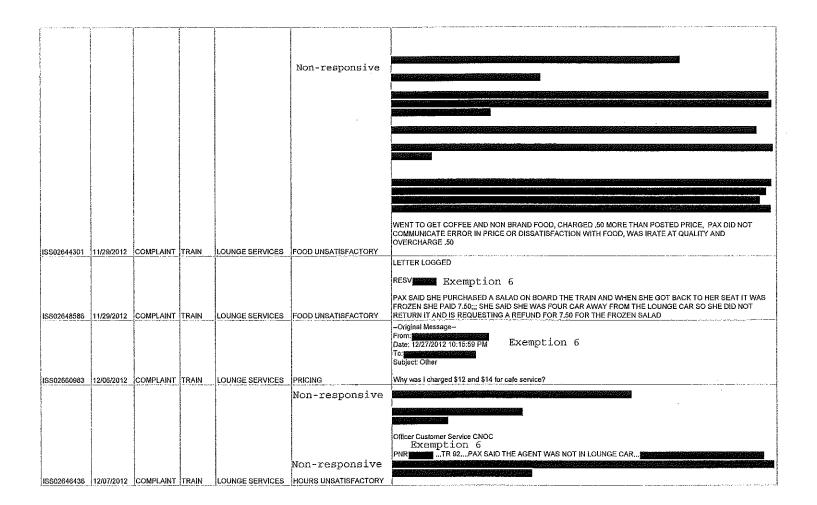




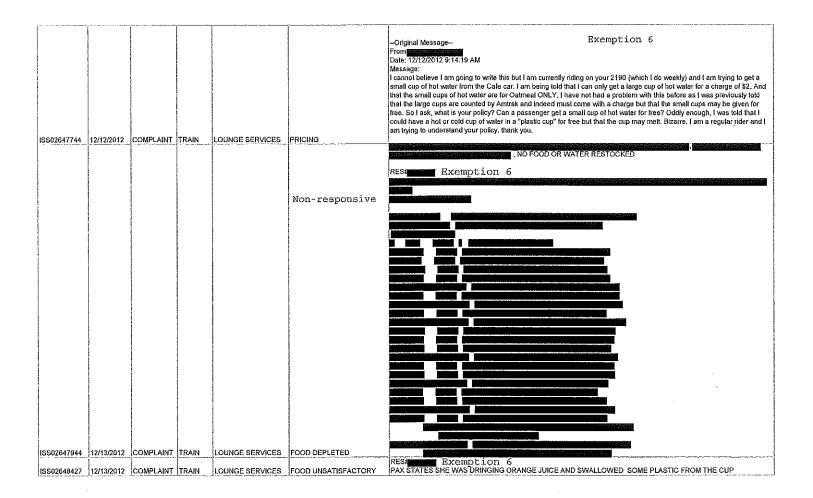


Exemption 6

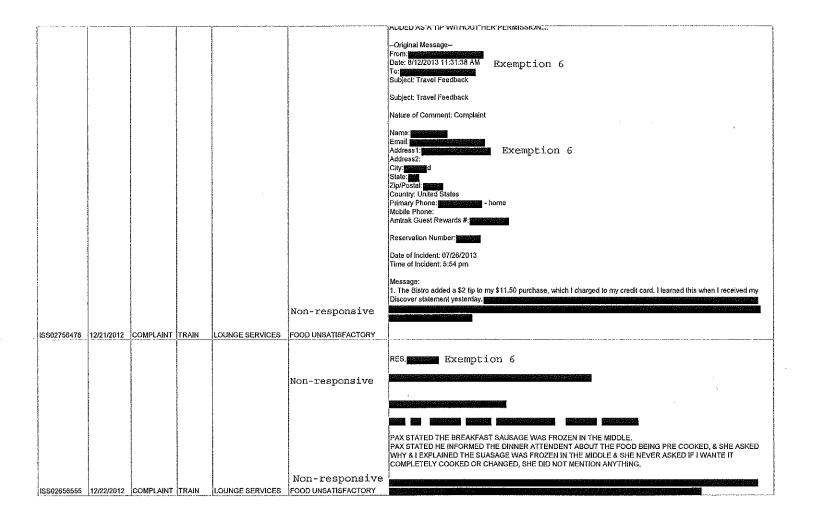
						PAX STD THAT HE PURCHASED FOOD ON THE TRAIN AND DID NOT GET A RECEIPTPAX STD THAT HE WENT TO THE AGENT AND TOLD HER WHAT IT SAID ON THE BACK OF THE BOOKLET AND SHE TOLD HIM TO CALL AMTRAK
ISS02645309	1 1/26/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	PRICING	PAX STD THE AGENT WAS A BLACK WOMEN IN HER TWENTY'S
	*Lucia menana				Non-responsive	RESNFUSYR11/26/12PASSENGER HAD A TURKEY SANDWICH WITH CHEESEIN THE LOUNGEAND SHE ASKED THE ATTENDANT IF IT HAD ANYTHING WITH TOMATOES ON IT AND HE ASSURED HER IT DID NOTAND PAX STATED THAT SHE IS ALLERGIC TO TOMATOESPASSENGER HAD TO GO TO A HOSPITAL IN SYRBECAUSE HER THROAT CLOSE UP AND SHE BROKE OUT IN HIVES
	No. 0011 (1777)	4 (4			Non-responsive	SHE STATED THAT THE SAMMDWICH HAD A BLEND OF SEASONING ON THE CHEESE THAT TOMATOES IN THE SEASONINGEVERYTHING ELSE HAD TOMATOES ON ITAND THIS WAS THE ONLY ITEM THAT DID NOT HAVE TOMATOES ON IT
]					
ISS02645890	11/26/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	
		***************************************		THE PARTY OF THE P	Exemption 6	RESNFL/SYR11/26/12PASSENGER HAD A TURKEY SANDWICH WITH CHEESEIN THE LOUNGEAND SHE ASKED THE ATTENDANT IF IT HAD ANYTHING WITH TOMATOES ON IT AND HE ASSURED HER IT DID NOTAND PAX STATED THAT SHE IS ALLERGIC TO TOMATOESPASSENGER TO GO TO A HOSPITAL IN SYRBECAUSE HER THROAT CLOSE UP AND SHE BROKE OUT IN HIVES
:		NAMES AND ADDRESS OF THE PROPERTY OF THE PROPE			Non-responsive	SHE STATED THAT THE SAMMOWICH HAD A BLEND OF SEASONING ON THE CHEESE THAT TOMATOES IN THE SEASONINGEVERYTHING ELSE HAD TOMATOES ON IT,AND THIS WAS THE ONLY ITEM THAT DID NOT HAVE TOMATOES ON
			1			
ISS02645890	11/26/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY Exemption 6	ADDIOINE LETTER LOCATE DE CONTRACTOR DE CONT
					Non-responsive	PRESIDENTIAL LETTER LOGGED. RES PER PAX TRIP WAS SPOILED WITH THE ELIMINATION OF THE DINING
ISS02648517	11/07/0010	COMPLAINT	TRAIN	LOUNGE SERVICES	PRICING	CAR. (A CRESCENT HALLMARK), PAX PURCHASED COFFEE & WAS CHARGED \$2.25, POSTED PRICE WAS \$2. ACTUAL ITEM PRICE SHOULD BE CONSISTENT WITH POSTED PRICE.
10302040317	11/2/12012	COM DAM	I I I I I I I I I I I I I I I I I I I	LOCKOL OLIVIOLO	Exemption 6	RESTRAIN 1411/28/12MEAL WAS NOT VERY GOOD AND CHICKEN DINNER DINNER WAS COLD IN THE CENTERAND WAS VERY HARD TO CUTHE DID NOT ENJOY IT
					Non-responsive	
				To the second se		
					1	
						A 2
ISS02643730	11/28/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	



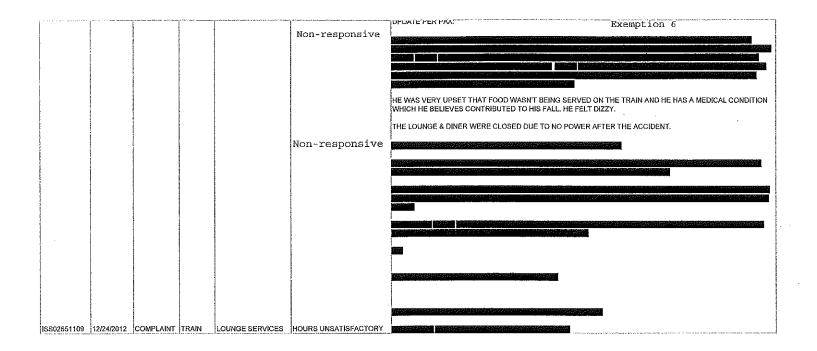
,						
			des l'experience de la companya de l			Exemption 6 LOUNGE ATTD SEEMED TO BE UNATTENTIVE TO PAXPAX USED A PACKET OF MAYO THAT WAS VERY OUTDATED AND IT SQUIRTED ALL OVER HIS HAND AND PANTSTHE COND ORDERED THE ATTD TO GIVE HIM ANOTHER MEAL AND HE WANTS TO PRAISE THAT COND Original Message From: Date: 12/10/2012 3:13:59 PM Exemption 6 To: Subject: General Inquiries
ISS02647273	12/09/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	Non-responsive	expert on your service but as a manager in the Hospitality/travet industry t figured you should know about your staff. First you should know your cafe car attendant was not very attentive throughout the trip, even to the point that the conductor had to keep telling him to get up and help the customers - he (cafe car attendant) seemed to be much more worried about his movie for the first half of the trip and was more worried about the Football game on the second half of the trip. (he had the game playing at 'his table' in the cafe car which was not in view of the waiting customers, thus he could not see many of the people waiting) The second and personally more frustrating incident the mayo that was put out for guests to use (on our sandwiches that we purchased in the cafe car) was spoiled, very spoiled. While this is not his fault and I completely understand this; when I put it on my sandwich because it was so spoiled it spurted out very stand ended up all over my other hand and some of my pants. When I went up to sandwich and seek a resolution he told me "Well I'm not going to clean you up, go to the bathroom! I went to the bathroom and washed my hands, wiped off my pants and came back the conductor saw me and asked what was wrong I told her and she made him give me a new sandwich. He never apologized, or even attempted to seem to care. After getting great service from people that cared in the past on Amtrak I was very surprised to see the way this employee treated his guests. I hope this was isolated incident but because it seemed to be throughout the whole trip I think it was something you should know about.
		AND THE PARTY OF T				-Original Message- From Page 12/9/2012 3:43:58 PM Exemption 6 To: Subject: Travel Feedback
ISS02657039	12/09/2012	COMPLAINT	TDAIN	LOUNGE SERVICES	FOOD DEPLETED	Reservation Number: Page 14 August 1
ISS02695087				LOUNGE SERVICES		PNR EXEMPTION 6 PAX WIFE CALLED STATING HER HUSBAND GOT SICK FROM THE FOOD IN LOUNGE CAR PAX HAD A HOTDOG ON THE TRAIN BACK IN DEC. AND THEY CALLED AND WAS TOLD HE WOULD GET SOMETHING IN THE MAIL TOWARDS NEXT TRIP AND SHE STATED THEY NEVER HEARD ANYTHING BACK OR GOT ANYTHING IN THE MAIL I WAS UNABLE TO FINE ANYTHING ADVICOULD STATE CASE FOR HIM AND SEND TO CLAIMS SHE STATED SHE WILL HAVE HER HUSBAND CALL BACK

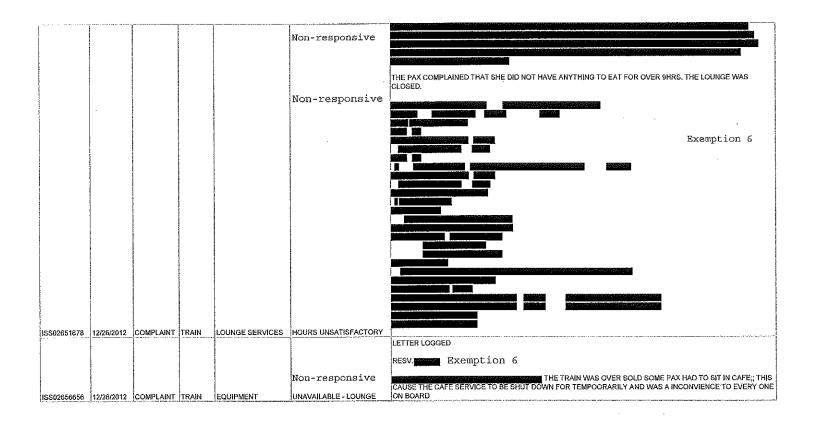


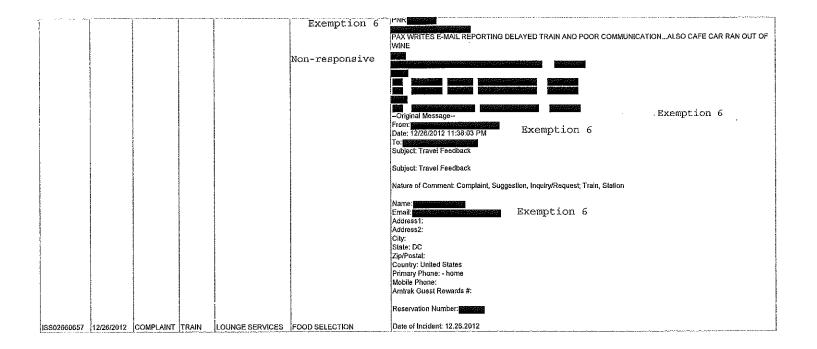
		,			4-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1	
					The state of the s	-Original Message- From Manager Control of the Cont
1						Reservation Number:
and the second s						Dale of incident: 12,15,2012 Time of incident; 10.20
(\$\$02656373	12/14/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	We went to go purchase food from the cafe under the assumption that it was open until 11pm. The woman announced that she was taking a break at 8:50pm but, as it turns out, she never returned. The conductor told us that she is the only staff aboard the train that has keys to the dining car and the cafe. During this trip we have golden food from her about 45 times and each time she seemed very harsh, cold, and unwelcoming; this is not the type of behavior I expect from the staff of such a reputable business.
						ACCORDING TO SERVICES THERE IS NO DINING/SNACK CAR AT ALLPAX WRITES THE DINING/SNACK CAR WAS NOT OPEN
						1 238C ALBNYP 1205P 17JAN 235P @ N JY1
						-Original Massage – From: Inc. 12/16/2012 1:42:00 PM
					Mon-responsive	You Asked: I am traveling from Albany NY to NYC on train 238,
ISS0265B326	12/15/2012	COMPLAINT	TRAIN	EQUIPMENT	UNAVAILABLE - LOUNGE	PAX DAUGHTER STATES THERE WAS A ROACH IN HER MOTHERS FOOD, THE CNOR APOLOGIZED AND WROTE
ISS02655677	12/17/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	A REPORT,
JSS02054428	12/18/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	SLOW SERVICE	a Lady with no name tag on keep screening and running the lady would come back laughing and smiling she was slow and not triendly
						PNI MONTHLY RIDETIX Exemption 6
					Non-responsive	NO FOOD OR SNACKSASKED GUY ON TRN YELLOW JACKET >>> ENGINEER WENT THROUGH EVERY CAR ONLY GOT 4BOTTLES OF WATER
(8802650614	12/20/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	

