

[illegible]

ISS02707262	06/03/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>PAX ADV SLEEPING CAR ATTENDANT ...DESC: MALE/AFRICAN AMERICAN/BALDI'</p> <p>PAX ADV ONLY 2 CHOICES AVAILABLE FOR DINNER TALAPIA OR STEAK BUT PAX ONLY ATE A SALAD AND NO DESSERT AVAILABLE</p> <p>PAX'S DAUGHTER IN LAW ...CALLER STD THAT SHE HAS BEEN KEPT PICTURES FROM THE CHILDREN'S THINGS THAT ARE HAPPENING ON THE TRAIN...</p> <p>Non-responsive</p> <p>CALLER STD THAT THEY RAN OUT OF FOOD ON THE TRAIN...CALLER STD THAT THE CHILDREN BEHIND HERS DID NOT GET SERVED MAC AND CHEESE...</p> <p>CALLER STD THAT THE FOOD SHE ATE AT THE DINNER WAS RAW AND SOME OF IT WAS STILL FROZEN...</p> <p>*** ELECTRONIC TICKET *** ** TO PRINTED ON 23MAY ***</p> <p>97841D RR HL 05JUN CTO-P 823.55/</p> <p>-01@ Exemption 6</p> <p>-02@</p> <p>-03@</p> <p>TRIP 1</p> <p>1</p> <p>Non-responsive</p>
ISS02707603	06/03/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	<p>Original Message-</p> <p>From: [REDACTED]</p> <p>Date: 6/3/2013 1:04:00 PM Exemption 6</p> <p>To: [REDACTED]</p> <p>Subject: Travel Feedback</p>
ISS02716628	06/03/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>Why did I pay for business class travel when the carriage was the last one and no definite difference, also by 12.30pm no hot food available or iced tea, very disappointed as an overseas guest</p> <p>Original Message-</p> <p>From: [REDACTED]</p> <p>Date: 6/3/2013 1:04:00 PM Exemption 6</p> <p>To: [REDACTED]</p> <p>Subject: Travel Feedback</p>
ISS02716629	06/03/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	<p>Why did I pay for business class travel when the carriage was the last one and no definite difference, also by 12.30pm no hot food available or iced tea, very disappointed as an overseas guest</p>

[illegible]

					Exemption 6 REG # [REDACTED]3 HRS & MINS EST DELAY :SEE TS REPORT BELOW
				Non-responsive	PAX STATES THAT THEY BOARDED TO LATE WHICH MEANT THAT THE DINING CAR WAS CLOSED.....PAX ATATES THAT THE UNK PORTER ADVSD THAT THEY WOULD BE ABLE TO PURCHASE FOOD AT THE CAFE CAR HOWEVER WHEN THEY GOT DOWNSTAIRS THE CAFE WAS CLOSED AS WELL.....PAX STATES THAT THE UNK PORTERS KEPT SENDING PAX&& DOWNSTAIRS & THE LINE KEPT GETTING LONGER & A LONGER.....PAX STATES THAT EVEN THOUGH THE CAFE DID EVENTUALLY OPEN THE LINE WAS SO LONG THAT THEY DID NOT EVEN BOTHER..... [REDACTED] [REDACTED] [REDACTED]
ISS02711091	06/08/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY
				Non-responsive	[REDACTED]
ISS02721600	06/07/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED
				Non-responsive	-Original Message- From: [REDACTED] Date: 6/10/2013 1:41:12 PM Exemption d To: [REDACTED] Subject: Travel Feedback I traveled with my mother and husband...The cafe car lady (I didn't get her name) was EXTREMELY rude. You could tell she hated her job and was very unfriendly with every person she encountered. She actually said about the person before me after the lady paid by credit card, "No tip again, Yay!" Very sarcastically. There were still customers in line and she said this! How dare anyone to know you're SUPPOSED to tip a cafe car lady who just throws a sandwich in a microwave for you? The cafe car lady told everyone she hardly had any food left. This is a 8-hour trip and you run out of food? I also heard the conductor say it was a full train. They ran out of food? Amazing. When we stopped in Harrisburg, she told everyone we had to go back to our seats and leave the cafe car. Why? I'm sure there was a reason (whether she needed a break or whatever), but that needs to be announced. It was coming up on lunchtime, too, so people expected to be able to eat. The conductor even said, "Everyone's out or you owe me \$20." Joke or not, we were confused and had no idea why we had to leave to begin with. The cafe car lady said she would remain open for 15 more minutes and then everyone swarmed the car to get something to eat. She was visibly upset by this. She actually made people leave the line if they got in line after a certain customer. This was the way to NYC....

					[REDACTED] LOUNGE CAR KEPT CLOSING DOWN AT EACH STATION...CAFE ATT'D RUDE...ONHELP COND
				Non-responsive	-Original Message- From [REDACTED] Date: 6/14/2013 2:58:36 PM To: [REDACTED] Subject: Travel Feedback Exemption 6 To whom it may concern: [REDACTED] [REDACTED] [REDACTED] I had to go to the dining cart to ask for napkins to catch the water falling on my head, only to be yelled at by the dining car attendant that he was closed. He was not any more helpful when I explained that I was only in need of a napkin. [REDACTED] [REDACTED] [REDACTED] [REDACTED]
JSS02727455	06/07/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY
				Non-responsive	PNR [REDACTED] THE PAX SAID THE TRAIN RAN OUT OF BOTTLE WATER....THE PAX SAID THE AGENT SAID THE TEMPERATURE WAS 72%....THE FOOD WAS NOT AS GOOD....
JSS02711425	06/08/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED

					Non-responsive	[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] THE FOOD QUALITY POOR THE SERVICE POOR AND THE SELECTION POOR BECAUSE IT WAS DEPLETED THE COLD AND LACK OF INTEREST TO DO BETTER DISAPPOINTING [REDACTED]. PNR [REDACTED]
						Exemption 6
SS02712485	09/08/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	PAX CALLED TO COOMPLAIN THAT THE HAMBURGERS IN THE LOUNGE WERE EXPIRED OCT2012 BUT NEVER MENTIONED TO LOUNGE ATTENDENT
SS02709070	00/09/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	PAX ADV NO A/C WHOLE RIDE FROM STL TO AUS...PAX ADV EMPLOYEE ATTEMPTED TO ADJUST AIR

ISS02708986	06/10/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	<p>Exemption 6</p> <p>RES: [REDACTED] PAX STATES THAT THE QUALITY OF THE CAFE CAR FOOD IS TERRIBLE & TOO EXPENSIVE. PAX STATES THAT THE TURKEY & CHEESE SANDWICH WAS NOT FRESH & THE MEAT WAS PROCESSED SO SHE THREW IT AWAY. PAX STATES THAT SHE IS AWARE THAT THE CAFE FOOD IS AWFUL & SHE TYPICALLY BRINGS HER OWN SNACKS ON BOARD HOWEVER SHE DID NOT HAVE THE TIME THIS TIME.</p>
						<p>Non-responsive</p> <p>[REDACTED] .CAFE RAN OUT OF FOOD</p> <p>Exemption 6</p> <p>--Original Message-- From: [REDACTED] Date: 6/12/2013 12:28:15 PM To: [REDACTED] Subject: Travel Feedback</p> <p>Hello; I would like you to be aware of how disappointing my train trip was this week. My trip was from Austin to Chicago & Chicago to Milwaukee. The Chicago to Milwaukee was spectacular! Friendly stewards, efficient boarding. That was far from the experience from Austin to Chicago.</p> <p>Non-responsive</p> <p>[REDACTED] About the only time I was able to share my concerns was when purchasing something at the cafe, and that follows response was 'you should have brought a travel blanket!'. Your website stated there would be a viewing car, but there wasn't. So if we wanted to be out of the cold/emell, we had to go to the cafe car - which was typically full.</p> <p>[REDACTED] The cafe car was constantly out of selections.</p>
ISS02722551	06/10/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>[REDACTED]</p>

					Exemption 6 Non-responsive	<p>[REDACTED] - RUDE</p> <p>OUT OF CRANBERRY JUICE AND CHICKEN PANINIS</p> <p>--Original Message-- From: [REDACTED] Date: 6/11/2013 12:11:33 PM To: [REDACTED] Subject: Employee Praise/Compliment</p> <p>.....We get on the train and the [REDACTED] was by far the rudest I have ever experienced. [REDACTED]</p> <p>[REDACTED] the cafe car was out of Cranberry Juice (the only beverage on the train that I drink). They also had no chicken paninis (the only things I eat). [REDACTED] how hard is it to keep a cafe car stocked? [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
ISS02721107	06/11/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>Exemption 6 Non-responsive</p> <p>[REDACTED]</p> <p>[REDACTED] - cafe running out of food items he likes</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
ISS02710644	06/13/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD SELECTION	

						<p>EXEMPTION 6</p> <p>7 CAR .. HIS ATTITUDE WAS GREAT .. CALM, KIND , PROFESSIONAL .. HE WAS REALLY NICE EVEN THOUGH THEY WERE LATE.. SHE CAME ON THE LINE SAYING SHE HAD PRAISE FOR A GOOD CREW MEMBER... SMILING AND SAYING THEY WERE IN THIS TOGETHER .. POSSIBLE CONDUCTOR , WAS REALLY GREAT TOO, HE WAS WORKING WITH WEATHER WAS VERY BAD AND SHE IS OK WITH LATE TRN. WAS AWESOME..THEY MADE THE DIFFERENCE' HE GAVE FREE WATER/COOKIES .. SAYS LOUNGE PRICES ARE HIGH TOO. THE ONLY REASON SHE IS GETTING BACK ON AMTRAK IS BIG OF</p> <p>Non-responsive</p> <p>OVERALL SHE CALLED JUST FOR PRAISE ..</p>
16602711600	06/13/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	PRICING	<p>Exemption 6</p> <p>Non-responsive</p> <p>Non-responsive</p> <p>NO FOOD OR SNACKS AVAIL</p>
16602712839	06/13/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	

ISS0273227	06/13/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	<p>Non-responsive</p> <p>...LOUNGE NOT OPEN</p> <p>Exemption 6</p> <p>Original Message--</p> <p>From: [REDACTED]</p> <p>Date: 6/25/2013 9:05:19 AM</p> <p>To: [REDACTED]</p> <p>Subject: Employee Praise/Compliment</p> <p>... 3. After lunch the bar was not open. Why? I like the train even though the cost is more than flying and your people do a good job.</p> <p>... would like to hear from someone regarding this matter. Thank you</p>
						<p>Non-responsive</p> <p>LATE LUNCH...CREDIT CARD MACHINE DOWN IN LOUNGE</p> <p>Exemption 6</p> <p>Original Message--</p> <p>From: [REDACTED]</p> <p>Date: 6/28/2013 13:39:53 AM</p> <p>To: [REDACTED]</p> <p>Subject: Travel Feedback</p> <p>I am writing regarding my experience aboard your autotrain on 6/13/13.</p> <p>They did have to serve us lunch the next day but we weren't scheduled to eat until 1pm. We had eaten a small breakfast at 7am and I was traveling with a 6 year-old who had already had enough at this point but we made our way to the snack car only to be informed by the less than pleasant worker that the credit card machine was down and we couldn't buy snacks. We made our way back to our sleeper car and I buzzed the attendant to see if he could possibly round up some sort of snack for my son who couldn't wait until 1pm to eat. I went back down to the snack car and got everything that we were going to purchase for us. He went above and beyond what he needed to do and I only wish I would have had cash to leave him a great big tip. When we finally arrived at Sanford at 6pm we were offered a sub and soda for our awful experience. I am not sure a sub makes up for the awful emotional experience I had aboard the autotrain. If I am ever asked I am not sure I would recommend Amtrak over flying and I make several trips a year to Florida. It was nice to have my car but I could rent one for less of the hassle than I had. I am just glad I made it in time to say my final goodbye to my dad!</p>
ISS02754306	06/13/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	<p>Non-responsive</p>

