

ISS02608362	08/10/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	Non-responsive	<div>Exemption 6</div> <div>PNR # [REDACTED] - TRAIN WAS 3HRS 33MIN LATE PER TS. THE TRAIN RAN OUT OF FOOD. [REDACTED]</div> <div>[REDACTED]</div> <div>=====</div> <div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div> <div>11 [REDACTED]</div> <div>12 [REDACTED]</div> <div>13 [REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div> <div>18 [REDACTED]</div> <div>19 [REDACTED]</div> <div>20 [REDACTED]</div>
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ISS02622312	08/10/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>Non-responsive</p> <p> --Original Message-- From: [REDACTED] Date: 8/21/2012 3:15:34 AM To: [REDACTED] Subject: Travel Feedback </p> <p>Exemption 6</p> <p>Subject: Travel Feedback</p> <p>Nature of Comment: Complaint; Other</p> <p> Name: [REDACTED] Email: [REDACTED] Address1: Address2: City: State: Zip/Postal: Country: United States Primary Phone: - home Mobile Phone: Amtrak Guest Rewards #: </p> <p>Reservation Number:</p> <p> Date of Incident: 08-10-12 Time of Incident: hh:mm </p> <p> Message: Train 55 from Brattleboro VT, to NYC The train arrived an hour late and though we made up for this time, other random things (not entirely sure what caused all the delays honestly) made it so we arrived at Penn Station about three hours late. That is, well after nine PM. Around the time we should have originally arrived, the cafe car ran completely out of everything- watched for over an hour as the man running it was forced to tell people he had nothing left on the menu except a few bags of chips and cupcakes until they finally closed it completely. Needless to say, I wasn't the only person hugely hungry by the time we actually reached the city. I don't know if it's usual, but the power was flicking on and off quite a bit later in the trip- </p>
ISS02606484	08/11/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	<p>Non-responsive</p> <p> [REDACTED] [REDACTED] </p> <p> PAX COMPLAINED THAT SNACKS WERE SERVED THAT WERE EXPIRED.... PAX SAID SHE GOT SICK FROM EXPIRED CRACKERS DATED 6/12/11 </p>

						<p>Non-responsive</p> <p>When we were served supper, we were told when making reservations, we would order from a menu. They served us something from a can along with a glass of water. We had a plastic spoon to eat with, no knives to butter our biscuit. They spiced the food up so much, that we couldn't eat it. We got up and left. our daughters went down to the cafeteria to get sandwiches, snacks and coffee. The girl said, she had only a couple of weiners and one hamburger, no snacks and she said, we better get the coffee now, because she didn't have any more beans. Apparently, they didn't take time replenish,</p>
ISS02625272	08/11/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>Non-responsive</p> <p>TRAIN WAS 5 HR 2 MIN LATE...</p> <p>ALSO THE LOUNGE WAS CLOSED (BORDER CROSSING) DURING THE 2 HRS OF ALL THE CONFUSION AND FINALLY THEY OFFERED SNACKS AND WATER BOTTLES AT THE END OF THE TRAIN AND EVERYONE MADE A MAD DASH FOR THEM</p> <p>Non-responsive</p> <p>Exemption 6</p> <p>Bonjour/Good afternoon, I wish to fill a complaint with regards to a trip taken with Train 69 Adirondack between New-York and Montreal on August 11, 2012 (RES: [REDACTED]).</p> <p>At the end, the stop lasted approximately an hour (from 14h50 to 15h50 approximately - I did not check the time as I was not expecting this was the start of my bad experience). Before arriving at the Canadian customs, we were told that the snack bar would be closed until we cross the frontier. We arrived at the Canadian Customs at approximately 17h50. We waited for two hours, until we were told that the train could not carry on its trip (19h55).</p> <p>Eventually (approximately 20h35), the crew announced that complementary water and snacks were available in the back. All passengers rushed in, moving around standing people and luggage in the alley to pick up some food, as the snack bar had been closed for a while at supper time.</p>
ISS02633319	08/11/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	<p>Non-responsive</p>

						Exemption 6 pdx AR 15AUG12 6:41P P 08 HR 31 MI [REDACTED]
					Non-responsive	[REDACTED] [REDACTED] [REDACTED] [REDACTED]
ISS02626946	08/13/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	It is also my experience that the snack car on the train never has enough food on board to accomodate the number of people who wish to purchase food and drink. This is very problematic as those who were planning to eat in the dining car quite often don't have the opportunity to do so when the train runs so late and sometimes even the snack car has closed when you finally get on the train or they have no food left. Thank you for your consideration.
ISS02624652	08/14/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	[REDACTED] Non-responsive
ISS02624652	08/14/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	PRICING	[REDACTED] Non-responsive
						NR # [REDACTED] Exemption 6 [REDACTED] [REDACTED] [REDACTED]
					Non-responsive	[REDACTED] [REDACTED]
ISS02609441	08/15/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD SELECTION	NOTHING FOR GRAND DAUGHTER TO EAT...CAFE OUT OF PIZZA AND DELI SANDWICH ON PREVIOUS TRIP NOT GOOD.
					Non-responsive	RES# [REDACTED] Exemption 6 LATE 1'29" PAX STATES [REDACTED] LOUNGE CLOSED WHEN WANTING TO GET SOMETHING TO EAT. [REDACTED] [REDACTED] [REDACTED]
ISS02679464	08/15/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	[REDACTED] [REDACTED] [REDACTED]
					Exemption 6	RES [REDACTED] ...TRAIN ...176...8/17/12...CVS/BWI...NO WIFI...PASSENGER WAS VERY DISAPPOINTED THAT HE DID NOT GET A BAGEL ON THE TRAIN AND IT WAS ADVERTISED...AND COULD HAVE BROUGHT SOMETHING WITH HIM ...GOT AN EGG MCMUFFIN AND IT COST MORE...ALSO OUT OF ORANGE JUICE...AMTRAK SHOULD NOT ADVERTISE ALL THESE AMMENITIES AND THEN NOT HAVE THEM ...PAX COULD HAVE TAKEN THE BUS INSTEAD OF SPENDING ALL THIS MONEY FOR AMTRAK....
ISS02608987	08/17/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD SELECTION	

						<p>PNK# [REDACTED] SENT A REPORT TO THE ETHICS COMPLIANCE HOTLINE TO SAY HE WAS 'DOUBLE' CHARGED BY THE CAFE. THE PAX STATES HE PAID \$12.00 TWICE --- COPY OF REPORT IS BELOW:</p> <p>Report# [REDACTED] / TNW# 116 AMTRAK Page 1 of 1</p> <p>General Information</p> <p>Client Name: Amtrak</p> <p>Location #: UNK</p> <p>DBA: AMTRAK</p> <p>Address: UNKNOWN</p> <p>City, State, Zip: [REDACTED]</p> <p>Country: USA</p> <p>Report #: [REDACTED]</p> <p>Priority: 2</p> <p>Trans #: 1</p> <p>Rpt Date: 08/19/2012</p> <p>Time: 01:11PM</p> <p>Summary Information</p> <p>Title: CUSTOMER</p> <p>Best Time to Call: ANYTIME</p> <p>Phone: [REDACTED]</p> <p>Type: Customer</p> <p>Email: [REDACTED]</p> <p>Ethics and Compliance Hotline</p> <p>Phone Call</p> <p>Phone:</p> <p>Caller Name:</p> <p>Origin:</p> <p>WHO: Caller, [REDACTED] reported UNKNOWN UNKNOWN.</p> <p>WHAT: Customer Relations</p> <p>WHERE: ON TRAIN 64</p> <p>WHEN: ONGOING SINCE 8/17/2012</p> <p>Incident Description</p> <p>8/19/2012 1:11:00 PM - Original Call</p> <p>Caller: [REDACTED]</p>
ISS02609308	08/17/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	PRICING Ex . 6	
ISS02612216	08/17/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	<p>PAX UPSET AT FOOD PRICES TOO HIGH, ESPECIALLY FOR CHILDREN.</p> <p>E-MAIL LOGGED</p> <p>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.</p> <p>I intentionally didn't buy lunch before boarding because I expected food in first class, as advertised</p>
ISS02619186	08/17/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	
					Exemption 6	<p>RES: [REDACTED] ..8/18/12....CHI/INS....TRAIN 304...PAX HAS BEEN TAKING THE TRAIN AT THIS TIME FOR THE PAST 2 HRS AND HE ORDERED A BREAKFAST SANDWICH AND COFFEE AS HE USUAL DOES BECAUSE THEY ARE REALLY GOOD....AND THE LOUNGE ATTENDANT REFUSED TO SERVE THIS TO THE PAX BECAUSE HE STATED THAT THIS IS NOT BREAKFAST HOURS....PAX WAS VERY DISAPPOINTED AND JUST LEFT THE COUNTER ...AND DID NOT CREATE A PROBLEM....ALSO STATED THAT THERE WAS NO SIGN ABOUT HOURS...FOR MEALS ...HE STATED IT WAS ABOUT 5:00 PM...YOUNG MALE ...DARK SKIN, MEDIUM BUILD, BROWN HAIR...THIS NEVER HAPPENED BEFORE AND PAX REALLY ENJOYS AMTRAK...AND THE BREAKFAST SANDWICHES....</p>
ISS02609668	08/18/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD SELECTION	<p>ADVISED I WILL REPORT THE INCIDENT TO AMTRAK...</p>

						Exemption 6
ISS02615072	08/18/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	<p>PNR [REDACTED]</p> <p>[REDACTED] AFTER RETURNING FROM BREAKFAST THE NXT 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. [REDACTED] WAS ASKED TO STAY WHERE SHE WAS UNTIL THE OTHER LADY GOT OFF THE TRAIN IN ALX. [REDACTED] IS A DIABETIC AND CAN NOT DRINK SODA'S BUT SHE CAN HAVE SELTZER & CLUB SODA. THE ATTENDANT WOULD NOT SELL EITHER TO [REDACTED] BECAUSE THEY HAVE THOSE TO MIX WITH THE ALCOHOL. THE PAX DOES NOT SEE TRVLG ON AMTRAK AGAIN BECAUSE WE DON'T SEEM TO SHOW MUCH INTEREST IN THE PAX.</p>
						<p>PAX EMAIL STATES:</p> <p>--Original Message--</p> <p>From: [REDACTED] Exemption 6</p> <p>Date: 8/18/2012 3:33:44 PM</p> <p>Date of Incident:</p> <p>Time of Incident: 03:15</p> <p>Message:</p> <p>The cafe car closure was not announced and when I went for a beverage the cafe car 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.</p>
ISS02618181	08/18/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	
						Exemption 6
ISS02600987	08/19/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD SELECTION	<p>RES [REDACTED] ...TRAIN 145...8/19/12...BWI/CVS...WENT TO CAFE CAR AND IT WAS CLOSED UNTIL AFTER WAS ...AND DELAYED 30 MINUTES...AND 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 WIFI WAS NOT WORKING AND HE COULD NOT GET IT ON HIS PHONE TO SCAN...HE WOULD HAVE TO GO BACK TO HIS SEAT AND GET HIS PAPER TKT... AND IT WAS A REALLY LONG WALK SO HE DID NOT GET ANYTHING TO EAT...NO WIFI...</p> <p>DECLINED \$20.00...VOUCHER AND ADV PAX TO WRITE TO OCR...</p>
						<p>TR. 48 - 8/20/12 - CHI/NYP - 3'30" LATE INTO NYP - TRSP. STRIKE</p> <p>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.</p>
					Non-responsive	[REDACTED]
ISS02600697	08/20/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD POISONING	[REDACTED]
					Non-responsive	[REDACTED]
ISS02623317	08/20/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	[REDACTED]

						<p>Non-responsive</p> <p>ISS02625202 08/23/2012 COMPLAINT TRAIN LOUNGE SERVICES FOOD DEPLETED</p>	<p>—Original Message— From: [REDACTED] Date: 8/28/2012 5:47:23 PM To: [REDACTED] Subject: Travel Feedback Exemption 6</p> <p>Reservation Number: [REDACTED]</p> <p>Date of Incident: 07/23/2012 Time of Incident: hh:mm</p> <p>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.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
						<p>Non-responsive</p> <p>ISS02625864 08/30/2012 COMPLAINT TRAIN LOUNGE SERVICES FOOD DEPLETED</p>	<p>—Original Message— From: [REDACTED] Date: 9/1/2012 5:21:44 PM To: [REDACTED] Subject: Travel Feedback Exemption 6</p> <p>Amtrak Guest Rewards #: [REDACTED]</p> <p>Reservation Number: [REDACTED]</p> <p>Date of Incident: 8/30/12 Time of Incident: 12:00</p> <p>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. [REDACTED]</p> <p>[REDACTED] due in part to all the trouble on the train and the fact that much of the food was sold out. I am hoping Amtrak 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 Amtrak 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, [REDACTED]</p> <p>Exemption 6</p> <p>LATE 5 HR</p>
						<p>Non-responsive</p> <p>ISS02604277 08/31/2012 COMPLAINT TRAIN LOUNGE SERVICES FOOD UNSATISFACTORY</p>	<p>pax said the food was ineatable and she sent in back and the porter told the pax he was reerned for it and charged for it</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>Ex. 6</p> <p>[REDACTED] the attendant was very good and the best part of the trip</p> <p>[REDACTED]</p>

						RES# [REDACTED] Exemption 6 [REDACTED] Exemption 6
ISS02614081	08/31/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	NO BOTTLE WATER THEY RAN OUT
ISS02613354	08/04/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	RES# [REDACTED] Exemption 6 PAXS STATED THERE WAS ONLY COLO CEREAL FOR BREAKFAST, NO HOT FOOD SUCH AS: EGGS, BACON ETC...HF
					Non-responsive	pnf# [REDACTED] Exemption 6 [REDACTED] [REDACTED] the food selection was not great we should consider more healthy options all the food had a weird taste.
ISS02614965	09/05/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	[REDACTED] / NO SNACK CAR
ISS02616694	09/07/2012	COMPLAINT	TRAIN	EQUIPMENT	UNAVAILABLE - LOUNGE	
ISS02617386	09/07/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	NO LOUNGE CAR SO THERE WAS NO MOVIE
					Non-responsive	[REDACTED] HE ALSO COMPLAINED THE COFFEE TASTED LIKE WARM WATER. [REDACTED] [REDACTED] [REDACTED] [REDACTED]
ISS02615601	09/10/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	[REDACTED]
					Non-responsive	-Original Message- From: [REDACTED] Exemption 6 Date: 8/6/2012 10:27:59 PM To: [REDACTED] Reservation Number: Date of Incident: mm.dd.yyyy Time of Incident: hh.mm Message: The last time I took AMTRAC (Portland to Sacramento) I went to the cafe car for a late light breakfast midmorning - only to find the car was closed while the attendant went on break. He was gone for a LONG time! What an insult to your passengers! Is there no way you can find an alternate person on the entire train staff to staff the car while he goes on break? [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
ISS02615298	09/11/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	[REDACTED]

						<p>--Original Message-- From: [REDACTED] Date: 9/11/2012 8:05:54 PM To: [REDACTED]</p> <p style="text-align: right;">Exemption 6</p> <p>Reservation Number: [REDACTED]</p> <p>Date of Incident: 09/11/2012 Time of Incident: 5:20</p> <p>Message: I take the acela from boston very often. For the first time, I paid for first class. The whole experience was very disappointing. My service person was very rude to me, refusing to answer simple questikns about the menu items. Eventually, I just got fed up and went to the food car to get my own food, which I just paid for myself. Very disappointing and certainly not worth the extra costs. I will not make this mistake again.</p>
ISS02628193	09/11/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	
					Non-responsive	- CONFIRMED DELAY OF 3'52" INTO NRO [REDACTED]
					Non-responsive	- CAFE CLOSED [REDACTED]
						PAX EMAIL STATES:
						--Original Message--
						From: [REDACTED] Exemption 6
						Date: 9/21/2012 11:14:16 AM
						Reservation Number: [REDACTED]
						Date of Incident: 09.14.2012
						Time of Incident: 05.pm
						Message: [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] In addition, the food car was closed from Philly to NYC [REDACTED] [REDACTED] [REDACTED] [REDACTED]. Thank you so much! [REDACTED]
ISS02631188	09/14/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	
ISS02619113	09/16/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	RES# [REDACTED] Exemption 6 PAXS STATED THE FOOD IN THE DINING CAR WAS HORRIBLE, PAX STATED THERE WAS NO CHICKED AVAILABLE TO BE ORDERED AND THE FOOD WAS CHEWY....HF

ISS02619851	09/18/2012	COMPLAINT	TRAIN	EQUIPMENT	UNAVAILABLE - LOUNGE	<p>TR. 244 - 9/18/12 - ALB/NYP</p> <p>- TRAIN LATE 3'23" DUE TO SEVERE WEATHER.</p> <p>- PAX STATES NO CAFE CAR</p> <p>- PAX STATES THAT THE CREW WAS TERRIBLE DURING THE DISRUPTION AND NEVER COMMUNICATED WITH THE PAXS REGARDING.</p> <p>E 33 NYP 0645P (0424/) AR 1008P 3 HR 23 MI LATE</p> <p>PLEASE NOTE: CAFE CAR WAS SPLIT B/C & CAFE.</p> <p>P6 R6 2441 CD 15 ALB-NYPM8170 243.10SEP12 ICC CD 15 BUSINESS CLASS</p> <p>CD AM-1 CLUB-DINETTE (RF, H) 18 P - 20 LOUNGE</p>
					Non-responsive	<p>TR. 92 - 9/18/12 - HOL/NYP</p> <p>Non-responsive</p> <p>- DURING DISRUPTION, THEY WERE GIVEN SNACK PACKS THAT WERE SPOILED.</p> <p>- FOOD WAS HORRIBLE ON BOARD.</p> <p>Non-responsive</p> <p>=====</p> <p>NYP AR 20SEP12 12:25A E 05 HR 07 MI LATE 20SEP12 12:52A 8032</p>
ISS02627932	09/18/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD SELECTION	<p>TR. 92 - 9/18/12 - HOL/NYP</p> <p>- PAX STATES THERE WAS A 7-HOUR DELAY</p> <p>- DURING DISRUPTION, THEY WERE GIVEN SNACK PACKS THAT WERE SPOILED.</p> <p>- FOOD WAS HORRIBLE ON BOARD.</p> <p>Non-responsive</p> <p>=====</p> <p>NYP AR 20SEP12 12:25A E 05 HR 07 MI LATE 20SEP12 12:52A 8032</p>
ISS02627932	09/18/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	<p>DELAYED 4.5 HRS WEATHER ISSUES</p> <p>ROCK SLIDES .</p> <p>Non-responsive</p> <p>PAX STATED THEY RAN OUT OF FOOD ON THE TRAIN ..</p>
ISS02621354	09/19/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	