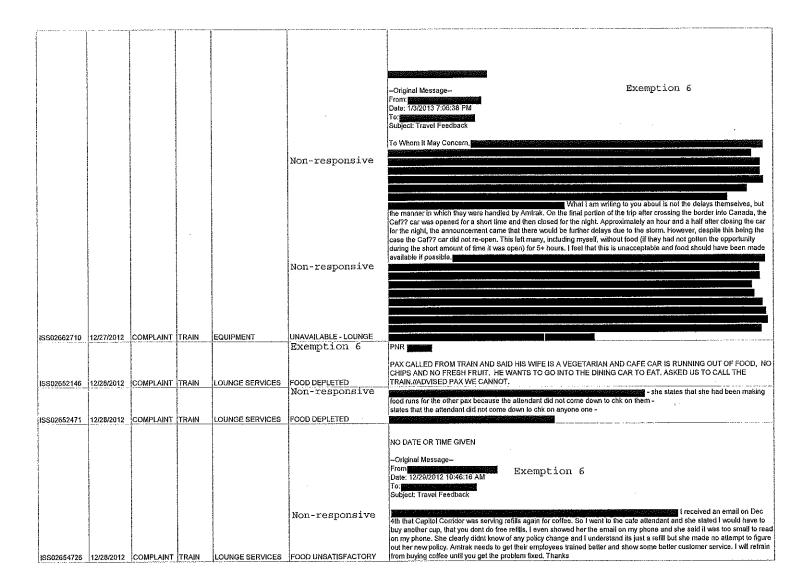


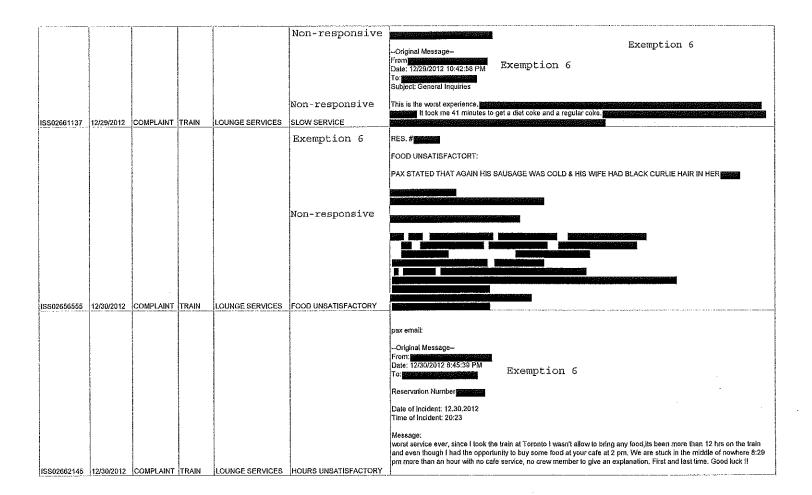
					Non-responsive	Exemption 6 The chef in the dining car, was the worst. That woman has no idea what the term customer service means. Breakfast is served at 6:30 am. My wife and I arrived at the dining car at 6:24. She asked us what we were doing there and I replied we had come for breakfast. She said we were early and told us to get out and come back at 6:30. I asked if we could at least sit down until 6:30 and she replied that we had to leave. The had handled a similar situation by explaining they weren't open yet and inviting us to sit down and asked if we would like some coffee. And the the graph in the cafe car continously closed his car and reopened without ever making an announcement. I went down there several times to purchase coffee only to find him closed. The conductor in our section got into shouting matches with several customers.
ISS02659524 ISS02653058		COMPLAINT COMPLAINT		LOUNGE SERVICES	HOURS UNSATISFACTORY FOOD DEPLETED	TR 715THERE WAS NO FOOD AVAILABLE
AND THE PARTY OF T	***************************************		THE REAL PROPERTY OF THE PROPE			-Original Message From: Date: 12/23/2012 4:31:01 PM To: Subject: Travel Feedback
						Reservation Number:
***************************************					Non-responsive	Date of Incident: 23Dec2012 Train 321 left Chicago at 1:45,cafe did not open til 3:13. Too many ppl on train and one small counter. Line so long they are not takin any more ppl for awhile.
ISS02659462	12/23/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	

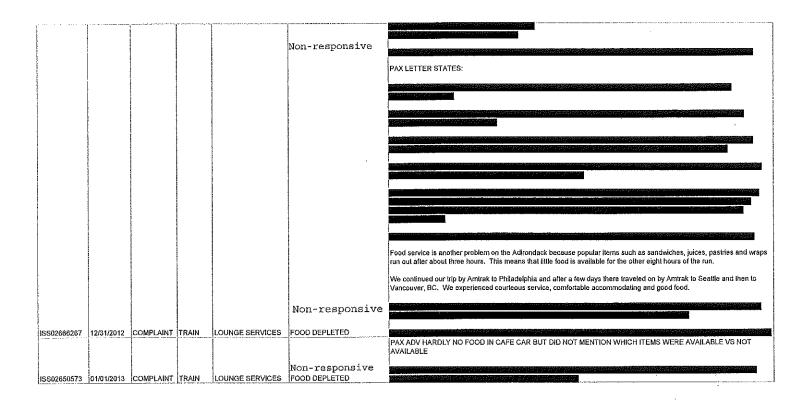


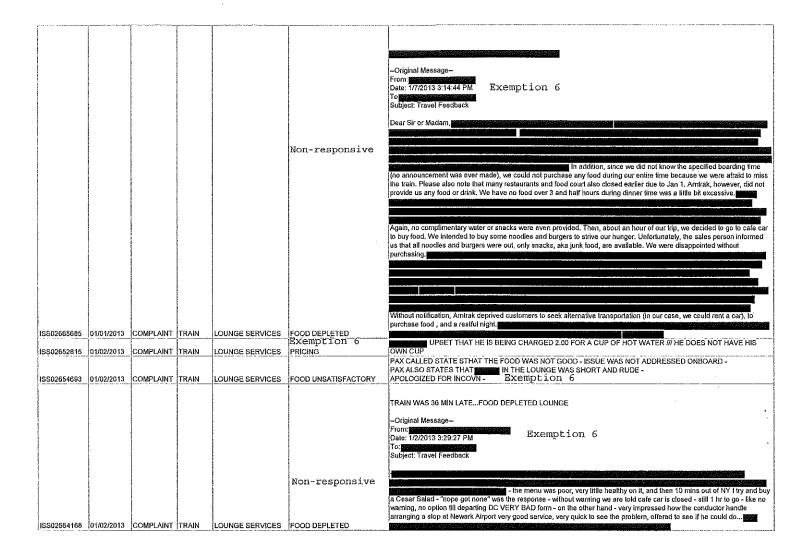


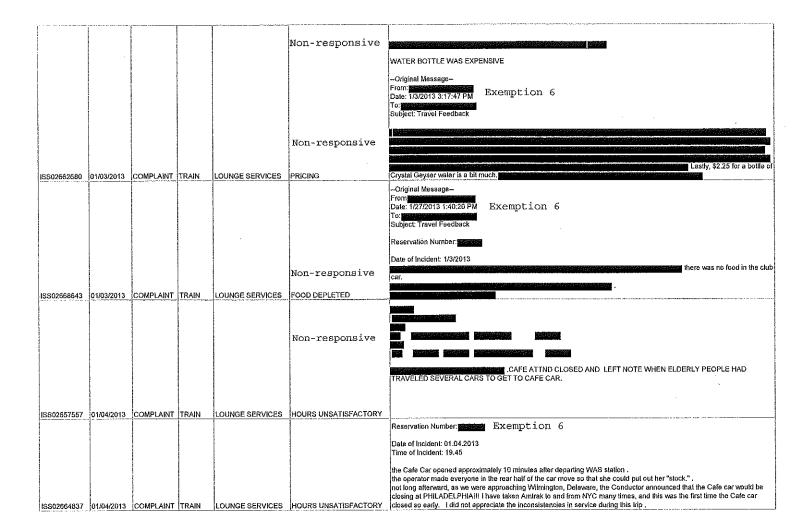




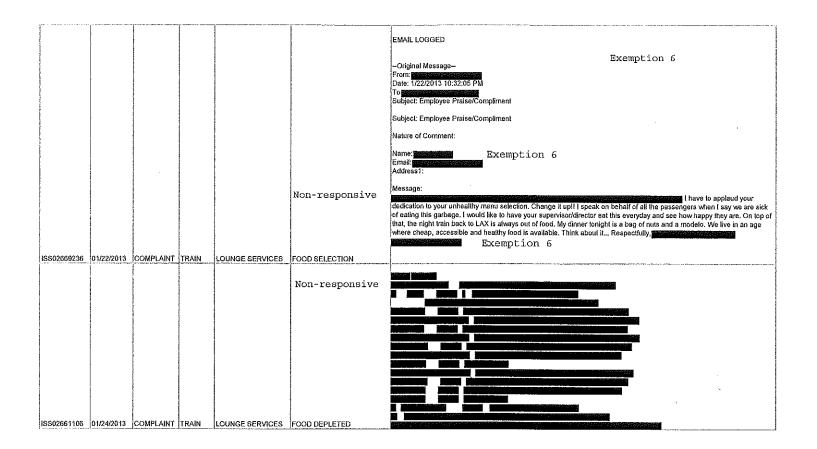


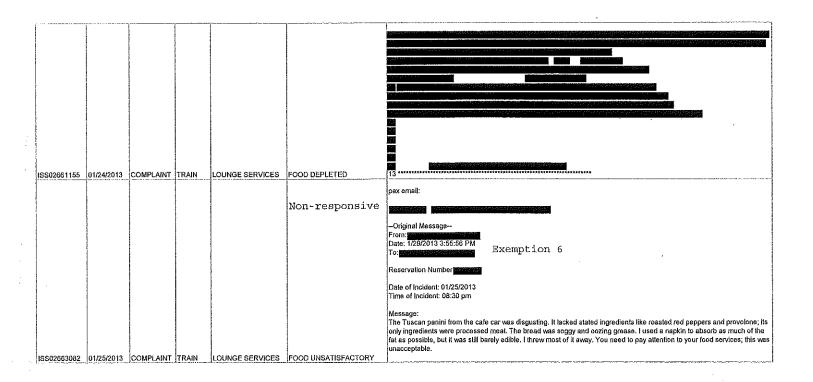


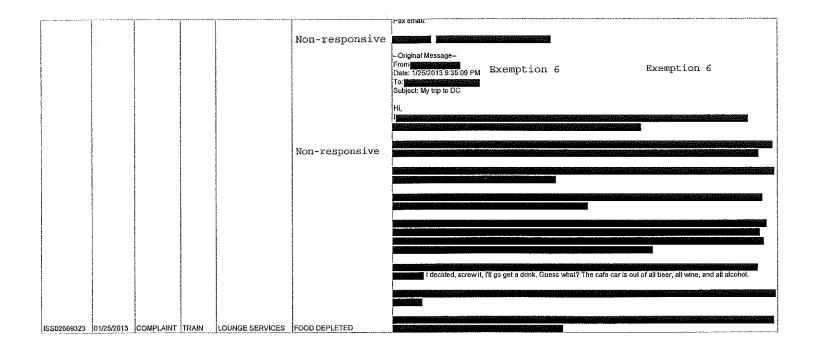


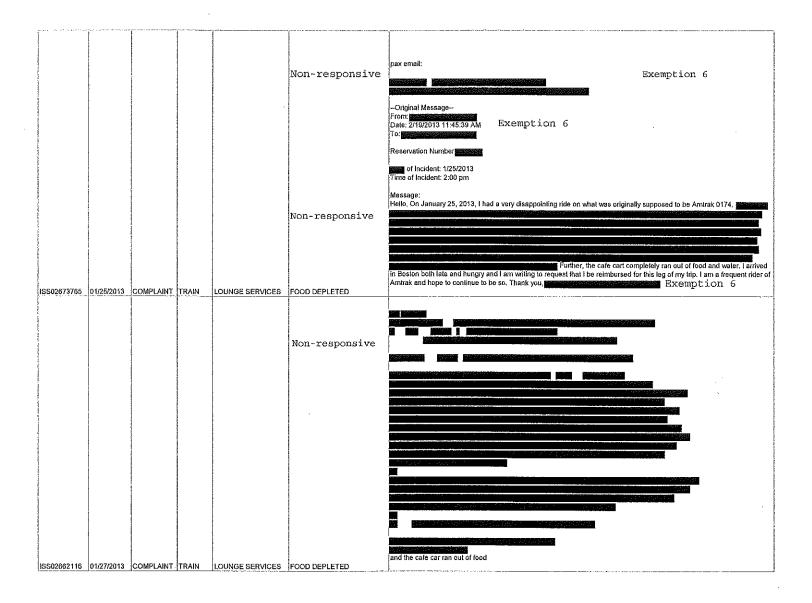


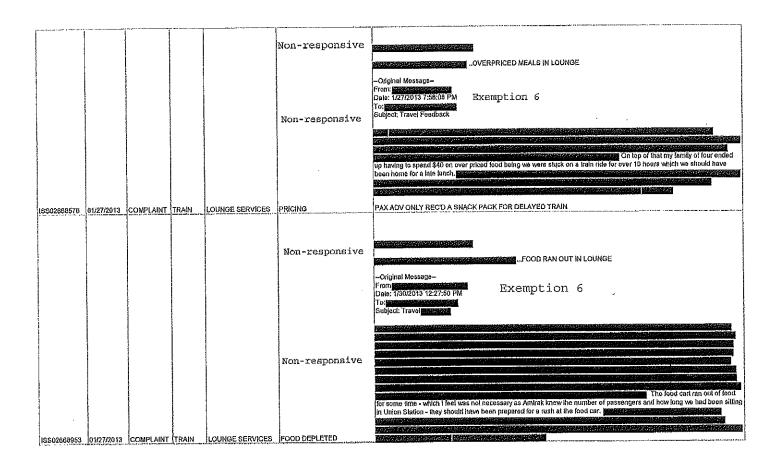
					RES.# Exemption 6
				Non-responsive	
	-				PAX COMPLAIN THAT PAX COULD MISS THEIR MEALS, STOPS, OR ANY THANG BECAUS THEY COULD NOT UNDERSTAND WHAT THE AGENT WAS SAYING ON THE INTER-COM OR PA SYSTEM.
-					
					FOOD UNSATISFACTORY:
					PAX STATED THAT SHE HAD THE BEEF DINNER BUT THAT WAS THE ONLY THING I WOULD HAVE HAD. IT WAS
00/2013	COMPLAINT	TRAIN	LOUNGE SERVICES		NOT A GREAT MEAL, JUST ACCEPTED, I WAS EXPECTING BETTER.
00,20,10					-Original Mossage-
					From: Date: 1/12/2013 7:16:28 PM
					To: based to the second of the
į			}		Here is my Rewards number (1996) to the control of
					something else. I rushed to the train and was not able to stop but knew I could get something on the train. I do not carry
11/2013	COMPLAINT	TRAIN	LOUNGE SERVICES		cash with me. RESANTERED Exemption 6
					PAX CALLED STATING THIS WAS HIS FIRST TIME ON THE AUTOTRAIN AND WAS LOOKING FORWARD TO
12/2013	COMPLAINT	TRAIN	EQUIPMENT	UNAVAILABLE - LOUNGE	SPENDING TIME IN THE LOUNGE CAR, PAX STATED THERE NO LOUNGE CAR ON HE TRN(53) 01/12.
				Exemption 6	PAX STATED THAT THE THE MEET AND GREET OR ATTENDENT WAS DELIGHFUL AND HAD A WONDER PERSONALITY PAX THINKS HIS NAME MAYBE THE TOLO PAX THAT THEY WERE ONLY A COUPLE CAR
1					BUT IN FACT IT WAS OVER 4 CAR AND BEING THAT SHE WAS DISABLED IF SHE KNOWN THAT SHE WOULD HAVE NOT TRIED TO WALK SHE WOULD HAVE HAD HER MEALS BROUGHT TO HER PAX STATED THAT UPON
				Production	GETTING ON TRIAN Non-responsive
			į		PAX STATED THAT THE CREW ARE VERY NICE AND KIND PEOPLE AND THAT IS IMPORTANT TO HER
				Non-responsive	
11010013	OOMBI AINT	TO 8 W.	COLUDNENT	THAVAR ARE LOUNGE	
			EQUIPMENT	UNAVAILABLE - LOUNGE	pax called states that the lounge (parlour car unavailable due to late train - he had to sit in diming car
					PNR Exemption 6
				Non-responsive	PAX WENT TO CAFE CAR TO PURCHASE A GINGER ALE., DISPLAYED WAS A "CANADA DRY". BUT THE ATTENDT WOULD ONLY SELL HER "SWEPPS"
maioria	CONDI MINT	TELASAI	LOUNGE SERVICES	FOOD SELECTION	"YOU CAN ONLY BUY IT IN BUSINESS CLASS"
ri ri	1/2013 2/2013 12/2013 17/2013	1/2013 COMPLAINT 2/2013 COMPLAINT 12/2013 COMPLAINT 17/2013 COMPLAINT	1/2013 COMPLAINT TRAIN 2/2013 COMPLAINT TRAIN 12/2013 COMPLAINT TRAIN 17/2013 COMPLAINT TRAIN	1/2013 COMPLAINT TRAIN LOUNGE SERVICES 2/2013 COMPLAINT TRAIN EQUIPMENT 12/2013 COMPLAINT TRAIN EQUIPMENT 17/2013 COMPLAINT TRAIN EQUIPMENT	Non-responsive Non-responsive Lounge services Food unsatisfactory COMPLAINT TRAIN LOUNGE SERVICES FOOD UNSATISFACTORY LOUNGE SERVICES FOOD UNSATISFACTORY