						<p>[REDACTED]</p> <p>[REDACTED]</p> <p>Exemption 6</p> <p>AN 001 [REDACTED]</p> <p>PAX CLAIMS THAT IS CG WAS OVERCHARGED ON THE TRAIN. HE SAID HE BOUGHT A COUPLE OF CANDY BARS AND SOME SKITTLES. PAX DID NOT REALIZE THE OVERCHARGE UNTIL A FEW DAYS LATER WHEN HE WENT TO BUY SOMETHING AND HIS CG DELINED. PAX DOES NOT HAVE PNR NUMBER NOR RECEIPT. PAX SAID THAT HE WAS WITH A LARGE GROUP. PAS SAY THAT HE PROBABLY DISCARDED THE RECEIPT WHEN HE WENT BACK TO HIS ROOM.</p> <p>MOTHER OF [REDACTED] CALLED STATING HER SON WAS OVER CHARGED. PURCHASING 1 RED BULLS, 2 TWIX BARS, 1 SERRA MIST, AND 1 GADERADE...TOTALLING \$16.25</p> <p>HE STATED CAPE CAR ATTENTANT SCANNED CARD ONE TIME AND LATER FOUND OUT HE WAS CHARGED \$162.50...</p>
					Non-responsive	[REDACTED]
ISS02713092	06/14/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	<p>Exemption 6</p> <p>RESV. [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>FOOD RAN OUT</p>
ISS02713728	06/14/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>Non responsive</p> <p>[REDACTED]</p> <p>LOUNGE CAR RAN OUT OF FOOD //</p>
ISS02713834	06/14/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	

						<p>Cafe attendant closed the credit card machine right after departing BAL</p> <p>—Original Message— From: [REDACTED] Date: 6/16/2013 6:47:22 PM</p> <p>Exemption 6</p> <p>Date of Incident: 06/16/2013 Time of Incident: 08:00 pm</p> <p>Message: Immediately after departing Baltimore I went to the foodcar for a water and a snack to deal with a headache. There was still another 50 minutes to the ride and the scrolling marquis said the food car was open. When I went to ask for something the attendant told me he already closed down the credit card machine and it was cash only. This is absolutely absurd with 50 minutes left. There was absolutely no announcement or attempt to do anything.</p> <p>[REDACTED]</p> <p>Non-responsive</p>
ISS02712055	06/16/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	
						<p>pax email</p> <p>BBY</p> <p>[REDACTED]</p> <p>—Original Message— From: [REDACTED] Date: 6/17/2013 1:22:55 PM To: [REDACTED]</p> <p>Reservation Number: [REDACTED]</p> <p>Date of Incident: 06/16/2013 Time of Incident: 5:30 pm</p> <p>Message: Good afternoon, I often ride your service between Boston, MA and New Haven, CT. [REDACTED]</p> <p>[REDACTED] One of the features I usually appreciate of the train over the bus is the amenity of a cafe car, however, that was no advantage yesterday, as there was many items out of stock. Further, after purchasing some food, I returned to the car for a drink and was informed by the man attending the car that it was now "cash-only," even though I had purchased my food earlier with a debit card. The train was just to Providence and he was sitting at a table eating pretzels when I had come into the service area. He seemingly did not want to take the time to wait to clear up his receipts as he was already tallying them on the table. This was over 40 minutes to our final stop. I watched from the cafe car as he proceeded to do this to approximately 10 other potential patrons. [REDACTED] Perhaps if he had made sales the tickets would be less.</p> <p>Non-responsive</p>
ISS02727695	06/16/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	

ISS02712770	06/17/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	<p>Non-responsive</p> <p>Exemption 6</p> <p>Original Message-- From: [REDACTED] Date: 6/18/2013 9:05:25 AM To: [REDACTED] Subject: Travel Feedback</p> <p>I was very disappointed by couple of things on train 354 from Chicago to Ann Arbor: 1. Bicycle racks: Not only they're completely useless as not a single one was used, but they replaced very valuable cafe seats and tables. This becomes especially terrible when 2 of the 4 remaining tables are taken up by Amtrak Staff, who don't take into consideration that passengers should come first, and they should give them priority to use them.</p> <p>Cafe prices and menu selection: Prices are exorbitant and menu choices are poor and unhealthy. In order for Amtrak to be a viable travel option, high speed rail is a must to cut travel time by at least 60%, prices and service must be best in class.</p>
ISS02712770	06/17/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	PRICING	<p>Non-responsive</p> <p>Exemption 6</p> <p>Original Message-- From: [REDACTED] Date: 6/18/2013 9:05:25 AM To: [REDACTED] Subject: Travel Feedback</p> <p>I was very disappointed by couple of things on train 354 from Chicago to Ann Arbor: 1. Bicycle racks: Not only they're completely useless as not a single one was used, but they replaced very valuable cafe seats and tables. This becomes especially terrible when 2 of the 4 remaining tables are taken up by Amtrak Staff, who don't take into consideration that passengers should come first, and they should give them priority to use them.</p> <p>Cafe prices and menu selection: Prices are exorbitant and menu choices are poor and unhealthy. In order for Amtrak to be a viable travel option, high speed rail is a must to cut travel time by at least 60%, prices and service must be best in class.</p>

ISS	DATE	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	Non-responsive	Exemption 6
ISS02713565	06/17/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	Non-responsive	<p>GROUP RESERVATION</p> <p>GROUP CONTACT</p> <p>FOOD DEPLETED</p> <p>FOOD..RAN OUT OF PASTERY AND PIZZA AND HOT DOG..CAFE CAR</p>
ISS02734529	06/18/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	Non-responsive	<p>DINER NOT AVAILABLE DUE TO WATER SHORTAGE...LOUNGE RAN OUT OF FOOD</p> <p>EMAIL 2:</p> <p>-Original Message-</p> <p>From: [REDACTED] Exemption 6</p> <p>Date: 7/11/2013 7:58:24 PM</p> <p>To: [REDACTED]</p> <p>Subject: Travel Feedback</p> <p>The return trip was without incident as well - On June 19, we were told that the Dining car had no water, so for that reason would not be open - the lounge would supply food, but when it ran out that would be all.</p>
ISS02712753	06/19/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	Non-responsive	<p>FOOD SERVICE</p> <p>PAX SAID THAT LOUNGE WAS CLOSED BECAUSE PERSON WAS DOING INVENTORY</p>

						<p>Boarded late, seated for dinner, foods were depleted, food quality was terrible</p> <p>Delay being seated for lunch - food depleted except pizza and hamburgers</p> <p>Exemption 6</p> <p>██████████</p> <p>Snack car out food, no dinner last night, late into CHI</p> <p>██</p> <p>██████████ ██████████ ██████████ ██████████ ██████████ ██████████ ██████████</p> <p>Train Noise history for train: 6 Date: 10JUN13</p>
ISS02718864	06/20/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>██</p> <p>Non-responsive</p> <p>██</p> <p>██████████</p>
ISS02719892	06/20/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	<p>██</p> <p>██</p> <p>██████████</p>
ISS02713590	06/21/2013	COMPLAINT	TRAIN	EQUIPMENT	UNAVAILABLE - LOUNGE	<p>Exemption 6</p> <p>RE: ██████████ PAX CALLED STATED THAT SHE'S UNABLE TO SIT IN THE CAFE CAR TODAY BECAUSE WE ONLY HAVE 1 CAFE CAR TODAY. ALSO SHE STATES THAT THE CONDUCTOR HAS 3 SEATS RESERVED FOR STAFF. SHE ASKED IF SHE COULD SIT THERE WITH A STAFF MEMBER. HE ADV HER NO. SHE FEELS THAT HE'S BEING UNHELPPUL. I ADV PAX TO C/B ONCE SHE'S COMPLETED TRAVEL TO FINALIZE HER FILE.</p>

					Non-responsive	
					Non-responsive	<p>THE DINER CAR WAS REMOVED. THE ONLY CAR LEFT WAS THE LOUNGE CAR. THE FOOD SELECTIONS BECAME DEPLETED THERE DUE TO THE LATE ARRIVAL OF THE TRAIN.</p> <p>Exemption 6</p>
ISS02716764	06/21/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	
					Non-responsive	<p>EMAIL LOGGED : CAFE SHUT DOWN DUE TO LOSS OF POWER.</p> <p>Exemption 6</p> <p>Original Message-- From: [REDACTED] Date: 6/22/2013 9:23:52 AM To: [REDACTED] Subject: Tell us what you think</p> <p>Comments: I am contacting you regarding a disastrous train ride that I endured yesterday [REDACTED]</p> <p>Non-responsive</p> <p>[REDACTED] By 11:30 There was no food in the club car. [REDACTED] Although the staff was very nice keeping us informed, this should not happen. I have just become a guest rewards member. [REDACTED]</p> <p>[REDACTED] Please provide me with feedback on this problem.</p>
ISS02728280	06/21/2013	COMPLAINT	TRAIN	EQUIPMENT	UNAVAILABLE - LOUNGE	

						FOOD RAN OUT IN CAFE	
					Non-responsive	<p>Exemption 6</p> <p>--Original Message-- From: [REDACTED] Date: 6/21/2013 7:59:37 PM To: [REDACTED] Subject: Travel Feedback</p> <p>Dear Amtrak [REDACTED]</p> <p>Your representative in the "cafe car" has nothing left. He has been rudely barking at people that there is "no more". This is revolting. Thank you for ruining my weekend. Best [REDACTED]</p>	
ISS02729752	06/21/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	Non-responsive	
ISS02713900	06/22/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	Exemption 6	CAFE RAN OUT OF FOOD/MILK
					Non-responsive	<p>PNR [REDACTED]</p> <p>FOOD CARS CLOSES AT 10PM...NO FOOD AVAILABLE...</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	
ISS02724531	08/23/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY		<p>GOT IN LAX EARLY AND WERE UNABLE TO BUY ANY FOOD (LOUNGE CLOSED)</p> <p>HAD TO PICK UP SOMETHING IN LAX STATION FOR BREAKFAST.</p>
					Non-responsive		
					Exemption 6	<p>CAFE CAR CLOSED</p> <p>--Original Message-- From: [REDACTED] Date: 8/23/2013 9:51:36 PM To: [REDACTED] Subject: Travel Feedback</p> <p>...On the return trip to Richmond there were several major issues!</p> <p>The cafe car was shut down throughout the ordeal. The conductor was trying to make announcements, but as he mumbled into the microphone no one could understand him.</p>	
ISS02731767	08/23/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY		
					Non-responsive		
					Exemption 6	<p>CAFE NOT OPEN</p> <p>--Original Message-- From: [REDACTED] Date: 8/23/2013 4:13:57 PM To: [REDACTED] Subject: Travel Feedback</p> <p>Although this meant that passengers like me, who were already undergoing a 7 hour journey had nothing to eat because the cafe car had long been closed. At least in addition to an apology, the cafe car should have been open for those passengers who were hungry. This service was certainly not worth a \$180 ticket.</p>	
ISS02733718	08/23/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY		