ISS02621663	09/19/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	PRICING	<p>—Original Message—</p> <p>From: [REDACTED] Exemption 6</p> <p>Date: 9/21/2012 5:38:57 PM</p> <p>Message:</p> <p>I went to buy a cup of coffee and found out that the "free refill" policy had been revoked. There was nothing posted so this came as a complete shock and, in fact, in talking with the cafe attendant he showed me the flyer which he was apparently directed NOT to post. Suffice it to say that I have now made it a personal policy of mine to buy absolutely NOTHING on your trains in the future. I'll do what it takes but for the prices you charge it is absurd, first of all, to revoke the refill and doubly absurd to not notify people. Loss of trust. Enough said.</p>
ISS02631203	09/19/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	<p>TRAIN WAS 1 HR 19 MIN LATE...CLOSED CAFE CAR AN HR BEFORE ARRIVAL</p> <p>—Original Message—</p> <p>From: [REDACTED] Exemption 6</p> <p>Date: 9/19/2012 9:16:48 PM</p> <p>To: [REDACTED]</p> <p>Subject: Travel Feedback</p> <p>Hi, I'm writing to express my utter disappointment after a miserable trip on the Amtrak Acela train (#2173 from Bos to NY).</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED] To make things worse, cafe service was terminated without warning, 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've 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 will. ? I'm just hoping this isn't the standard, or I'd be crazy not to try the other available options.? Here's to having better luck next time...</p> <p>Thanks for your time and attention, [REDACTED] Exemption 6</p>

ISS02622897	09/22/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD POISONING	<p>ph [REDACTED] pax called states that the gentleman working 'care' was great - very nice great customer service -</p> <p>pax states food poison - got sick from the salad --</p> <p>Exemption 6</p> <p>INPUT PROVIDED BY FOOD AND BEV MGR:</p> <p>From: [REDACTED]</p> <p>Sent: Friday, September 28, 2012 10:44 AM</p> <p>To: [REDACTED]</p> <p>Subject: PERSONNEL-Related: Customer Relations Report - 9/27/2012 - Case # ISS02622897</p> <p>Good Morning,</p> <p>The attached reference to food-borne illness on train 301 for [REDACTED] is being investigated fully by Amtrak Public Health. Due to our relationship with the State of Illinois, APH has worked quickly to ascertain the facts surrounding the situation and will have a full report shortly. My brief conversation with [REDACTED] his morning revealed that there were three salads delivered to the train (1 Garden / 2 Caesar) [REDACTED] purchased the single garden salad. The on-set of symptoms occurred quickly for an illness related to this (2 hours) food.</p> <p>There have been no further reports of any suspected food-borne illnesses on any trains. I continue to review all OCR reports and we have seen nothing.</p> <p>Exemption 6 [REDACTED] did seek medical attention two days later, which was inconclusive. Essentially, it could have been or it could NOT have been related to the salad.</p> <p>Exemption 6 We will continue to monitor and APH will continue to investigate.</p> <p>Non-responsive [REDACTED] questioned [REDACTED] about how she can obtain a refund for service so she will be engaging OCR for this.</p> <p>*** [REDACTED]</p> <p>-01@ [REDACTED]</p> <p>-02@ [REDACTED]</p> <p>-03@ [REDACTED]</p>
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[illegible]

[illegible]

					Non-responsive	<p>PNR [REDACTED] Exemption 6</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>SENT HER SON TO DINING CAR FOR ICE, THEY SENT HIM TO LOUNGE CAR. HE HAD A CUP AND HAVE TO PAY \$2.00 FOR ICE!</p>
ISS02632282	09/30/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	PRICING	<p>Original message:</p> <p>From: [REDACTED]</p> <p>Date: 10/1/2012 3:07:23 PM</p> <p>To: [REDACTED]</p> <p>Subject: Travel Feedback</p> <p>Subject: Travel Feedback</p> <p>Nature of Comment: Complaint, Praise; Train</p> <p>Name: [REDACTED]</p> <p>Email: [REDACTED]</p> <p>Address1: [REDACTED]</p> <p>Address2:</p> <p>City: [REDACTED]</p> <p>State: [REDACTED]</p> <p>Zip/Postal: [REDACTED]</p> <p>Country: United States</p> <p>Primary Phone: [REDACTED] - mobile</p> <p>Mobile Phone:</p> <p>Amtrak Guest Rewards #:</p> <p>Reservation Number: [REDACTED]</p> <p>Date of Incident: 09/30/2012</p> <p>Time of Incident: 16:45</p> <p>Message:</p> <p>we were stopped for over 4 hours while there was an investigation of a "trespasser strike" further up the track. During which time, literally every food/beverage item vanished as a result of the inordinately long lines at the bistro. The bistro lady had to have the "patience of Job" to deal with this non-stop wave of humanity. I would have thought that business class had a few more benefits than it did, but that was not the case. Even when the "complimentary snacks and water" were made available, they didn't last 5 minutes as many people took excessive amounts leaving nothing behind. [REDACTED]</p>
ISS02634891	09/30/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>Non-responsive</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
ISS02625556	10/02/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	<p>PNR [REDACTED] Exemption 6</p> <p>PAX PURCHASED : "A TURKEY SAND AND A POP" BOTH OF WHICH EXPIRED THE PRIOR DAY!! SHE RETURNED IT TO LOUNGE , THE ATTENDT CHECKED OTHER LABELS TOO (OUT OF DATE TOO)"OH GOLLY"</p> <p>"WE ARE SORRY" PAX THREW OUT FOOD..WAS NOT EVEN OFFERED REIMBURSEMENT.</p>

						LETTER LOGGED Exemption 6
						RESV [REDACTED] Exemption 6
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
						<p>--Original Message--</p> <p>From: [REDACTED] Exemption 6</p> <p>Date: 10/3/2012 7:06:17 PM</p> <p>Date of Incident: 10.02.2012</p> <p>Time of Incident: 06:50</p> <p>Message:</p> <p>To: [REDACTED] Regarding: Horrendous Club Car Operation New York to Boston Acela</p> <p>[REDACTED] I am not a frequent user of Amtrak 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 customers (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 abysmal 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 fact...and I am a guy that spends days in airports. So that is my point of reference. Sincerely, [REDACTED]</p>
ISS02625260	10/03/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	SLOW SERVICE	
					Non-responsive	PNR [REDACTED]TR 98 LATE 5 HR 40 MIN.... [REDACTED]
ISS02626866	10/03/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	[REDACTED] ...PAX SAID THE CAFE CAR WAS CLOSED WHEN THEY BOARDED AND THEY WERE STARVED...PAX
						PNR [REDACTED] Exemption 6
ISS02632282	10/03/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	PRICING	PAX WENT TO LOUNGE FOR ICE AND HE CHARGED THEM \$2.50!!! PAX WAS SUPRISED AND WONDERED HOW COULD THE PRICES CHANGE IN DIRECTIONS>>>

						<p>--Original Message--</p> <p>From: [REDACTED]</p> <p>Date: 10/10/2012 6:01:08 AM</p> <p>To: [REDACTED]</p> <p>Subject: General Inquiries</p> <p>Subject: General Inquiries</p> <p>Nature of Comment: Complaint, Suggestion, Inquiry/Request; Train</p> <p>Name: [REDACTED]</p> <p>Email: [REDACTED]</p> <p>Address1: [REDACTED]</p> <p>Address2: [REDACTED]</p> <p>City: [REDACTED]</p> <p>State: [REDACTED]</p> <p>Zip/Postal: [REDACTED]</p> <p>Country: United States</p> <p>Primary Phone: - home [REDACTED]</p> <p>Mobile Phone: [REDACTED]</p> <p>Amtrak Guest Rewards #: [REDACTED]</p> <p>Reservation Number: [REDACTED]</p> <p>Date of Incident: [REDACTED]</p> <p>Time of Incident: [REDACTED]</p> <p>Message:</p> <p>Your Empire service does not have any gluten free choices in the dining car Very disappointing that you do not carry any options Also why can't you offer fresh fruit on empire</p> <p>Exemption 6</p>
ISS02629473	10/04/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	
						<p>--Original Message--</p> <p>From: [REDACTED]</p> <p>Date: 10/5/2012 9:42:23 PM</p> <p>To: [REDACTED]</p> <p>Subject: Schedules</p> <p>Reservation Number: [REDACTED]</p> <p>The Amtrak train # 137 from Stamford to Washington DC scheduled to arrive at Union Station at 9:42 pm on 10/4/2012 reached Washington at 12:20 am</p> <p>[REDACTED]</p> <p>[REDACTED] a cafe' car with almost no food.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>Non-responsive</p> <p>Exemption 6</p>
ISS02636301	10/04/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	

						<p>TRAIN WAS 2 HR 44 MIN LATE.</p> <p>CAFE RAN OUT OF FOOD</p> <p>Exemption 6</p> <p>--Original Message-- From: [REDACTED] Date: 10/20/2012 12:57:15 PM To: [REDACTED] Subject: Travel Feedback</p> <p>Non-responsive</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED] the cafe ran out of food. For a dedicated</p> <p>Amtrak customer, I was very disappointed in this service. I might as well have taken the bus... [REDACTED] Select Member</p>
ISS02639371	10/04/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	
						<p>COLD CLIMATE...PAX CAUGHT A COLD FROM THIS...PAX ASKED FOR BLANKETS AND WAS TOLD SHE WOULD NEED TO PAY FOR THEM AND WOULD HAVE TO WAIT UNTIL THE CAFE OPENED AT 6:30 PM...PAX WAS IN THE LAST CAR WITH ODORS...BLANKETS WERE SOLD OUT WHEN SHE GOT TO THE CAFE CAR AT 8:30 AM</p> <p>--Original Message-- From: [REDACTED] Date: 10/7/2012 11:45:56 PM To: [REDACTED] Subject: Travel Feedback</p> <p>Exemption 6</p> <p>[REDACTED]</p> <p>[REDACTED] I asked for blankets, they said you had to buy them...strike two. If that wasn't bad enough, I couldn't even BUY one until the cafe opened at 6:30!</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED] (mailing address)</p> <p>PNR [REDACTED] ...TR 21...PAX SAID AMTRAK NEEDS TO HAVE MICROWAVES ON THE TRAIN BECAUSE NOT EVERYONE CAN EAT THE FOOD...THE AGENT IN THE LOUNGE WAS NOT PLEASANT...THE CREW WAS NOT FRIENDLY...THE HOURS ON THE LOUNGE CAR WAS NOT POSTED AND IT WAS NOT OPEN VERY OFTEN...THE PAX SAID SHE NEEDED TO SIT IN A SEAT THAT SHE COULD STRETCH HER LEGS AS SHE HAD SURGERY PREVIOUSLY...</p> <p>PNR [REDACTED] Exemption 6</p> <p>PAX STATES HE ORDER CHICKEN ON THE TRAIN AND STATES THAT HE BECAME SICK</p>
ISS02635935	10/05/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	
ISS02628956	10/06/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	
ISS02629169	10/07/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	

						<p>—Original Message— From: [REDACTED] Date: 10/6/2012 9:10:20 PM To: [REDACTED] Subject: Travel Feedback</p> <p>Exemption 6</p> <p>Reservation Number: [REDACTED] The first thing I found very disappointing was that at 6pm which is dinner time, the cafe was out of all food except hotdogs or hamburgers. Luckily there were 2 yogurts left!</p> <p>[REDACTED]</p>
ISS02635296	10/07/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	Non-responsive
ISS02627911	10/09/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	Non-responsive FOOD DEPLETED	<p>PAX STATES [REDACTED] /TRAIN ALSO RAN OUT OF SELECTIONS IN CAFE CAR</p> <p>[REDACTED] - PAX WAS SEATED IN THE LOUNGE CAR UPON BOARDING . [REDACTED]</p> <p>[REDACTED] DINING CAR RAN OUT OF STEAK, [REDACTED] BAG IS BLACK DUFFLE , PAX NAME IS [REDACTED]</p>
ISS02685166	10/10/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	Non-responsive
ISS02644311	10/11/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	<p>EMAIL CONVERSATION:</p> <p>PAX EMAILED: —Original Message— From: [REDACTED] Date: 10/11/2012 3:28:46 PM To: [REDACTED] Subject: Travel Feedback</p> <p>Exemption 6</p> <p>....Lastly, I've often boasted of how good the coffee you feature is. In fact, I have numerous times on Twitter. Today, however, the coffee was significantly unsatisfying. It was much more watered down than it's ever been. Hopefully you didn't change coffees. Not quite the end of the world, but it is extremely disappointing when something you're anticipating falls well short of expectation. I'm currently cringing with every sip. Thank you for taking the time to listen to my feedback.</p> <p>PAX REPLIED 6 WEEKS LATER AFTER NOTHING IMPROVED: —Original Message— From: [REDACTED] Date: 11/27/2012 12:19:49 PM To: [REDACTED] Subject: Re: Travel Feedback (#616042)</p> <p>Exemption 6</p> <p>Thanks for the response, but 6 weeks later there are no improvements. I use your services almost weekly and 3 times out of 5 the coffee is sub par to terribly watered down. Do you condone these people reusing grounds/filters? Because that is what's happening. Lazy! Cheap! I'm paying \$2 each time for 3/4 of the amount of coffee I get at Starbucks for the same price and most the time it's garbage. Is there no assurance that my money will not be totally wasted?....</p>

						PNR [REDACTED] Exemption 6
					Non-responsive	[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] PAX BOUGHT A SODA FORGOT HER ICE AND WENT BACK AND ATTEN'D CHARGED HER ADDTL \$1.00 FOR ICE!! THE MAN ACROSS FROM HER NEEDED ICE AND HEPURCHASED A BAG ANDWAS CHAGED \$5.00!! [REDACTED] [REDACTED]
ISS02630100	10/14/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	PRICING	[REDACTED]
					Non-responsive	[REDACTED] CAFE CAR WAS SHORT NUMEROUS ITEMS.. [REDACTED] --Original Message-- From: [REDACTED] Date: 10/16/2012 2:20:28 AM To: [REDACTED] Subject: Travel Feedback
					Non-responsive	[REDACTED] [REDACTED] And once on the train, boarded at 5:30PM Penn Station, numerous items were not available in cafe car, [REDACTED] [REDACTED]
ISS02638086	10/15/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	[REDACTED]
					Non-responsive	TRAIN WAS 1 HR 52 MIN LATE --Original Message-- From: [REDACTED] Exemption 6 Date: 10/23/2012 5:53:15 PM To: [REDACTED] Subject: Travel Feedback On the 7:38 Oct 15, 2012 train coming back from Lynchburg, VA to Trenton, NJ Oct 15, 2012 had engine trouble, food restocking issues in DC. [REDACTED] [REDACTED]
ISS02640004	10/15/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	[REDACTED]
					Non-responsive	PNR [REDACTED] Exemption 6 [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
ISS02630423	10/17/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	[REDACTED]

					Non-responsive	<p>PAX STD THAT THE FOOD WAS GROSS...</p> <p>Exemption 6</p> <p>01@</p> <p>02@</p> <p>5002@ EMAIL -</p>
ISS02630796	10/17/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	
ISS02632245	10/17/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	PAX DIABETIC AND STATED CAFE CAR RAN OUT OF SANDWICHES AND BOTTLE WATER. ONLY THINGS LEFT WERE ITEMS HE COULD NOT EAT
ISS02637071	10/17/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	4 hour delay and transferred to another train, no food only had chips.

					Non-responsive	<p>CALLER STD THAT THEY WERE NOT ABLE TO GO TO THE WINE AND CHEESE TASTING IN THE LOUNGE BECAUSE IT WAS FULL.....CALLER STD THAT HE COULD NOT TAKE HIS TIME IN THE DINER CAR, SINCE THEY WERE TOLD TO HURRY UP SO OTHER PAX'S COULD COME IN AND EAT...</p> <p>Exemption 6</p>
ISS02630316	10/19/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	

[illegible]

[illegible]

					<p>-Original Message- Exemption 6</p> <p>From: [REDACTED]</p> <p>Date: 10/20/2012 4:46:10 PM</p> <p>Message:</p> <p>More cafe car sloppiness; enter PVD to BOS on 184. Go straight to cafe car before train pulls out of station. Attendant says it's closed. I sit down nearby. 10 mins later, passengers show up asking for beer. He sells to them. Becomes clear that the attendant has having a "great" time but takes job very not seriously</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> 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ISS02640578	10/21/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>Non-responsive</p> <p> -Original message- From: [REDACTED] Date: 10/24/2012 8:39:08 AM To: [REDACTED] Subject: Travel Feedback Exemption 6 Subject: Travel Feedback Nature of Comment: Complaint, Suggestion; Train, Station Name: [REDACTED] Email: [REDACTED] Address1: Address2: City: State: Zip/Postal: Country: United States Primary Phone: - home Mobile Phone: Amtrak Guest Rewards #: Reservation Number: Date of Incident: Time of Incident: 12:30pm Message: To Whom It May Concern: [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] We hadn't eaten since breakfast and Amtrak kindly furnished everyone with a bottle of water and a "snack". My daughter and I 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 of Pizza and only a few items left. I'm no quite sure what the solution to these problems should be, but you were aware that </p>
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						<p>Original Message--</p> <p>From: [REDACTED] Date: 10/22/2012 8:02:48 AM To: [REDACTED] Subject: Travel Feedback</p> <p>Subject: Travel Feedback</p> <p>Nature of Comment: Complaint, Suggestion; Train</p> <p>Name: [REDACTED] Email: [REDACTED] Address1: [REDACTED] Address2: [REDACTED] City: [REDACTED] State: [REDACTED] Zip/Postal: [REDACTED] Country: United States Primary Phone: [REDACTED] - home Mobile Phone: [REDACTED] Amtrak Guest Rewards #: [REDACTED]</p> <p>Reservation Number: [REDACTED]</p> <p>Date of Incident: 10.22.2012 Time of Incident: 08.22</p> <p>Message: Your cafe card's credit card machine was not working today, and as a result I was not able to purchase breakfast and totally starved. Breakfast is the most important meal of the day, and having breakfast on the Amtrak train has always been the highlight of my trip. This is not the first time this has happened. I wish you would compensate me for this repeat inconvenience. Perhaps a voucher or coupon to use in the Cafe so that I may still get some food even when your credit card machine isn't working. Also please have manual print machines that cashier can use as backup in case the electronic machine fails. Thanks.</p> <p>Exemption 6</p>
ISS02032193	10/22/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	
					Non-responsive	<p>[REDACTED]</p> <p>[REDACTED] ..20 MIN LINE FOR LOUNGE CAR AND THEN FOUND OUT CREDIT CARD MACHINE WAS INOPERABLE SO COULD NOT PURCHASE MEALS...DINING SVC WAS ALSO SLOW AS THE NEXT AVAILABLE RESERVATION WAS WHEN THE PAX WAS DUE OFF THE TRAIN</p> <p>Original Message--</p> <p>From: [REDACTED] Date: 10/22/2012 4:43:33 PM Subject: Travel [REDACTED]</p> <p>Exemption 6</p> <p>[REDACTED]</p> <p>[REDACTED] I tried going to the lounge car to get something to snack on and after standing in line for 20 minutes I was told they were only accepting cash because their credit card machine was broken. [REDACTED] I then decided I will just make a reservation for dinner so I could eat something. When the conductor came by asking for reservations I was told I couldn't get one because the only time they had was after I was due to get off the train. So I asked the conductor if the credit card machine was going to be fixed and she said she didn't know because the dining car has nothing to do with the lounge car. How is that helpful?? [REDACTED]</p>
ISS02639770	10/22/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	SLOW SERVICE	Non-responsive