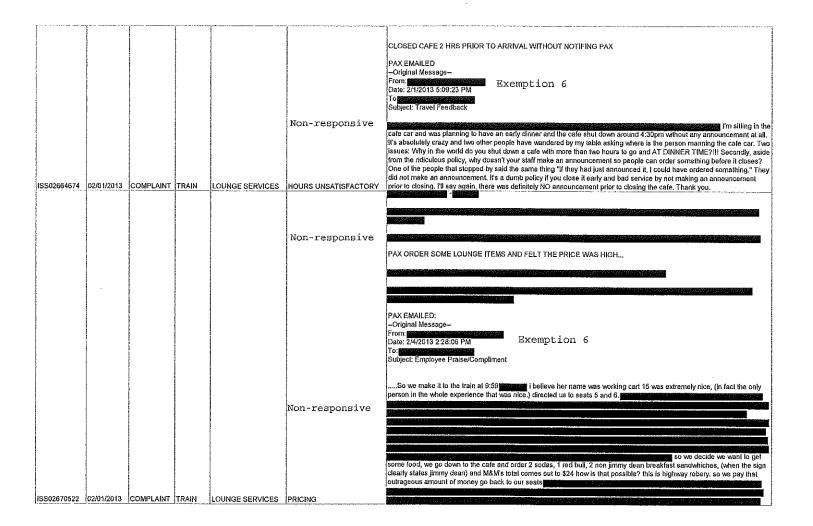


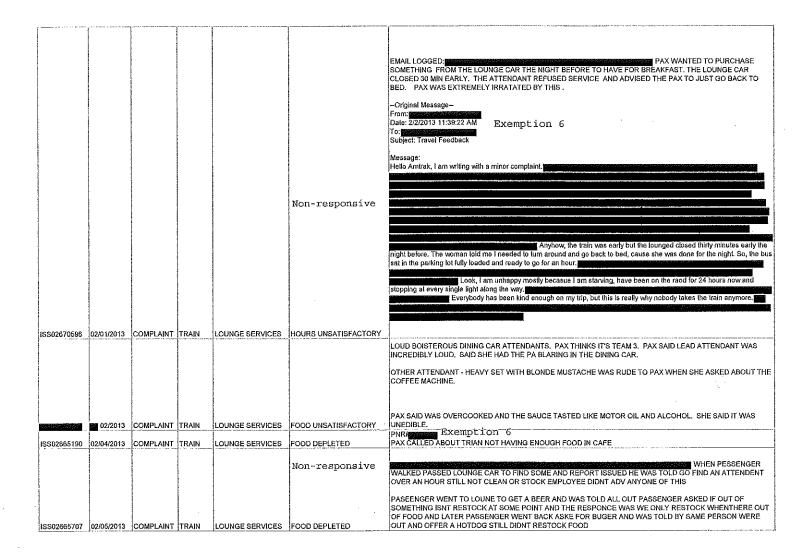






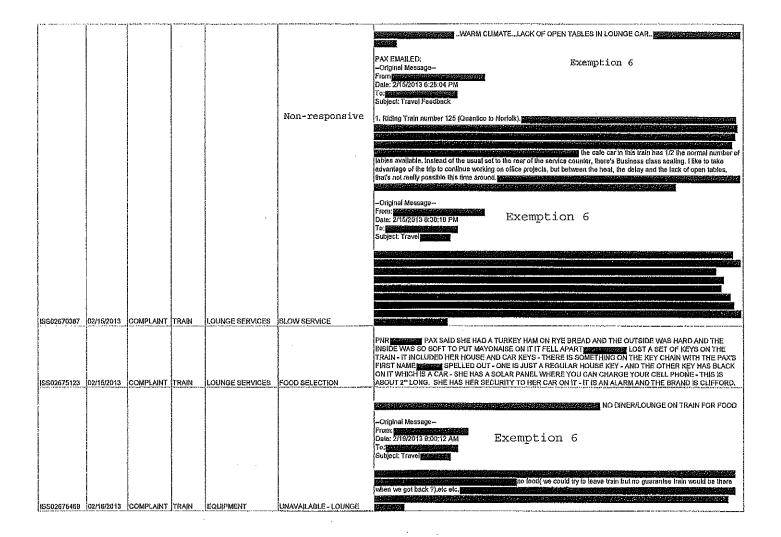
						-Original Message- From: Exemption 6 Oate: 1/29/2013 10:49:44 AM Exemption 6 Toguest Travel Feedback Reservation Number:
						Date of incident: 01/27/2013 Time of incident: 7:20
					Non-responsive	
18802670095	01/27/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	the snack car ran out of lood, and this was before we even left chicagol
ISS02662484	01/29/2013	COMPLAINT	TRAIN	EQUIPMENT	UNAVAILABLE - LOUNGE	CAFE CAR WAS CLOSED, SHE WAS UNABLE TO GET HOT WATER FOR TEA.
					Non-responsive	EMAIL LOGGED. PAX UPSET BECAUSE THE TRN DID NOT HAVE A LOUNGE CAR TO PURCHASE SOMETHING TO EAT.
				and the same of th		THE CONTROL DESCRIPTION OF THE PROPERTY OF THE
				weeks amount out of the first		
				Avenue de la constanta de la c		-Original Message-From Exemption 6 Date: 1289/2013 11:08:41 PM TO: Interpretation 5 Subject: Travel Featback
				17-11-12-11-12-11-12-11-12-11-12-11-12-11-12-11-12-11-12-11-12-11-12-11-12-11-12-11-12-11-12-11-12-11-12-11-12	Non-responsive	Messaga: This is highly unusual in that normally I have a wonderful experience riding. Today, sadly, is not one of those days. This is highly unusual in that normally I have a wonderful experience riding. Today, sadly, is not one of those days. I was getting hungry for dinner (my plan all along was to dine in the meat car). No meat car? Why?
ISS02670123	01/29/2013	COMPLAINT	TRAIN	EQUIPMENT	UNAVAILABLE - LOUNGE	





						OUTREACH C/B EXEMPTION 6 RES ####################################
10.00000000	00.007.0040	COMPLAINT	TOAIN	LOUNCE SERVICES	FOOD DEBI ETED	
ISS0266691	B 02/07/2013	COMPLAINT	TRAIN	LOUNGE SERVICES		-Original Message— From: Exemption 6 Date: 2/22/2013 9:10:34 AM Date of Incident: 02/07/2013 Time of Incident: 09:00 am Message:
IDD000740	4 02/07/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD SELECTION	"I am diabelic and cannot drink fruit juice and do not drink soda. The snack attendant refused to sell me Bloody Mary mix without alcohol which I cannot drink"
1330/20/ 13	02/01/2010			LOOKUL SLIVIOLS		FYI - All Empire Service trains that travel soley between ALB & NYP have not had cafe service for more than 7 years - A little coffee cup logo would appear under amenities if a snack car is available on Amtrak.com when looking at availability: Original Message From: Date: 2/11/2013 2:54:59 PM Exemption 6 Subject: General Inquiries Reservation Number:
		The state of the s	AND ADDRESS OF THE PARTY OF THE			Date of Incident: 2/10/2013 Time of Incident: 12:30 pm Message: Yesterday, I was on your Eastbown train from Hudson, NY to Penn Station, NYC. The snack car was closed for the entire duration of our trip. None of us traveling had eaten anything prior to the trip in anticipation to eat during our trip. It is unfair to advertise such amenities when they are not provided. I have been a faithful customer of Amtrak but incidents like these lead me to consider alternate routes of transportation.
ISS026716	9 02/10/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	

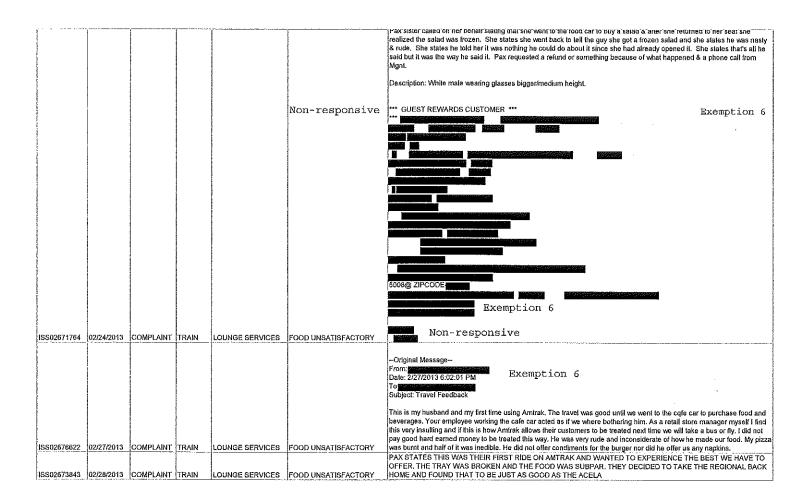
				,		
					Non-responsive	LOUNGE WAS CLOSED Exemption 6
						PAX EMAILED:Original Message From:
ISS02673180	02/11/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	Thank you,
	, ,, , , , , , , , , , , , , , , , , ,		7.4			PNR Exemption 6
				NA CARACTER CONTRACTOR	Non-responsive	
ISS02668693	02/13/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	



r	.,		·		·	
						PNR PAX WRITES Exemption 6
		**************************************				We had a great trip. Reservation and boarding was excellent. Internet was sloopow. On average, it would take 1 minute for any news website to load. The cafe car has plently of room for improvement. The menu food is highly processed and unhealthy at best. The cafe does not show any Amtrak pride. I envision a more 'Starbucks' experience. Good quality coffee. Healthy snacks or meals that look appealing and are fresh. How about a convection oven or and oil-less frier to prepare quick warm meals? Is that too much to ask for?
ISS02677305	02/16/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	
					Exemption 6	PNR SENSE THE ATTENDANT DID NOT ASST THEMHE SAID THE SERVICE WAS AWFULHE ASKED FOR WINE AND THE AGENT FORGOT ITFROM MHV-BOS, THE AGENT WAS IN THE BACK READING THE NEWSPAPER AND THE OTHER AGENT WAS A SLEEPHE SAID HE ASKED FOR SECOND MEAL AND WAS TOLD THAT HE COULD HAVE ONLY ONE MEAL
ISS02660583	02/17/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	PAX REPEATED THE CHAIN OF EVENTS ON THE TRAIN WHERE HE & HIS TRVL PARTNER EXPERIENCED HORRIBLE TREATMENTPAX STATES THAT HE IS A FREQ TRVLR & HAS NEVER EXPERIENCED THIS TYPE OF TREATMENT IN ANY OF HIS PAST TRIPSPAX FEELS THAT HE WOULD DO BETTER ONLY USING THE REGIONAL SERVICE IF & WHEN HE NEEDS TO TRVL AGAIN & REQUEST THAT WE PLACE HIS TC BACK ON FILE/XCLD TRVL DATE OF CCT. 13TH-PNR ####################################
						pax email: Exemption 6
		THE REAL PROPERTY OF THE PROPE			Non-responsive	
	To the state of th					-Original Message— From: Date: 2/18/2013 8:26:41 AM Exemption 6 To:
	}					Reservation Number
	<u> </u>				Non-responsive	Date of Incident: 02/17/2013 Time of Incident: 2:00 pm
						Message: Dear Antirak, and i traveled to NYC for the weekend, and we discovered that there was bad weather on Sunday in our state of New Hampshire. On top of that, the meal carl on the train was out of service. I am not happy as a first time Amtrak
						traveler, week for work. I would like for you guys to make this situation right. Thank you exempt ion 6
ISS02673560	02/17/2013	COMPLAINT	TRAIN	EQUIPMENT	UNAVAILABLE - LOUNGE	NOTE: ONLY 1 PAX AT \$19
	Ì					
ISS02669685	02/19/2013	COMPLAINT	TRAIN	LOUNGE SERVICES		CALLED PAX BACK REGARDING WIFI ISSUES PAX INFORMED ME HE WENT DOWN TO THE CAFE AND THERE WAS "NO FOOD" - ATTENDANT SAID NO FOOD WAS PUT ON THE TRAIN PAX HAD BROUGHT A SNACK AND ASKED FOR A SPOON – THERE WAS NO UTENSILS EITHER

· · · · · ·				}	Non-responsi	Ve
					Noir responds	
						-Original Message- From Edit 223/2013 10:49:52 AM Exemption 6
ISS02672390	02/19/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD POISONING	I was Iraveling from Miami, FI to Fayottoville NC and we had a two hour delay as the duration trip was pretty long people tend to get hungry and so I purchased a burger and chips from the lounge. After eating the burger not an hour later which was 6p.m. I had a sever stomach ache for almost six hours. It was a very uncomfortable ride and I was in pain as soon as I arrived to my destination I had diarrhee and my stomach was bloating. I dont know if the burger was expired or whatever the case maybe you really need to have a better chooses as far as food because that burger was microwavable and you should not be serving that kind of food for that price (resh food is always a better alternative.
3,						PNR REMARKE Exemption 6
					Non-responsive	
	ţ					
		-				
						PAX SAID THE LOUNGE ATTENDT WAS VERY RUDE. AFRICAN AMERICAN OLDER WOMAN,
ISS02671121	02/21/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	RAN OUT OF BOTTLED WATER NAD BEVERAGESNO FOOD.
					Non-responsive	
		The state of the s	errormmenment de definition perdendada			-Original Message- From: Dale: 2/22/2013 4:2::01 PM To: Subject Travel Feedback
					Non-responsive	was a passenger on train #305 from Chicago to Cartinville, IL.
U\$802673961	02/21/2013	COMPLAINT	TRAÍN	LOUNGE SERVICES	FOOD DEPLETED	I. Not only was the wall horrendous but we were not offered water or anything for our walt. The beverage station ran out completely. Not acceptable, page 1995.