						Exemption 6
				Non-responsive		<p>[REDACTED] AFTER PURCHASING WATER IN LOUNGE FREE WATERS GIVEN DUE TO LOUNGE CLOSED...CREW IGNORED PAX</p> <p>--Original Message-- From: [REDACTED] Date: 6/23/2013 6:17:10 PM To: [REDACTED] Subject: Travel Feedback</p> <p>Let's try this again... I already have filled this form out but your app is crap and when I tried to submit it I was given a message saying my session had expired [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED] When I got on the train I was very thirsty and purchased a water for \$2.25 only to have the snack cart close down immediately after and the man started giving away the water for free (pretty irritating after I had JUST paid for it). [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
ISS02733729	06/23/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	
				Non-responsive		
				Exemption 6		<p>[REDACTED]</p> <p>PAX ALSO REPORTS FOOD BECAME DEPLETED</p> <p>[REDACTED]</p>
ISS02716629	06/26/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	
				Non-responsive		
ISS02717474	06/26/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>[REDACTED]</p> <p>PAX STATES FOOD WAS DEPLETED ON THE TRN AND THE BATHROOMS ON THE TRN WERE BACKED UP</p>

ISS02735816	06/27/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD POISONING	<p>PAX STATED THAT LAST TIME HE CAUGHT MERSA ON THE TRAIN AND DIDNT REPORT NOW HE SAID HE GOT SICK HE THINK6 HE GOT IT FROM EATING HOTDOG HE STATED HE HAS ALOT O DOCOTR BILLS AND HE WANTED COMP TO TAKE A TRAIN</p> <p>PAX STATED THAT THE LOUNGE CAR ATTENDENT WAS RUDE ASKED A QUESTION ABOUT NEXT SMOKE STOP AND HE AND SNAPED AT HIM SAYING YOU WANT ME TO HACVE CONDUCTOR STOP THE TRAIN SO YOU CA N SMOKE AND DO YOU WANT ME TO BRING HOTDOG TO YOU TOO (TALL BLACK MALE)</p>
						Exemption 6
					Non-responsive	<p>DEPLETED IN LOUNGE....</p> <p>--Original Message--</p> <p>From: [REDACTED]</p> <p>Date: 7/5/2013 9:02:57 PM</p> <p>To: [REDACTED]</p> <p>Subject: Travel Feedback</p>
					Non-responsive	<p>Our trip from Richmond, Virginia to Fargo North Dakota went smoothly the whole way up, except for a 45 minute late arrival coming into Fargo. On the other hand, our trip back to Richmond from Fargo, was absolutely ridiculous.</p> <p>Later that morning, my son who hadn't eaten since dinner the night before, went down to the food car to get a breakfast sandwich, and was told that they were completely out. He went back for a second choice of food, and was told that there was nothing but two hot dogs and two sandwiches left, so he bought the hot dogs (that's a real nutritious breakfast).</p> <p>This year's trip was completely unacceptable, but we still like the idea of taking the train.</p> <p>Thanks,</p>
ISS02739466	06/27/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	

[illegible]

					Non-responsive	[REDACTED]
					Non-responsive	[REDACTED] Exemption 6
						PAX ORDERED A TURKEY SANDWICH AND AND THE SANDWICH WAS FROZEN IN THE MIDDLE [REDACTED]
ISS02716918	06/28/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	
					Exemption 6	PNR [REDACTED]
					Non-responsive	BUSSED TO BUF, PAX STATES THERE WAS NO FOOD OR WATER, SEATS WERE UNCOMFORTABLE/NO ARM RESTS...THE FOLLOWING MORNING T28JUN THEY WERE PUT ON THE TRAIN FOR THE REST OF THE TRIP BUT HAD NO BREAKFAST SANDWICHES TO PURCHASE THE LOUNGE ATTENDANT TOLD THEM SOMEONE DID NOT GIVE US ENOUGH SAMMIES
ISS02717084	06/28/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	[REDACTED]
ISS02717925	06/28/2013	COMPLAINT	TRAIN	EQUIPMENT	UNAVAILABLE - LOUNGE	[REDACTED] LOUNGE CAR CLOSED ///

ISS02735225	06/28/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>Non-responsive</p> <p>CAFE DEPLETED</p> <p>Exemption 6</p> <p>Original Message--</p> <p>From: [REDACTED]</p> <p>Date: 6/28/2013 9:41:40 PM</p> <p>To: [REDACTED]</p> <p>Subject: Travel Feedback</p> <p>I take the train pretty often, traveling back and forth between NYC and Boston every week. [REDACTED]</p> <p>The food truck completely ran out of alcohol and food besides hot dogs. I am a vegetarian and am starving and have nothing to eat. This is not how my trip should be going for \$146. [REDACTED]</p> <p>The only reason I took the train is because I knew buses would run late but believed the train wouldn't. Very disappointed.</p>
ISS02730831	08/29/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	<p>Non-responsive</p> <p>Exemption 6</p> <p>Original Message--</p> <p>From: [REDACTED]</p> <p>Date: 8/29/2013 4:45:27 PM</p> <p>To: [REDACTED]</p> <p>Reservation Number:</p> <p>Date of Incident: 08/29/2013</p> <p>Time of Incident: 04:30 pm</p> <p>Message:</p> <p>I'm writing to complain about the food, unfortunately, I had a chicken coesar salad on the acela only a few months ago and it was fantastic. Real chicken, delicious cheese, very tasty dressing. I just ordered one on the regular train (Boston to NYC, 1:40 departure out of south station) and it is terrible. In edible, I'm really surprised and disappointed, and I wish I hadn't wasted so much money on it. Hopefully with this feedback you can improve the food on these trains. As an aside, the server in the galley was wonderful, helpful and a true delight. Thank you [REDACTED]</p>
ISS02736336	06/29/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	SLOW SERVICE	<p>Non-responsive</p> <p>Exemption 6</p> <p>Original Message--</p> <p>From: [REDACTED]</p> <p>Date: 6/30/2013 11:20:30 AM</p> <p>To: [REDACTED]</p> <p>Subject: Re: New Reservation Questions [REDACTED]</p> <p>Re this reservation</p> <p>I was quite disgusted by the lack of service on our "business class" trip to Seattle. [REDACTED]</p> <p>However when the train started they appeared -in the dining car!!! Where they occupied 2 tables for the whole trip ignoring all passengers</p> <p>There was time to notice this because the lady handling the cash register at the Bistro had immense difficulty in taking the cash meaning long delays</p> <p>You certainly need to intensify the customer service part of your staff training (or are they trained?)</p> <p>We have often thought of taking the train to San Francisco but believe me might feel the airport hassle would be a pleasant alternative</p>

						<p>ON TIME BUSS BRIDGE SYR-ALB...NO LOUNGE CAR (ON BRIDGE TRAIN)</p> <p>--Original Message-- From: [REDACTED] Date: 7/18/2013 2:22:21 PM To: [REDACTED] Subject: Travel Feedback</p> <p>Exemption 6</p> <p>Message: On 6/20/2013, I boarded a train at Rochester, NY [REDACTED] [REDACTED] [REDACTED] I must confess the Red Cap Service received was outstanding, the employees performed their duties above and beyond expectation. [REDACTED] [REDACTED] I was sure when we boarded the train in Albany, NY, we would have a food car, such was not the case. The conductor who took our tickets was very rude when asked about the club car, he expressed, and I quote "this is a makeup train and there would be no food", he stated this as though, we should have known this, I am a Heart patient, a diabetic and that was six hours without food or water. We managed to get some trail mix from a passenger, we the passengers were exchanging what snacks we had on us. Snacks at this time was not what was needed, water and something to eat was what was needed, I needed to take medication during this time frame, but could not. Since my illness this is the only way I will be traveling. If I can't go by train, I may not be traveling. [REDACTED] [REDACTED] Your consideration into this matter would be greatly appreciated. Sincerely,</p>
ISS02750381	06/29/2013	COMPLAINT	TRAIN	EQUIPMENT	UNAVAILABLE - LOUNGE	<p>Non-responsive</p>
						<p>Non-responsive</p> <p>Exemption 6</p> <p>--Original Message-- From: [REDACTED] Date: 7/18/2013 6:51:55 PM To: [REDACTED] Subject: Travel Feedback</p> <p>On 6/29/2013, boarded train at Rochester, NY [REDACTED] [REDACTED] [REDACTED] I must confess the Red Cap Service received was outstanding the employees performed their duties above and beyond expectation. [REDACTED] [REDACTED] I was sure when we boarded the train in Albany NY, we would have a food car, such was not the case. The conductor who took my ticket was very rude to me when I asked about the snack car. He expressed, this is a makeup train and there would be no food, he stated it as though, I should have known this, I am a diabetic and that was six hours without food. I manage to get some trail mix from a passenger, we the passengers were exchanging what snacks we had on us. I am a loyal customer of Amtrak, this is the only way I travel, if I can't go by train or bus I will not travel, also a senior citizen with disabilities. I realize we can't predict the outcome of any trip but I feel I should be compensated for my inconvenience. Your consideration into this matter would be greatly appreciated Thank you</p> <p>PAX STATES HER SONS CURRY CHICKEN DINNER WAS SERVED RAW TO HIM. THERE WAS BLOOD IN THE CHICKEN . PAX COMPLAINED AND THE FOOD WAS REPLACED.</p>
ISS02750729	06/29/2013	COMPLAINT	TRAIN	EQUIPMENT	UNAVAILABLE - LOUNGE	<p>Non-responsive</p>
ISS02716721	06/30/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	

					Non-responsive	<p>[REDACTED]</p> <p>BOTH CAFE/DINER WERE CLOSED..UNABLE TO EAT</p> <p>Exemption 6</p> <p>--Original Message-- From: [REDACTED] Date: 6/30/2013 11:41:26 AM To: [REDACTED] Subject: Employee Praise/Compliment</p> <p>[REDACTED] the diner and cafe both closed. My four children were extraordinarily hungry and my wife and I very disappointed when after being run out of the diner and finding a closed cafe a staff member who just informed my children they could not eat came and told her friend she could come place her order. [REDACTED]</p>
ISS02736358	06/30/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	<p>[REDACTED]</p> <p>Non-responsive</p> <p>Exemption 6</p> <p>FOOD PRICES IN LOUNGE/DINER ARE HIGH...IN GENERAL OF ALL TRAVELS SOME CREW HELPFUL. [REDACTED]</p> <p>--Original Message-- From: [REDACTED] Date: 7/5/2013 2:41:36 PM To: [REDACTED] Subject: Travel Feedback</p> <p>Non-responsive</p> <p>[REDACTED]</p> <p>[REDACTED] Next I wanted to point out that many people cannot afford the cost of your food, drinks etc, it is unfortunate for both them and you. Your policy says passengers aren't suppose to bring food on the train but the fact of the matter is many have to in order to have something to eat. [REDACTED]</p>
	06/30/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	PRICING	<p>[REDACTED]</p> <p>Non-responsive</p> <p>Exemption 6</p> <p>Non-responsive</p> <p>[REDACTED] ..LOUNGE/DINER FOOD DEPLETED</p> <p>--Original Message-- From: [REDACTED] Date: 7/9/2013 6:43:36 PM To: [REDACTED] Subject: General Inquiries</p> <p>My mother [REDACTED] and I recently traveled by Amtrack from St. Paul, MN to Glacier National Park in Montana. We departed on June 30th and returned on July 7th. For the most part the trip was a good one [REDACTED] The other disappointment was that dinner reservations were full and the snack cafe/lounge ran out of many food items so we were without supper one night. There was one very nice attendant, a male, who seemed fairly new, who went out of his way to make us comfortable.</p>
ISS02744676	09/30/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	