ISS02640890	10/22/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>TRAIN WAS 38 MIN LATE.....RAN OUT OF BEER AND OTHER ITEMS</p> <p>--Original Message-- From: [REDACTED] Date: 10/25/2012 7:56:53 PM To: [REDACTED] Subject: Travel [REDACTED]</p> <p>Exemption 6</p> <p>Non-responsive</p> <p>[REDACTED]</p> <p>[REDACTED] Could we have a beer on the train, you may ask? No, because the cafe car was out of stock on practically every item. You see, despite what your management may think, this is actually not the way to run a business. [REDACTED]</p>
ISS02639831	10/23/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>Non-responsive</p> <p>[REDACTED] CAFE RAN OUT OF PIZZAS AND BEER</p> <p>--Original Message-- From: [REDACTED] Date: 10/23/2012 1:30:59 PM To: [REDACTED] Subject: Travel Feedback</p> <p>Exemption 6</p> <p>Non-responsive</p> <p>[REDACTED] After boarding in NYC before we even reached the first stop the Cafe Car had run out of all pizzas. (On a semi warm day a pizza is more filling than a salad). In addition, later during the trip (at 12:00PM 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 the 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 basic service.</p>
ISS02639878	10/24/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	<p>Non-responsive</p> <p>--Original Message-- From: [REDACTED] Date: 10/24/2012 6:15:38 PM To: [REDACTED]</p> <p>Exemption 6</p> <p>Reservation Number: Date of Incident: 10.24.2012 Time of Incident: hh:mm</p> <p>Message: [REDACTED] [REDACTED] the cafe closed about an hour ago, [REDACTED]</p> <p>Non-responsive</p>
ISS02635084	10/25/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	<p>PNR [REDACTED] Exemption 6</p> <p>PAX SAID FOOD ON THE TRAIN WAS OVERPRICED AND TERRIBLE! PAX LOST MONEY IN VENDING MACHINE AT HAVRE//WANTED AMTRAK TO REIMBURSE HER.</p>

					Exemption 6	<p>RES # [REDACTED] Non-responsive</p> <p>[REDACTED]</p> <p>PAX STATES THE TRAIN RAN OUT OF MICROWAVEABLE EDIBLES.....</p> <p>Non-responsive</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
ISS02639630	10/26/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>[REDACTED]</p>
					Non-responsive	<p>—Original Message—</p> <p>From: [REDACTED] Exemption 6</p> <p>Date: 10/27/2012 12:30:51 PM</p> <p>Message:</p> <p>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 meat and then after I complained he brought me a shrimp cup of noodles. I explained that shrimp is not vegetarian either and he was upset. [REDACTED]</p>
ISS02634835	10/26/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD SELECTION	
						<p>PAX DID NOT LIKE THE HOTDOG SERVED IN THE LOUNGE CAR...STATES THE AGENT LIED TO HER TELLING HER IT WAS GOOD</p> <p>—Original Message—</p> <p>From: [REDACTED] Exemption 6</p> <p>Date: 10/28/2012 2:28:07 PM</p> <p>To: [REDACTED]</p> <p>Subject: Travel Feedback</p> <p>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 ill) Her response was, "It's good, I just had one". I should have known better. It was awful, not as bad as the burger but still awful. On the hot dog & burger the bread was like rubber and the burger meat is what I think made me ill. The real question is why did she have to lie?</p>
ISS02635368	10/27/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	
ISS02636664	10/27/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	<p>PAX HAD TO RUSH TO CATCH THIS TRAIN ...HAD NO TIME IN BETWEEN SERVICES TO PICK UP FOOD...PAX THOUGHT ONBOARD FOOD WAS BAD.</p>

ISS02646405	10/27/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	<p>Non-responsive</p> <p>PAX WRITES FOOD (BOTH LOUNGE/DINER) WAS "5 STAR" PRICY YET TASTED LIKE CAFETERIA FOOD...YOGURT WAS EXPIRED</p> <p>CAFE CAR - RUDE</p> <p>Exemption 6</p> <p>--Original Message--</p> <p>From: [REDACTED]</p> <p>Date: 11/2/2012 7:45:20 PM</p> <p>To: [REDACTED]</p> <p>Subject: Travel [REDACTED]</p> <p>Non-responsive</p> <p>Now we had planned to have lunch on the train as we wanted to show our kids the full experience of traveling on the train. This is where my complaint starts. The food on the train was at the level of a bad school lunch but we paid 5 star restaurant prices for it! I have not had such horrible food in quite some time, and our bill was \$65 for 2 adults and 1 kids meal split between our two kids!</p> <p>At which time we were forced to feed our kids again and having had such a horrible experience in the dinning car I was not going to repeat that mistake so I went to the lounge car, where there was a man named Joe that saying he had a horrible attitude would be putting it mildly! There bought 3 hot dogs, a personal pizza, chips and yogurt for my family and it was \$45!!! this is outrageous! \$45 for carnival food that was microwaved so it was horribly hard and disgusting. My kids couldn't even bite through the bun so they ate the hot dog and chips. The yogurt was expired and it was \$45! While sitting there still for 5 hours we had numerous employees</p>
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					Non-responsive
					PAX WRITES FOOD (BOTH LOUNGE/DINER) WAS "5 STAR" PRICY YET TASTED LIKE CAFETERIA FOOD...YOGURT WAS [REDACTED]
					[REDACTED] CAFE CAR - RUDE Exemption 6 -Original Message-- From: [REDACTED] Date: 11/22/2012 7:46:28 PM To: [REDACTED] Subject: Travel [REDACTED]
					Non-responsive
					[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] Now we had planned to have lunch on the train as we wanted to show our kids the full experience of traveling on the train. This is where my complaint starts. The food on the train was at the level of a bad school lunch but we paid 5 star restaurant prices for it! I have not had such horrible food in quite some time, and our bill was \$85 for 2 adults and 1 kids meal split between our two kids. [REDACTED] [REDACTED] At which time we were forced to feed our kids again and having had such a horrible experience in the dining car I was not going to repeat that mistake so I went to the lounge car, where there was a man named Joe that saying he had a horrible attitude would be putting it mildly! There bought 3 hot dogs, a personal pizza, chips and yogurt for my family and it was \$45!!! this is outrageous! \$45 for carnival food that was microwaved so it was horribly hard and disgusting. My kids couldn't even bite through the bun so they ate the hot dog and chips. The yogurt was expired and it was \$45! While sitting there still for 6 hours we had numerous employees.
ISS02646405	10/27/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	PRICING
					Non-responsive
					TRAIN WAS 6 HRS LATE....CAFE CLOSED -Original Message-- From: [REDACTED] Date: 10/28/2012 3:01:33 PM To: [REDACTED] Subject: Schedules Hello, [REDACTED] [REDACTED] The cafe car has been closed, leaving us without food or beverage. [REDACTED] [REDACTED]
IS802643465	10/28/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY

CAFE CAR - RUDE

Exemption 6

-Original Message-

From:

Date: 11/2/2012 7:45:28 PM

To _____

Subject: Travel

Non-responsive

planned to have lunch on the train as we wanted to show our kids the full experience of traveling on the train. This is where my complaint starts. The food on the train was at the level of a bad school lunch but we paid 5 star restaurant prices for it! I have not had such horrible food in quite some time, and our bill was \$85 for 2 adults and 1 kids meal split between our two kids!

At which time we were forced to feed our kids again and having had such a horrible experience in the dining car I was not going to repeat that mistake so I went to the lounge car, where there was a man named Joe that saying he had a horrible attitude would be putting it mildly! There I bought 3 hot dogs, a personal pizza, chips and yogurt for my family and it was \$45!!! this is outrageous! \$45 for carnival food that was microwaved so it was horribly hard and disgusting. My kids couldn't even bite through the bun so they ate the hot dog and chips. The yogurt was expired and it was \$45! While sitting there still for 5 hours we had numerous employees

TRAIN WAS 6 HRS LATE,..CAFE CLOSED

-Original Message-

From B

Date: 10/28/2012 3:01:33 PM

To

Subject Schedules

Hello !

Non-responsive

cuba car has been closed, leaving us without food or beverage. The

						<p>From: [REDACTED] Exemption 6 Date: 10/29/2012 9:01:52 AM To: [REDACTED] Subject: Travel Feedback</p> <p>Reservation Number: [REDACTED]</p> <p>Date of Incident: 10.28.2012 Time of Incident: 10:00</p> <p>[REDACTED]</p> <p>The Cafe Car had exactly one muffin at about 10:30.</p> <p>[REDACTED]</p>
ISS02643795	10/28/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	Non-responsive
						<p>RES# [REDACTED] Exemption 6</p> <p>LATE...OLIN DINING CAR ATTENDANT WAS VERY SLOW SERVING FOOD...PAX STATEDD DURING DINNER, HIS STEAK WAS SERVED HALF COOKED...SEVERAL ITEMS IN THE DINNING CAR WERE NOT AVAILABLE.. PAX STATED [REDACTED] WAS VERY RUDE, WHEN THE PAXS ACCROSS FROM PAX ASKED HIM CERTAIN THINGS ABOUT THEIR VEIWLINER SLEEPER..</p> <p>PAX STATED [REDACTED] GOT IN HIS FACE AND TOLD HIM "THAT'S MY JOB"...DIRTY PILLOWCASE IN PAX SLEEPING CAR ACCOMMODATION..PAX BREAKFAST SERVED TO HIM LOOK-WARM.../LUNCH-PAX BURGER BUN DRIED OUT AND VERY CRUNCHY..VERY WARM ON THE TRAIN.. [REDACTED]</p> <p>[REDACTED] Non-responsive</p>
ISS02642819	11/01/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	
						<p>RES# [REDACTED] Exemption 6</p> <p>LATE...OLIN DINING CAR ATTENDANT WAS VERY SLOW SERVING FOOD...PAX STATEDD DURING DINNER, HIS STEAK WAS SERVED HALF COOKED...SEVERAL ITEMS IN THE DINNING CAR WERE NOT AVAILABLE.. PAX STATED [REDACTED] WAS VERY RUDE, WHEN THE PAXS ACCROSS FROM PAX ASKED HIM CERTAIN THINGS ABOUT THEIR VEIWLINER SLEEPER..</p> <p>PAX STATED [REDACTED] GOT IN HIS FACE AND TOLD HIM "THAT'S MY JOB"...DIRTY PILLOWCASE IN PAX SLEEPING CAR ACCOMMODATION..PAX BREAKFAST SERVED TO HIM LOOK-WARM.../LUNCH-PAX BURGER BUN DRIED OUT AND VERY CRUNCHY..VERY WARM ON THE TRAIN.. [REDACTED]</p> <p>[REDACTED] Non-responsive</p>
ISS02642819	11/01/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	
						<p>-Original Message-</p> <p>From: [REDACTED] Exemption 6 Date: 11/5/2012 7:18:08 PM</p> <p>Date of Incident: 11.05.2012 Time of Incident: 07:07</p> <p>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. [REDACTED]</p> <p>Non-responsive</p>
ISS02637214	11/05/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	

[illegible]

[illegible]

					Non-responsive	<p>Exemption 6</p> <p>LOUNGE FOOD PRICES HIGH</p> <p>--Original Message-- From: [REDACTED] Date: 11/20/2012 4:10:56 PM To: [REDACTED] Subject: Travel Feedback</p>
					Non-responsive	<p>[REDACTED]</p> <p>[REDACTED] I personally had been talked to rudely by the [REDACTED], staff and the snack bar attendant [REDACTED]. I asked a simple question about time, and was talked down to like I was a child by one of the [REDACTED] (as if they had something better to be doing). Several times I went to the snack bar and [REDACTED] would be on break. The first time I went up stairs and asked the staff, they said he was on break. I respected that, everyone needs a break. Approximately an hour later I went back to the snack bar, still closed. I went up stairs and asked the staff again, receiving the same response, I made the comment that he takes long breaks. A couple of minutes later they announced the bar was open, I had to get them to open it the same way twice. The P.A. system is not audible to anyone. I asked the staff about it and they said "that's what it is" with an attitude. [REDACTED]</p>
					Non-responsive	<p>The prices for food are way to high, Amtrak seems to offer no stops where you can obtain alternate food sources. [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED] I actually sat staring at them through the window until I got their attention that the snack bar was closed again. [REDACTED]</p>
ISS02652301	11/12/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	PRICING	
						<p>--Original Message-- From: [REDACTED] Exemption 6 Date: 11/19/2012 12:45:42 PM</p> <p>Date of Incident: 11.14.2012 Time of Incident: 4:00pm</p> <p>Message: Dear Amtrak, I ordered a chicken sandwich from the Acela Cafe while on board train # 2166 from NYP to BOS on 11/14. After taking a bite of my sandwich, I noticed the bacon was not cooked! I then opened the sandwich and saw that I had raw bacon in my sandwich. The bacon was supposed to be "smoked" and it clearly wasn't. I brought my sandwich to the Cafe and they agreed it was indeed raw and offered to cook it for me. I declined and she offered me another sandwich, which I accepted. She then charged me a \$1 for the difference in cost for the new sandwich. As you can imagine, pork should be fully cooked so I was quite alarmed and felt it was important enough to write Amtrak of this situation. I am a loyal Amtrak/Acela customer and have always experienced excellent service while on board your trains. I strongly urge you to investigate your catering provider. Best Regards, [REDACTED]</p>
ISS02640556	11/14/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	

						<p>BOTTLED WATER WAS PRICY...PAX DRANK FAUCET WATER LATER AND GOT SICK</p> <p>--Original Message-- From: [REDACTED] Date: 11/22/2012 8:32:50 PM Exemption 6 To: [REDACTED] Subject: General Inquiries</p> <p>Non-responsive [REDACTED] 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 it 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! [REDACTED]</p>
ISS02642349	11/16/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	PRICING	<p>Non-responsive [REDACTED] ...HOT CLIMATE...WATERY HOT COCO</p> <p>--Original Message-- From: [REDACTED] Exemption 6 Date: 11/21/2012 7:42:18 AM To: [REDACTED] Subject: Travel [REDACTED]</p> <p>Non-responsive [REDACTED]</p>
ISS02651821	11/20/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	<p>[REDACTED] The hot chocolate was very watery. I paid way too much for something that was very bad.</p> <p>--Original Message-- From: [REDACTED] Date: 12/16/2012 6:57:16 PM Exemption 6 To: [REDACTED] Subject: Travel Feedback</p> <p>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 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.</p>
ISS02649525	11/21/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	

[illegible]

						<p>--Original Message-- From: [REDACTED] Date: 11/26/2012 2:46:10 PM Exemption 6 To: [REDACTED] Reservation Number: [REDACTED] Date of Incident: 11.21.2012 Time of Incident: hh.mm</p> <p>Message: Travelling SNS to BUR on Coast Starlight 11 with my husband & sister we expected to have lunch onboard. Dining car was fully booked until 3pm so we went to the cafe where the attendant was already running out of food at 1:00 pm. I returned to the dining car to make a dinner reservation & was told they were only serving 5:00-6:00 & would not be able to serve even the sleeper accommodation passengers. The purser [REDACTED] was distracted and unorganized. Politely explaining that my husband is diabetic & we had every expectation of being able to get food onboard I was told to come at 5:00 pm where we were rushed through a meal. Our servers were polite but seemed frustrated. [REDACTED]</p> <p>[REDACTED] [REDACTED] [REDACTED] (even 2 diners) [REDACTED] [REDACTED]</p>
ISS02655751	11/21/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>Non-responsive</p>
						<p>Non-responsive</p> <p>[REDACTED] [REDACTED] [REDACTED]</p> <p>PAX COMPLAINED THAT CREW WAS MIXED COMPETENCY. THE DINING ROOM CREW WAS THE WORST SHE HAS ENCOUNTERED. WAIT STAFF FEMALES WERE GOSSIPING AND INATTENTIVE TO DUTIES.</p> <p>PAX COMPLAINED THAT COFFEE WAS TERRIBLE AND HER CUP WAS DIRTY. WHEN SHE COMPLAINED THE FEMALE DINER CAR MEMBER ACTED LIKE SHE WAS PERPLEXED THAT PAX WANTED ANOTHER CLEAN CUP. PAX FELT THAT DINER STAFF WAS LAUGHING AND COMMENTING ABOUT HER AND HER CONCERNS.</p> <p>PAX REQUESTED QUICHE FOR BREAKFAST AND IT BORE NO RESEMBLANCE TO QUICHE.</p> <p>PAX FELT THAT DINING CAR STEWARD WAS DOING A FAIR JOB, BUT HER STAFF HAD BEEN HAVING A GREAT TIME SANDBAGGING HER.</p> <p>PAX FELT THAT THE SNACK CAR ATTENDANT, MOSES, MADE SEVERAL ANNOUNCEMENTS IN BAD TASTE. PAX FELT THAT HE DID NOT EXHIBIT CLASS OR INTELLECT.</p>
	22/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	<p>PAX STATES HE WENT TO THE LOUNGE CAR FOR A CUP OF COFFEE. HE WAS INITIALLY TOLD BY THE ATTENDANT THE CC MACHINE WAS NOT WORKING. AFTER A FEW MINUTES HE WAS ABLE TO PURCHASE THE COFFEE WITH HIS CARD. HE WAS NOT GIVEN A RECEIPT. HE LATER REVIEWED HIS ACCOUNT AND SAW HE WAS BEING CHARGED \$10 FOR THE COFFEE. ADV PAX TO DISPUTE CHARGE WITH CC. HE JUST WANTED TO LET US KNOW.</p>
ISS02650468	11/24/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	PRICING	