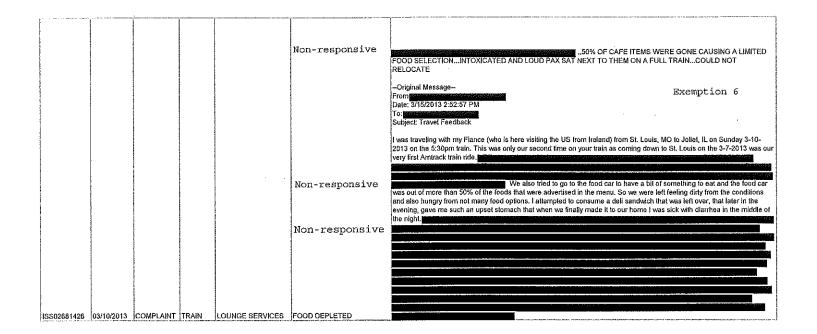
Desperate for.

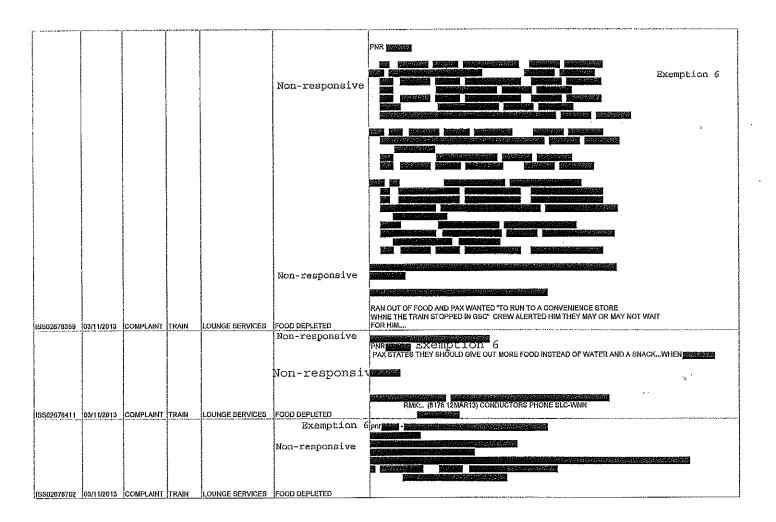


EMAIL LOGGED - PAX WERE ASKED TO LEAVE THE LOUNGE CAR BEGLAREST TWAS NOT OPEN, YET THE OB WAS BLATENLY PATROIZED IT. PAX PAST THE CONDUCTOR PAST AND LIKE A REPAL JERK, PAX NOTED THE CAPE THE CONDUCTOR PAST AND LIKE A REPAL JERK, PAX NOTED THE CAPE THE CAPE AND PAST AND LIKE A REPAL JERK, PAX NOTED THE CAPE AND THE CAPE AND PAST AND LIKE A REPAL JERK, PAX NOTED MY ANARE INCLUDED DESCRIBET THE REPORT AND ASKED HIS NAME AND HE REFUSED SAYING, YOU, YOU DON'T NEED MY ANARE INCLUDED DESCRIBET THAN ASKED AND ASKED HIS NAME AND HE REFUSED SAYING, YOU, YOU DON'T NEED MY ANARE INCLUDED THE REPORT OF THE CAPE AND THE CA					£		
Exemption 6 From: Date: 31/2018 3:35:17 AM To Subject: Travel Feedback Message: The conductors on the train I ride about 3 times a week between BOS and PVD are the epitome of professional and friendly. When a conductor acts like a jark it is all the more apparent because of the contrast. This morning some people were eliting in the cale car of the conductor and the like a jark it is all the more apparent because of the contrast. This morning some people were eliting in the cale car when the train departed (for the record like a jark it is all the more apparent because of the conductors sold accordance and the cale car when the train departed (for the record like acts and car alternative was warm and velocording, even thought is support at the train departed (for the record like acts car when the train departed (for the record like acts car when the train departed (for the record like acts car when the train departed (for the record like acts car when the train departed (for the record like acts car when the train departed (for the record like acts car when the train departed (for the record like acts car when the train departed (for the record like acts car when the train departed (for the record like acts car when the train departed (for the record like acts car when the train departed (for the record like acts car alternative was warm and velocording, even moving it suspect at this interest had personally asserted and acts a	AND TO COMMENT OF THE PARTY OF						WAS BLATENLY PATRONIZING IT. PAX FELT THE CONDUCTOR WAS ACTING LIKE A REAL JERK. PAX NOTED THE CAFE ATTENDANT WAS VERY NICE AND FRIENDLY. PAX ASKED CONDUCTOR FOR HIS NAME AS HE REFUSED. PAX STATED HE KINDLY ASKED HIS NAME AND HE REFUSED SAYING, "NO. YOU DON'T NEED MY NAME"! WOULD DESCRIBE THIS MAN AS ABOUT 40, CLEAN CUT, AFRICAN AMERICAN, 5°9 TALL. I LOOK
The conductors on the train I ride about 3 times a week between BOS and PVD are the epitiome of professional and friendly. When a conductor acts life a jeff k is all the more apparent because of the confust. This morning some people were sitting in the cafe car of train 171. Sometimes upon boarding in Boston, the Cafe car doors are closed. Today, as occurs about 50% of them, the doors were open. The cafe care was sclosuly bustling as the attendant was serving many of the conductors coffee and drinks. About 5 passengers were stilling in the cafe car when the train departed (for the record this cafe car alleddent) was warm and veloroning, even though a suspect at this time whe had opened up service for the conductors only? The problem arose when one of the conductors told everyone to got out of the car because the cafe car was closed. "The bars are down, you can't be in here" he said, seconds after closing the bars. I thought it was unprofessionat to say the cafe car was closed while at that very moment patronizing he and his friends were themselves, Not a huge problem, but not very nice. Unfortunetly kindly asked his name and he refused saying," no, you don't need my hamme"! would describe this man as about 40, clean cut, african american, 5'9 tall. I look forward to following up on this one. What a jerk. ISS026775293 03/02/2013 COMPLAINT TRAIN LOUNGE SERVICES FOOD UNSATISFACTORY Non-responsive FOOD UNSATISFACTORY Subject Travel Feedback We took the train, business class, to San Diego. There were no amenities offered until after Los Angeles - Union Station. At which lime, there was an announcement over the PA saying pastieries, coffee and pluce were available buttlet style in business class. This did not of 21 per travelties. In my case it look includible and YCHYP propackaged. I did po to the cafe and purchase a vegetable cup. After opening it I noted that the expiry date. SS026817280 03/02/2013 COMPLAINT TRAIN LOUNGE SERVICES FOOD UNSATISFACTORY Non-responsive							From: Exemption 6 Date: 3/1/2013 8:35:17 AM
ISS02675293 03/02/2013 COMPLAINT TRAIN LOUNGE SERVICES FOOD UNSATISFACTORY NOn-responsive FOOD UNSATISFACTORY PAX STATES THE FOOD WAS HORRIBLE ON THIS TRIP -Original Message- From: Participation 6 Date: 3/12/2013 11:15:41 AM To: Subject: Travel Feedback We took the train, business class, to San Diego. There were no amenities offered until after Los Angeles - Union Station. At which lime, there was an announcement over the PA saying pastleries, coffee and juice were available buffet style in business class. This did not seem like much for \$21 per traveller, in my case it look inedible and VERY prepackaged, I clid go to the cate and purchase a vegetable cup. After opening it I noted that the expiry date was 3/1/2013 (please our travel date), Deciding to still eat this we lifted the dressing cover and found the vegetables FROZEN Reedless to say it was a less than comfortable train trip. I have saved our travel confirmation and the label with exity date. PNR **STATES THE FOOD WAS HORRIBLE ON THIS TRIP -Original Message- From: **Date: 3/12/2013 11:15:41 AM To: Subject: Travel Feedback We took the train, business class, to San Diego. There were no amenities offered until after Los Angeles - Union Station. At which lime, there was an announcement over the PA saying pastleries, coffee and juice were available buffet style in business class. This did not seem like much for \$21 per traveller, in my case it look inedible and VERY prepackaged. I clid go to the cate and purchase a vegetable cup. After opening it I noted that the expiry date was 3/1/2013 (please our travel date), Deciding to still eat this we lifted the dressing cover and found the vegetables FROZEN Needless to say it was a less than comfortable train trip. I have saved our travel confirmation and the label with exity date. PNR **STATES**THE FOOD WAS HORRIED ON THE OUTSIDE							The conductors on the train I ride about 3 times a week between BOS and PVD are the epitome of professional and friendly. When a conductor acts like a jerk it is all the more apparent because of the confrast. This morning some people were sitting in the cafe car on train 171. Sometimes upon boarding in Boston, the Cafe car doors are closed. Today, as occurs about 50% of the time, the doors were open. The cafe care was actually bustling as the attendant was serving many of the conductors coffee and drinks. About 5 passengers were sitting in the cafe car when the train departed (for the record this cafe car attendant was warm and welcoming, even though I suspect at this time she had opened up service for the conductors only) The problem arose when one of the conductors told everyone to get out of the care because the cafe car was closed. "The bars are down, you can't be in here" he said, seconds after closing the bars. I thought it was unprofessional to say the cafe car was closed while at that very moment patronizing he and his friends were themselves. Not a huge problem, but not very nice. Unfortunately I kindly asked his name and he refused saying, "no. you don't need my name" I would describe this man as about 40, clean cut, african american, 59 tall. I look forward to following up on this one.
ISS02675293 03/02/2013 COMPLAINT TRAIN LOUNGE SERVICES FOOD UNSATISFACTORY PAX STATES THE FOOD WAS HORRIBLE ON THIS TRIP -Criginal Message— From: Part of the train, business class, to San Diego. There were no amenities offered until after Los Angeles - Union Station. At which time, there was an announcement over the PA saying pastleries, coffee and julice were available builded and VERY prepackaged. I did go to the cate and purchase a vegetable cup. After opening it I noted that the expiry date was 3/1/2013 (please our travel date), Deciding to still eat this we lifted the dressing cover and found the vegetables FROZEN Needless to say it was a less than comfortable train rip. I have saved our travel confirmation and the label with exity date. PNR part of 2012/2013 TRAIN TRAIN NOT PEREAD AND THE OUTSIDE	ISS02677640	03/01/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	
ISS02681728 03/02/2013 COMPLAINT TRAIN LOUNGE SERVICES FOOD UNSATISFACTORY PAX STATES THE FOOD WAS HORRIBLE ON THIS TRIP -Criginal Message- From: Mathematical Pool of Subject: Travel Feedback We took the train, business class, to San Diego. There were no amenities offered until after Los Angeles - Union Station. At which lime, there was an announcement over the PA saying pastleries, coffee and pluce were available buffet style in business class. This did not seem like much for \$21 per traveller. In my case it look inedible and VERY prepackaged, I did go to the cafe and purchase a vegetable cup. After opening it I noted that the expiry date was 3/1/2013 (please our travel date). Deciding to still eat this we lifted the dressing cover and found the vegetables FROZEN Needless to say it was a less than comfortable train rip. I have saved our travel confirmation and the label with exity date. PNR **STATES THE FOOD WAS HORRIBLE ON THIS TRIP -Criginal Message- From: **Mathematical Properties** Exemption 6 **Subject: Travel Feedback** We took the train, business class, to San Diego. There were no amenities offered until after Los Angeles - Union Station. At which lime, there was an announcement over the PA saying pastleries, coffee and pluce were available buffet style in business class. This did not seem like much for \$21 per traveller. In my case it look inedible and VERY prepackaged, I did go to the cafe and purchase a vegetable cup. After opening it I noted that the expiry date was 3/1/2013 (please our travel date). Deciding to still eat this we lifted the dressing cover and found the vegetables FROZEN Needless to say it was a less than comfortable train rip. I have saved our travel confirmation and the label with exhip date. **PNR***PNR*** **PNR****PNR**** **PNR**** *PNR**** **PNR**** **PNR*** **PNR*** **PNR*** **PNR*** *						}	
-Original Message— From: Page 17 Page 18 P	IDD0067E000	03/03/3013	COMPLAINT	TOAIN	LOUNCE SERVICES	-	PAX STATES THE FOOD WAS HORRIBLE ON THIS TRIP
which time, there was an announcement over the PA saying pastleries, coffee and julce were available butlet style in business class. This did not seem like much for \$21 per traveller. In my case it look inedible and VERY prepackaged, I did go to the cafe and purchase a vegetable cup. After opening it I noted that the expiry date was 37/12013 (please our travel date). Deciding to still eat this we lifted the dressing cover and found the vegetables FROZEN Reedless to say it was a less it has completely a support of the property of the pro	05025/0253	2010	Com Later				-Original Message- From: Market State
	ISS02681728	03/02/2013	COMPLAINT	TRAIN	LOUNGE SERVICES		which time, there was an announcement over the PA saying pastleries, coffee and juice were available buffet style in business class. This did not seem like much for \$21 per traveller. In my case it look inedible and VERY prepackaged, I did go to the cafe and purchase a vegetable cup. After opening if I noted that the expiry date was 3/1/2013 (please our travel date), Deciding to still eat this we lifted the dressing cover and found the vegetables FROZENI Needless to say it was a less than comfortable train trip. I have saved our travel confirmation and the label with exity date.
	ISS02675123	03/03/2013	COMPLAINT	TRAIN	LOUNGE SERVICES		