					Non-responsive	<p>.....LOUNGE FOOD DEPLETED...POOR COMMUN</p> <p>-----Original Message----- From: [REDACTED] Date: 7/12/2013 8:07:04 PM To: [REDACTED] Subject: Travel Feedback</p> <p>Exemption 6</p> <p>To Whom It May Concern: I am a regular Amtrak customer and I am currently riding the Amtrak train to Brunswick ME on what could only be described as a terrible journey. [REDACTED]</p> <p>[REDACTED] Meanwhile, the cafe car is out of my many food items. [REDACTED]</p> <p>[REDACTED] Thanks very much for your time. [REDACTED]</p>
ISS02737198	07/01/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>Non-responsive</p> <p>Exemption 6</p> <p>Non-responsive</p> <p>[REDACTED] NO BREAKFAST/DINNER...LOUNGE FOOD DEPLETED</p> <p>-----Original Message----- From: [REDACTED] Date: 7/4/2013 3:33:16 PM To: [REDACTED] Subject: General Inquiries</p> <p>[REDACTED] The re was no dining car for breakfast, and the snack car ran out of food. There was no dining car for diner on 7/2 and we were still on the train at 8:50 p.m. [REDACTED]</p> <p>[REDACTED] believe I should receive some type of refund for the delay and lack of services on the train.</p> <p>-----Original Message----- From: [REDACTED] Date: 7/5/2013 9:33:47 AM To: [REDACTED] Subject: Re: General Inquiries [REDACTED]</p> <p>Exemption 6</p> <p>[REDACTED] Non-responsive</p>
ISS02739351	07/01/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>[REDACTED] Non-responsive</p> <p>-----Original Message----- From: [REDACTED] Date: 7/4/2013 1:48:31 PM To: [REDACTED] Subject: Travel Feedback</p> <p>Exemption 6</p> <p>Non-responsive</p> <p>[REDACTED] Prices of the food in the cafe were a bit high. Overall it was a good method of transportation and we arrived safely to our destination which was the most important thing.</p>
ISS02721080	07/02/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	PRICING	<p>[REDACTED] Non-responsive</p> <p>-----Original Message----- From: [REDACTED] Date: 7/4/2013 1:48:31 PM To: [REDACTED] Subject: Travel Feedback</p> <p>Exemption 6</p> <p>Non-responsive</p> <p>[REDACTED] Prices of the food in the cafe were a bit high. Overall it was a good method of transportation and we arrived safely to our destination which was the most important thing.</p>

				Non-responsive	CLOSED -Original Message- From: [REDACTED] Date: 7/29/2013 10:12:27 AM To: [REDACTED] Subject: Travel Feedback I am incredibly disappointed in the Amtrak services I have recently received. [REDACTED]	LOUNGE
				Non-responsive	[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] I had no food (they could have at least kept the food cart open) given a stipend to all of us who were starving as we all clearly missed our dinner plans, but nothing was offered to the passengers which I find incredibly unprofessional - and I was NOT the only one upset about that. I was incredibly annoyed at this but I decided to give Amtrak one last chance and took a morning train back to Syracuse from NFL yesterday in hopes that there would be no delays.....	
ISS02762875	07/02/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	
				Non-responsive	[REDACTED] [REDACTED] [REDACTED] cafe food was depleted	
ISS02718727	07/03/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	
				Non-responsive	[REDACTED] [REDACTED] WHEN PAX WENT THROUGH THE DOORS BETWEEN COACH AND LOUNGE CAR RAIN POURED ONTO HER.	
				Non-responsive	[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]	
ISS02721924	07/03/2013	COMPLAINT	TRAIN	EQUIPMENT	AIR ISSUES - LOUNGE	

					Non-responsive	[REDACTED]	Exemption 6
					Non-responsive	<p>—Original Message— From: [REDACTED] Date: 7/3/2013 9:32:47 PM To: [REDACTED] Reservation Number: [REDACTED] Date of Incident: Time of Incident: Message: I have been had such poor service as I am currently experiencing on Train 06. [REDACTED] [REDACTED] [REDACTED] The cafe car was nearly out of everything and the server was incredibly rude. He acted as if he was doing us a favor. He also told me they were closed before we even left Alexandria, no announcement had been made, when I asked for a cup of ice. He was on a personal phone call at the time. This is unacceptable. Prices have just gone up these past six years I've been riding the train and the quality of service has gone down. [REDACTED] [REDACTED] [REDACTED]</p>	
ISS02741940	07/03/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED		
					Non-responsive	[REDACTED]	
					Exemption 6	[REDACTED] ..OUT OF SODA SELECTIONS	
					Non-responsive	<p>—Original Message— From: [REDACTED] Date: 7/1/2013 7:29:02 AM To: [REDACTED] Subject: General Inquiries</p> <p>On a recent trip to Pittsburgh I decided to upgrade to business class. [REDACTED] [REDACTED] [REDACTED] When I went to purchase a drink in the cafe car, I learned my first two selections were sold out. Understandable as it was towards the end of the train's journey, but the server was very rude, and made no other suggestions of what was available. I settled on wine, which was served to me with a plastic cup.....</p>	
ISS02740428	07/03/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED		
					Non-responsive	[REDACTED] LOUNGE OUT OF FOOD...RUDE CREW	
					Exemption 6	<p>—Original Message— From: [REDACTED] Date: 7/0/2013 2:19:36 PM To: [REDACTED] Subject: Travel Feedback</p> <p>I have had some bad trips on your trains in the past but this time it was the worse. [REDACTED] [REDACTED] The number 42 from Altoona PA to Philadelphia 30th Street station had [REDACTED] [REDACTED] no food. I always eat my lunch on the train to save time and the food isn't that bad. I'm hoping you will take this comment and do something for me or I will take another means of transportation. [REDACTED] [REDACTED] [REDACTED]</p>	
ISS02741626	07/03/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED		

ISS02719770	07/04/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	THE FOOD WAS DEPLETED...
					Non-responsive	
ISS02726139	07/04/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	PRICING	PRICING IS TOO HIGH IN THE DINING CAR ALSO THE PRICE FOR FOOD IN THE LOUNGE CAR IS HIGH
					Exemption 6	CAFE CLOSED FOR 2 HRS ~Original Message~ From: [REDACTED] Date: 7/4/2013 9:34:41 AM To: [REDACTED] Subject: General Inquiries I am taking the 6:15am train from New York to Richmond. It's a fairly long train ride to sit through which is why I'm so happy that Amtrak has a food cart. However, for the 3 hours I've been on board, 2 of those hours the snack cart has been "closed," because the vendor was "on break." If the food cart is open, and stocked, it should be made available to people willing to pay and hungry. I understand that there are physical limitations to the amount of standing a person can do, which is why I propose you install a vending machine that can be restocked between trips with candy and drinks. It's a self-serve situation that would make passengers like me much happier than having to deal with unpleasant employees.
ISS02736502	07/04/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	
					Non-responsive Exemption 6	...OVERPRICED FOOD IN LOUNGE...FOOD DEPLETED ~Original Message~ From: [REDACTED] Date: 7/4/2013 8:08:31 PM To: [REDACTED] Subject: Travel Feedback Train #86 our train departed Trenton @ 4pm. [REDACTED] [REDACTED] [REDACTED] [REDACTED] we are starving. We were forced to buy water & 2 bags of chips for my hungry kids because that was the only thing available on the broken down train which cost me \$7.00. On the new train there was such a long wait for real food because we are all starving. We spent another \$12.25 for 3 beverages & 2 snacks. I want a full refund plus the cost of the food we were forced to purchase which was overpriced by 150% which is \$10.25. I am very unhappy. This is not a good start to our family vacation because of Amtrak!...
ISS02738955	07/04/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	
					Non-responsive Exemption 6	...OVERPRICED FOOD IN LOUNGE...FOOD DEPLETED ~Original Message~ From: [REDACTED] Date: 7/4/2013 8:08:31 PM To: [REDACTED] Subject: Travel Feedback Train #86 our train departed Trenton @ 4pm. [REDACTED] [REDACTED] [REDACTED] [REDACTED] we are starving. We were forced to buy water & 2 bags of chips for my hungry kids because that was the only thing available on the broken down train which cost me \$7.00. On the new train there was such a long wait for real food because we are all starving. We spent another \$12.25 for 3 beverages & 2 snacks. I want a full refund plus the cost of the food we were forced to purchase which was overpriced by 150% which is \$10.25. I am very unhappy. This is not a good start to our family vacation because of Amtrak!...
ISS02738955	07/04/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	PRICING	
					Non-responsive	

					Non-responsive	<p>.....LOUNGE RAN OUT OF FOOD</p> <p>-Original Message--</p> <p>From: Exemption 6</p> <p>Date: 7/6/2013 3:57:54 PM</p> <p>To:</p> <p>Subject: Travel Feedback</p> <p>I took this train from New York Penn expecting to arrive in Baltimore at 5:30pm.</p> <p>Non-responsive</p> <p>.....</p> <p>..... The car?? car long run out of food, but nobody bothered to make an announcement to that effect. Instead passengers were waiting in a two car long line to get to the car?? car only to be told that there was no food. The Amtrak personnel offered no water or any relief for the passengers.</p> <p>.....</p> <p>..... So here I am. What is your policy regarding compensating passengers for such a terrible experience?</p>
ISS02740074	07/04/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>.....LOUNGE FOOD DEPLETED</p> <p>-Original Message--</p> <p>From: Exemption 6</p> <p>Date: 7/10/2013 9:40:23 PM</p> <p>To:</p> <p>Subject: Travel Feedback</p> <p>.....the actual train ride/travel experience:</p> <p>.....</p> <p>..... the club car had run out of the more ? choice? food selections (i.e. sandwich wraps) very early on in the trip ? It probably should have been more adequately stocked (considering it was a holiday weekend, and a full train).....</p>
ISS02746453	07/10/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	