ISS	Date	Complaint	Train	Lounge Services	Food Depleted	Pricing
ISS02642471	11/25/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	Non-responsive
						Exemption 6 PAXS STATED THE FOOD IN THE DINING CAR WAS TERRIBLE, PAX STATED THE DINING CAR ATTENDANT SERVED THEM THE WRONG MEALS AND A HARD TIME CORRECTING THE ORDER...PAXS STATED THEY ORDERD A BAKED POTATOE AND WAS SERVED RICE AND WHEN THEY TOLD THE ATTENDAND HE LOOKED AT THEM LIKE THEY WERE CRAZY...CHICKEN DINNERS COLD, CHICKEN HARD UNCOOKED...PAX STATED THEY SPENT A TOTAL OF \$60.00 FOR THEIR DINNER AND IT WAS A WASTE OF MONEY.. OVERPRICED LOUNGE FOOD
						--Original Message-- From: Exemption 6 Date: 11/25/2012 6:30:58 PM To: Subject: Travel Feedback
						Non-responsive
ISS02652796	11/25/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	PRICING	(as if I wasn't gouged enough on the ticket price already)
						--Original Message-- From: Date: 11/26/2012 12:21:24 PM To: Exemption 6 Reservation Number: Date of Incident: Time of Incident: 12:00 Message:
						Non-responsive
						The train ran out of main substantive items in the caf?? car rather early in both trips. On its own, this isn't a major issue, but combined with delays and poor expectation management, it further becomes one. On a positive note, I would like to applaud the attitude and the individuals who you hire to check tickets and walk through the aisles on both trains. They were helpful, friendly, and generally made the trip a better experience. While I understand that this travel time was busy, that should have been expected, and as the weather was cooperative, Amtrak's ability to manage expectation should not have been as challenging as it appeared.
						Non-responsive
ISS02655709	11/25/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	
ISS02641911	11/26/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	PRICING	PAX STATES THE ATTENDANT REFUSE TO GIVE HER A CUP OF HOT WATER. SHE MADE HER PAY \$2

Exemption 6

[illegible]

						<p>Exemption 6</p> <p>LOUNGE ATTD SEEMED TO BE UNATTENTIVE TO PAX...PAX USED A PACKET OF MAYO THAT WAS VERY OUTDATED AND IT SQUIRTED ALL OVER HIS HAND AND PANTS...THE COND ORDERED THE ATTD TO GIVE HIM ANOTHER MEAL AND HE WANTS TO PRAISE THAT COND</p> <p>--Original Message-- From: [REDACTED] Date: 12/10/2012 3:13:59 PM To: [REDACTED] Subject: General Inquiries</p> <p>Exemption 6</p> <p>[REDACTED] I know that I am not an expert on your service but as a manager in the Hospitality/Travel industry I 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 fast and ended up all over my other hand and some of my pants. When I went up to [REDACTED] to give him back my 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. [REDACTED] Harrisburg - NYC - Vermonter (Windsor) PS: [REDACTED]</p>
ISS02647273	12/09/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	<p>Non-responsive</p>
						<p>--Original Message-- From: [REDACTED] Date: 12/9/2012 3:43:58 PM To: [REDACTED] Subject: Travel Feedback</p> <p>Exemption 6</p> <p>Reservation Number: [REDACTED]</p> <p>Have been on 1:45 out of Chicago for over an hour. No services. No beverage available. No wine no rum no bud light damn near everything gone. . We are at Joliet and cafe car closed, still!!!!!!</p>
ISS02657039	12/09/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	
						<p>PNR [REDACTED] Exemption 6</p> <p>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 ADV I COULD STATE CASE FOR HIM AND SEND TO CLAIMS SHE STATED SHE WILL HAVE HER HUSBAND CALL BACK</p>
ISS02695087	12/10/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD POISONING	

						<p>--Original Message-- From: [REDACTED] Date: 12/15/2012 11:59:13 PM To: [REDACTED] Subject: Travel Feedback</p> <p>Exemption 6</p> <p>Reservation Number: [REDACTED]</p> <p>Date of Incident: 12.15.2012 Time of Incident: 10.20</p> <p>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 gotten food from her about 4-5 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.</p>
ISS02656373	12/14/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	<p>ACCORDING TO SERVICES THERE IS NO DINING/SNACK CAR AT ALL...PAX WRITES THE DINING/SNACK CAR WAS NOT OPEN</p> <p>1 238C ALBNYP 1205P 17JAN 235P @ N JY1</p> <p>--Original Message-- From: [REDACTED] Date: 12/15/2012 1:42:06 PM To: [REDACTED] Subject: Travel Feedback</p> <p>Exemption 6</p> <p>You Asked: I am traveling from Albany NY to NYC on train 238, [REDACTED] and the dining car is not open. [REDACTED]</p>
ISS02656326	12/15/2012	COMPLAINT	TRAIN	EQUIPMENT	Non-responsive UNAVAILABLE - LOUNGE	
ISS02656677	12/17/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	<p>PAX DAUGHTER STATES THERE WAS A ROACH IN HER MOTHERS FOOD, THE CNDR APOLOGIZED AND WROTE A REPORT.</p>
ISS02654428	12/18/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	SLOW SERVICE	<p>a Lady with no name tag on keep screaming and running the lady would come back laughing and smiling she was slow and not friendly</p>
					Non-responsive	<p>PNR [REDACTED] MONTHLY RIDE TIX Exemption 6</p> <p>[REDACTED] NO FOOD OR SNACKS...ASKED GUY ON TRN YELLOW JACKET >>>ENGINEER WENT THROUGH EVERY CAR ONLY GOT 4BOTTLES OF WATER..... [REDACTED]</p>
ISS02656614	12/20/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	

						<p>ADDED AS A TIP WITHOUT HER PERMISSION...</p> <p>--Original Message--</p> <p>From: [REDACTED]</p> <p>Date: 8/12/2013 11:31:38 AM Exemption 6</p> <p>To: [REDACTED]</p> <p>Subject: Travel Feedback</p> <p>Subject: Travel Feedback</p> <p>Nature of Comment: Complaint</p> <p>Name: [REDACTED]</p> <p>Email: [REDACTED]</p> <p>Address1: [REDACTED] Exemption 6</p> <p>Address2: [REDACTED]</p> <p>City: [REDACTED]</p> <p>State: [REDACTED]</p> <p>Zip/Postal: [REDACTED]</p> <p>Country: United States</p> <p>Primary Phone: [REDACTED] - home</p> <p>Mobile Phone: [REDACTED]</p> <p>Amtrak Guest Rewards #: [REDACTED]</p> <p>Reservation Number: [REDACTED]</p> <p>Date of Incident: 07/26/2013</p> <p>Time of Incident: 5:54 pm</p> <p>Message:</p> <p>1. The Bistro added a \$2 tip to my \$11.50 purchase, which I charged to my credit card. I learned this when I received my Discover statement yesterday. [REDACTED]</p> <p>[REDACTED]</p> <p>Non-responsive</p>
ISS02756478	12/21/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	
						<p>RES. [REDACTED] Exemption 6</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>PAX STATED THE BREAKFAST SAUSAGE WAS FROZEN IN THE MIDDLE.</p> <p>PAX STATED HE INFORMED THE DINNER ATTENDANT ABOUT THE FOOD BEING PRE COOKED, & SHE ASKED WHY & I EXPLAINED THE SAUSAGE WAS FROZEN IN THE MIDDLE & SHE NEVER ASKED IF I WANTED IT COMPLETELY COOKED OR CHANGED, SHE DID NOT MENTION ANYTHING.</p> <p>[REDACTED]</p> <p>Non-responsive</p>
ISS02856555	12/22/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	

					Non-responsive	<p>Email from Pax: Exemption 6</p> <p>The chef in the dining car, [REDACTED] 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. [REDACTED] 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 [REDACTED] the guy in the cafe car continuously 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. [REDACTED]</p> <p>Non-responsive</p>
ISS02659524	12/22/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	<p>TR 715.....THERE WAS NO FOOD AVAILABLE....</p>
ISS02653058	12/23/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	
					Non-responsive	<p>--Original Message--</p> <p>From: [REDACTED]</p> <p>Date: 12/23/2012 4:31:01 PM Exemption 6</p> <p>To: [REDACTED]</p> <p>Subject: Travel Feedback</p> <p>Reservation Number: [REDACTED]</p> <p>Date of Incident: 23Dec2012</p> <p>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.</p>
ISS02659462	12/23/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	

ISS	Date	Category	Location	Service	Status	Description
ISS026551109	12/24/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	Non-responsive [REDACTED] HE WAS VERY UPSET THAT FOOD WASN'T BEING SERVED ON THE TRAIN AND HE HAS A MEDICAL CONDITION WHICH HE BELIEVES CONTRIBUTED TO HIS FALL. HE FELT DIZZY. THE LOUNGE & DINER WERE CLOSED DUE TO NO POWER AFTER THE ACCIDENT.
						Non-responsive [REDACTED]

					Non-responsive	[REDACTED]
					Non-responsive	THE PAX COMPLAINED THAT SHE DID NOT HAVE ANYTHING TO EAT FOR OVER 9HRS. THE LOUNGE WAS CLOSED.
						[REDACTED] Exemption 6
ISS02651678	12/26/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	LETTER LOGGED
					Non-responsive	RESV. [REDACTED] Exemption 6
ISS02656656	12/26/2012	COMPLAINT	TRAIN	EQUIPMENT	UNAVAILABLE - LOUNGE	THE TRAIN WAS OVER SOLD SOME PAX HAD TO SIT IN CAFE;; THIS CAUSE THE CAFE SERVICE TO BE SHUT DOWN FOR TEMPOORARILY AND WAS A INCONVIENCE TO EVERY ONE ON BOARD

					Exemption 6	[REDACTED] PAX WRITES E-MAIL REPORTING DELAYED TRAIN AND POOR COMMUNICATION...ALSO CAFE CAR RAN OUT OF WINE [REDACTED] Non-responsive [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]	
						-Original Message-- From: [REDACTED] Exemption 6 Date: 12/26/2012 11:38:03 PM To: [REDACTED] Subject: Travel Feedback Subject: Travel Feedback Nature of Comment: Complaint; Suggestion; Inquiry/Request; Train; Station Name: [REDACTED] Email: [REDACTED] Exemption 6 Address1: Address2: City: State: DC Zip/Postal: Country: United States Primary Phone: - home Mobile Phone: Amtrak Guest Rewards #: Reservation Number: [REDACTED] Date of Incident: 12.25.2012	
ISS02660657	12/26/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD SELECTION		

						<p>[REDACTED]</p> <p>--Original Message--</p> <p>From: [REDACTED]</p> <p>Date: 1/3/2013 7:06:38 PM</p> <p>To: [REDACTED]</p> <p>Subject: Travel Feedback</p> <p>To Whom It May Concern,</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED] What I am writing to you about is not the delays themselves, but the manner in which they were handled by Amtrak. On the final portion of the trip after crossing the border into Canada, the Caf?? car was opened for a short time and then closed for the night. Approximately an hour and a half after closing the car for the night, the announcement came that there would be further delays due to the storm. However, despite this being the case the Caf?? car did not re-open. This left many, including myself, without food (if they had not gotten the opportunity during the short amount of time it was open) for 5+ hours. I feel that this is unacceptable and food should have been made available if possible.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
					Non-responsive	
					Non-responsive	
ISS02662710	12/27/2012	COMPLAINT	TRAIN	EQUIPMENT	UNAVAILABLE - LOUNGE Exemption 6	PNR [REDACTED]
ISS02652146	12/28/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED Non-responsive	PAX CALLED FROM TRAIN AND SAID HIS WIFE IS A VEGETARIAN AND CAFE CAR IS RUNNING OUT OF FOOD, NO CHIPS AND NO FRESH FRUIT. HE WANTS TO GO INTO THE DINING CAR TO EAT. ASKED US TO CALL THE TRAIN.//ADVISED PAX WE CANNOT. [REDACTED] - she states that she had been making food runs for the other pax because the attendant did not come down to chk on them - states that the attendant did not come down to chk on anyone one - [REDACTED]
ISS02652471	12/28/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	
					NO DATE OR TIME GIVEN	
					Non-responsive	<p>--Original Message--</p> <p>From: [REDACTED]</p> <p>Date: 12/28/2012 10:46:16 AM</p> <p>To: [REDACTED]</p> <p>Subject: Travel Feedback</p> <p>[REDACTED] Exemption 6</p> <p>[REDACTED] I received an email on Dec 4th that Capitol Corridor was serving refills again for coffee. So I went to the cafe attendant and she stated I would have to buy another cup, that you dont do free refills. I even showed her the email on my phone and she said it was too small to read on my phone. She clearly didnt know of any policy change and I understand its just a refill but she made no attempt to figure out her new policy. Amtrak needs to get their employees trained better and show some better customer service. I will refrain from buying coffee until you get the problem fixed. Thanks</p>
ISS02654726	12/28/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	

					Non-responsive	<p>Exemption 6</p> <p>--Original Message--</p> <p>From: [REDACTED]</p> <p>Date: 12/29/2012 10:42:56 PM</p> <p>To: [REDACTED]</p> <p>Subject: General Inquiries</p> <p>Exemption 6</p>
ISS02661137	12/29/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	Non-responsive	<p>This is the worst experience. [REDACTED]</p> <p>[REDACTED] It took me 41 minutes to get a diet coke and a regular coke. [REDACTED]</p>
					SLOW SERVICE	
					Exemption 6	<p>RES. # [REDACTED]</p> <p>FOOD UNSATISFACTORY:</p> <p>PAX STATED THAT AGAIN HIS SAUSAGE WAS COLD & HIS WIFE HAD BLACK CURLIE HAIR IN HER [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
					Non-responsive	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
ISS02656555	12/30/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	
						<p>pax email:</p> <p>--Original Message--</p> <p>From: [REDACTED]</p> <p>Date: 12/30/2012 8:45:39 PM</p> <p>To: [REDACTED]</p> <p>Exemption 6</p> <p>Reservation Number [REDACTED]</p> <p>Date of Incident: 12.30.2012</p> <p>Time of Incident: 20:23</p> <p>Message:</p> <p>worst service ever, since I took the train at Toronto I wasn't allow to bring any food,its been more than 12 hrs on the train and even though I had the opportunity to buy some food at your cafe at 2 pm. We are stuck in the middle of nowhere 8:29 pm more than an hour with no cafe service, no crew member to give an explanation. First and last time. Good luck !!</p>
ISS02662145	12/30/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	

					Non-responsive	[REDACTED] [REDACTED]
					PAX LETTER STATES:	[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] Food service is another problem on the Adirondack because popular items such as sandwiches, juices, pastries and wraps run out after about three hours. This means that little food is available for the other eight hours of the run. We continued our trip by Amtrak to Philadelphia and after a few days there traveled on by Amtrak to Seattle and then to Vancouver, BC. We experienced courteous service, comfortable accommodating and good food.
ISS02666267	12/31/2012	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	Non-responsive [REDACTED] [REDACTED]
ISS02650573	01/01/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	Non-responsive PAX ADV HARDLY NO FOOD IN CAFE CAR BUT DID NOT MENTION WHICH ITEMS WERE AVAILABLE VS NOT AVAILABLE [REDACTED] [REDACTED]

						<p>[REDACTED]</p> <p>—Original Message— From: [REDACTED] Date: 1/7/2013 3:14:44 PM To: [REDACTED] Subject: Travel Feedback</p> <p>Dear Sir or Madam, [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED] In addition, since we did not know the specified boarding time (no announcement was ever made), we could not purchase any food during our entire time because we were afraid to miss the train. Please also note that many restaurants and food court also closed earlier due to Jan 1. Amtrak, however, did not provide us any food or drink. We have no food over 3 and half hours during dinner time was a little bit excessive. [REDACTED]</p> <p>[REDACTED]</p> <p>Again, no complimentary water or snacks were even provided. Then, about an hour of our trip, we decided to go to cafe car to buy food. We intended to buy some noodles and burgers to strive our hunger. Unfortunately, the sales person informed us that all noodles and burgers were out, only snacks, aka junk food, are available. We were disappointed without purchasing. [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>Without notification, Amtrak deprived customers to seek alternative transportation (in our case, we could rent a car), to purchase food, and a restful night. [REDACTED]</p>
ISS02665685	01/01/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED Exemption 6	
ISS02652815	01/02/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	PRICING	OWN CUP UPSET THAT HE IS BEING CHARGED 2.00 FOR A CUP OF HOT WATER /// HE DOES NOT HAVE HIS
ISS02654693	01/02/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	PAX CALLED STATE THAT THE FOOD WAS NOT GOOD - ISSUE WAS NOT ADDRESSED ONBOARD - PAX ALSO STATES THAT [REDACTED] IN THE LOUNGE WAS SHORT AND RUDE - APOLOGIZED FOR INCOVN - Exemption 6
						<p>TRAIN WAS 36 MIN LATE...FOOD DEPLETED LOUNGE</p> <p>—Original Message— From: [REDACTED] Date: 1/2/2013 3:29:27 PM To: [REDACTED] Subject: Travel Feedback</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED] - the menu was poor, very little healthy on it, and then 10 mins out of NY I try and buy a Cesar Salad - "nope got none" was the response - without warning we are told cafe car is closed - still 1 hr to go - like no warning, no option till departing DC VERY BAD form - on the other hand - very impressed how the conductor handle arranging a stop at Newark Airport very good service, very quick to see the problem, offered to see if he could do... [REDACTED]</p>
ISS02664168	01/02/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	