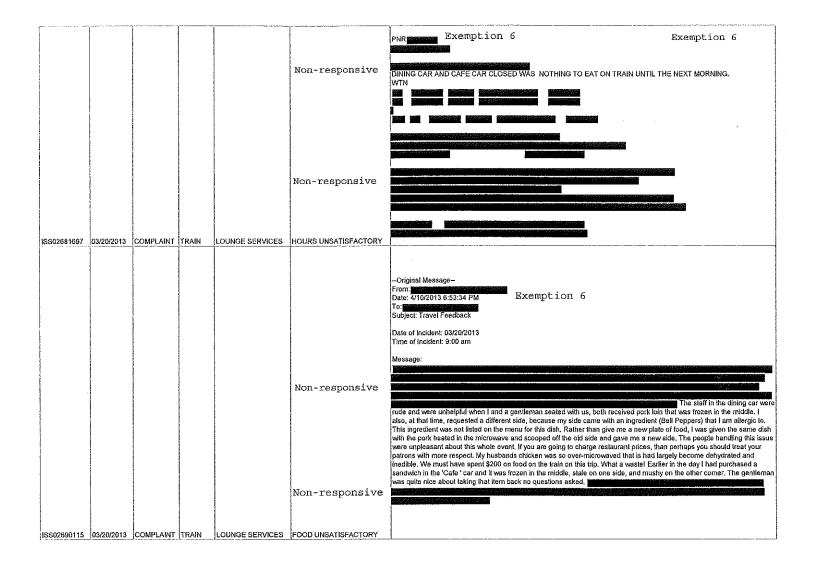
وحدد دندن بسر					J. J. J. J. J. J. J. J. J. J. J. J. J. J	
ISS02675358	03/03/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD POISONING	Criginal Message— From: Date: 3/4/2013 11:17:31 AM To: Subject: Travel Feedback Hello, I was on train 57 going from Springfield, MA to Philadelphia and ate what seemed to be a tainted or undercooked vegan burger from the cafe car between New Haven and Penn Station, it was cold—nearly frozen—in places and had an otherwise normal taste, but by that evening I had come down with a rather severe case of food poisoning. Given that it was the only thing of note that I had eaten that day, it seems that the burger was the likely cause. Normally I enjoy being able to get a snack or meal from the cafe car, but in this case I feel that the handling of the food was of rather poor quality; poor enough to cause ilness, in this case. Amtrak is my go-to mode of transportation for traveling through the Northeast Corridor, and while I enjoy using trains whenever possible, incidents like these will make me give much greater thought to alternatives in the future. Thank you for your lime.
3						PNR Exemption 6
					Non-responsive	
ISS02674665	03/04/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	PAX COMPLAINING ABOUT HER HAMBURGER DIDNT TASTE FRESH.
1000207-1000	200.000		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,			A STATE OF THE STA
						Original Message— From: Date: 3/5/2013 11:20:44 AM
						To whorn it may concern, I was traveling on train # 175 yesterday evening, and while on the train I purchased the Turkey and Brie sandwich. Nearly immediately after consuming the sandwhich, I started to feel ill, and upon arriving home spent the entire night vorniting, to the point where I seriously considered going to the hospital. Clearly the sandwhot was not fit for consumption. I am only willing this because it was 50 bad, that I hope that someone reads this and considers doing some quality control to ensure you are not selling and serving food that could injure or nearly kill someone. Sincerely,
ISS02675380	03/04/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD POISONING	need any additional into my cell is Exemption. 6

The same of the sa						·	CAFE WAS REMOVED AT ALB Original Message From: Part of the Care
i acoss	10704	65 <i>/64/2</i> 649	COMPLAINT	TOAIN	EQUIPMENT		Irain was adventised as having a care can i hope you will otter us a creat for our next trip, since we paid it in price for a train into did not receive full service.
ISS0267	8724	03/04/2013	COMPLAINI	TRAIN	JEQUIPMEN I		PNR Exemption 6
Address of the contract of the	emelisch mehrmal ist des unde die promie emmersen					Non-responsive	
		on includes	COMO ANT	TOWN	LOUNGE SERVICES	FOOD UNSATISFACTORY	
ISS0267	6009	03/06/2013	COMPLAINT	IRARY	LOUNGE SELVES	Non-responsive	Secretaria de la constantina del constantina de la constantina de la constantina de la constantina del constantina de la constantina de la constantina de la constantina del constantina del constantina de la constantina de la constantina de la constantina de la constantina del const
	1					l Longroupe	
1880267	76692	03/06/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	
							CHI 0152P (5128/) AR 0334P 1 HR 42 MILATE
							PAX SAYS THERE WAS GREEN MOLE ON HER HAMBURGER BUN.
-							PAX SAYS THE ATTENDANT WAS EXTREMELY HELPFUL WHILE MOVING FROM TRAIN TO BUS, WHILE WE IN
1580267	77477	03/07/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	FTW.
			£				EMAIL LOGGED: TRN WAS OUT OF MOST HOT FOOD SELECTIONS. PAX STATED LAST TWO CARS WERE LOCKED OUT OF USING THE CAFE CAR, ANNOUNCEMENTS WERE NOT HEARD THE ENTIRE TRIP.
	,				WALLAND TO THE PROPERTY OF THE		-Original Message- From: Tron: Exemption 6
and the state of t							Message: I want to make 2 complaints. I got on at Weslport going down to NYC. The only hot food available was not dogs and hamburgers. All other hot food was sold out. After Albany the last two cars until almost Rhinecliff were tocked by of the food car. The food attendant noticed it and opened it. He asked if an announcement was made. None was, if someone needer to got out at I ludson, they would have missed their stop.
ISS0267	79564	03/07/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	

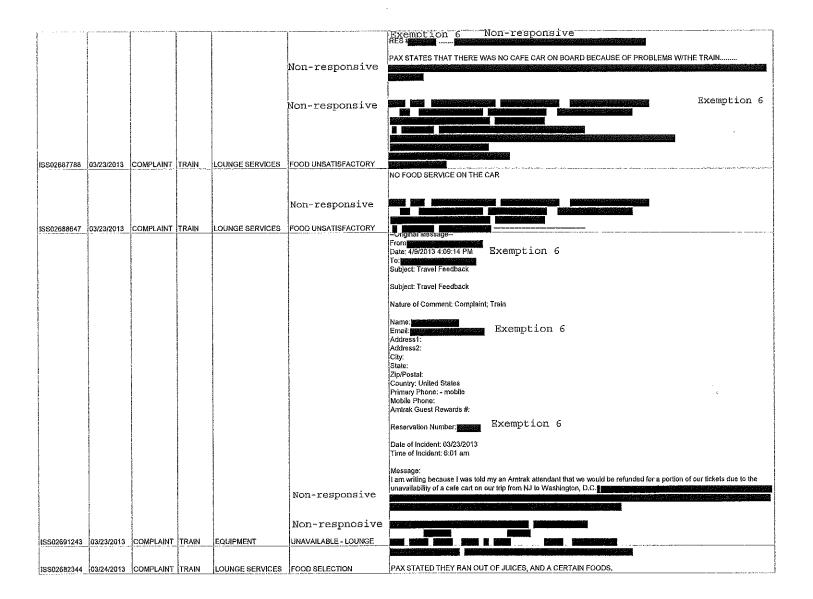


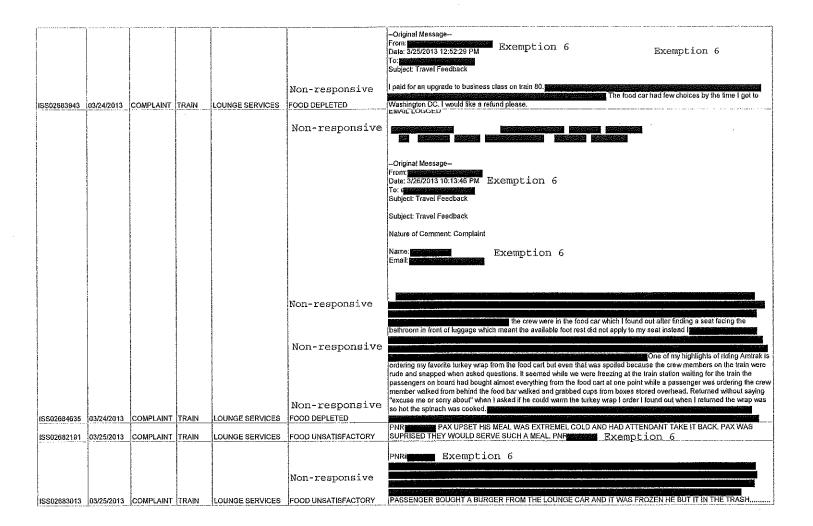


					Non-responsive	-Original Message- Exemption 6 From Exemption 6 Date: 3/12/2013 7:10:01 PM Exemption 6
					Non-responsive	To: Message: food is poor quality and high priced where rude except the care attendent
ISS02680586	03/12/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	
						PAX REPORTS SEEING HAIR IN HIS WIFE HAMBURGER, HE BELIEVES ATTENDANT REMOVED THE HAIR AND BROUGHT SAME BURGER BACK TO HER, PNR EXEMPTION 6 EXEMPTION 6 RES PAX STATED THAT HE HAD A PIECE OF HAIR IN HIS OMELET AND I APOLOGIZED AND ADVISED HER PAY THE INCIDENT TO MANAGEMENTHE WANTED TO KNOW IF HE WOULD GET SOMETHING BECAUSE THIS IS THE SECOND MEAL THAT HE HAS FOUND HAIR IN FOODHIS WIFE FOUND HAIR IN HER FOOD THE DAY BEFORE
					Exemption 6	PASSENGER STATED THAT HE HAD THE SAME WAITRESS BOTH TIMES
ISS02677946 ISS02680524		COMPLAINT			FOOD UNSATISFACTORY	PAX SAYS THE TRAIN HAD NOT FOOD, EXCEPT CEREAL
13302300024	03,10,2010	CONS LAINT	TENNAN	ECONOL DETVICES	Non-responsive	TAXABLE TRAINING NOT GOD, EXCEPT CEREAL
ISS02680952	03/18/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	FOOD SUPPLY WAS DEPLETED, PAX HAD TO WAIT AN HOUR BEFORE FOOD BECAME AVAILABLE.

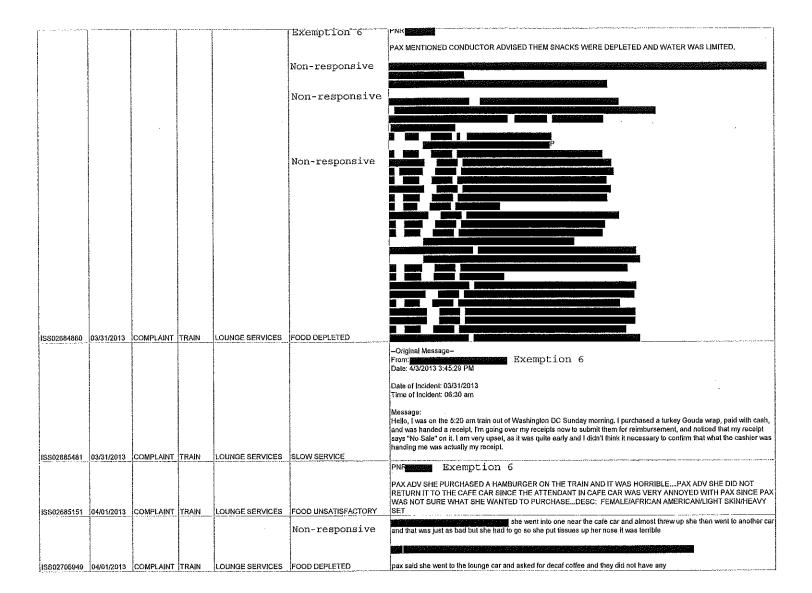


		i			Non-responsive	CAFE CLOSED
L. Gard Moderna and The Manager Page						-Original Message From Date: 3/22/2013 6:17:32 PM Exemption 6 To: Subject Travel Feedback
					Non-responsive	when we get on the cafe is closed. Tickets and reservations say cafe carl Now I'm starving and late as heck! INo one told us and all your stuff says cafe! If feel like Its a 2.5 hour ride! I feel like something should be done!
(SS02683859	03/22/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	-Original Message-
E .						Company State Co
ISS02683869	03/02/0043	COMPLAINT	TDAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	I am a regular CVS to NYP customer, and I am very unhappy that for no apparent reason the cafe and dining cars are not open between WAS and NYP this evening. No drinks or food, and I have been on the train since 3 PM this afternoon. In addition, the crew member I inquired with about the cafe car was quite rude. I do not think I should have to endure this kind of service and I think I should receive a refund for this trip. In addition to no food or drink, several bathrooms are very unsanilary and/or closed. Amitrak should do much better—the customers deserve better. Thank you, and please contact me about this.
1000500000	00/22/2010	COM LANT)	12001102 021(11020	TO STORY OF THE ST	
					Non-responsive	NO LOUNGE CAR
	ĺ					RMK KEYSTONE EQUIP/NO FOOD SVC 23MAR13 7:14A 5083
						-Original Message
						From: Date: 3/30/2013 1:19:02 PM Exemption 6 To Subject: Travel Feedback
						Hello, I am a frequent Amtrak user and had a particularly terrible experience on my trip from metropark to union station on
		The state of the s		A CONTRACTOR OF	Non-responsive	the 16th
						Furthermore, only after boarding were we told that there was no cafe car. After 2 hours of waiting plus a 3.5 hour train ride, this is completely unacceptable.
ISS02685883	03/23/2013	COMPLAINT	TRAIN	EQUIPMENT	UNAVAILABLE - LOUNGE	



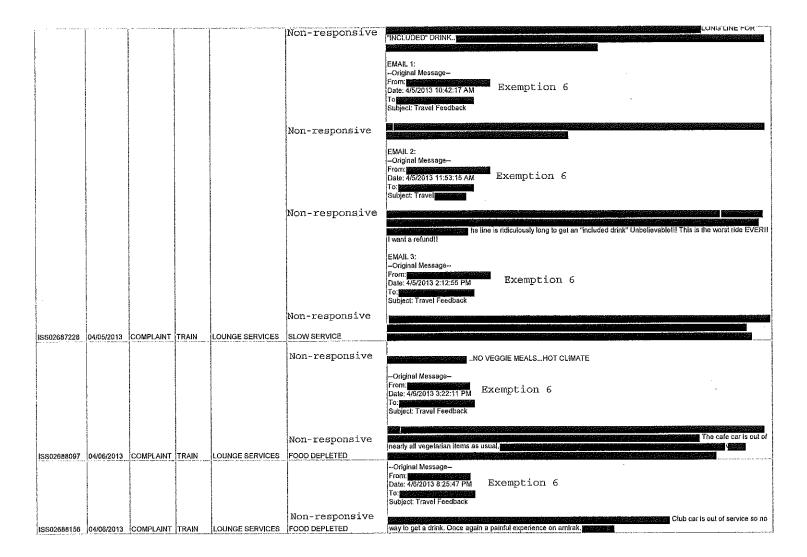


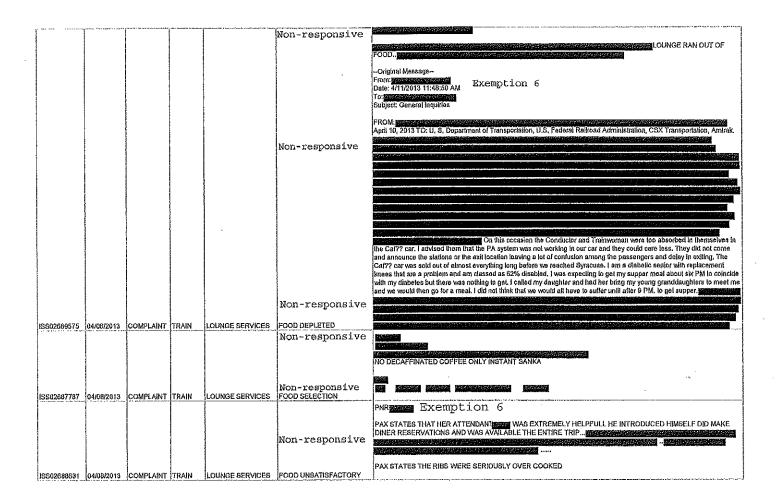
					Non-responsive	pnr Exemption 6 pax states that the yeal was good with her meal - but she was not happy with the mashed potatoes - and the yeggies - string bean medeley were unadible-
ISS02683882	03/28/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	
					Non-responsive	THE FOOD WAS HORRIBLE THE TURKRY AND CHEESE SANDWICH SERVED FROZEN PAX STATES SHE WAS ADVISED IT COULD NOT BE WARMED UP
ISS02683275	03/30/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	
					Non-responsive	FOOD DEPLETED IN LOUNGE
And the second s	The state of the s					-Original Message- From: Date: 4/5/2013 1:37:47 PM Exemption 6 To: Subject: Travel Feedback
					Non-responsive	
ISS02688497	03/30/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	Both Irips ran out of much of the food selections