					<p>Non-responsive</p> <p>Exemption 6</p> <p>—Original Message— From: [REDACTED] Date: 7/8/2013 2:53:14 PM To: [REDACTED] Subject: Travel Feedback</p> <p>I realize that complaining to Amtrak is about as useful as complaining to the Post Office, but I just need to say how disappointing aspects of your service consistently are. On boarding this train in Santa Barbara we were immediately informed that the dining car was now closed. Why not tell your passengers in advance there's no evening service? We were looking forward to a proper meal, not a microwaved burger. And then when I ventured down to the snack car, there was a sign up that the attendant was on break for the next hour. Really? None of your staff is cross trained? Seems like you have far too many supervisors who don't actually supervise anyone and won't fill in other positions. And when the snack bar did finally open, you were out of numerous items. Do you not restock along the way?</p> <p>On the flip side, the Coach Starlight experience is great on the ride north from LA.</p> <p>Thanks for listening.</p>
ISS02741004	07/06/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED
					<p>Exemption 6</p> <p>Non-responsive</p> <p>—Original Message— From: [REDACTED] Date: 7/8/2013 2:53:14 PM To: [REDACTED] Subject: Travel Feedback</p> <p>I realize that complaining to Amtrak is about as useful as complaining to the Post Office, but I just need to say how disappointing aspects of your service consistently are. On boarding this train in Santa Barbara we were immediately informed that the dining car was now closed. Why not tell your passengers in advance there's no evening service? We were looking forward to a proper meal, not a microwaved burger. And then when I ventured down to the snack car, there was a sign up that the attendant was on break for the next hour. Really? None of your staff is cross trained? Seems like you have far too many supervisors who don't actually supervise anyone and won't fill in other positions. And when the snack bar did finally open, you were out of numerous items. Do you not restock along the way?</p> <p>On the flip side, the Coach Starlight experience is great on the ride north from LA.</p> <p>Thanks for listening.</p>
ISS02741004	07/06/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY

ISS02742207	07/06/2013	COMPLAINT	TRAIN	EQUIPMENT	UNAVAILABLE - LOUNGE	<p> Non-responsive </p>	<p> Exemption 6 </p>
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				Non-responsive	<div> <div></div> <div></div> <div></div> <div></div> </div>
				Non-responsive	<div>REPORTING LATE TRAIN..RAN OUT OF FOOD HAD TO BE RESTOCKED</div> <div></div> <div></div> <div>Exemption 6</div> <div> <div>-01@</div> <div>-02@</div> <div>-03@</div> <div>-04@</div> </div> <div></div>
				Non-responsive	
ISS02729015	07/06/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED

					Exemption 6
				Non-responsive	<p>FOOD IN CAFE.</p> <p>Original Message--</p> <p>From: [REDACTED]</p> <p>Date: 7/8/2013 2:14:28 PM</p> <p>To: [REDACTED]</p> <p>Subject: Travel Feedback</p> <p>I travel between Buffalo and NYC about 6-8 times a year.</p> <p>The train attendant was very apologetic but because the train was so oversold to the point people were forced to sit at the booths in the food car and on their luggage on the floor, there was no where to move to. Again the train attendant was very nice and apologetic but in short was unable to do anything other than apologize. In addition to that I was sold expired food. I bought a fruit cup from your food car that expired on 7/8/13 when my trip was on 7/7/13. When I got back to my seat and opened the container the smell was what first tipped me off, but then I looked at the expiration date and saw why. The food attendant gave me no trouble at all with returning it, but there shouldn't have been expired food on board to be sold in general.</p>
ISS02741041	07/07/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY
				Exemption 6	<p>LOUNGE/DINER FOOD DEPLETED</p> <p>Original Message--</p> <p>From: [REDACTED]</p> <p>Date: 7/9/2013 8:43:36 PM</p> <p>To: [REDACTED]</p> <p>Subject: General Inquiries</p> <p>My mother, [REDACTED] and I recently traveled by Amtrack from St. Paul, MN to Glacier National Park in Montana. We departed on June 30th and returned on July 7th. For the most part the trip was a good one.</p> <p>[REDACTED] dinner reservations were full and the snack cafe/lounge ran out of many food items so we were without supper one night. There was one very nice attendant, a male, who seemed fairly new, who went out of his way to make us comfortable.</p>
ISS02744676	07/07/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED
				Exemption 6	<p>Original Message--</p> <p>From: [REDACTED]</p> <p>Date: 8/6/2013 1:13:41 AM</p> <p>To: [REDACTED]</p> <p>Subject: Travel Feedback</p> <p>On the way back up on July 8th and 9th the first train had no food car. For hours I was unable to get any food....</p>
ISS02756552	07/09/2013	COMPLAINT	TRAIN	EQUIPMENT	UNAVAILABLE - LOUNGE

					pex email --Original Message-- From: [REDACTED] Date: 7/9/2013 4:29:27 PM To: [REDACTED] Reservation Number: [REDACTED] Date of Incident: 06/07/2013 Time of Incident: 04:20 pm Message: I am writing to express my dissatisfaction with Amtrak service on train 85 from Alexandria to Richmond VA. [REDACTED] I visited the cafe car to consider buying a beer. I discovered you are making close to an 800% profit on some of your offerings: \$8 for a bottle of Dogfish?? You have to be kidding me. [REDACTED]
ISS02724277	07/09/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	PRICING
					Non-responsive
					TRAIN STATUS HISTORY FOR TRAIN 30 DATE 10/01/13 AT CITY AS OF: STN TYPE DATE TIME Z INFO DATE TIME AGENT [REDACTED]
					Non-responsive
ISS02721026	07/10/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED

					Non-responsive	pax stated the food was almost depleted & uneatable, doesn't know why they would hold for new crew to relieve & not call for more food for pax [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
ISS02734804	07/10/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	[REDACTED]
ISS02720806	07/11/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	RAN OUT OF DRINKS 2 HOURS AFTER DEPARTURE /
					Non-responsive	LOUNGE FOOD UNSATISFACTORY...TOLD INCORRECT LENGTH OF TIME STAY IN WAS...ALMOST MISSED TRAIN WHEN GETTING FOOD IN WAS STATION Exemption 6 -Original Message-- From: [REDACTED] Date: 7/11/2013 3:03:52 PM To: [REDACTED] Subject: Travel Feedback The service on the 95 train today is bad. [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] I certainly do not appreciate not being able to have enough time to get lunch today. The food on this train is awful. For \$440 as a business class rider, I expect better. Shame on Amtrak! PNR [REDACTED]
ISS02746423	07/11/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	Exemption 6
ISS02722282	07/15/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	RAN OUT OF FOOD IN LOUNGE CAR.... PAX GOT A HOT CUP COCOA AND GOING DOWN IT WAS A FULL CUP!! VERY GOOD
ISS02724734	07/15/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD SELECTION	SHE NOTED ON RETURN TRN 89 SHE GOT A CUP HALF THAT SIZE!!

					Non-responsive	<p>PNR: [REDACTED] "THANK YOU VERY MUCH... THE TRAIN WAS HOT FOR 3 HOURS... THE TRAIN HAD NO HOT FOOD."</p> <p>-----Original Message----- From: [REDACTED] Date: 7/21/2013 1:32:53 PM To: [REDACTED] Subject: Travel Feedback</p> <p>Subject: Travel Feedback</p> <p>Nature of Complaint:</p> <p>Name: [REDACTED] Email: [REDACTED] Address1: Address2: City: State: Zip/Postal: Country: United States Primary Phone: [REDACTED] home Mobile Phone: Amtrak Guest Rewards #: [REDACTED]</p> <p>Reservation Number:</p> <p>Date of Incident: mm/dd/yyyy Time of Incident: hh:mm am</p> <p>Message: Dear Amtrak: [REDACTED]</p>	Exemption 6
ISS02751369	07/15/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	Non-responsive	

				Non-responsive	PNR [REDACTED] -Original Message- From: [REDACTED] Date: 7/29/2013 9:08:32 PM To: [REDACTED] Exemption 6 Subject: Tell us what you think Source: Member Web Member Number: Name: [REDACTED] Respond Via Email: Yes Subject: Tell us what you think Comments: I was a passenger on Amtrak from Cleveland, Ohio to Boston, MA July 15, 2013 returning July 27, 2013. [REDACTED]
				Non-responsive	[REDACTED] they ran out of food that night. I am 71 years old and am a diabetic, and was lead to believe that I could get food during the trip. The staff was very friendly and courteous, but the situation was very stressful. I would appreciate a reply. Sincerely, [REDACTED]
ISS02752392	07/15/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED
				Exemption 6 Non-responsive	RES# [REDACTED] PAX USPET ABOUT THE FOOD ON TRAIN SHE STATES THE BREAD WAS SOGGY;; REQUESTED SANDWICHES AND WAS TOLD NO CONDUCTOR CAME OVER THE P/A SYSTEM AND ASKED ALL THE PAX TO DINNING HALL OR OBSERVATION CAR FOR 30MIN TO FLIP THE SEAT AND DID WAS BEFORE THEY GOT INTO ELP PNR [REDACTED]...TR 19... THEY WERE OUT OF CEREAL IN THE LOUNGE...THE LOUNGE WAS CLOSED MOST OF THE TIME...
ISS02723016	07/16/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATSISFACTORY
				Non-responsive Exemption 6	PNR [REDACTED]...TR 19... THEY WERE OUT OF CEREAL IN THE LOUNGE...THE LOUNGE WAS CLOSED MOST OF THE TIME...
ISS02729776	07/16/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED
				Non-responsive Exemption 6	PNR [REDACTED]...TR 19... THEY WERE OUT OF CEREAL IN THE LOUNGE...THE LOUNGE WAS CLOSED MOST OF THE TIME...
ISS02729776	07/16/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY

					Non-responsive	<p>[REDACTED] PAX WERE UNABLE TO ACCESS LOUNGE FOR MEALS</p> <p>—Original Message— From: [REDACTED] Date: 7/18/2013 3:55:05 PM To: [REDACTED] Subject: Travel Feedback</p> <p>Exemption 6</p> <p>I took the 137 train from Philadelphia to Washington, DC on Tuesday evening. [REDACTED]</p>
					Non-responsive	<p>[REDACTED]</p> <p>[REDACTED] we were unable to go to the restrooms or the cafe car, it was extremely hot in my car (it had been in the high 90s that day), and I wanted to get water because I was feeling ill, but I was told to return to my seat and was not able to get water. We eventually were moved to the "rescue train," where we were also not permitted to access food or water. [REDACTED] No employee was able to explain to me why we could not access the cafe car, or why someone couldn't simply distribute water bottles to passengers. [REDACTED] The experience was dangerous, as we were unable to access food and water for almost three hours while the trains were far too hot. [REDACTED]</p>
ISS02750367	07/16/2013	COMPLAINT	TRAIN	EQUIPMENT	UNAVAILABLE - LOUNGE	
					Non-responsive Exemption 6	<p>PNR [REDACTED]</p> <p>[REDACTED] THEY RAN OUT OF FOOD..THE CREW WAS NOT VERY NICE.. [REDACTED]</p> <p>[REDACTED] BOTH LOUNGE ATTENDANTS WERE RUDE TO THEM !!! REGARDING HOURS AND FOOD THAT WAS AVAILABLE /</p>
ISS02723827	07/18/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	
ISS02725236	07/18/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>PNR [REDACTED]</p> <p>[REDACTED] PAX SAID THEY SHOULD GIVE THE PAXS WATER...</p>
ISS02727799	07/18/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	<p>[REDACTED]</p> <p>[REDACTED] HER BURGER WAS HORRIBLE</p>