					Non-responsive	<p>RES. # [REDACTED] Exemption 6</p> <p>[REDACTED]</p> <p>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.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>FOOD UNSATISFACTORY:</p> <p>PAX STATED THAT SHE HAD THE BEEF DINNER BUT THAT WAS THE ONLY THING I WOULD HAVE HAD. IT WAS NOT A GREAT MEAL, JUST ACCEPTED, I WAS EXPECTING BETTER.</p>
ISS02656532	01/09/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	
						<p>--Original Message--</p> <p>From: [REDACTED] Exemption 6</p> <p>Date: 1/12/2013 7:16:26 PM</p> <p>To: [REDACTED]</p> <p>Subject: Travel Feedback</p> <p>Here is my Rewards number: [REDACTED] I traveled from Providence to Metro yesterday. I could not get a drink or food because the credit card machine was down. I was told I could not get anything until we got to NY. Really? Couldn't they offer 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 cash with me.</p>
ISS02666726	01/11/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	
ISS02657363	01/12/2013	COMPLAINT	TRAIN	EQUIPMENT	UNAVAILABLE - LOUNGE	<p>RES. # [REDACTED] Exemption 6</p> <p>PAX CALLED STATING THIS WAS HIS FIRST TIME ON THE AUTOTRAIN AND WAS LOOKING FORWARD TO SPENDING TIME IN THE LOUNGE CAR, PAX STATED THERE NO LOUNGE CAR ON HE TRN(53) 01/12, [REDACTED]</p>
					Exemption 6	<p>PAX STATED THAT THE THE MEET AND GREET OR ATTENDENT WAS DELIGHTFUL AND HAD A WONDER PERSONALITY PAX THINKS HIS NAME MAYBE [REDACTED] BUT HE TOLD PAX THAT THEY WERE ONLY A COUPLE CAR 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 GETTING ON TRIAN [REDACTED]</p> <p>[REDACTED] Non-responsive</p> <p>PAX STATED THAT THE CREW ARE VERY NICE AND KIND PEOPLE AND THAT IS IMPORTANT TO HER [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
ISS02669053	01/12/2013	COMPLAINT	TRAIN	EQUIPMENT	UNAVAILABLE - LOUNGE	
ISS02661079	01/17/2013	COMPLAINT	TRAIN	EQUIPMENT	UNAVAILABLE - LOUNGE	<p>pax called states that the lounge (parlour car) unavailable due to late train - he had to sit in dining car</p>
						<p>PNR [REDACTED] Exemption 6</p> <p>PAX WENT TO CAFE CAR TO PURCHASE A GINGER ALE...DISPLAYED WAS A "CANADA DRY" BUT THE ATTENDT WOULD ONLY SELL HER "SWEPPS"</p> <p>[REDACTED]</p>
ISS02661359	01/22/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD SELECTION	<p>Non-responsive</p> <p>[REDACTED] "YOU CAN ONLY BUY IT IN BUSINESS CLASS"</p>

ISS02669236	01/22/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD SELECTION	<p>Non-responsive</p> <p>EMAIL LOGGED</p> <p>Exemption 6</p> <p>—Original Message—</p> <p>From: [REDACTED]</p> <p>Date: 1/22/2013 10:32:05 PM</p> <p>To: [REDACTED]</p> <p>Subject: Employee Praise/Compliment</p> <p>Subject: Employee Praise/Compliment</p> <p>Nature of Comment:</p> <p>Name: [REDACTED] Exemption 6</p> <p>Email: [REDACTED]</p> <p>Address1:</p> <p>Message:</p> <p>[REDACTED] I have to applaud your dedication to your unhealthy menu selection. Change it up!! I speak on behalf of all the passengers when I say we are sick of eating this garbage, I would like to have your supervisor/director eat this everyday and see how happy they are. On top of that, the night train back to LAX is always out of food. My dinner tonight is a bag of nuts and a modelo. We live in an age where cheap, accessible and healthy food is available. Think about it... Respectfully, [REDACTED]</p> <p>Exemption 6</p>
ISS02661106	01/24/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>Non-responsive</p> <p>[REDACTED]</p>

						[REDACTED]
ISS02661155	01/24/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	13 [REDACTED] [REDACTED] pax email: [REDACTED] --Original Message-- From: [REDACTED] Date: 1/29/2013 3:55:56 PM To: [REDACTED] Exemption 6 Reservation Number [REDACTED] Date of Incident: 01/25/2013 Time of Incident: 08:30 pm Message: The Tuscan panini from the cafe car was disgusting. It lacked stated ingredients like roasted red peppers and provolone; its only ingredients were processed meat. The bread was soggy and oozing grease. I used a napkin to absorb as much of the fat as possible, but it was still barely edible. I threw most of it away. You need to pay attention to your food services; this was unacceptable.
ISS02663082	01/25/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	

					Non-responsive	<p>[REDACTED]</p> <p>Original Message--</p> <p>From: [REDACTED]</p> <p>Date: 1/25/2013 9:35:09 PM Exemption 6 Exemption 6</p> <p>To: [REDACTED]</p> <p>Subject: My trip to DC</p> <p>Hi,</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED] I decided, screw it, I'll go get a drink. Guess what? The cafe car is out of all beer, all wine, and all alcohol.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
ISS02669323	01/25/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	

					Non-responsive	pax email: [REDACTED] --Original Message-- From: [REDACTED] Exemption 6 Date: 2/19/2013 11:45:39 AM To: [REDACTED] Reservation Number [REDACTED] [REDACTED] of Incident: 1/25/2013 Time of Incident: 2:00 pm Message: Hello, On January 25, 2013, I had a very disappointing ride on what was originally supposed to be Amtrak 0174. [REDACTED]
					Non-responsive	[REDACTED] Further, the cafe cart completely ran out of food and water. I arrived in Boston both late and hungry and I am writing to request that I be reimbursed for this leg of my trip. I am a frequent rider of Amtrak and hope to continue to be so. Thank you.
ISS02673785	01/25/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	Exemption 6
					Non-responsive	[REDACTED] and the cafe car ran out of food
ISS02662116	01/27/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	

					Non-responsive	<p>[REDACTED]</p> <p>[REDACTED] ..OVERPRICED MEALS IN LOUNGE</p> <p>--Original Message--</p> <p>From: [REDACTED]</p> <p>Date: 1/27/2013 7:58:08 PM Exemption 6</p> <p>To: [REDACTED]</p> <p>Subject: Travel Feedback</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED] On top of that my family of four ended up having to spend \$40 on over priced food being we were stuck on a train ride for over 10 hours which we should have been home for a late lunch. [REDACTED]</p> <p>[REDACTED]</p>
ISS02668576	01/27/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	PRICING	<p>PAX ADV ONLY REC'D A SNACK PACK FOR DELAYED TRAIN</p>
					Non-responsive	<p>[REDACTED]</p> <p>[REDACTED] ..FOOD RAN OUT IN LOUNGE</p> <p>--Original Message--</p> <p>From: [REDACTED]</p> <p>Date: 1/30/2013 12:27:50 PM Exemption 6</p> <p>To: [REDACTED]</p> <p>Subject: Travel [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED] The food cart ran out of food for some time - which I feel was not necessary as Amtrak knew the number of passengers and how long we had been sitting in Union Station - they should have been prepared for a rush at the food car. [REDACTED]</p> <p>[REDACTED]</p>
ISS02668953	01/27/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>[REDACTED]</p>

						<p>-Original Message-</p> <p>From: [REDACTED] Exemption 6</p> <p>Date: 1/29/2013 10:49:44 AM</p> <p>To: [REDACTED]</p> <p>Subject: Travel Feedback</p> <p>Reservation Number: [REDACTED]</p> <p>Date of Incident: 01/27/2013</p> <p>Time of Incident: 7:20 [REDACTED]</p> <p>Non-responsive</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED] the snack car ran out of food, and this was before we even left</p> <p>Chicago</p> <p>[REDACTED] CAFE CAR WAS CLOSED, SHE WAS UNABLE TO GET HOT WATER FOR TEA.</p>
ISS02670095	01/27/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	
ISS02662464	01/29/2013	COMPLAINT	TRAIN	EQUIPMENT	UNAVAILABLE - LOUNGE	
						<p>Non-responsive</p> <p>EMAIL LOGGED. [REDACTED] PAX UPSET BECAUSE THE TRN DID NOT HAVE A LOUNGE CAR TO PURCHASE SOMETHING TO EAT.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>-Original Message-</p> <p>From: [REDACTED] Exemption 6</p> <p>Date: 1/29/2013 11:08:41 PM</p> <p>To: [REDACTED]</p> <p>Subject: Travel Feedback</p> <p>Message:</p> <p>This is highly unusual in that normally I have a wonderful experience riding. Today, sadly, is not one of those days. [REDACTED]</p> <p>[REDACTED] I was getting hungry for dinner (my plan all along was to dine in the meal car). No meal car? Why?</p> <p>Non-responsive</p>
ISS02670123	01/29/2013	COMPLAINT	TRAIN	EQUIPMENT	UNAVAILABLE - LOUNGE	

						<p>CLOSED CAFE 2 HRS PRIOR TO ARRIVAL WITHOUT NOTIFYING PAX</p> <p>PAX EMAILED</p> <p>—Original Message—</p> <p>From: [REDACTED] Exemption 6</p> <p>Date: 2/1/2013 5:09:23 PM</p> <p>To: [REDACTED]</p> <p>Subject: Travel Feedback</p> <p>Non-responsive</p> <p>[REDACTED] I'm sitting in the cafe car and was planning to have an early dinner and the cafe shut down around 4:30pm without any announcement at all. It's absolutely crazy and two other people have wandered by my table asking where is the person manning the cafe car. Two issues: Why in the world do you shut down a cafe with more than two hours to go and AT DINNER TIME?!! Secondly, aside from the ridiculous policy, why doesn't your staff make an announcement so people can order something before it closes? One of the people that stopped by said the same thing "If they had just announced it, I could have ordered something." They did not make an announcement. It's a dumb policy if you close it early and bad service by not making an announcement prior to closing. I'll say again, there was definitely NO announcement prior to closing the cafe. Thank you.</p>
ISS02664674	02/01/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	
						<p>Non-responsive</p> <p>[REDACTED]</p> <p>PAX ORDER SOME LOUNGE ITEMS AND FELT THE PRICE WAS HIGH...</p> <p>[REDACTED]</p> <p>PAX EMAILED:</p> <p>—Original Message—</p> <p>From: [REDACTED] Exemption 6</p> <p>Date: 2/4/2013 2:28:06 PM</p> <p>To: [REDACTED]</p> <p>Subject: Employee Praise/Compliment</p> <p>.....So we make it to the train at 9:59 [REDACTED] I believe her name was working cart 15 was extremely nice, (in fact the only person in the whole experience that was nice.) directed us to seats 5 and 6. [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED] so we decide we want to get some food, we go down to the cafe and order 2 sodas, 1 red bull, 2 non jimmy dean breakfast sandwiches, (when the sign clearly states jimmy dean) and M&M's total comes out to \$24 how is that possible? this is highway robbery. so we pay that outrageous amount of money go back to our seats [REDACTED]</p>
ISS02670522	02/01/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	PRICING	

					<p>OUTREACH C/B Exemption 6 RES: [REDACTED]</p> <p>PAX STATES THE ENTIRE TRAIN WAS FREEZING WHICH MADE THE FOOD COLD & THE TRAIN RAN OUT OF FOOD IN THE CAFE CAR.....PAX STATES THEY WERE GIVEN A SMALL BOTTLE OF WATER AT AROUND THE 5TH HOUR OF BEING STRANDED ON THE TRACKS.....</p> <p>[REDACTED]</p> <p>Non-responsive</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
ISS02666918	02/07/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	<p>FOOD DEPLETED</p> <p>[REDACTED]</p>
					<p>--Original Message-- From: [REDACTED] Exemption 6 Date: 2/22/2013 9:10:34 AM</p> <p>Date of Incident: 02/07/2013 Time of Incident: 09:00 am</p> <p>Message: "I am diabetic 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...."</p>
ISS02671934	02/07/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	<p>FOOD SELECTION</p>
					<p>FYI - All Empire Service trains that travel solely 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:</p> <p>--Original Message-- From: [REDACTED] Date: 2/11/2013 2:54:59 PM Exemption 6 Subject: General Inquiries</p> <p>Reservation Number: [REDACTED]</p> <p>Date of Incident: 2/10/2013 Time of Incident: 12:30 pm</p> <p>Message: Yesterday, I was on your Easttown 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.</p>
ISS02671849	02/10/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	<p>HOURS UNSATISFACTORY</p>

					Non-responsive	<p>[REDACTED]</p> <p>LOUNGE WAS CLOSED</p> <p>PAX EMAILED:</p> <p>---Original Message---</p> <p>From: [REDACTED]</p> <p>Sent: Saturday, February 16, 2013 1:26 PM</p> <p>Subject: Travel Feedback [REDACTED]</p> <p>[REDACTED] - Feb 11, 2013</p> <p>Reservation #: [REDACTED]</p> <p>Amtrak Guest Rewards #: [REDACTED]</p> <p>I am traveling on train 94 from new haven to Boston (reservation numbe [REDACTED] and the quality of my journey has been unacceptable. The calo car was closed and the staff were incredibly rude and unhelpful regarding other options for finding food, while also providing me with false information about the departure time of the train, [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>Thank you,</p> <p>[REDACTED]</p>	Exemption 6
ISS02673180	02/11/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	PNR [REDACTED]	Exemption 6
					Non-responsive	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	
ISS02668693	02/13/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED		

						<p>.....WARM CLIMATE...LACK OF OPEN TABLES IN LOUNGE CAR..</p> <p>PAX EMAILED:</p> <p>-Original Message-</p> <p>From:</p> <p>Date: 2/15/2013 6:25:04 PM</p> <p>To:</p> <p>Subject: Travel Feedback</p> <p>Exemption 6</p> <p>1. Riding Train number 125 (Quantico to Norfolk),</p> <p>..... the cafe car in this train has 1/2 the normal number of tables available. Instead of the usual set to the rear of the service counter, there's Business class seating. I like to take advantage of the trip to continue working on office projects, but between the heat, the delay and the lack of open tables, that's not really possible this time around.</p> <p>-Original Message-</p> <p>From:</p> <p>Date: 2/15/2013 6:38:10 PM</p> <p>To:</p> <p>Subject: Travel</p> <p>Exemption 6</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>
ISS02670387	02/16/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	Non-responsive SLOW SERVICE	
ISS02675123	02/16/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD SELECTION	<p>PNR PAX SAID SHE HAD A TURKEY HAM ON RYE BREAD AND THE OUTSIDE WAS HARD AND THE INSIDE WAS SO SOFT TO PUT MAYONNAISE ON IT IT FELL APART LOST A SET OF KEYS ON THE TRAIN - IT INCLUDED HER HOUSE AND CAR KEYS - THERE IS SOMETHING ON THE KEY CHAIN WITH THE PAX'S FIRST NAME SPELLED OUT - ONE IS JUST A REGULAR HOUSE KEY - AND THE OTHER KEY HAS BLACK ON IT WHICH IS A CAR - SHE HAS A SOLAR PANEL WHERE YOU CAN CHARGE YOUR CELL PHONE - THIS IS ABOUT 2" LONG. SHE HAS HER SECURITY TO HER CAR ON IT - IT IS AN ALARM AND THE BRAND IS CLIFFORD.</p>
						<p>..... NO DINER/LOUNGE ON TRAIN FOR FOOD</p> <p>-Original Message-</p> <p>From:</p> <p>Date: 2/19/2013 9:00:12 AM</p> <p>To:</p> <p>Subject: Travel</p> <p>Exemption 6</p> <p>..... no food(we could try to leave train but no guarantee train would be there when we got back ?).etc etc.</p>
ISS02675469	02/16/2013	COMPLAINT	TRAIN	EQUIPMENT	UNAVAILABLE - LOUNGE	

						PNR [REDACTED] PAX WRITES Exemption 6 We had a great trip. Reservation and boarding was excellent. Internet was sloooow. On average, it would take 1 minute for any news website to load. The cafe car has plenty 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 [REDACTED] THE ATTENDANT DID NOT ASST THEM..HE SAID THE SERVICE WAS AWFUL...HE ASKED FOR WINE AND THE AGENT FORGOT IT....FROM NHV-BOS, THE AGENT WAS IN THE BACK READING THE NEWSPAPER AND THE OTHER AGENT WAS A SLEEP.....HE SAID HE ASKED FOR SECOND MEAL AND WAS TOLD THAT HE COULD HAVE ONLY ONE MEAL.... PAX REPEATED THE CHAIN OF EVENTS ON THE TRAIN WHERE HE & HIS TRVL PARTNER EXPERIENCED HORRIBLE TREATMENT.....PAX STATES THAT HE IS A FREQ TRVLR & HAS NEVER EXPERIENCED THIS TYPE OF TREATMENT IN ANY OF HIS PAST TRIPS.....PAX 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 OCT. 13TH-PNR # [REDACTED] Exemption 6
ISS02660583	02/17/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY Non-responsive Non-responsive	pax email: [REDACTED] [REDACTED] [REDACTED] --Original Message-- From: [REDACTED] Date: 2/18/2013 8:26:41 AM To: [REDACTED] Exemption 6 Reservation Number [REDACTED] Date of Incident: 02/17/2013 Time of Incident: 2:00 pm Message: Dear Amtrak, [REDACTED] and I traveled to NYC for the weekend, and we discovered that there was bad weather on Sunday in our state of New Hampshire. [REDACTED] On top of that, the meal cart on the train was out of service. I am not happy as a first time Amtrak traveler. [REDACTED] uses Amtrak every week for work. I would like for you guys to make this situation right. Thank you. [REDACTED] [REDACTED] Exemption 6
ISS02673560	02/17/2013	COMPLAINT	TRAIN	EQUIPMENT	UNAVAILABLE - LOUNGE	NOTE: ONLY 1 PAX AT \$19 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....
ISS02669685	02/19/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	

					Non-responsive	<p>[REDACTED]</p> <p>~Original Message~ From: [REDACTED] Date: 2/23/2013 10:49:52 AM Exemption 6 To: [REDACTED] Subject: Travel Feedback</p> <p>I was traveling from Miami, FL to Fayetteville 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 severe 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 diarrhea and my stomach was bloating. I don't know if the burger was expired or whatever the case maybe you really need to have a better choices as far as food because that burger was microwavable and you should not be serving that kind of food for that price fresh food is always a better alternative.</p>
ISS02672386	02/19/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD POISONING	
					Non-responsive	<p>PNR [REDACTED] Exemption 6</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>PAX SAID THE LOUNGE ATTENDT WAS VERY RUDE..AFRICAN AMERICAN OLDER WOMAN,</p>
ISS02671121	02/21/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	RAN OUT OF BOTTLED WATER NAD BEVERAGES....NO FOOD.
					Non-responsive	<p>[REDACTED] LOUNGE RAN OUT OF BEVERAGES</p> <p>~Original Message~ From: [REDACTED] Exemption 6 Date: 2/22/2013 4:21:01 PM To: [REDACTED] Subject: Travel Feedback</p> <p>I was a passenger on train #306 from Chicago to Carlinville, IL. [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]! Not only was the wait horrendous but we were not offered water or anything for our wait.</p> <p>The beverage station ran out completely. Not acceptable. [REDACTED]</p>
ISS02673861	02/21/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	