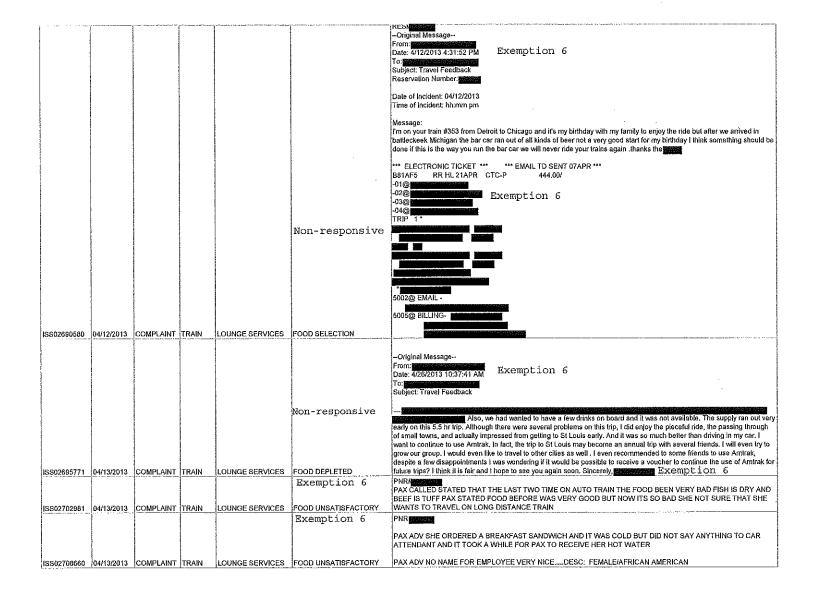
		1			Non-responsive	
					•	COOR DEDICATED IN LOCALIDATE
						FOOD DEPLETED IN LOUNGE
						Original Message From
						Date: 4/5/2013 1:37:47 PM Exemption 6 Exemption 6
						Subject: Travel Feedback
lonenges ter						Both trips ran out of much of the food selections, and the return trip had a two hour delay, ran out of ice,
ISS02688497			i	LOUNGE SERVICES	FOOD DEPLETED Non-responsive	
ISS02685477	04/03/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD SELECTION	HORRIBLE/CAFE CAR HAD LIMITED FOOD SELECTIONS
					Non-responsive	
						Original Message
	ļ	reserved of				From:
						To: Subject: General Inquiries
					Non-responsive	And of course your
						cafe cart was not properly stocked for this occasion. We have three small children starving by the time we got off, But to man's it worse when we went down to the good cart the man working there had enough nerve to tell at them for being
ISS02687696	04/02/2012	COMPLAINT	TDAIN	OUNIOS OFFICES		restless. I understand you can't help some things but the way we were treated on top of the huge inconvenience was
10002007030	04/03/2013	COMPLAINT	I KAIN	LOUNGE SERVICES	POOD DEPLETED	ridiculous.
						-Original Message -
Annotation						Date: 4/8/2013 9:53:35 AM Exemption 6
						To Subject: Tell us what you Ihink
						Source: Member Web Member Number:
						Name Exemption 6 Respond Via Email: Yes
						Subject: Tell us what you think
						Comments: Good morning. I am writing in response to a trip that it recently took with my friends and family,
					Non-responsive	
						The cafe car was out of food
						and our car smelled like sewer (I'm assuming it was coming from the bathrooms). The trip was exremely unpleasant and we would like credit towards another trip, Thank you.
				-		
					Non-responsive	
				[
<u> </u>						
ISS02689820 ISS02686377		COMPLAINT COMPLAINT			FOOD DEPLETED FOOD UNSATISFACTORY	AGAIN PROBLEMS WITH THE FOOD SERVED FROZENII

		,		,		
						PNR Exemption 6
ISS02686377	04/04/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	PAXTRAVELS FREQUENTLY THROUGH THE NE CORRIDOR. HE GENERALLY TAKES FIRST CLASS. ADVISED THAT HIS MENU (KOSHER) HAS BEEN INCOMPLETE THE LAST 5 TRIPS OR SO. EITHER COLD - SERVED STILL FROZEN, OR NOT ONBOARD THE TRAIN. PAX DOES ORDER KOSHER FOODS IN ADVANCE. SAID THE ONBOARD STAFF STATES IT IS A PROBLEM AS WELL. ONE ATTEND'T TOLD HIM THEY ARE NOT TRAINED TO HANDLE THE KOSHER FOODS. PAX THEN EXPLAINED THE MICROWAVE INSTRUCTIONS
						LIMITED CHOICE OF FOOD AND THE LOUNGE CAR HAD RUN OUT OF FOOD. ANNOUNCEMENT WAS MADE INFORMING PAX THAT THE CANT BRING THEIR FOOD ON LOUNGE CAR EVEN THOUGH THE TRAIN RUN OUT OF FOOD.
					Non-responsive	
ISS02686404	04/04/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	
I SCOLOGO ID I	1		,,,,,,,,			LIMITED CHOICE OF FOOD AND THE LOUNGE CAR HAD RUN OUT OF FOOD.
				The state of the s	Non-responsive	
ISS02686411	04/04/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	
						-Original Message- From Date: 4/4/2013 6:10:05 PM Exemption 6 To: Burger Subject: Travel Feedback
ISS02687347	04/04/0049	COMPLAINT	TOABL	LOUNGE SERVICES	Non-responsive	Costomer service was poor, the train was packed, the food car had virtually no food available.
15502001341	U4/U4/ZU (a	CONFEMEN	TRANS	ECONGE SERVICES	TOOD DEPERIED	
					Non-responsive	
	To a lateral and			Andreas of the second s		Original Message-From Bate 4882013 3:57:16 PM Exemption 6 To Subject: Travel Feedback
			1			On 4/4/13, we traveled to Chicago Union Station from Dearborn, Ml.
			1	1	Non wagnengira	the train ran out of food at the snack counter, My daughter and I arrived in Chicago
			1		Non-responsive	very exhausted and very hungry, which affected our first evening on our Chicago vacation trip.
ISS02689167	04/04/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	

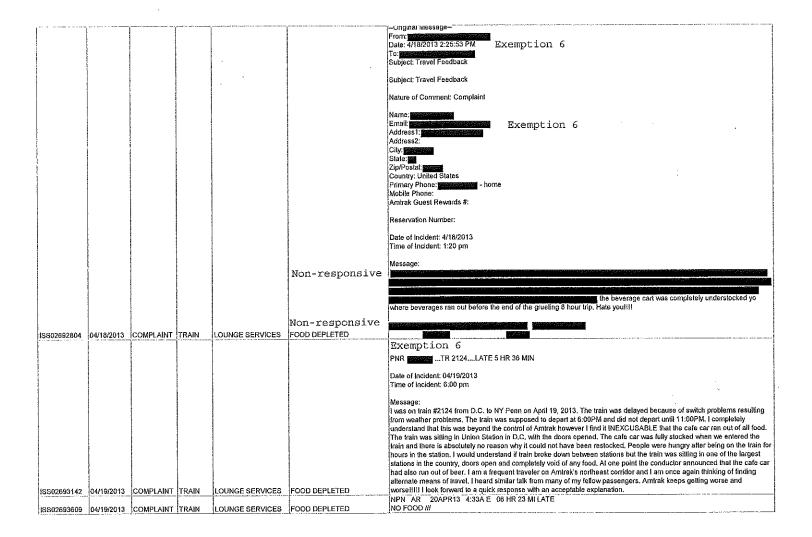


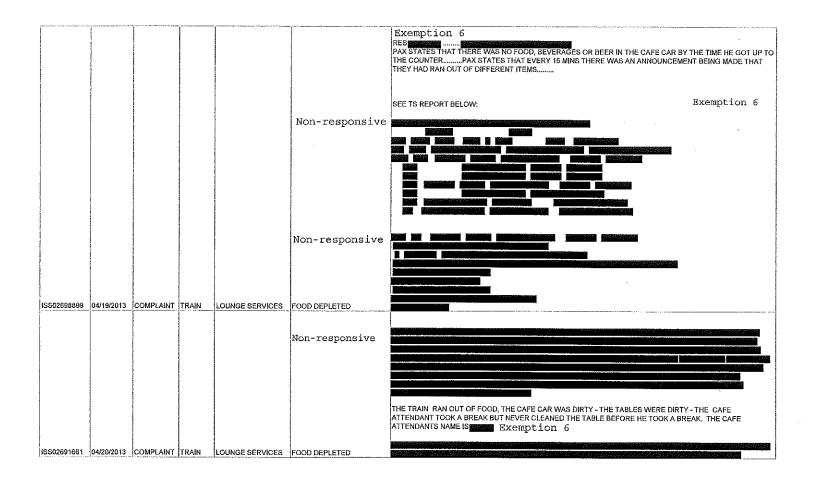


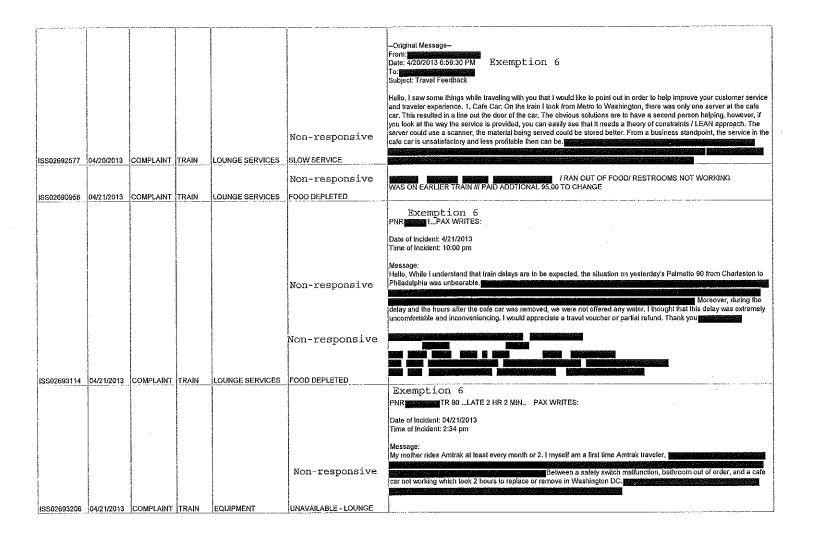
	*			,	 Non-responsive	FNR EXEMPTION 6 \$26.03 FLAT IRON STEAK DINNER WAS DISQUISTING, MINATURE BOTTLE IRISH CREAM WAS OVER PRICED AT \$7.00. Exemption 6
					Non-responsive	
ISS02691078	04/08/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	PRICING	
,	[3.01218248—					Exemption 6
						RES
					Non-responsive	
	İ					
The straightful st			70411	LOUNDE DERVIORS	ZOOD DEGLETED	PAX STATES THAT BECAUSE THE 4 HR TRIP TURNED INTO A 16 HR TRIP, THERE WAS NOT ENOUGH FOOD OR BEVERAGES ON BOARD TO FEED THE OTHER PAXS,PAX STATES THAT SHE HAD BOUGHT HER OWN ISNACKS & WATER ON BOARD BECAUSE SHE IS A DIABETIC
	08/2013	COMPLAINT	IRAIN	LOUNGE SERVICES	FOOD DEPLETED	SNACO & WATER OF BOARD GEORGE OF BADETIA
					Non-responsive	
J\$\$02687670	04/09/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	ALSO PAX STATED THAT THE BNACK CAR RAN OUT OF THREE DIFF, KINDS OF BEERS AND THE CHIPS
		1-19114444	ļ		Non-responsive	
				İ		
ISS02687989	04/09/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	PAX SAYS THE FOOD WASN'T EDIBLE. PAR EXEMPTION 6
ļ	1		L		Non-responsive	
ISS02690499	04/09/2013	COMPLAINT	IRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	
			1		Non-responsive	
1				***	1	
ISS02688615	04/11/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD POISONING	PAX WAS SOLD DANNON GREEK YOUGURT THAT HAD EXPIRED ON 4/3

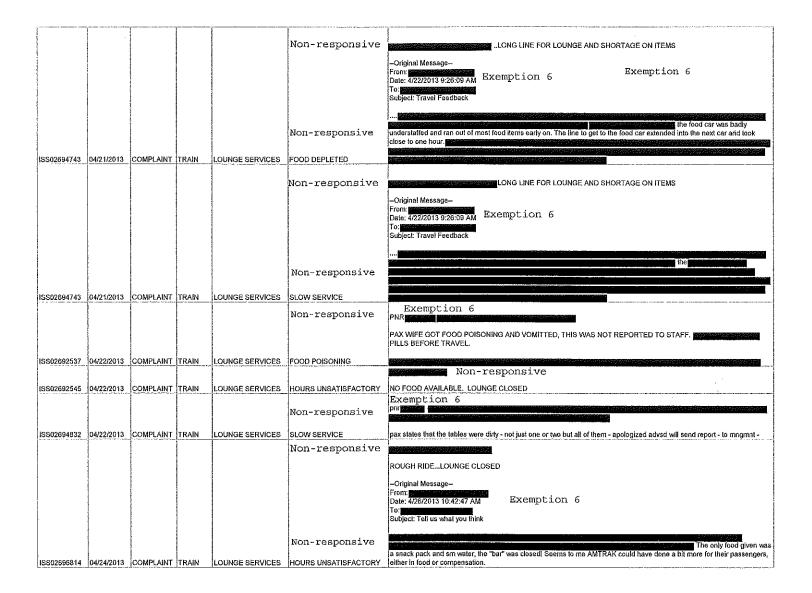


İ					Exemption 6	PNR LATE 2HR 43 MIN
ISS02689576	04/14/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	FOOD WAS TOO SALTY.
					Non-responsive	POWER OUTLETS NOT WORKING ON THE LEFT SIDE OF THE TRAINNO DINING CAR SERVICELIMITED ITEMS. AVAIL
ISS02689782	04/14/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	
,					Non-responsive	PAX STATES DINING CAR WAS SHUT DOWN BECAUSE OF A LEAK IN THE STOVE AND THE LOUNGE CAR RAN OUT OF FOOD
ISS02690824	04/14/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	BECAUSE OF A LEAK IN THE STOVE AND THE EDUNGE CAR KAN OUT OF TOOD
					Non-responsive	LOUNGE CLOSED DUE TO POWER OUTAGESUGGESTS BATTERY BACKUP SYSTEM Original Message- From: Exemption 6 To: Subject: General Inquiries Was on train 138 south of bwi when the train tost power. Cafe car was closed due to power outage much to the added discomfort of passengers. Would recommend a small battery system to keep the cafe car operational during outages
ISS02692572	04/17/2013	COMPLAINT	TRAIN	EQUIPMENT	UNAVAILABLE - LOUNGE	including register and coolers, I would be able to recommend a system since that is my business.
A AMAZONIA MANAGONIA POR PORTE	The control of the co	MACLAL LANGUAGE AND CONTROL OF THE PROPERTY OF				Original Message: From: **BEANNIAN CONTROL OF THE
ISS02691863	04/18/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	