						<p>4:20 PM LATE 17:30 MIN. THE DINING CAR WAS CLOSED. THE LOUNGE RAN OUT OF FOOD. THE AGENT WAS RUDE...</p> <p>—Original Message— From: [REDACTED] Date: 7/27/2013 4:09:21 PM To: [REDACTED] Subject: General Inquiries</p> <p>Subject: General Inquiries</p> <p>Nature of Comment: Complaint; Train</p> <p>Name: [REDACTED] Email: [REDACTED] Address1: [REDACTED] Address2: City: [REDACTED] State: [REDACTED] Zip/Postal: [REDACTED] Country: United States Primary Phone: [REDACTED] - home Mobile Phone: [REDACTED] Amtrak Guest Rewards #: 0000000000</p> <p>Reservation Number: [REDACTED]</p> <p>Date of Incident: 07/18/2013 Time of Incident: 01:10 pm</p> <p>Message: FIRST, WE HAVE ALWAYS LOVED RIDING THE TRAIN. THIS TRIP TURNED OUT NOT SO GOOD. IT WAS 2 HOURS LATE; IN THE PAMPHLET AND ALSO THE TICKET ATTENDANT AT THE STATION AND WHEN I CALLED TO RESERVE THE SEATS, ALL SAID THERE WOULD BE A "FULL MEAL SERVICE" DINING CAR. THERE WAS A DINING CAR, BUT NO MEALS. THE MAN IN THE DINING CAR SAID HE CLOSED AT 3PM. HERE WE WERE ON A 5 HOUR</p>
ISS02752746	07/18/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>4:20 PM LATE POWER OUT / AND LOUNGE ATTENDANT UABLE TO CHARGE FOR WATER OR DRINKS / COMP WATER WAS NOT GIVEN OUT</p>
ISS02724701	07/19/2013	COMPLAINT	TRAIN	EQUIPMENT	UNAVAILABLE - LOUNGE	
					Non-responsive	<p>RES # [REDACTED] [REDACTED] Exemption 6</p> <p>PAX STATES THAT THE LINE FOR THE CAFE CAR WAS THE LENGTH OF 2 COACH CARS & BY THE TIME SHE ARRIVED TO THE COUNTER THERE WAS VERY LIMITED SELECTIONS.....</p> <p>[REDACTED] [REDACTED] [REDACTED]</p>
ISS02726810	07/19/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	
ISS02726095	07/19/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	Non-responsive	<p>[REDACTED] PAX CLAIMS EVERY WK THE LOUNGE RUNNS OUT OF ALCOHOL BY THE TIME IT GETS TO AND OUT OF NYP</p>
ISS02726995	07/19/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	
ISS02726995	07/19/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	Non-responsive	<p>[REDACTED] /PAX CLAIMS EVERY WK THE LOUNGE RUNNS OUT OF ALCOHOL BY THE TIME IT GETS TO AND OUT OF NYP</p>
ISS02726995	07/19/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD SELECTION	

						<p>PAX EMAILED:</p> <p>—Original Message—</p> <p>From: [REDACTED]</p> <p>Date: 7/19/2013 8:02:35 PM</p> <p>Subject: Travel Feedback</p> <p>Nature of Comment: Complaint; Train</p> <p>Name: [REDACTED]</p> <p>Address 1: [REDACTED]</p> <p>City: [REDACTED]</p> <p>State: [REDACTED]</p> <p>Zip/Postal: [REDACTED]</p> <p>Primary Phone: [REDACTED] - mobile</p> <p>Amtrak Guest Rewards #: [REDACTED]</p> <p>Reservation Number: [REDACTED]</p> <p>Date of Incident: 07/19/2013</p> <p>Time of Incident: 05:20 pm</p> <p>Message:</p> <p>[REDACTED]</p> <p>[REDACTED] The train cafe car was also sold out of pizza within 30 minutes. Not a great trip.</p>
ISS02746648	07/19/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>Non-responsive</p>

Exemption 6

						<p>FROM TS: DISABLED ABE - ENGINE PROBLEMS</p> <p>PAX'S MOTHER EMAILED:</p> <p>Exemption 6</p> <p>-Original Message-</p> <p>From: [REDACTED] Date: 7/19/2013 9:02:26 PM</p> <p>Name: [REDACTED] Email: [REDACTED] Address1: [REDACTED] City: [REDACTED] State: [REDACTED] Zip/Postal: [REDACTED] County: United States Primary Phone: [REDACTED] - home Mobile Phone: [REDACTED]</p> <p>Date of Incident: 07/19/2013 Time of Incident: 09:01 am</p> <p>Message: My daughter has been traveling on train 83 from Conn Richmond VA, Evidently the engines have stopped and there was no power, air food or water. [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]</p> <p>Non-responsive</p>
ISS02751360	07/19/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	

						<p>PNR: [REDACTED] TRK: 89 DATE: 04/18/08 MINUTING PROBLEMS...</p> <p>---Original Message---</p> <p>From: [REDACTED]</p> <p>Date: 7/22/2013 2:28:11 PM</p> <p>To: [REDACTED]</p> <p>Subject: Travel Feedback</p> <p>Subject: Travel Feedback</p> <p>Nature of Comment: Complaint; Other</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: [REDACTED] - mobile</p> <p>Mobile Phone: [REDACTED]</p> <p>Amtrak Guest Rewards #: [REDACTED]</p> <p>Reservation Number: [REDACTED]</p> <p>Date of Incident: 07/19/2013</p> <p>Time of Incident: hh:mm am</p> <p>Non-responsive</p> <p>Message:</p> <p>Hi, I was a passenger on Friday, July 19th, on train #83 going from New York Penn Station to Washington DC Union Station. [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED] While I realize this was to keep out hot air, there was no mention of free water until it was suggested by a passenger. And the free water lasted about 1-minute as they quickly ran out. Instead of offering to fill glasses for [REDACTED]</p>
ISS02751678	07/19/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>[REDACTED]</p> <p>[REDACTED] ..DEPLETED FOOD IN LOUNGE</p> <p>---Original Message---</p> <p>From: [REDACTED]</p> <p>Date: 7/22/2013 2:58:13 PM</p> <p>To: [REDACTED]</p> <p>Subject: Travel Feedback</p> <p>[REDACTED]</p> <p>[REDACTED] - On both trips, the items I requested from the snack car were sold out. Had I known the lack of available product, I would have purchased food in advance. [REDACTED]</p> <p>[REDACTED]</p> <p>Exemption 6</p> <p>Non-responsive</p>
ISS02752310	07/19/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	

						Exemption 6
				Non-responsive		
				Non-responsive		
						<p>.....NO LOUNGE...FOOD DEPLETED DINER</p> <p>-----Original Message-----</p> <p>From: [REDACTED]</p> <p>Date: 7/23/2013 7:34:02 PM</p> <p>To: [REDACTED]</p> <p>Subject: Travel Feedback</p> <p>.....The second leg of my journey on the Lakeshore Limited (CHI->BOS on 7/18) was disappointing. [REDACTED]</p> <p>[REDACTED] In Springfield, MA, at about midnight, the train stopped for about 45 minutes to buy pizza. While I appreciate the gesture or attempt to compensate for the train's lack of food (most everything was sold out), by that point--thru hours after we were scheduled to arrive in South Station--everyone was more interested in getting to Boston than waiting around for pizza delivery. [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED] The attendant at the Cafe had apparently worked from early in the morning--about 6 am--until late into the evening with almost no breaks. [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED] Thank you for your consideration [REDACTED]</p> <p>[REDACTED] ...THE PAX SAID THERE WAS ONLY 1 BEER TYPE...IT USUALLY HAVE 4 BEER TYPE...</p>
ISS02753018	07/19/2013	COMPLAINT	TRAIN	EQUIPMENT	UNAVAILABLE - LOUNGE	
ISS02734434	07/21/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	Non-responsive	
				FOOD DEPLETED		

[illegible]

					<p>Exemption 6</p> <p>Non-responsive</p> <p>Non-responsive</p> <p>EMAIL 1: Original Message- From: [REDACTED] Date: 7/24/2013 9:02:42 AM To: [REDACTED] Subject: Travel Feedback</p> <p>[REDACTED] The cafe car had almost no food, [REDACTED]</p> <p>EMAIL 2: Original Message- From: [REDACTED] Date: 7/24/2013 9:06:54 AM To: [REDACTED] Subject: Travel Feedback</p> <p>[REDACTED] There was very little food in the cafe car [REDACTED]</p>
ISS02728483	07/22/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED

					Non-responsive	<p>PNR [REDACTED] THE LOUNGE CAR WAS CLOSED</p> <p>—Original Message— From: [REDACTED] Date: 7/22/2013 8:44:34 PM To: [REDACTED] Subject: Travel Feedback</p> <p>Subject: Travel Feedback</p> <p>Nature of Comment: Complaint</p> <p>Name: [REDACTED] Email: [REDACTED] Address1: Address2: City: State: Zip/Postal: Country: United States Primary Phone: - home Mobile Phone: Amtrak Guest Rewards #: Reservation Number: [REDACTED]</p> <p>Date of Incident: 07/22/2013 Time of Incident: 08:30 pm</p> <p>Message: [REDACTED]</p>	Exemption 6
ISS02751993	07/22/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	Non-responsive	ONLY CHOC CROISSANT AVAIL
ISS02730491	07/23/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY		UNHAPPY THAT FOOD WAS NOT IN VIEW .. PREFER TO SEE IT COFFEE WAS GOOD

					Non-responsive	<p>PNR: [REDACTED] THE TRAIN RAN OUT OF FOOD AND DRINKS.</p> <p>--Original Message-- From: [REDACTED] Date: 7/31/2013 9:43:37 PM To: [REDACTED] Subject: Travel Feedback</p> <p>Subject: Travel Feedback</p> <p>Nature of Comment: Complaint; 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: 7/23/2013 Time of Incident: 03:00 pm</p> <p>Message: Hi there, [REDACTED] when I went to the cafe car to buy food I was told they were closed and could no longer sell anything. [REDACTED] We were basically trapped in a slow moving train with no food or beverage. [REDACTED] However to take us hostage with no food or drink is not okay.</p>
ISS02763161	07/23/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	Non-responsive