						<p>Pax sister called on her behalf stating that she went to the food car to buy a salad & after she returned to her seat she realized the salad was frozen. She states she went back to tell the guy she got a frozen salad and she states he was nasty & rude. She states he told her it was nothing he could do about it since she had already opened it. She states that's all he said but it was the way he said it. Pax requested a refund or something because of what happened & a phone call from Mgmt.</p> <p>Description: White male wearing glasses bigger/medium height.</p> <p>Non-responsive</p> <p>*** GUEST REWARDS CUSTOMER ***</p> <p>Exemption 6</p> <p>6008@ ZIPCODE</p> <p>Exemption 6</p> <p>Non-responsive</p>
ISS02671764	02/24/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	<p>Non-responsive</p>
						<p>--Original Message--</p> <p>From: [REDACTED]</p> <p>Date: 2/27/2013 6:02:01 PM</p> <p>To: [REDACTED]</p> <p>Subject: Travel Feedback</p> <p>Exemption 6</p> <p>This is my husband and my first time using Amtrak. The travel was good until we went to the cafe car to purchase food and beverages. Your employee working the cafe car acted as if we were bothering him. As a retail store manager myself I find this very insulting and if this is how Amtrak allows their customers to be treated next time we will take a bus or fly. I did not pay good hard earned money to be treated this way. He was very rude and inconsiderate of how he made our food. My pizza was burnt and half of it was inedible. He did not offer condiments for the burger nor did he offer us any napkins.</p>
ISS02676622	02/27/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	
ISS02673843	02/28/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	<p>PAX STATES THIS WAS THEIR FIRST RIDE ON AMTRAK AND WANTED TO EXPERIENCE THE BEST WE HAVE TO OFFER. THE TRAY WAS BROKEN AND THE FOOD WAS SUBPAR. THEY DECIDED TO TAKE THE REGIONAL BACK HOME AND FOUND THAT TO BE JUST AS GOOD AS THE ACELA</p>

						<p>EMAIL LOGGED - PAX WERE ASKED TO LEAVE THE LOUNGE CAR BECUASE IT WAS NOT OPEN , YET THE OBS 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 DONT NEED MY NAME" I WOULD DESCRIBE THIS MAN AS ABOUT 40, CLEAN CUT, AFRICAN AMERICAN, 5'9 TALL. I LOOK FORWARD TO FOLLOWING UP ON THIS ONE.</p> <p>--Original Message-- From: [REDACTED] Date: 3/1/2013 8:35:17 AM To: [REDACTED] Subject: Travel Feedback</p> <p>Exemption 6</p> <p>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 jerk it is all the more apparent because of the contrast. 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 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 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, 5'9 tall. I look forward to following up on this one. What a jerk.</p>
ISS02677640	03/01/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	
					Non-responsive	[REDACTED]
ISS02675293	03/02/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	PAX STATES THE FOOD WAS HORRIBLE ON THIS TRIP
						<p>--Original Message-- From: [REDACTED] Date: 3/12/2013 11:15:41 AM To: [REDACTED] Subject: Travel Feedback</p> <p>Exemption 6</p> <p>We took 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 pastries, 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 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 exlry date.</p>
ISS02681728	03/02/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	
					Non-responsive	
ISS02675123	03/03/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD SELECTION	PNR [REDACTED] - PAX SAID SHE HAD A TURKEY HAM ON RYE BREAD AND THE OUTSIDE WAS HARD AND THE INSIDE WAS SO SOFT TO PUT MAYONAISE ON IT IT FELL APART.

[illegible]

[illegible]

					Non-responsive	<p>.....50% OF CAFE ITEMS WERE GONE CAUSING A LIMITED FOOD SELECTION....INTOXICATED AND LOUD PAX SAT NEXT TO THEM ON A FULL TRAIN...COULD NOT RELOCATE</p> <p>--Original Message--</p> <p>From: Exemption 6</p> <p>Date: 3/15/2013 2:52:57 PM</p> <p>To:</p> <p>Subject: Travel Feedback</p> <p>I was traveling with my Fiance (who is here visiting the US from Ireland) from St. Louis, MO to Joliet, IL on Sunday 3-10-2013 on the 5:30pm train. This was only our second time on your train as coming down to St. Louis on the 3-7-2013 was our very first Amtrack train ride.</p>
					Non-responsive	<p>..... We also tried to go to the food car to have a bit of something to eat and the food car was out of more than 50% of the foods that were advertised in the menu. So we were left feeling dirty from the conditions and also hungry from not many food options. I attempted to consume a deli sandwich that was left over, that later in the evening, gave me such an upset stomach that when we finally made it to our home I was sick with diarrhea in the middle of the night.</p>
					Non-responsive	<p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>
ISS02681426	03/10/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED

[illegible]

					Non-responsive	RES# [REDACTED] Exemption 6 [REDACTED] NOT HAPPY WITH FOOD OR PRICES. [REDACTED] Exemption 6 --Original Message-- From: [REDACTED] Date: 3/12/2013 7:10:01 PM Exemption 6 To: [REDACTED] Message: [REDACTED] food is poor quality and high priced [REDACTED] all employees where rude except the cafe attendant
ISS02680586	03/12/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	
					Exemption 6	PAX REPORTS SEEING HAIR IN HIS WIFE HAMBURGER, HE BELIEVES ATTENDANT REMOVED THE HAIR AND BROUGHT SAME BURGER BACK TO HER, PNR [REDACTED] Exemption 6 RES [REDACTED] PAX STATED THAT HE HAD A PIECE OF HAIR IN HIS OMELET AND I APOLOGIZED AND ADVISED [REDACTED] I WILL REPORT THE INCIDENT TO MANAGEMENT ...HE WANTED TO KNOW IF HE WOULD GET SOMETHING BECAUSE THIS IS THE SECOND MEAL THAT HE HAS FOUND HAIR IN FOOD...HIS WIFE FOUND HAIR IN HER FOOD THE DAY BEFORE... PASSENGER STATED THAT HE HAD THE SAME WAITRESS BOTH TIMES [REDACTED] ...ASKED IF HE AVISED [REDACTED] OF THE INCIDENT AND HE STATED HE DID AND I ASKED IF SHE OFFERED ANYTHING ... [REDACTED] STATED HE REALLY DID NOT WANT TO EAT ANYTHING AFTER THAT. [REDACTED] STATED THAT HE THINKS THEY SHOULD BE GIVEN A ROOM FOR THEIR RETURN...ADVISED I CANNOT DO THAT...AND ADVISED I WILL INFORM MANAGEMENT ...AND THE CALL DISCONNECTED...PAX CALLING FROM TRAIN...HE ALSO ADVISED [REDACTED] ABOUT THE HAIR IN HIS FOOD AND SHE STATED THAT WAS NOT HER HAIR...
ISS02677946	03/13/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	
ISS02680524	03/15/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	PAX SAYS THE TRAIN HAD NOT FOOD, EXCEPT CEREAL
					Non-responsive	[REDACTED]
ISS02680952	03/18/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	FOOD SUPPLY WAS DEPLETED, PAX HAD TO WAIT AN HOUR BEFORE FOOD BECAME AVAILABLE.

						<p>PNR [REDACTED] Exemption 6 Exemption 6</p> <p>[REDACTED]</p> <p>Non-responsive</p> <p>[REDACTED]</p> <p>DINING CAR AND CAFE CAR CLOSED WAS NOTHING TO EAT ON TRAIN UNTIL THE NEXT MORNING. WTN</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>Non-responsive</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
ISS02681697	03/20/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	
						<p>--Original Message--</p> <p>From: [REDACTED] Exemption 6</p> <p>Date: 4/10/2013 6:53:34 PM</p> <p>To: [REDACTED]</p> <p>Subject: Travel Feedback</p> <p>Date of Incident: 03/20/2013</p> <p>Time of Incident: 9:00 am</p> <p>Message:</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED] The staff in the dining car were rude and were unhelpful when I and a gentleman seated with us, both received pork loin that was frozen in the middle. I also, at that time, requested a different side, because my side came with an ingredient (Bell Peppers) that I am allergic to. This ingredient was not listed on the menu for this dish. Rather than give me a new plate of food, I was given the same dish with the pork heated in the microwave and scooped off the old side and gave me a new side. The people handling this issue were unpleasant about this whole event. If you are going to charge restaurant prices, than perhaps you should treat your patrons with more respect. My husbands chicken was so over-microwaved that is had largely become dehydrated and inedible. We must have spent \$200 on food on the train on this trip. What a waste! Earlier in the day I had purchased a sandwich in the 'Cafe' car and it was frozen in the middle, stale on one side, and mushy on the other corner. The gentleman was quite nice about taking that item back no questions asked. [REDACTED]</p> <p>[REDACTED]</p> <p>Non-responsive</p> <p>[REDACTED]</p>
ISS02690115	03/20/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	

					Non-responsive	<p>...CAFE CLOSED</p> <p>--Original Message--</p> <p>From: [REDACTED]</p> <p>Date: 3/22/2013 6:17:32 PM Exemption 6</p> <p>To: [REDACTED]</p> <p>Subject: Travel Feedback</p>
ISS02683859	03/22/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	Non-responsive HOURS UNSATISFACTORY	<p>[REDACTED] when we get on the cafe is closed, Tickets and reservations say cafe car! Now I'm starving and late as heck! INo ons told us and all your stuff says cafe! i feel like lls a 2.5 hour ride! I feel like something should be done!</p>
						<p>--Original Message--</p> <p>From: [REDACTED]</p> <p>Date: 3/22/2013 6:17:54 PM Exemption 6</p> <p>To: [REDACTED]</p> <p>Subject: Travel Feedback</p> <p>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 unsanitary and/or closed. Amtrak should do much better--the customers deserve better. Thank you, and please contact me about this.</p>
ISS02683869	03/22/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	
					Non-responsive	<p>...NO LOUNGE CAR</p> <p>RMK... KEYSTONE EQUIP/NO FOOD SVC 23MAR13 7:14A 5083</p> <p>--Original Message--</p> <p>From: [REDACTED]</p> <p>Date: 3/30/2013 1:19:02 PM Exemption 6</p> <p>To: [REDACTED]</p> <p>Subject: Travel Feedback</p> <p>Hello, I am a frequent Amtrak user and had a particularly terrible experience on my trip from metropark to union station on the 16th [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>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. [REDACTED]</p>
ISS02685683	03/23/2013	COMPLAINT	TRAIN	EQUIPMENT	Non-responsive UNAVAILABLE - LOUNGE	

Case Number	Date	Category	Sub-category	Product/Service	Response	Comments
ISS02687788	03/23/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	Non-responsive	Exemption 6 PAX STATES THAT THERE WAS NO CAFE CAR ON BOARD BECAUSE OF PROBLEMS W/THE TRAIN.....
ISS02688647	03/23/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	Non-responsive	Exemption 6 [REDACTED]
ISS02691243	03/23/2013	COMPLAINT	TRAIN	EQUIPMENT	Non-responsive	Original message-- From: [REDACTED] Date: 4/9/2013 4:09:14 PM To: [REDACTED] Subject: Travel Feedback Exemption 6 Subject: Travel Feedback Nature of Comment: Complaint; Train Name: [REDACTED] Email: [REDACTED] Address1: Address2: City: State: Zip/Postal: Country: United States Primary Phone: - mobile Mobile Phone: Amtrak Guest Rewards #: Reservation Number: [REDACTED] Exemption 6 Date of Incident: 03/23/2013 Time of Incident: 8:01 am Message: I am writing because I was told my an Amtrak attendant that we would be refunded for a portion of our tickets due to the unavailability of a cafe cart on our trip from NJ to Washington, D.C. [REDACTED] [REDACTED]
ISS02692344	03/24/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	Non-responsive	Exemption 6 PAX STATED THEY RAN OUT OF JUICES, AND A CERTAIN FOODS,

					Non-responsive	<p>pnr [REDACTED] Exemption 6</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>pax states that the veal was good with her meal - but she was not happy with the mashed potatoes - and the veggies - string bean medley were inedible-</p>
ISS02683882	03/28/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	<p>Non-responsive.</p> <p>[REDACTED] THE FOOD WAS HORRIBLE THE TURKRY AND CHEESE SANDWICH SERVED FROZEN PAX STATES SHE WAS ADVISED IT COULD NOT BE WARMED UP [REDACTED]</p>
ISS02683275	03/30/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>FOOD DEPLETED IN LOUNGE</p> <p>-Original Message-</p> <p>From: [REDACTED]</p> <p>Date: 4/5/2013 1:37:47 PM</p> <p>To: [REDACTED]</p> <p>Subject: Travel Feedback</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
ISS02688497	03/30/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>Non-responsive</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED] Both trips ran out of much of the food selections.....</p>

					Exemption 6	PNR [REDACTED] PAX MENTIONED CONDUCTOR ADVISED THEM SNACKS WERE DEPLETED AND WATER WAS LIMITED.
					Non-responsive	[REDACTED]
					Non-responsive	[REDACTED]
					Non-responsive	[REDACTED]
ISS02684860	03/31/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	[REDACTED]
						<p>—Original Message— From: [REDACTED] Exemption 6 Date: 4/3/2013 3:45:29 PM</p> <p>Date of Incident: 03/31/2013 Time of Incident: 06:30 am</p> <p>Message: Hello, I was on the 5:20 am train out of Washington DC Sunday morning. I purchased a turkey Gouda wrap, paid with cash, and was handed a receipt. I'm going over my receipts now to submit them for reimbursement, and noticed that my receipt says "No Sale" on it. I am very upset, as it was quite early and I didn't think it necessary to confirm that what the cashier was handing me was actually my receipt.</p>
ISS02685481	03/31/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	SLOW SERVICE	PNR [REDACTED] Exemption 6
ISS02685151	04/01/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	<p>PAX ADV SHE PURCHASED A HAMBURGER ON THE TRAIN AND IT WAS HORRIBLE....PAX ADV SHE DID NOT RETURN IT TO THE CAFE CAR SINCE THE ATTENDANT IN CAFE CAR WAS VERY ANNOYED WITH PAX SINCE PAX WAS NOT SURE WHAT SHE WANTED TO PURCHASE...DESC: FEMALE/AFRICAN AMERICAN/LIGHT SKIN/HEAVY SET</p> <p>[REDACTED] she went into one near the cafe car and almost threw up she then went to another car and that was just as bad but she had to go so she put tissues up her nose it was terrible</p> <p>[REDACTED]</p>
ISS02706949	04/01/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>Non-responsive</p> <p>pax said she went to the lounge car and asked for decaf coffee and they did not have any</p>

					Non-responsive	<p>FOOD DEPLETED IN LOUNGE..</p> <p>--Original Message-- From: Date: 4/5/2013 1:37:47 PM To: Subject: Travel Feedback</p> <p>Exemption 6 Exemption 6</p> <p>.....Both trips ran out of much of the food selections, and the return trip had a two hour delay, ran out of ice,</p>
ISS02688497	04/02/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	
ISS02685477	04/03/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	Non-responsive FOOD SELECTION	<p>HORRIBLE//CAFE CAR HAD LIMITED FOOD SELECTIONS</p>
					Non-responsive	<p>--Original Message-- From: Date: 4/3/2013 8:50:55 PM To: Subject: General Inquiries</p> <p>Exemption 6</p>
					Non-responsive	<p>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 restless. I understand you can't help some things but the way we were treated on top of the huge inconvenience was ridiculous.</p>
ISS02687695	04/03/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	
					Non-responsive	<p>--Original Message-- From: Date: 4/8/2013 9:53:35 AM To: Subject: Tell us what you think Source: Member Web Member Number: Name: Respond Via Email: Yes Subject: Tell us what you think Comments: Good morning. I am writing in response to a trip that I recently took with my friends and family.</p> <p>Exemption 6 Exemption 6</p>
					Non-responsive	<p>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 extremely unpleasant and we would like credit towards another trip. Thank you.</p>
					Non-responsive	
ISS02689820	04/03/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	
ISS02686377	04/04/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	<p>AGAIN PROBLEMS WITH THE FOOD SERVED FROZEN!!</p>

ISS02686377	04/04/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	<p>PNR [REDACTED] Exemption 6</p> <p>PAX TRAVELS 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.....</p>
ISS02686404	04/04/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>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.</p> <p>Non-responsive [REDACTED]</p>
ISS02686411	04/04/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>LIMITED CHOICE OF FOOD AND THE LOUNGE CAR HAD RUN OUT OF FOOD.</p> <p>Non-responsive [REDACTED]</p>
ISS02687347	04/04/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>Non-responsive [REDACTED]</p> <p>FOOD DEPLETED</p> <p>Exemption 6</p> <p>Subject: Travel Feedback</p> <p>Costomer service was poor, the train was packed, the food car had virtually no food available. [REDACTED]</p>
ISS02689167	04/04/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>Non-responsive [REDACTED]</p> <p>FOOD DEPLETED</p> <p>Exemption 6</p> <p>Subject: Travel Feedback</p> <p>On 4/4/13, we traveled to Chicago Union Station from Dearborn, MI. [REDACTED]</p> <p>[REDACTED] the train ran out of food at the snack counter. My daughter and I arrived in Chicago very exhausted and very hungry, which affected our first evening on our Chicago vacation trip. [REDACTED]</p>

					Non-responsive	<p>LONG LINE FOR "INCLUDED" DRINK.</p> <p>EMAIL 1: --Original Message-- From: [REDACTED] Date: 4/5/2013 10:42:17 AM To: [REDACTED] Subject: Travel Feedback</p> <p>Exemption 6</p>
					Non-responsive	<p>EMAIL 2: --Original Message-- From: [REDACTED] Date: 4/5/2013 11:53:15 AM To: [REDACTED] Subject: Travel</p> <p>Exemption 6</p>
					Non-responsive	<p>he line is ridiculously long to get an "included drink" Unbelievable!!! This is the worst ride EVER!! I want a refund!!</p> <p>EMAIL 3: --Original Message-- From: [REDACTED] Date: 4/5/2013 2:12:55 PM To: [REDACTED] Subject: Travel Feedback</p> <p>Exemption 6</p>
					Non-responsive	
ISS02687228	04/05/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	SLOW SERVICE	
					Non-responsive	<p>..NO VEGGIE MEALS...HOT CLIMATE</p> <p>--Original Message-- From: [REDACTED] Date: 4/6/2013 3:22:11 PM To: [REDACTED] Subject: Travel Feedback</p> <p>Exemption 6</p>
					Non-responsive	<p>The cafe car is out of nearly all vegetarian items as usual.</p>
ISS02688097	04/06/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	
					Non-responsive	<p>--Original Message-- From: [REDACTED] Date: 4/6/2013 8:25:47 PM To: [REDACTED] Subject: Travel Feedback</p> <p>Exemption 6</p>
					Non-responsive	<p>Club car is out of service so no way to get a drink. Once again a painful experience on amtrak.</p>
ISS02688156	04/06/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	