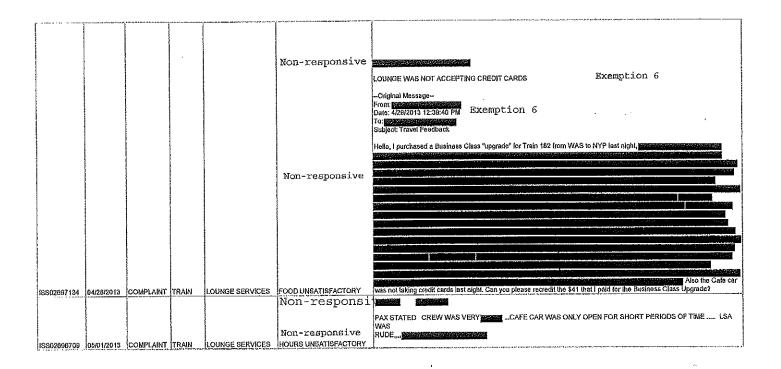


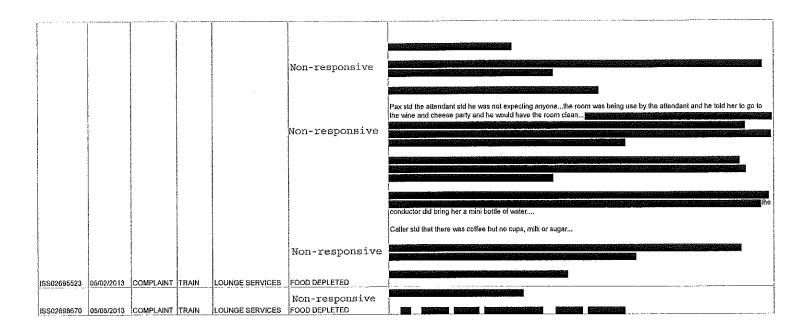


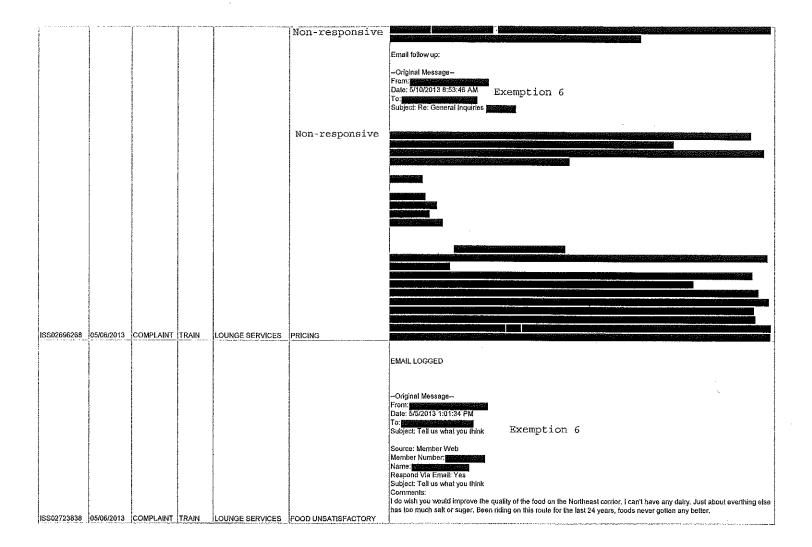


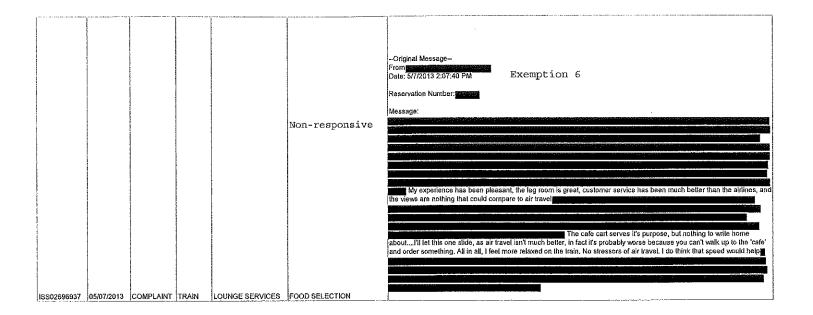


t	1	1		T		
	ANNE PRESIDENTE SELVES PRINCIPE PRINCIPE					Non-responsive .Lounge closed TWICEFOOD UNSATDINER ATTD GRUMPYKICKED OUT OF ROOM FOR CLEANING 20 MIN PRIOR TO ARRIVAL IN NOL
A THE THE THE PROPERTY OF THE	PROPERTY OF THE PROPERTY OF TH			THE PARTY OF THE P		-Original Message
						We were very excited about our trip to New Orleans via the Crescent out of DC.
					Non-responsive	wo times we went to the cafe car only to find it temporarily closed; the staff, with the exception of the lovely waitress in the dining car, were all very unpleasant, grumpy,as though it was a hassle for them to be working; and the food quality was below mediocre.
	1					
ISS02697314	04/24/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	CALLER STD THAT THEY ARE CLOSING THE DOME CAR FROM MTZ/EMY, CALLER STD THAT THEY SHOULD
						KEEP IT OPEN SO HE COULD SIT IN IT
ISS02693294	04/25/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	CALLER STD THAT THE TRAIN RIDE IS GOOD AND THE STAFF HAS BEEN GREAT, JUST DOES NOT UNDERSTAND WHY THEY ARE CLOSING THE DOME CAR
					Non-responsive	
ISS02694778	04/25/2013	COMPLAINT	TDAN	1		PAX ALSO ADVISED HIS WRAPPER ON SANDWICH INDICATED EXPIRATION DATE PASSED 3DAYS AGO AT THAT TIME, PAX DID GET HIS MONEY BACK.
15502094110	04/20/2013	COMPLAINT	IRAN	LOUNGE SERVICES	FOOD UNSATISFACTORY	HIME PAY DID DELL HIS MOVIET DADY.
		Arriage Valenties in Labora			Non-responsive	
			derrore minder de particular de la constitución de la constitución de la constitución de la constitución de la			PAX STATES THE LOUNGE CAR IS ALWAYS FULL, PEOPLE SIT THERE AND NEVER GET UP TO GÖ BACK TO THEIR COACH SEATS - THEY NEVER GIVE OTHERS A CHANCE TO SIT IN THE LOUNGE, PAX TRIED TO WATCH A MOVE BUT THE LOUNGE WAS TOO NOISY
			4		N	PAX UPSET THAT MEAL TIMES ARE NOT ASSIGNED AT TIME OF BOOKING INSTEAD OF TIME OF CHECK IN
-					Non-responsive	
ISS02693573	04/26/2013	COMPLAINT	TRAIN	EQUIPMENT	UNAVAILABLE - LOUNGE	PAX WAS EXTREMELY UPSET WITH LEGNTH THE LOUNG CAR WAS CLOSED FOR BREAK. PAX WAS TOLD IT
ISS02698399	04/27/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	SLOW SERVICE	WOULD APPROX 20 MIN AS IT WAS ALMOST 1 HR.
	to contract the same				Non-responsive	PAX SAYS THE FOOD WASN'T FRESH, PAX SAYS THE CHICKEN WASN'T FRESH, PAX ASKED DID SHE HAVE TO PAY FOR HER MEAL? PAX SAYS THE ATTENDANT TOLD HER BECAUSE THERE ARE FOUR PEOPLE EATING, I CAN ONLY COMP ONE MEAL. PAX SAYS TWO PEOPLE FROM HER PARTY WERE EATING RIBS AND THE ATTENDANT BOUGHT OUT ANOTHER ORDER OF RIBS, AND CHARGED HER MORE MONEY.
ISS02695308	04/28/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	

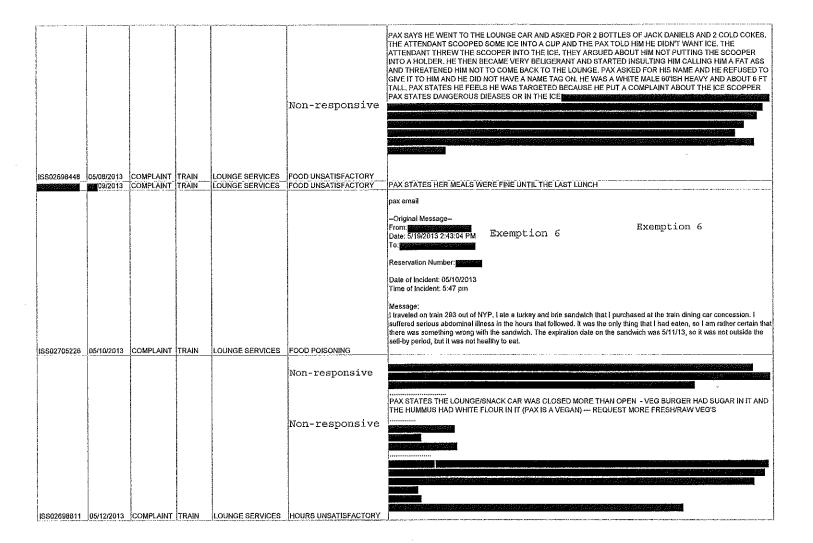


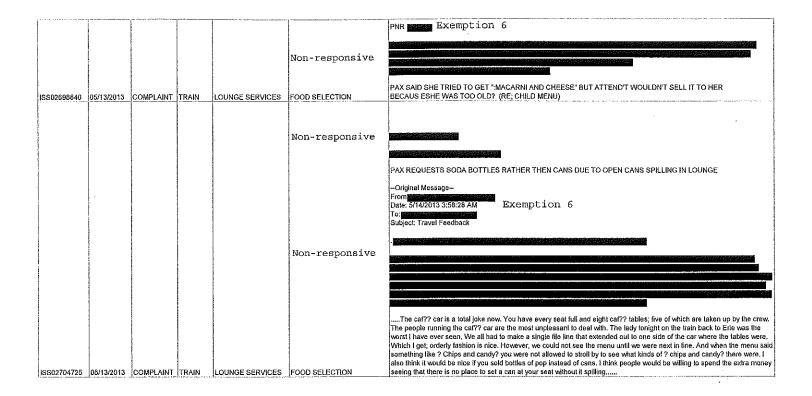


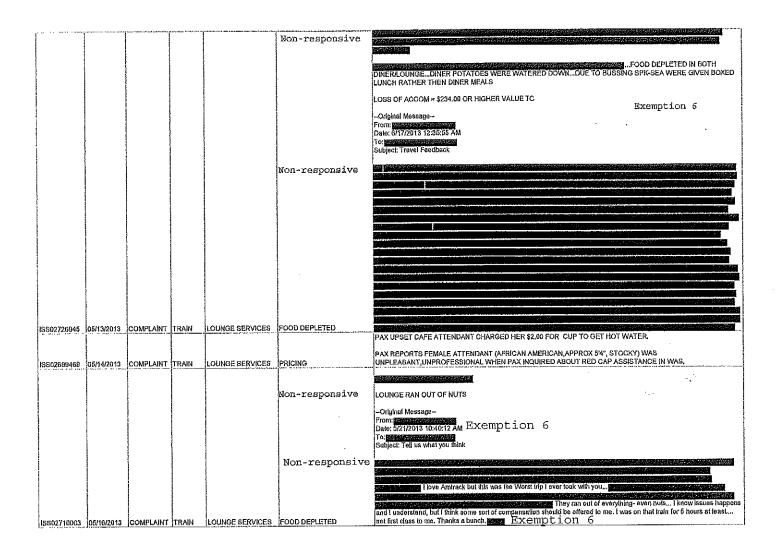


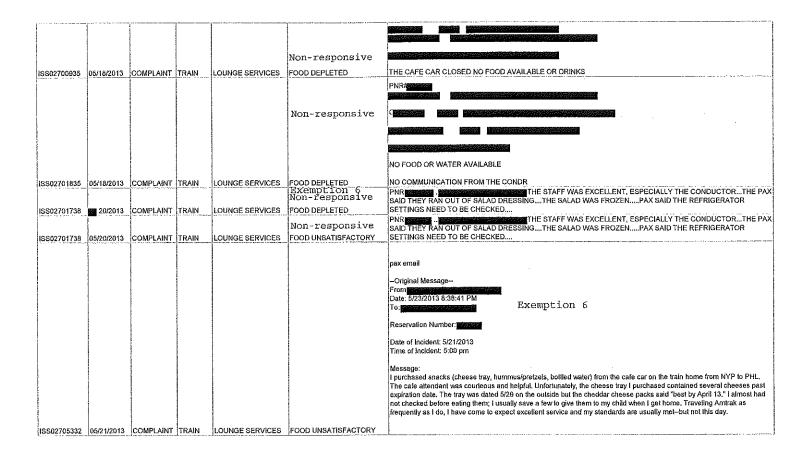


						Onginal Wessage
						From: Date: 5/1/2013 9:58:29 PM Exemption 6
						To: English Section Subject: Travel Feedback
;						Subject: Travel Feedback
						Nature of Comment: Complaint, Suggestion; Train
						Name: Exemption 6 Email: Address1: Address2:
						Radiess. City: State:
						Zip/Postal:
						Primary Phone: -business Exemption 6 Mobile Phone: Amtrak Guest Rewards #:
	:					Reservation Number:
						Date of Incident: 05/07/2013 Time of Incident: 06:40 pm
						Message: Once again, I just returned to my seat without what I wanted from the Bistro car because they ran out. I take the train during dinner time every week and this happens frequently. This train leaves Seattle in the morning and my trip (Cascades 508) is the return, yet the Bistro is not restocked for the return trip where you have a trainfull of customers needing dinner. It happens frequently enough that I have taken to bringing my own food, which is inconvenient for me and lost sales for you. Unfortunately this time I was counting on the Bistro for part of my dinner, so now I will arrive home at 10:30 pm still hungry. I suggest two things: (1) restock items in Portland where the majority of passengers board, and (2) have a simple tally sheet in the Bistro where they mark missed sales. I suspect you will find you are losing significant revenue.
ISS02700317	05/07/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	
						PAX SAYS HE WENT TO THE LOUNGE CAR AND ASKED FOR 2 BOTTLES OF JACK DANIELS AND 2 COLD COKES. THE ATTENDANT SCOOPED SOME ICE INTO A CUP AND THE PAX TOLD HIM HE DIDN'T WANT ICE. THE ATTENDANT THREW THE SCOOPER INTO THE ICE. THEY ARGUED ABOUT HIM NOT PUTTING THE SCOOPER INTO A HOLDER. HE THEN BECAME VERY BELIGERANT AND STARTED INSULTING HIM CALLING HIM A FAT ASS AND THREATENED HIM NOT TO COME BACK TO THE LOUNGE. PAX ASKED FOR HIS NAME AND HE REFUSED TO GIVE IT TO HIM AND HE DID NOT HAVE A NAME TAG ON. HE WAS A WHITE MALE 601SH HEAVY AND ABOUT 6 FT TALL. PAX STATES HE FEELS HE WAS TARGETED BECAUSE HE PUT A COMPLAINT ABOUT THE ICE SCOPPER PAX STATES DANGEROUS DIEASES OR IN THE ICE
ISS02698448	05/08/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD POISONING	