Exemption 6

					Non-responsive	<p>PNR [REDACTED] THERE WAS NO WATER. THE TRAIN RAN OUT OF FOOD...PAX WERE GIVEN SNACKS ...THE TRAIN NEEDS REFURBISHING.</p> <p>Original Message— From: [REDACTED] Date: 8/5/2013 5:36:56 AM To: [REDACTED] Subject: Travel Feedback</p> <p>Subject: Travel Feedback</p> <p>Nature of Comment: Complaint; Train</p> <p>Name: [REDACTED] Email: [REDACTED] Address1: [REDACTED] Address2: [REDACTED] City: [REDACTED] State: [REDACTED] Zip/Postal: [REDACTED] Country: [REDACTED] Primary Phone: [REDACTED] - business Mobile Phone: xxxxxxxxxxxxxxAmtrak Guest Rewards #:</p> <p>Reservation Number: [REDACTED]</p> <p>Date of Incident: 07/23/2013 Time of Incident: 09:00pm am</p> <p>Message: Ladies and Gentlemen, under Reservation number [REDACTED] travellers [REDACTED] made a trip from Erie, PA, to New York, Penn Station, with train number 48/Lake Shore Limited [REDACTED] In second coach car, there was no water after, I think, Utica, so that the car needed a refill in, I think, Albany, such refill taking additional time. 3) Due to the train??s being late, there was no food for the evening aboard so that we received several smaller snacks only. [REDACTED]</p>	Exemption 6
ISS02753941	07/23/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>Non-responsive</p> <p>Exemption 6</p> <p>PNR [REDACTED] THEY HAD TO HOLD THEIR DRINKS IN THEIR HAND. [REDACTED] WENT TO THE LOUNGE CAR ABOUT 9:15 AM TO GET MILK FOR HIS GRANDDAUGHTER AND THEY WERE OUT OF MILK - 11:00 THEY WERE OUT OF SANDWICHES SUCH AS HAM & CHEESE, TURKEY. THEY WERE OUT OF PIZZA TOO. AT 1:30 THE PAX WENT FOR SODA POPS AND THERE WERE NO REGULAR PEPSI AT ALL. [REDACTED] SAID THE GIRL TOLD HIM SOMEONE DROPPED THE BALL. [REDACTED] THE HOSTESS IN HIS CAR WAS GREAT!</p> <p>WHEN YOU WALK IN THE CAFE/LOUNGE CAR YOU CAN'T SEE THE ITEMS, YOU HAVE TO WAIT IN LINE UNTIL THE ATTENDANT GETS IT FOR YOU UNLIKE ON TRAIN 14 WHERE YOU CAN SEE WHAT YOU WANT - ALL THE ITEMS TO PURCHASE ARE VISIBLE.</p>	
ISS02720671	07/24/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>Non-responsive</p> <p>PNR [REDACTED] THEN SAID HE COULD WALK TO CAFE?</p> <p>RAN OUT OF FOOD IN CAFE— CERTAIN ITEMS ..FRIES ETC</p> <p>THEY WERE GIVEN COMP FREE WATER THAT WAS WARM AND SNACKS</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	
ISS02727030	07/25/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED		
ISS02727371	07/25/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>PNR [REDACTED] ,FOOD DEPLETED. NO AC</p>	Exemption 6

					Non-responsive	DP [REDACTED] 3669 830 [REDACTED] [REDACTED]
ISS02728302	07/25/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	
					Non-responsive	[REDACTED]
					Exemption 6	PAX EMAILED: -Original Message- From: [REDACTED] Date: 7/26/2013 6:35:56 PM Name: [REDACTED] Email: [REDACTED] Address1: [REDACTED] Address2: [REDACTED] City: [REDACTED] State: [REDACTED] Zip/Postal: [REDACTED] Reservation Number: [REDACTED] Date of Incident: 07/25/2013 Time of Incident: 6:45 pm Message: [REDACTED] [REDACTED] [REDACTED] the bistro car ran out of food. Not a good time.
ISS02752590	07/25/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	
					Non-responsive	
ISS02753373	07/27/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	- I am currently on Train 64 going to New York, NY from Washington, DC. We are north of Baltimore, almost to Newark, DE and can you believe that the cafe car is still not open? Worse when asked for a time when they will be open the cafe care operator wouldn't even answer the customers.
ISS02753872	07/28/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD SELECTION	PAX WASN'T ABLE TO PURCHASE CLUB SODA. PAX WAS ADV CAN ONLY PURCHASE CLUB SODA IN CONJUNCTION W/ALCOHOLIC BEVERAGES. PAX DOESN'T DRINK ALCOHOLIC BEVERAGES.
					Exemption 6	
ISS02728337	07/29/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	PNR [REDACTED] ,TR 66...THE PAX SAID SHE ORDER GARDEN SALAD AND A CHEESE PLATTER...THE GARDEN SALAD WAS FROZEN AND FULL OF DIRT OR SAND...THE CHEESE PLATTER HAD MOLD ON THE CHEESE...SHE DID NOT SHOW IT TO ANYONE BECAUSE THE TRAIN WAS CROWDED...

Exemption 6

					Non-responsive	[REDACTED]
ISS02728722	07/30/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD POISONING	THE GRANDMOTHER, [REDACTED] (SHE SAID EARLIER SHE WAS THE GRANDMOTHER AND I SEE [REDACTED] TOLD PREVIOUS AGENT SHE WAS THE AUNT) CALLED YESTERDAY WHILE REMEDY WAS DOWN FROM 4PM UNTIL ALMOST 10PM - THE GRANDDAUGHTER WANTED TO REPORT HER GRANDDAUGHTER HAD GOTTEN SICK AFTER SHE ATE A SANDWICH. I TOLD [REDACTED] I WOULD CALL HER BACK AFTER THE SYSTEM RETURNED. SHE WAS YELLING WHEN I SPOKE TO HER AS WELL.
					Non-responsive	PAX STATES THAT SINCE HER TRN WAS LATE THERE WERE NO FOOD SERVICES BEING OFFERED [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
ISS02733242	07/31/2013	COMPLAINT	TRAIN	EQUIPMENT	UNAVAILABLE - LOUNGE	[REDACTED] [REDACTED]
					Non-responsive	[REDACTED] [REDACTED]
ISS02731072	08/01/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	FROZEN TURKEY SANDWICH - DID NOT RETURN
					Exemption 6	PNR [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
					Non-responsive	[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
ISS02731976	08/02/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	[REDACTED]
ISS02730245	08/03/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	Non-responsive Exemption 6 PRICING	PNR [REDACTED] STATED SHE RODE THE TRAIN SATURDAY AND MADE A PURCHASE IN THE LOUNGE CAR BUT DID NOT REALIZE UNTIL SHE GOT OFF THAT SHE WAS INCORRECT CHANGE. THE PAX SAID SHE CALLED OVER THE WEEKEND AND WAS TOLD TO CALL CRD.
						Date of Incident: 08/03/2013 Time of Incident: 11:50 am Message: This is a 12 hour train ride, and there is no food available on this train. When I first got on I asked where the food was, and I was told there would be an announcement. This announcement never came. Four hours later, there is still no food. I did eventually find the cafe, and it is closed. The dining car is it course also closed. I asked someone when the next time food would be served is, and I was told the cafe is open and the person running it just went to the bathroom. I waited in the cafe for 20 minutes and no one ever came. There is absolutely no food available anywhere on this train, and it is absolutely ridiculous to expect people to go on a 12 hour train ride without any food.
ISS02732456	08/03/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	

				Non-responsive	<p>PAX EMAILED:</p> <p>Exemption 6</p> <p>Original Message-</p> <p>From: [REDACTED]</p> <p>Date: 8/3/2013 7:45:14 PM</p> <p>Name: [REDACTED]</p> <p>Email: [REDACTED]</p> <p>Reservation Number: [REDACTED]</p> <p>Date of Incident: 08/03/2013</p> <p>Message:</p> <p>What a horrible experience. [REDACTED]</p> <p>[REDACTED] the food cart is supposed to open after Albany but didn't because the employee was slowly eating her dinner. WHAT IS UP WITH THAT??? There was a line waiting outside the cafe car waiting for her to open, which she didn't do in the 15 minutes I waited there. TOTALLY UNACCEPTABLE!</p>
ISS02752663	08/03/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY
				Exemption 6	<p>Original Message-</p> <p>From: [REDACTED]</p> <p>Date: 8/4/2013 12:51:17 PM</p> <p>To: [REDACTED]</p> <p>Subject: Travel Feedback</p> <p>Subject: Travel Feedback</p> <p>Nature of Comment:</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: [REDACTED] mobile</p> <p>Mobile Phone: [REDACTED]</p> <p>Amtrak Guest Rewards #: [REDACTED]</p> <p>Reservation Number: [REDACTED]</p> <p>Date of Incident: mm/dd/yyyy</p> <p>Time of Incident: hh:mm am</p> <p>Message:</p> <p>[REDACTED] we are stuck in the middle of nowhere with no power/air/toilets or ability to get food. [REDACTED]</p> <p>[REDACTED]</p>
ISS02753446	08/03/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED
ISS02730484	08/04/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY
				Non-responsive	<p>43 " LATE !!! PURCHASED TURKEY SANDWICH ONBOARD AND IT WAS FROZEN //</p>

Exemption 6

[illegible]

					Non-responsive	<p>Exemption 6</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>—Original Message—</p> <p>From: [REDACTED]</p> <p>Date: 8/23/2013 5:34:47 PM</p> <p>To: [REDACTED]</p> <p>Subject: Travel Feedback</p> <p>[REDACTED] the toilet did not work nor did another on service car- so its just more waiting And out of menu items(which I can deal w/ [REDACTED])</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
ISS02781635	08/05/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	
ISS02732774	08/07/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	PNR: [REDACTED]
					Non-responsive	<p>PAX STATED THAT SEE WENT INTO LOUNGE CAR AT 5:45 AND IS WAS CLOSED</p> <p>PAX WENT TO LOUNGE CAR AND ASK THE EMPLOYEE FOR A FORK SO SHE COULD EAT HER SALAD AND WAS TOLD SHE WAS CLOSED AND SHE COULDNT GIVE HER A FORK AND WHEN PAX ASD WHY NOT SHE SAID BECAUSE I DID INVENTORY AND CANT OPEN MY STUFF..... (AFRICAN AMERICAN WOMEN ABOUT 150 LBS AND ABOUT 5 FEET 6 IN IN HER THIRTIES)</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
ISS02733793	08/07/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	

					Non-responsive	<p>IND 0457A 0600A (NTMS/)</p> <p>pax was in the lounge car & selection very limited almost depleted & gave pax a bagel for free since they didnt have anything else available</p>
ISS02731820	08/08/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>FOOD CAR CLOSED MOST OF THE TRIP – HANDED OUT SNACK PACKS</p>
					Non-responsive	
ISS02732461	08/08/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	Non-responsive
					Non-responsive	
ISS02733443	08/08/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	<p>PAX SAID THE FOOD WAS NOT VERY GOOD</p> <p>Exemption 6</p>
					Non-responsive Exemption 6	<p>RES (CONF)</p> <p>PAX STATES THAT THE TRAIN RAN OUT OF FOOD & WATER &</p> <p>PAX STATES THAT SHE DOES NOT APPRECIATE THE UNK MALE OBS (NO NAME OR DESCRIPT) TELLING HER THAT IF SHE WANTED WATER SHE SHOULD DRINK FROM THE WASHROOM.....</p>
ISS02733504	08/08/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	