					Non-responsive	FOOD DEPLETED LOUNGE RAN OUT OF FOOD.
					Non-responsive	~Original Message-- From: [REDACTED] Date: 4/11/2013 11:48:50 AM To: [REDACTED] Subject: General Inquiries FROM: [REDACTED] April 10, 2013 TO: U. S. Department of Transportation, U.S. Federal Railroad Administration, CSX Transportation, Amtrak. [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] On this occasion the Conductor and Trainwoman were too absorbed in themselves in the Caf?? car. I advised them that the PA system was not working in our car and they could care less. They did not come and announce the stations or the exit location leaving a lot of confusion among the passengers and delay in exiting. The Caf?? car was sold out of almost everything long before we reached Syracuse. I am a diabetic senior with replacement knees that are a problem and am classed as 62% disabled. I was expecting to get my supper meal about six PM to coincide wdh my diabetes but there was nothing to get. I called my daughter and had her bring my young granddaughters to meet me and we would then go for a meal. I did not think that we would all have to suffer until after 9 PM. to get supper.
ISS02689575	04/06/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	Non-responsive	FOOD DEPLETED
					Non-responsive	[REDACTED] NO DECAFFINATED COFFEE ONLY INSTANT SANKA
ISS02687787	04/08/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	Non-responsive	FOOD SELECTION
					Non-responsive	PNR [REDACTED] Exemption 6 PAX STATES THAT HER ATTENDANT [REDACTED] WAS EXTREMELY HELPFULL HE INTRODUCED HIMSELF DID MAKE DINER RESERVATIONS AND WAS AVAILABLE THE ENTIRE TRIP... [REDACTED] [REDACTED] PAX STATES THE RIBS WERE SERIOUSLY OVER COOKED
ISS02688631	04/08/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	Non-responsive	FOOD UNSATISFACTORY

					Non-responsive	PNR [REDACTED] Exemption 6 [REDACTED] \$26.00 FLAT IRON STEAK DINNER WAS DISGUSTING, MINATURE BOTTLE IRISH CREAM WAS OVER PRICED AT \$7.00 [REDACTED] Exemption 6
ISS02691078	04/08/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	Non-responsive PRICING	[REDACTED]
					Non-responsive	Exemption 6 RES [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] PAX STATES THAT BECAUSE THE 4 HR TRIP TURNED INTO A 10 HR TRIP , THERE WAS NOT ENOUGH FOOD OR BEVERAGES ON BOARD TO FEED THE OTHER PAXS.....PAX STATES THAT SHE HAD BOUGHT HER OWN SNACKS & WATER ON BOARD BECAUSE SHE IS A DIABETIC.....
	08/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	[REDACTED]
ISS02687670	04/09/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	Non-responsive FOOD DEPLETED	ALSO PAX STATED THAT THE SNACK CAR RAN OUT OF THREE DIFF. KINDS OF BEERS AND THE CHIPS [REDACTED]
					Non-responsive	[REDACTED]
ISS02687989	04/09/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	[REDACTED] PAX SAYS THE FOOD WASNT EDIBLE.
					Non-responsive	PNR [REDACTED] Exemption 6
ISS02690499	04/09/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	[REDACTED]
					Non-responsive	[REDACTED] [REDACTED] [REDACTED]
ISS02688815	04/11/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD POISONING	PAX WAS SOLD DANNON GREEK YOGURT THAT HAD EXPIRED ON 4/3

					<p>RE: [REDACTED]</p> <p>Original Message--</p> <p>From: [REDACTED]</p> <p>Date: 4/12/2013 4:31:52 PM</p> <p>To: [REDACTED]</p> <p>Subject: Travel Feedback</p> <p>Reservation Number: [REDACTED]</p> <p>Date of Incident: 04/12/2013</p> <p>Time of Incident: hh:mm pm</p> <p>Message:</p> <p>I'm on your train #353 from Detroit to Chicago and it's my birthday with my family to enjoy the ride but after we arrived in battlecreek Michigan the bar car ran out of all kinds of beer not a very good start for my birthday I think something should be done if this is the way you run the bar car we will never ride your trains again .thanks the [REDACTED]</p> <p>*** ELECTRONIC TICKET *** ** EMAIL TD SENT 07APR ***</p> <p>B81AF5 RR HL 21APR CTC-P 444.00/</p> <p>-01@ [REDACTED]</p> <p>-02@ [REDACTED]</p> <p>-03@ [REDACTED]</p> <p>-04@ [REDACTED]</p> <p>TRIP 1*</p> <p>Exemption 6</p>
ISS02690580	04/12/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	<p>Non-responsive</p> <p>FOOD SELECTION</p>
ISS02685771	04/13/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	<p>Non-responsive</p> <p>FOOD DEPLETED</p> <p>Exemption 6</p>
ISS02702961	04/13/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	<p>Non-responsive</p> <p>FOOD UNSATISFACTORY</p> <p>Exemption 6</p>
ISS02708660	04/13/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	<p>Non-responsive</p> <p>FOOD UNSATISFACTORY</p> <p>Exemption 6</p>

ISS02689576	04/14/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	Exemption 6 FOOD UNSATISFACTORY	PNR [REDACTED] LATE 2HR 43 MIN FOOD WAS TOO SALTY. [REDACTED] [REDACTED] Non-responsive POWER OUTLETS NOT WORKING ON THE LEFT SIDE OF THE TRAIN...LIMITED ITEMS AVAIL [REDACTED] [REDACTED] [REDACTED]
ISS02689782	04/14/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED Non-responsive	[REDACTED] 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 Non-responsive	[REDACTED] LOUNGE CLOSED DUE TO POWER OUTAGE...SUGGESTS BATTERY BACKUP SYSTEM --Original Message-- From: [REDACTED] Exemption 6 Date: 4/17/2013 7:17:42 PM To: [REDACTED] Subject: General Inquiries Was on train 138 south of bwi when the train lost 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 including register and coolers. I would be able to recommend a system since that is my business.
ISS02692572	04/17/2013	COMPLAINT	TRAIN	EQUIPMENT	UNAVAILABLE - LOUNGE	--Original Message-- From: [REDACTED] Exemption 6 Date: 4/18/2013 6:57:25 PM Message: Minutes ago I paid \$10 for a hotdog in a bag and a bottle of Coor's Light. The cost itself is astonishing, and to add insult to injury, the hotdog was inedible. Really. Does anyone who decides what to put on the menu actually taste the food after it's prepared on a train? It doesn't seem that would be a difficult thing to do, but I can't believe an actual human being who has any responsibility for your menu choices has actually tried one of your hotdogs in a bag after they've been radiated in one of the commercial-grade microwaves aboard your Amtrak trains. Shameful.
ISS02691863	04/18/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	

						<p>Original message</p> <p>From: [REDACTED] Exemption 6</p> <p>Date: 4/18/2013 2:25:53 PM</p> <p>To: [REDACTED]</p> <p>Subject: Travel Feedback</p> <p>Subject: Travel Feedback</p> <p>Nature of Comment: Complaint</p> <p>Name: [REDACTED]</p> <p>Email: [REDACTED] Exemption 6</p> <p>Address1: [REDACTED]</p> <p>Address2: [REDACTED]</p> <p>City: [REDACTED]</p> <p>State: [REDACTED]</p> <p>Zip/Postal: [REDACTED]</p> <p>Country: United States</p> <p>Primary Phone: [REDACTED] - home</p> <p>Mobile Phone: [REDACTED]</p> <p>Amtrak Guest Rewards #: [REDACTED]</p> <p>Reservation Number: [REDACTED]</p> <p>Date of Incident: 4/18/2013</p> <p>Time of Incident: 1:20 pm</p> <p>Message:</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED] the beverage cart was completely understocked yo</p> <p>where beverages ran out before the end of the grueling 8 hour trip. Hate you!!!!</p>
ISS02692804	04/18/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	Non-responsive FOOD DEPLETED	
ISS02693142	04/19/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>Exemption 6</p> <p>PNR [REDACTED] ...TR 2124....LATE 5 HR 36 MIN</p> <p>Date of Incident: 04/19/2013</p> <p>Time of Incident: 6:00 pm</p> <p>Message:</p> <p>I was on train #2124 from D.C. to NY Penn on April 19, 2013. The train was delayed because of switch problems resulting from weather problems. The train was supposed to depart at 6:00PM and did not depart until 11:00PM. I completely understand that this was beyond the control of Amtrak however I find it INEXCUSABLE that the cafe car ran out of all food. The train was sitting in Union Station in D.C. with the doors opened. The cafe car was fully stocked when we entered the train and there is absolutely no reason why it could not have been restocked. People were hungry after being on the train for hours in the station. I would understand if train broke down between stations but the train was sitting in one of the largest stations in the country, doors open and completely void of any food. At one point the conductor announced that the cafe car had also run out of beer. I am a frequent traveler on Amtrak's northeast corridor and I am once again thinking of finding alternate means of travel. I heard similar talk from many of my fellow passengers. Amtrak keeps getting worse and worse!!!! I look forward to a quick response with an acceptable explanation.</p> <p>NPN AR 20APR13 4:33A E 06 HR 23 MI LATE</p> <p>NO FOOD ##</p>
ISS02693609	04/19/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	

					<p>Exemption 6</p> <p>RES [REDACTED]</p> <p>PAX STATES THAT THERE WAS NO FOOD, BEVERAGES OR BEER IN THE CAFE CAR BY THE TIME HE GOT UP TO THE COUNTER.....PAX STATES THAT EVERY 15 MINS THERE WAS AN ANNOUNCEMENT BEING MADE THAT THEY HAD RAN OUT OF DIFFERENT ITEMS.....</p> <p>SEE TS REPORT BELOW: Exemption 6</p> <p>Non-responsive [REDACTED]</p> <p>Non-responsive [REDACTED]</p>
ISS02698899	04/19/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	<p>FOOD DEPLETED</p> <p>Non-responsive [REDACTED]</p> <p>THE TRAIN RAN OUT OF FOOD, THE CAFE CAR WAS DIRTY - THE TABLES WERE DIRTY - THE CAFE ATTENDANT TOOK A BREAK BUT NEVER CLEANED THE TABLE BEFORE HE TOOK A BREAK. THE CAFE ATTENDANTS NAME IS [REDACTED] Exemption 6</p>
ISS02691661	04/20/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	<p>FOOD DEPLETED</p> <p>Non-responsive [REDACTED]</p>

						<p>—Original Message— From: [REDACTED] Date: 4/20/2013 6:59:30 PM Exemption 6 To: [REDACTED] Subject: Travel Feedback</p> <p>Hello, I saw some things while traveling with you that I would like to point out in order to help improve your customer service and traveler experience. 1. Cafe Car: On the train I took from Metro to Washington, there was only one server at the cafe car. This resulted in a line out the door of the car. The obvious solutions are to have a second person helping, however, if you look at the way the service is provided, you can easily see that it needs a theory of constraints / LEAN approach. The server could use a scanner, the material being served could be stored better. From a business standpoint, the service in the cafe car is unsatisfactory and less profitable than can be. [REDACTED]</p>
ISS02692577	04/20/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	Non-responsive SLOW SERVICE	
ISS02690958	04/21/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	Non-responsive FOOD DEPLETED	<p>[REDACTED] / RAN OUT OF FOOD/ RESTROOMS NOT WORKING WAS ON EARLIER TRAIN !!! PAID ADDITIONAL 95.00 TO CHANGE</p>
					Non-responsive	<p>Exemption 6 PNR [REDACTED] ...PAX WRITES: Date of Incident: 4/21/2013 Time of Incident: 10:00 pm</p> <p>Message: Hello, While I understand that train delays are to be expected, the situation on yesterday's Palmetto 90 from Charleston to Philadelphia was unbearable. [REDACTED]</p> <p>[REDACTED] Moreover, during the delay and the hours after the cafe car was removed, we were not offered any water. I thought that this delay was extremely uncomfortable and inconveniencing. I would appreciate a travel voucher or partial refund. Thank you [REDACTED]</p>
					Non-responsive	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
ISS02693114	04/21/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	
					Non-responsive	<p>Exemption 6 PNR [REDACTED] TR 90 ...LATE 2 HR 2 MIN.. PAX WRITES: Date of Incident: 04/21/2013 Time of Incident: 2:34 pm</p> <p>Message: My mother rides Amtrak at least every month or 2. I myself am a first time Amtrak traveler, [REDACTED]</p> <p>[REDACTED] Between a safety switch malfunction, bathroom out of order, and a cafe car not working which took 2 hours to replace or remove in Washington DC, [REDACTED]</p>
ISS02693206	04/21/2013	COMPLAINT	TRAIN	EQUIPMENT	UNAVAILABLE - LOUNGE	

					Non-responsive	<p>.....LONG LINE FOR LOUNGE AND SHORTAGE ON ITEMS</p> <p>-----Original Message----- From: Date: 4/22/2013 9:26:09 AM To: Subject: Travel Feedback</p> <p>Exemption 6 Exemption 6</p>
ISS02694743	04/21/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>Non-responsive</p> <p>..... the food car was badly understaffed and ran out of most food items early on. The line to get to the food car extended into the next car and took close to one hour.</p>
					Non-responsive	<p>.....LONG LINE FOR LOUNGE AND SHORTAGE ON ITEMS</p> <p>-----Original Message----- From: Date: 4/22/2013 9:26:09 AM To: Subject: Travel Feedback</p> <p>Exemption 6</p>
ISS02694743	04/21/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	SLOW SERVICE	<p>Non-responsive</p> <p>..... the</p>
					Non-responsive	<p>Exemption 6</p> <p>PNR:</p> <p>PAX WIFE GOT FOOD POISONING AND VOMITED, THIS WAS NOT REPORTED TO STAFF. PILLS BEFORE TRAVEL.</p>
ISS02692537	04/22/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD POISONING	<p>..... Non-responsive</p>
ISS02692545	04/22/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	<p>NO FOOD AVAILABLE. LOUNGE CLOSED</p>
					Non-responsive	<p>Exemption 6</p> <p>PRV:</p>
ISS02694832	04/22/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	SLOW SERVICE	<p>pax states that the tables were dirty - not just one or two but all of them - apologized advsd will send report - to mngmnt -</p>
					Non-responsive	<p>.....</p> <p>ROUGH RIDE...LOUNGE CLOSED</p> <p>-----Original Message----- From: Date: 4/26/2013 10:42:47 AM To: Subject: Tell us what you think</p> <p>Exemption 6</p>
ISS02696814	04/24/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	<p>Non-responsive</p> <p>..... The only food given was a snack pack and sm water, the "bar" was closed! Seems to me AMTRAK could have done a bit more for their passengers, either in food or compensation.</p>

						<p>Non-responsive</p> <p>.....LOUNGE CLOSED TWICE...FOOD UNSAT...DINER ATTD GRUMPY...KICKED OUT OF ROOM FOR CLEANING 20 MIN PRIOR TO ARRIVAL IN NOL</p> <p>--Original Message--</p> <p>From:</p> <p>Date: 5/1/2013 2:15:13 PM</p> <p>To: Exemption 6</p> <p>Subject: Travel Feedback</p> <p>We were very excited about our trip to New Orleans via the Crescent out of DC.</p> <p>.....</p> <p>..... two 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.</p> <p>.....</p> <p>.....</p>
ISS02697314	04/24/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	
ISS02693294	04/25/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	<p>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..</p> <p>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....</p>
ISS02694778	04/25/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	<p>Non-responsive</p> <p>.....</p> <p>PAX ALSO ADVISED HIS WRAPPER ON SANDWICH INDICATED EXPIRATION DATE PASSED 3DAYS AGO AT THAT TIME. PAX DID GET HIS MONEY BACK.</p>
						<p>Non-responsive</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>PAX STATES THE LOUNGE CAR IS ALWAYS FULL, PEOPLE SIT THERE AND NEVER GET UP TO GO BACK TO THEIR COACH SEATS - THEY NEVER GIVE OTHERS A CHANCE TO SIT IN THE LOUNGE....</p> <p>PAX TRIED TO WATCH A MOVE BUT THE LOUNGE WAS TOO NOISY.....</p> <p>.....</p> <p>PAX UPSET THAT MEAL TIMES ARE NOT ASSIGNED AT TIME OF BOOKING INSTEAD OF TIME OF CHECK IN.....</p> <p>.....</p>
ISS02693573	04/26/2013	COMPLAINT	TRAIN	EQUIPMENT	UNAVAILABLE - LOUNGE	
ISS02698399	04/27/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	SLOW SERVICE	<p>PAX WAS EXTREMELY UPSET WITH LEGNTH THE LOUNG CAR WAS CLOSED FOR BREAK. PAX WAS TOLD IT WOULD APPROX 20 MIN AS IT WAS ALMOST 1 HR.</p>
ISS02695308	04/28/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	<p>Non-responsive</p> <p>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.</p>

					Non-responsive	[REDACTED]	LOUNGE WAS NOT ACCEPTING CREDIT CARDS --Original Message-- From: [REDACTED] Date: 4/29/2013 12:39:40 PM To: [REDACTED] Subject: Travel Feedback Hello, I purchased a Business Class "upgrade" for Train 182 from WAS to NYP last night, [REDACTED]	Exemption 6
					Non-responsive	[REDACTED]	[REDACTED]	
ISS02697134	04/28/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	[REDACTED]	was not taking credit cards last night. Can you please recredit the \$41 that I paid for the Business Class upgrade?	Also the Cafe car was closed.
					Non-responsive	[REDACTED]	PAX STATED CREW WAS VERY RUDE... [REDACTED] ...CAFE CAR WAS ONLY OPEN FOR SHORT PERIODS OF TIME LSA WAS	
ISS02696709	05/01/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	[REDACTED]	[REDACTED]	

					Non-responsive	[REDACTED]
					Non-responsive	Pax std the attendant std he was not expecting anyone...the room was being use by the attendant and he told her to go to the wine and cheese party and he would have the room clean... [REDACTED]
					Non-responsive	conductor did bring her a mini bottle of water....
					Non-responsive	Caller std that there was coffee but no cups, milk or sugar...
ISS02695523	05/02/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	[REDACTED]
ISS02698670	05/05/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	[REDACTED]

[illegible]

									<p>--Original Message--</p> <p>From [REDACTED]</p> <p>Date: 6/7/2013 2:07:40 PM</p> <p style="text-align: right;">Exemption 6</p> <p>Reservation Number: [REDACTED]</p> <p>Message:</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED] My experience has been pleasant, the lag room is great, customer service has been much better than the airlines, and the views are nothing that could compare to air travel [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED] The cafe cart serves it's purpose, but nothing to write home about....I'll let this one slide, as air travel isn't much better, in fact it's probably worse because you can't walk up to the 'cafe' and order something. All in all, I feel more relaxed on the train. No stressors of air travel, I do think that speed would help [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
ISS02696937	05/07/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD SELECTION	Non-responsive			