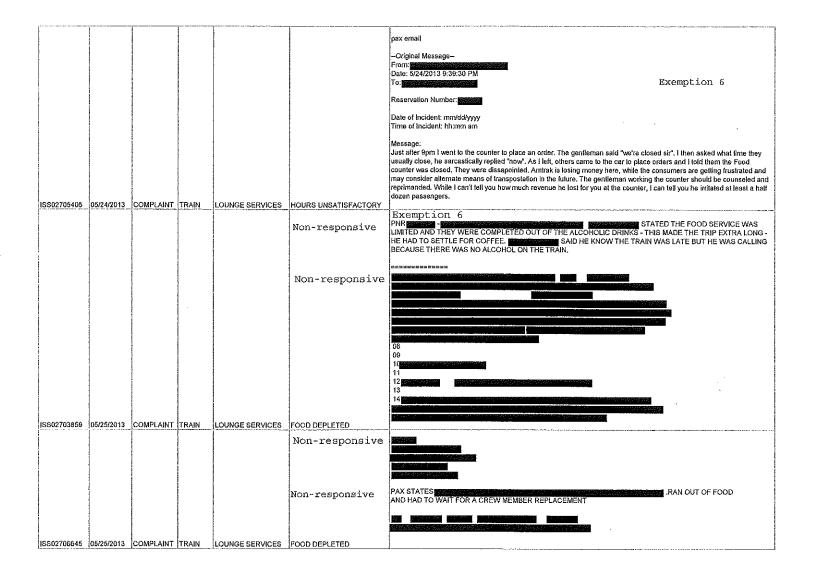


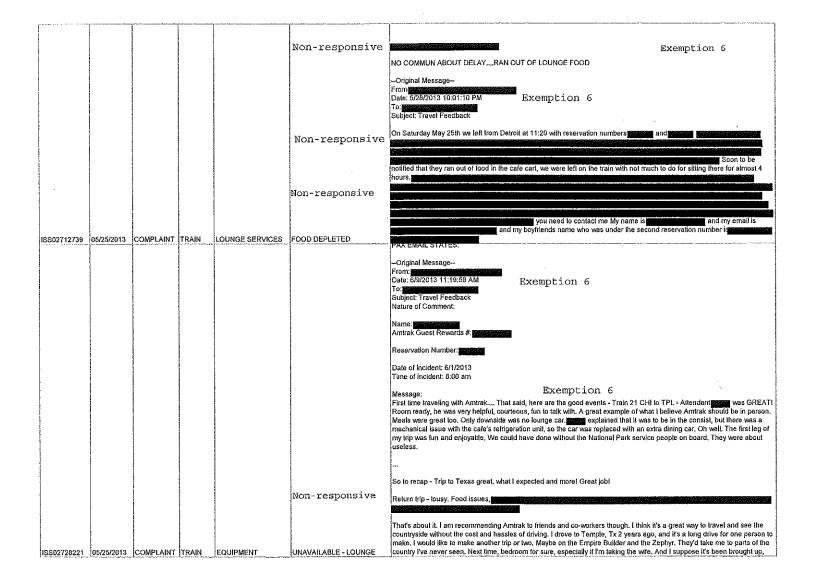




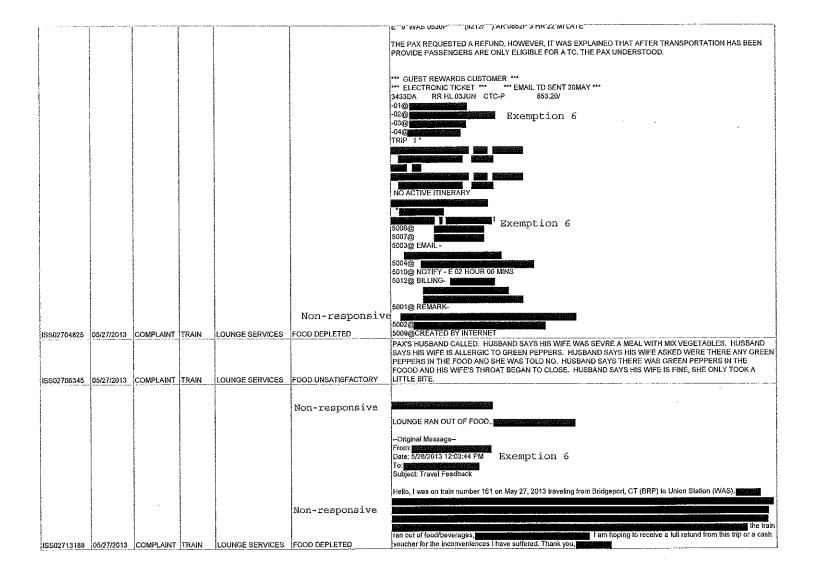


ISS02709833	05/21/2013	COMPLAINT	TRAÍN	LOUNGE SERVICES	Non-responsive	Date of incident: 05/21/2013 Time of incident: 05/21/2013 Time of incident: 6:51 am Message: I bought a Business Class ticket and I was very disappointed. The menu's that you have located in the back of the seats, is not accurate. You shouldn't advertise things that you don't have. Also what I am upset about is the fact that you had no diet pop! I was the first person up to get a drink, so I know that you didn't run out of diet pop. I never have went anywhere that didn't serve diet pop, I am a diabetic, so I can't have juice or regular soda, that have sugar in it. And I don't want water, I bought water on the train with me. Also if I hadn't read online about the one free beverage that you get in business class, I wouldn't have known. Nobody said anything. The cashier just listen to his head phones the whole kip. I would like to be reinburse for my diet pop that I never received. A total of \$2.25. I think that's only fair considering the amount I spend for Business Class
			:		Non-responsive	LOUNGE WAS HARDLY EVER OPENLOUNGE/DINER ATTD WERE INEFFICIENTPAX WRITES ALL THE FEMALE EMPLOYEES WERE RUDE
						1ST EMAIL:Original Message— From: Date: 6/4/2013 1:52:18 PM To: Subject: Travet Feedback I and virtusily all the passengers on the train were treated rudely, Many people complained. 2ND EMAIL:Original Message— From: Date: 6/4/2013 2:02:15 PM To: Subject: Travet Feedback
						The only polite person on the train was the dining room man. All the women on the train were rude. They left the snack bar with the frig door open so the food could go bad. The snack bar was rarely open. Often the snack bar person just sat and stared at the line of people waiting for the snack bar to open. The snack bar person also expected tips, which I paid at first. Many elderly people waited literally for hours for the snack bar to open. Then the woman taking reservations for the dining car kept losing people's reservation into. This was the train on May 22, 2013 from New Orleans, La. to Toccoa, Ga.
ISS02707380	05/22/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	
ISS02703168	05/23/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	PRICING	PAX IS REQUESTING A CALL BACK!! PAX UPSET THAT SHE HAS TO PAY 2.00 FOR HOT WATER. FNR EXAMPLE EXEMPTION 6
ISS02703640	05/24/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	



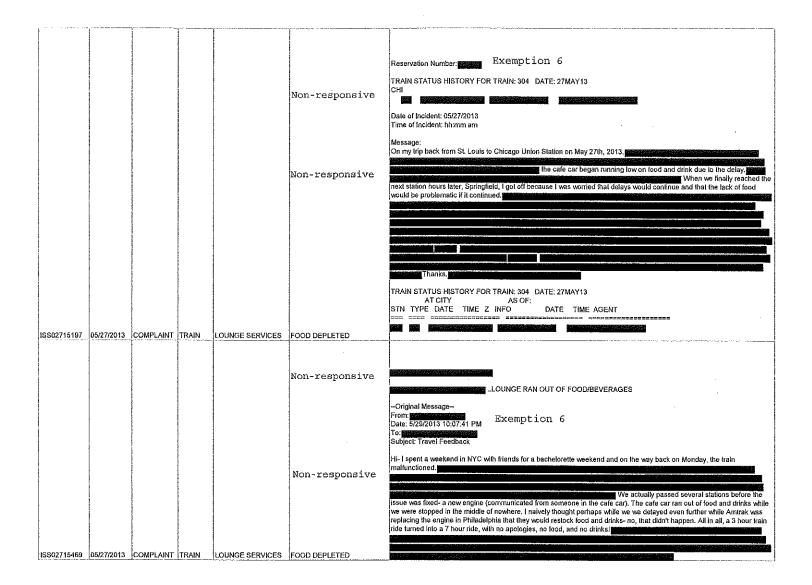


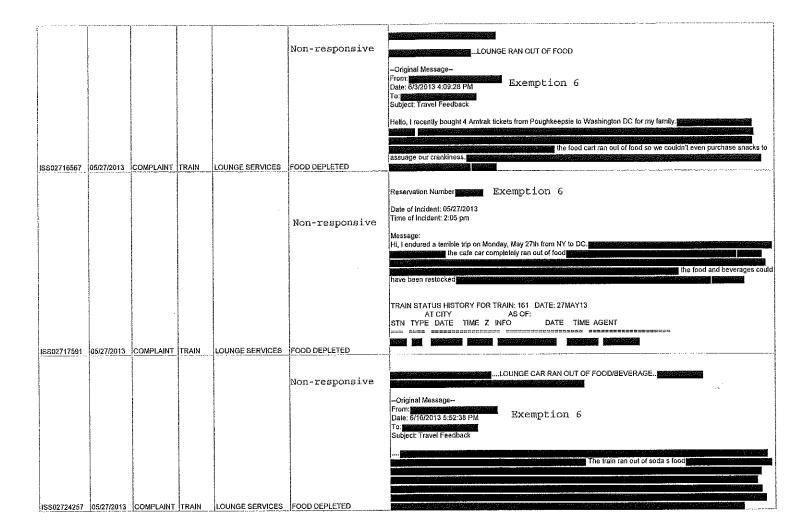
·		·	~	ç		· · · · · · · · · · · · · · · · · · ·
					Exemption 6	Coriginal Message— From Message: Exemption 6 Date: 5/27/2013 1:11:10 AM Message: I had mixed experiences on this Irip. I boarded at noon at Back Bay and after leaving Worcester went to the lounge car to eat lunch (a publicly advertised service on this train (#449), upon entering the founge car, the attendant told me that she could not serve me as she could only serve the sleeping car passengers with lunches, at that time. She said that she would make an announcement fater when she could serve the coach passengers probably after Springfield. I waited all the way to Albany but no announcement was ever made. I do not believe that anyone in my car patronized the lounge car on our trip because of this. I believe that Anthrak is misrepresenting the services available on the Lake Shore Limited between Boston and Albany. If coach passengers can not patronize the lounge car or are limited in so doing that should be so indicated in the timetables and other materials so that passengers can be advised to make alternative arrangements. This situation also seems to be in violation of Amirak's Service Standards for the operation of Lounge Cars as to with thours they must be open. My seal mate may have known of this as she was consuming Chinese takeout throughout our trip to Albany greatly tempting me who had not eaten before my trip expecting to have funch in the founge car as per Amtrak's publicity. If Amtrak is not able to provide lounge car service to coach passengers between Boston and Albany, it should state so and allow and encourage coach passengers to make other arrangements. In contrast to the above, after we left Albany, I had dinner in the Indianapolis diner (8400) and observed an excellent crew there serving everyone in a positive, excellent manner worthy of the pre 1968 Pullman tradition. In contrast to the above, after we left Albany, I had dinner in the Indianapolis diner (8400) and observed an excellent crew there serving everyone in a positive, excellent customer oriented service. I could not get the na
ISS02706502	05/26/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY Exemption 6	RESIDENT THE SLEEPER CAR ATTENDENT NEVER TOLD THEM THAT THERE WAS COFFEE WAS TOLD BY THE ADULT CHILDREN THAT THERE WAS COFFEE AT THE END OF THE CARRAN OUT OF COFFEE BEER AND SODA IN LOUNGE
						RAN OUT OF BACON AND DESERTS
					Mon-responsive	
ISS02707745	05/26/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD SELECTION	
					Non-responsive	
		-				
		Terretain de la constitución de	-			Food was depleted, had chips and water, majority of items in caf? out of stock
ISS02708388	05/26/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	
					Non-responsive	
ISS02703554 ISS02703644		COMPLAINT COMPLAINT		LOUNGE SERVICES LOUNGE SERVICES	FOOD DEPLETED	THE TRN RAN OUT OF FOOD. PNF WAS LARGE LINES FOR FOOD



					Non-responsive	OUNGE RAN OUT OF FOOD
						-Original Message- From: Date: 5728/2013 3:01:52 PM Exemption 6 To: Subject: Frayel Feedback
					Non-responsive	Hello, I am not a frequent rider of Amirak, but decided to give it a try this past weekend for a trip I was taking from Washington, DC to Providence, Ri, The outbound trip an Thursday, May 23 was pleasant and everything went well. My return trip, however, was a surprisingly unpleasant experience and has me seriously reconsidering whether or not I should have taken Amirak at all.
						that mistakes happen, but the poor response to these issues was quite shocking. I recall only one announcement being traced about the delay. And no announcements were made about the food so people kept walking to the food car only to find it was empty. No
ISS02713222	05/27/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	apologies were ever given and the conductors acted like this was not a big deal at all. I was very surprised and disappointed.
					Non-responsive	LOUNGE RAN OUT OF FOOD
***************************************				Martin Martine April Property Control		From Date: 5/28/2013 11:16:07 AM Exemption 6 To Subject: Travel Feedback It departed STL yesterday on time all 3:00 PM and we had several delays early in the trip but no problem it seemed like we
errende de la companya de la company					Non-responsive	t deplaced 51, Septionary on one at 3,000 Pm and we had several ordary a entry in the day because of a downed tree, would be on time. 16 minutes outside of Springfield, II, we wore stack for just a filter over 4 hours because of a downed tree, concessions and beverages. The train an our of concessions and beverages.
ISS02714762	05/27/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	Thank you for your kind attention to this matter. Kindest Regards, Thank you for your kind attention to this matter. Kindest Regards, Thank you for your kind attention to this matter. Kindest Regards, Thank you for your kind attention to this matter.

Exemption 6





....LOUNGE RAN OUT OF FOOD Exemption 6 -Original Message--Non-responsive Date: 6/21/2013 12:10:24 PM Hello, I five in DC and I travel to NY about once a month, For the past couple of years, five used the bus (Mega, Vemoose, Greyhound) but have recently fried using Amtrek because of recommondations by idenda, Non-responsive extended through dinner time and the train ran out of food early so I had to starve until we reached the station. LOUNGE SERVICES FOOD DEPLETED ISS02729214 05/27/2013 COMPLAINT TRAIN MACHINE DOWN IN CAFE Non-responsive -Original Message-Date: 5/28/2013 7:36:12 PM Exemption 6 ...In addition to this, on our way back today (5/28) Train 42 from HAR to NYP Non-responsive 🖺 the credit card machine was down in the cafe car. The cafe car is the entire reason I booked going back on this train! My wife and I have traveled on Amtrak many times and have never had any problems on our trips before. LOUNGE SERVICES FOOD UNSATISFACTORY ISS02712706 05/28/2013 COMPLAINT TRAIN Exemption 6 PURCHASED EXPIRED YOGURT -Original Message-Date: 5/29/2013 6:13:30 AM Exemption 6 Dale of Incident: 5/29/2014 Time of incident: 6:06 am Hello- I just purchased a Greek yougut from the dining car and it was a few days past it's due date. I just wanted to bring this to your attention, it's a minor detail but expired food is not what I expect from Amirak's food services. Thank you for your 19802705872 05/29/2013 COMPLAINT TRAIN LOUNGE SERVICES FOOD UNSATISFACTORY time and consideration. Mossage: Frode the Vermonter from Washington to and from Amherst MA om May 30 and June 2, 2013. The trip north was good except the cheeseburger it purchased for \$4,75 plus tip was not cooked correctly—I think I was overcooked, so the lower but was so tough, the meat and cheese came out when I attempted to eat it. Also, the sir conditioning was not working in the LOUNGE SERVICES FOOD UNSATISFACTORY ISS02718096 | 05/30/2013 | COMPLAINT | TRAIN lounge, requiring it to be closed for significant periods. 6 WEEKS EXPIRED FIOT DOG PAX ATE HALF BEFORE REALIZING IT WAS EXPIRED .. DID NOT GET SICK LOUNGE SERVICES FOOD UNSATISFACTORY