ISS02700317	05/07/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>Original Message--</p> <p>From: [REDACTED] Exemption 6</p> <p>Date: 5/7/2013 9:58:29 PM</p> <p>To: [REDACTED]</p> <p>Subject: Travel Feedback</p> <p>Subject: Travel Feedback</p> <p>Nature of Comment: Complaint, Suggestion; Train</p> <p>Name: [REDACTED] Exemption 6</p> <p>Email: [REDACTED]</p> <p>Address1:</p> <p>Address2:</p> <p>City:</p> <p>State:</p> <p>Zip/Postal:</p> <p>Country: United States</p> <p>Primary Phone: [REDACTED] - business Exemption 6</p> <p>Mobile Phone:</p> <p>Amtrak Guest Rewards #: [REDACTED]</p> <p>Reservation Number: [REDACTED]</p> <p>Date of Incident: 05/07/2013</p> <p>Time of Incident: 05:40 pm</p> <p>Message:</p> <p>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.</p>
					Non-responsive	<p>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 60'SH HEAVY AND ABOUT 6 FT TALL. PAX STATES HE FEELS HE WAS TARGETED BECAUSE HE PUT A COMPLAINT ABOUT THE ICE SCOOPER. PAX STATES DANGEROUS DISEASES OR IN THE ICE [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
ISS02698448	05/08/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD POISONING	

					Non-responsive	<p>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 60'ISH HEAVY AND ABOUT 6 FT TALL. PAX STATES HE FEELS HE WAS TARGETED BECAUSE HE PUT A COMPLAINT ABOUT THE ICE SCOOPER PAX STATES DANGEROUS DISEASES OR IN THE ICE</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
ISS02698448	05/08/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	
	09/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	PAX STATES HER MEALS WERE FINE UNTIL THE LAST LUNCH
						<p>pax email</p> <p>—Original Message—</p> <p>From: [REDACTED]</p> <p>Date: 5/18/2013 2:43:04 PM</p> <p>To: [REDACTED]</p> <p>Reservation Number: [REDACTED]</p> <p>Date of Incident: 05/10/2013</p> <p>Time of Incident: 5:47 pm</p> <p>Message:</p> <p>I traveled on train 283 out of NYP. I ate a turkey and brie sandwich that I purchased at the train dining car concession. I suffered serious abdominal illness in the hours that followed. It was the only thing that I had eaten, so I am rather certain that there was something wrong with the sandwich. The expiration date on the sandwich was 5/11/13, so it was not outside the self-by period, but it was not healthy to eat.</p>
ISS02705226	05/10/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD POISONING	
					Non-responsive	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>PAX STATES THE LOUNGE/SNACK CAR WAS CLOSED MORE THAN OPEN - VEG BURGER HAD SUGAR IN IT AND THE HUMMUS HAD WHITE FLOUR IN IT (PAX IS A VEGAN) --- REQUEST MORE FRESH/RAW VEG'S</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
					Non-responsive	
ISS02698811	05/12/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	

						PNR [REDACTED] Exemption 6
					Non-responsive	[REDACTED]
ISS02698840	05/13/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD SELECTION	PAX SAID SHE TRIED TO GET "MACARNI AND CHEESE" BUT ATTEND'T WOULDNT SELL IT TO HER BECAUS ESHE WAS TOO OLD? (RE: CHILD MENU)
					Non-responsive	[REDACTED]
						PAX REQUESTS SODA BOTTLES RATHER THEN CANS DUE TO OPEN CANS SPILLING IN LOUNGE
						-Original Message-
						From: [REDACTED]
						Date: 5/14/2013 3:58:28 AM Exemption 6
						To: [REDACTED]
						Subject: Travel Feedback
					Non-responsive	[REDACTED]
						[REDACTED]
						[REDACTED]
						[REDACTED]
						[REDACTED]
ISS02704725	05/13/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD SELECTIONThe caf?? car is a total joke now. You have every seat full and eight caf?? tables; five of which are taken up by the crew. The people running the caf?? car are the most unpleasant to deal with. The lady tonight on the train back to Erie was the worst I have ever seen. We all had to make a single file line that extended out to one side of the car where the tables were. Which I get; orderly fashion is nice. However, we could not see the menu until we were next in line. And when the menu said something like ? Chips and candy? you were not allowed to stroll by to see what kinds of ? chips and candy? there were. I also think it would be nice if you sold bottles of pop instead of cans. I think people would be willing to spend the extra money seeing that there is no place to set a can at your seat without it spilling.....

						<p>Date of Incident: 05/21/2013 Time of Incident: 6:51 am</p> <p>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. [REDACTED] [REDACTED] 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. [REDACTED] [REDACTED] The cashier just listen to his head phones the whole trip. I would like to be reimburse 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</p>
ISS02709633	05/21/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>Non-responsive</p>
						<p>Non-responsive</p> <p>[REDACTED] LOUNGE WAS HARDLY EVER OPEN...LOUNGE/DINER ATTD WERE INEFFICIENT...PAX WRITES ALL THE FEMALE EMPLOYEES WERE RUDE</p> <p>1ST EMAIL: --Original Message-- From: [REDACTED] Date: 6/4/2013 1:52:18 PM Exemption 6 To: [REDACTED] Subject: Travel Feedback</p> <p>Non-responsive</p> <p>I and virtually all the passengers on the train were treated rudely, [REDACTED] snack bar never open [REDACTED] [REDACTED] Many people complained.</p> <p>2ND EMAIL: --Original Message-- From: [REDACTED] Date: 6/4/2013 2:02:15 PM Exemption 6 To: [REDACTED] Subject: Travel Feedback</p> <p>Non-responsive</p> <p>The only polite person on the train was the dining room man. All the women on the train were rude. [REDACTED] [REDACTED] They left the snack bar with the frig door open so the food could go bad. The snack bar was rarely open. [REDACTED] [REDACTED] 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 info. [REDACTED] This was the train on May 22, 2013 from New Orleans, La. to Toccoa, Ga. [REDACTED]</p>
ISS02707380	05/22/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	<p>PAX IS REQUESTING A CALL BACK!!</p>
ISS02703168	05/23/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	PRICING	<p>PAX UPSET THAT SHE HAS TO PAY 2.00 FOR HOT WATER. PNR [REDACTED] Exemption 6</p>
ISS02703640	05/24/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>[REDACTED]</p>

						pax email --Original Message-- From: Date: 5/24/2013 9:39:30 PM To: Reservation Number: Date of Incident: mm/dd/yyyy Time of Incident: hh:mm am Message: Just after 9pm I went to the counter to place an order. The gentleman said "we're closed sir". I then asked what time they usually close, he sarcastically replied "now". As I left, others came to the car to place orders and I told them the Food counter was closed. They were disappointed. Amtrak is losing money here, while the consumers are getting frustrated and may consider alternate means of transportation in the future. The gentleman working the counter should be counseled and reprimanded. While I can't tell you how much revenue he lost for you at the counter, I can tell you he irritated at least a half dozen passengers.	Exemption 6
ISS02705405	05/24/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	Non-responsive Non-responsive	Exemption 6 PNR - STATED THE FOOD SERVICE WAS LIMITED AND THEY WERE COMPLETED OUT OF THE ALCOHOLIC DRINKS - THIS MADE THE TRIP EXTRA LONG - HE HAD TO SETTLE FOR COFFEE. SAID HE KNOW THE TRAIN WAS LATE BUT HE WAS CALLING BECAUSE THERE WAS NO ALCOHOL ON THE TRAIN. DO NOT PUT ANY INFORMATION IN THESE SPACES [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] 08 [REDACTED] 09 [REDACTED] 10 [REDACTED] 11 [REDACTED] 12 [REDACTED] [REDACTED] 13 [REDACTED] 14 [REDACTED] [REDACTED]
ISS02703859	05/25/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	Non-responsive Non-responsive	[REDACTED] [REDACTED] [REDACTED] [REDACTED] PAX STATES . RAN OUT OF FOOD AND HAD TO WAIT FOR A CREW MEMBER REPLACEMENT [REDACTED] [REDACTED]
ISS02706645	05/25/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED		

					Non-responsive	<p>Exemption 6</p> <p>NO COMMUN ABOUT DELAY....RAN OUT OF LOUNGE FOOD</p> <p>--Original Message-- From: [REDACTED] Date: 5/26/2013 10:01:10 PM To: [REDACTED] Subject: Travel Feedback</p> <p>Exemption 6</p>
					Non-responsive	<p>On Saturday May 25th we left from Detroit at 11:20 with reservation numbers [REDACTED] and [REDACTED]. [REDACTED] Soon to be notified that they ran out of food in the cafe cart, we were left on the train with not much to do for sitting there for almost 4 hours. [REDACTED]</p>
					Non-responsive	<p>[REDACTED] you need to contact me My name is [REDACTED] and my email is [REDACTED] and my boyfriends name who was under the second reservation number is [REDACTED]</p>
ISS02712739	05/25/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>FAX EMAIL STATES.</p> <p>--Original Message-- From: [REDACTED] Date: 6/9/2013 11:19:59 AM To: [REDACTED] Subject: Travel Feedback Nature of Comment:</p> <p>Name: [REDACTED] Amtrak Guest Rewards #: [REDACTED] Reservation Number: [REDACTED]</p> <p>Date of Incident: 6/1/2013 Time of Incident: 8:00 am</p> <p>Exemption 6</p> <p>Message: First time traveling with Amtrak.... That said, here are the good events - Train 21 CHI to TPL - Attendant [REDACTED] was GREAT! Room ready, he was very helpful, courteous, fun to talk with. A great example of what I believe Amtrak should be in person. Meals were great too. Only downside was no lounge car. [REDACTED] explained that it was to be in the consist, but there was a mechanical issue with the cafe's refrigeration unit, so the car was replaced with an extra dining car. Oh well. The first leg of my trip was fun and enjoyable. We could have done without the National Park service people on board. They were about useless.</p> <p>...</p> <p>So to recap - Trip to Texas great, what I expected and more! Great job!</p> <p>Return trip - lousy. Food issues, [REDACTED]</p> <p>That's about it. I am recommending Amtrak to friends and co-workers though. I think it's a great way to travel and see the countryside without the cost and hassles of driving. I drove to Temple, Tx 2 years ago, and it's a long drive for one person to make. I would like to make another trip or two. Maybe on the Empire Builder and the Zephyr. They'd take me to parts of the country I've never seen. Next time, bedroom for sure, especially if I'm taking the wife. And I suppose it's been brought up,</p>
ISS02728221	05/25/2013	COMPLAINT	TRAIN	EQUIPMENT	UNAVAILABLE - LOUNGE	

						<p>—Original Message— From: [REDACTED] Exemption 6 Date: 5/27/2013 1:11:10 AM</p> <p>Message: I had mixed experiences on this trip. 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 lounge 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 later 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 Amtrak 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 Amtrak's Service Standards for the operation of Lounge Cars as to what hours they must be open. My seat 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 lunch in the lounge 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.</p> <p>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. [REDACTED] was my waiter but I also saw [REDACTED] performing excellent customer oriented service. I could not get the name of the chef/cook, but my entree was prepared perfectly. This crew seemed to enjoy serving their patrons and was as good as I have seen in riding Amtrak trains since 1971 and Penn Central before that. This crew enjoys serving their customers and provides excellent service.</p>
ISS02706502	05/26/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	<p>Exemption 6</p>
					Exemption 6	<p>RES: [REDACTED] 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 CAR ...RAN OUT OF COFFEE BEER AND SODA IN LOUNGE ...</p> <p>RAN OUT OF BACON AND DESERTS</p> <p>[REDACTED]</p>
ISS02707745	05/26/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD SELECTION	<p>[REDACTED]</p>
					Non-responsive	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>Food was depleted, had chips and water, majority of items in caf? out of stock</p>
ISS02708388	05/26/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>[REDACTED]</p>
					Non-responsive	<p>[REDACTED]</p>
ISS02703554	05/27/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>[REDACTED] THE TRN RAN OUT OF FOOD. [REDACTED]</p>
ISS02703644	05/27/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>PNF [REDACTED] ... [REDACTED] ...PAX SAID THERE WAS LARGE LINES FOR FOOD...</p>

						<p>THE PAX REQUESTED A REFUND, HOWEVER, IT WAS EXPLAINED THAT AFTER TRANSPORTATION HAS BEEN PROVIDE PASSENGERS ARE ONLY ELIGIBLE FOR A TC. THE PAX UNDERSTOOD.</p> <p>*** GUEST REWARDS CUSTOMER *** *** ELECTRONIC TICKET *** *** EMAIL TD SENT 20MAY *** 3433DA RR HL 03JUN CTC-P 853.20/ -01@ -02@ Exemption 6 -03@ -04@ TRIP 1* NO ACTIVE ITINERARY Exemption 6 5006@ 5007@ 5003@ EMAIL - 5004@ 5010@ NOTIFY - E 02 HOUR 00 MINS 5012@ BILLING- 5001@ REMARK- Non-responsive 5002@ 5009@CREATED BY INTERNET</p>
ISS02704825	05/27/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>PAX'S HUSBAND CALLED. HUSBAND SAYS HIS WIFE WAS SEVRE A MEAL WITH MIX VEGETABLES. HUSBAND SAYS HIS WIFE IS ALLERGIC TO GREEN PEPPERS. HUSBAND SAYS HIS WIFE ASKED WERE THERE ANY GREEN PEPPERS IN THE FOOD AND SHE WAS TOLD NO. HUSBAND SAYS THERE WAS GREEN PEPPERS IN THE FOOD AND HIS WIFE'S THROAT BEGAN TO CLOSE. HUSBAND SAYS HIS WIFE IS FINE, SHE ONLY TOOK A LITTLE BITE.</p>
ISS02706345	05/27/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	<p>Non-responsive</p> <p>LOUNGE RAN OUT OF FOOD..</p> <p>--Original Message-- From: Date: 5/28/2013 12:03:44 PM Exemption 6 To: Subject: Travel Feedback</p> <p>Hello, I was on train number 161 on May 27, 2013 traveling from Bridgeport, CT (BRP) to Union Station (WAS). the train ran out of food/beverages. I am hoping to receive a full refund from this trip or a cash voucher for the inconveniences I have suffered. Thank you,</p> <p>Non-responsive</p>
ISS02713188	05/27/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	

					Non-responsive	[REDACTED] [REDACTED] LOUNGE RAN OUT OF FOOD [REDACTED] --Original Message-- From: [REDACTED] Date: 5/28/2013 3:01:52 PM Exemption 6 To: [REDACTED] Subject: Travel Feedback Hello, I am not a frequent rider of Amtrak, 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 on 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 Amtrak at all. [REDACTED] [REDACTED] [REDACTED] the cafe car ran out of real food. I understand that mistakes happen, but the poor response to these issues was quite shocking. I recall only one announcement being made about the delay. [REDACTED] And no announcements were made about the food so people kept walking to the food car only to find it was empty. No apologies were ever given and the conductors acted like this was not a big deal at all. I was very surprised and disappointed.
ISS02713222	05/27/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	
					Non-responsive	[REDACTED] LOUNGE RAN OUT OF FOOD.. [REDACTED] --Original Message-- From: [REDACTED] Date: 5/28/2013 11:16:07 AM Exemption 6 To: [REDACTED] Subject: Travel Feedback I departed STL yesterday on time at 3:00 PM and we had several delays early in the trip but no problem it seemed like we would be on time. 16 minutes outside of Springfield, IL we were stuck for just a little over 4 hours because of a downed tree. [REDACTED] The train ran out of concessions and beverages. [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
ISS02714782	05/27/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	Thank you for your kind attention to this matter. Kindest regards, [REDACTED]

						<p>Reservation Number: [REDACTED] Exemption 6</p> <p>TRAIN STATUS HISTORY FOR TRAIN: 304 DATE: 27MAY13</p> <p>CHI [REDACTED]</p> <p>Date of Incident: 05/27/2013 Time of Incident: hh:mm am</p> <p>Message: On my trip back from St. Louis to Chicago Union Station on May 27th, 2013, [REDACTED] the cafe car began running low on food and drink due to the delay. [REDACTED] When we finally reached the next station hours later, Springfield, I got off because I was worried that delays would continue and that the lack of food would be problematic if it continued. [REDACTED]</p> <p>Thanks, [REDACTED]</p> <p>TRAIN STATUS HISTORY FOR TRAIN: 304 DATE: 27MAY13</p> <p>AT CITY AS OF:</p> <p>STN TYPE DATE TIME Z INFO DATE TIME AGENT</p> <p>=====</p>
ISS02715197	05/27/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>Non-responsive</p> <p>Non-responsive</p>
ISS02715469	05/27/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>Non-responsive</p> <p>Non-responsive</p> <p>..LOUNGE RAN OUT OF FOOD/BEVERAGES</p> <p>-Original Message-</p> <p>From: [REDACTED] Exemption 6</p> <p>Date: 5/29/2013 10:07:41 PM</p> <p>To: [REDACTED]</p> <p>Subject: Travel Feedback</p> <p>Hi- I spent a weekend in NYC with friends for a bachelorette weekend and on the way back on Monday, the train malfunctioned. [REDACTED]</p> <p>We actually passed several stations before the issue was fixed- a new engine (communicated from someone in the cafe car). The cafe car ran out of food and drinks while we were stopped in the middle of nowhere. I naively thought perhaps while we were delayed even further while Amtrak was replacing the engine in Philadelphia that they would restock food and drinks- no, that didn't happen. All in all, a 3 hour train ride turned into a 7 hour ride, with no apologies, no food, and no drinks! [REDACTED]</p>

					Non-responsive	<p>...LOUNGE RAN OUT OF FOOD</p> <p>—Original Message— From: ... Date: 6/3/2013 4:09:28 PM To: ... Subject: Travel Feedback</p> <p>Exemption 6</p> <p>Hello, I recently bought 4 Amtrak tickets from Poughkeepsie to Washington DC for my family. the food cart ran out of food so we couldn't even purchase snacks to assuage our crankiness. ...</p>
ISS02716567	05/27/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	
					Non-responsive	<p>Reservation Number: ... Exemption 6</p> <p>Date of Incident: 05/27/2013 Time of Incident: 2:05 pm</p> <p>Message: Hi, I endured a terrible trip on Monday, May 27th from NY to DC. the cafe car completely ran out of food the food and beverages could have been restocked ...</p> <p>TRAIN STATUS HISTORY FOR TRAIN: 161 DATE: 27MAY13 AT CITY AS OF: STN TYPE DATE TIME Z INFO DATE TIME AGENT =====</p>
ISS02717591	05/27/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	
					Non-responsive	<p>...LOUNGE CAR RAN OUT OF FOOD/BEVERAGE..</p> <p>—Original Message— From: ... Date: 6/16/2013 5:52:38 PM To: ... Subject: Travel Feedback</p> <p>Exemption 6</p> <p>... The train ran out of soda & food ...</p>
ISS02724257	05/27/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	