					Non-responsive	<p>[REDACTED]</p> <p>[REDACTED] pax didnt like the food selection in both the dining car & snack car & said they were out of noodles.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
ISS02734336	08/08/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD SELECTION	<p>pax stated [REDACTED] was wonderful & did the best she could do</p> <p>Exemption--6</p>
					Exemption 6	<p>--Original Message--</p> <p>From: [REDACTED]</p> <p>Date: 8/13/2013 7:17:59 PM</p> <p>Reservation Number: [REDACTED]</p> <p>Date of Incident: 08/09/2013</p> <p>Time of Incident: 11:39 am</p> <p>I got the salad just after leaving Ulica and ended up only eating part of it as there was a lot of rust on the bottom and had a bad taste to it.</p> <p>Poughkeepsie I started to get sick with stomach pain and throughup in the restroom. as time went by kepted getting worse. at around 9pm that eve I was real sick with all the signs of food poisoning. [REDACTED]</p>
ISS02756738	08/09/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	<p>Non-responsive</p> <p>RES# [REDACTED]</p> <p>[REDACTED]</p> <p>PAX IS A DIABETIC AND MUST EAT AT CERTAIN TIMES.</p> <p>PAX STATED THE MEALS ON THE TRAIN WERE TERRIBLE, PAX STATED HE SPENT ABOUT 50-DOLLARS PURCHASING FOOD.....HF</p>
ISS02732968	08/10/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	<p>Non-responsive</p> <p>Exemption 6</p> <p>[REDACTED]</p>
					Exemption 6	<p>--Original Message--</p> <p>From: [REDACTED]</p> <p>Date: 8/11/2013 8:49:37 AM</p> <p>To: [REDACTED]</p> <p>Subject: Employee Praise/Compliment</p>
ISS02757017	08/10/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	<p>Non-responsive</p> <p>[REDACTED] Waited over 2 hours to try to get into dining cart still could not get a table went to the cafe the Food was over priced and stale</p>
					Exemption 6	<p>--Original Message--</p> <p>From: [REDACTED]</p> <p>Date: 8/11/2013 8:49:37 AM</p> <p>To: [REDACTED]</p> <p>Subject: Employee Praise/Compliment</p>
ISS02757017	08/10/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	PRICING	<p>Non-responsive</p> <p>[REDACTED] Waited over 2 hours to try to get into dining cart still could not get a table went to the cafe the Food was over priced and stale</p>

						<p>PNR [REDACTED] TR 8 ...THE AGENT IN THE CAFE CAR WAS NOT THERE MANY TIMES THROUGHOUT THE TRIP</p> <p>Exemption 6</p> <p>Original Message-</p> <p>From: [REDACTED]</p> <p>Date: 8/25/2013 10:10:06 PM</p> <p>To: [REDACTED]</p> <p>Subject: General Inquiries</p> <p>Reservation Number: [REDACTED]</p> <p>Date of Incident: 08/10/2013</p> <p>Time of Incident: 05:00 pm</p> <p>Non-responsive</p> <p>Message:</p> <p>Recently I took a round trip from Fargo, ND to Portland, ME. [REDACTED]</p> <p>[REDACTED] Along the way from Fargo to Chicago, we experienced a rude snack attendant that frequently closed the car for no foreseen reason. [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
ISS02761766	08/10/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	
						<p>Non-responsive</p> <p>PAX ADV THEY ORDERED STEAK AND HE DID NOT LIKE IT AND DID NOT REQUEST ANYTHING ELSE BECAUSE HE DID NOT WANT TO</p>
ISS02733393	08/11/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	
ISS02758464	08/11/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	TR 88 THE LOUNGE WAS CLOSED...UNABLE TO GET FOOD....

[illegible]

Exemption 6

ISS02734752	08/14/2013	COMPLAINT	TRAIN	EQUIPMENT	UNAVAILABLE - LOUNGE	PAX CALLED STATES THAT THE LOUNGE WAS UNAVAILABLE - TO SIT IN - AND THE SEATS WERE BLOCKED OFF WITH BOXES IN THE SEAT AND WLD NOT REMOVE THE BOXES - 6FT WHITE HAIR - LATE 60'S WHO WAS WORKING IN THE LOUNGE -
					Non-responsive Exemption 6	PNR [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
ISS02735216	08/14/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	[REDACTED] [REDACTED] [REDACTED]
ISS02735270	08/14/2013	COMPLAINT	TRAIN	EQUIPMENT	UNAVAILABLE - LOUNGE	PAX CALLED STATES THAT THERE WAS NO LOUNGE ON THIS TRAIN & APOLOGIZED FOR INCONV - PNR [REDACTED] KIDS WERE HUNGRY NO FOOD - NO LOUNGE - PNR [REDACTED] - Exemption 6
ISS02735208	08/16/2013	COMPLAINT	TRAIN	EQUIPMENT	Non-responsive UNAVAILABLE - LOUNGE	PAX IS VERY UPSET THAT THE LOUNGE CAR CLOSED 2HRS BEFORE HER ARRIVAL HOME. SHE STATES IT IS HER DINNER TIME AND THIS IS UNACCEPTABLE. [REDACTED]
					Non-responsive	[REDACTED] PAX STATES WIFE IS DISABLED AND HAD TO WALK THROUGH 9 CARS TO GET TO THE DINING CAR. PAX STATES THAT CREW MADE ANNOUNCEMENT THAT A "COMPLIMENTARY MEAL" WOULD BE SERVED DUE TO THE LATENESS OF THE TRAIN. PAX SAID ONLY RICE AND BEEF STEW WAS SERVED. FELT IT WAS AN INSULT.
ISS02746114	08/16/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	

					Non-responsive	<p>...THE 2 PAXS WENT TO THE LOUNGE CAR TO SIT TOGETHER....THEY WERE INFORMED THAT THEY COULD NOT STATE...THE AGENTS WERE BICKERING IN THE DINING ROOM...</p> <p>Original Message-- From: [REDACTED] Date: 8/18/2013 1:33:05 PM To: [REDACTED] Subject: Travel Feedback</p> <p>Reservation Number: [REDACTED]</p> <p>Date of Incident: 8/17/2013 Time of Incident: 9:30 pm</p> <p>Message: [REDACTED]</p>
ISS02758061	08/17/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	<p>Non-responsive</p> <p>Exemption 6</p> <p>...THE 2 PAXS WENT TO THE LOUNGE CAR TO SIT TOGETHER....THEY WERE INFORMED THAT THEY COULD NOT STATE...THE AGENTS WERE BICKERING IN THE DINING ROOM...</p> <p>Original Message-- From: [REDACTED] Date: 8/18/2013 1:33:05 PM To: [REDACTED] Subject: Travel Feedback</p> <p>Reservation Number: [REDACTED]</p> <p>Date of Incident: 8/17/2013 Time of Incident: 9:30 pm</p> <p>Message: [REDACTED]</p>
ISS02739000	08/18/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	<p>PAX STATES THEY BOARDED THE TRAIN AT 8:50 AND THE DINING CAR AND THE CAFE CAR WERE CLOSED. SHE HAD SOME CHIPS IN HER BAG SO SHE GAVE THEM TO HER SISTER KIDS. THE ATTENDANT ASKED THEM TO LEAVE. SHE WOULDN'T EVEN GIVE THEM A CUP OF ICE. THEY HAD TO WAIT UNTIL 6am THE NEXT MORNING TO GET SOMETHING TO EAT</p>
					Non-responsive	<p>...LOUNGE FOOD UNSAT AND OVERPRICED</p> <p>Original Message-- From: [REDACTED] Date: 8/18/2013 7:52:54 PM To: [REDACTED] Subject: Travel Feedback</p> <p>I planned this trip to New York City, from Toronto, with high hopes of enjoying a leisurely, relaxing trip</p> <p>The cafe car offerings are below par and over-priced.</p>
ISS02759801	08/18/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	<p>Non-responsive</p> <p>Exemption 6</p> <p>...LOUNGE FOOD UNSAT AND OVERPRICED</p> <p>Original Message-- From: [REDACTED] Date: 8/18/2013 7:52:54 PM To: [REDACTED] Subject: Travel Feedback</p> <p>I planned this trip to New York City, from Toronto, with high hopes of enjoying a leisurely, relaxing trip</p> <p>The cafe car offerings are below par and over-priced.</p>

					Non-responsive	[REDACTED] [REDACTED] LOUNGE FOOD UNSAT AND OVERPRICED —Original Message— From: [REDACTED] Date: 6/18/2013 7:52:54 PM To: [REDACTED] Subject: Travel Feedback I planned this trip to New York City, from Toronto, with high hopes of enjoying a leisurely, relaxing trip. [REDACTED] [REDACTED] The cafe car offerings are below par and over-priced. [REDACTED]	Exemption 6
ISS02759001	08/18/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	PRICING	[REDACTED] [REDACTED] lounge car food selection is depleted. [REDACTED] keeps mentioning his friend who is sitting near him who works for Channel 5 & they will gladly do a nasty report on this. PAX SON CALLED AND DUE TO THE SMELL AND CONDITIONS ON THE TRAIN THEY ARE NOT GOING TO TAKE THE RETURN TRIP.	
ISS02735828	08/19/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	[REDACTED] [REDACTED] [REDACTED] due to delay pax purchase food which was terrible	
					Non-responsive Exemption 6	[REDACTED] [REDACTED] [REDACTED] [REDACTED]	
ISS02737464	08/22/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	CASH ONLY AT LOUNGE !!! Message: I got two complaints with two different trains today. First of all, I rode train #681 from Boston North Station to Freeport in Maine. I went to Cafe and noticed a sign on the table stated cash only sorry for inconvenience. I got extremely upset! I had no cash, but I do have atm with me. I was starving without food and no drink for three hours and 15 min of miserable filled with angry and very unpleasant. I feel that the cafe worker should check make sure atm/credit card works before we leave our train. If not and then they should have replaced immediately. This cannot happen again! Now, again! Guess what? I rode train #688 from Freeport, Maine back to Boston. Again, it said cash only even the train numbers are different and different workers. What is going on? It is not acceptable to say cash only. I have seen lots of upset customers. I got some cash on my way back to Boston because of what happen. Please make sure that it will not happen again. It was miserable for three hours and 15 min of long ride without food and drink. Absolutely, this cannot happen ever again. It is a very serious issue and need to solve right away. Now, my concern is that what if this continue again and will I use train again?	
ISS02759193	08/22/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	SLOW SERVICE	CASH ONLY / NO FOOD OR DRINK FOR OVER 3 HOURS	
ISS02759193	08/22/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	SLOW SERVICE		

						PNR [REDACTED]	-Original Message-	Exemption 6	
							From: [REDACTED] Date: 8/16/2013 9:13:13 PM Reservation Number: [REDACTED] Date of Incident: 08/22/2013 Time of Incident: 7:06 am Message: On my trip to Charlotte [REDACTED] I had to pay almost \$3 for a bottle of water for my grand daughter because we had ran out of water. [REDACTED] [REDACTED] [REDACTED] [REDACTED]		
ISS02768907	08/22/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	Non-responsive			
						PNR [REDACTED]	[REDACTED] THE FAX SAID THE MILK WAS SPOILED... SHE SAID SHE TRIED TO GET OFF THE TRAIN TO GET MILK BECAUSE SHE HAD 3 BABIES...THE CONDUCTOR WOULD NOT LET HER...		
						[REDACTED]			
						[REDACTED]			
ISS02738407	08/23/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	Non-responsive			
						[REDACTED]			

						PNR [REDACTED] THE PAX SAID THE MILK WAS SPOILED... SHE SAID SHE TRIED TO GET OFF THE TRAIN TO GET MILK BECAUSE SHE HAD 3 BABIES... THE CONDUCTOR WOULD NOT LET HER... [REDACTED] [REDACTED] Exemption 6 [REDACTED]
					Non-responsive	[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
ISS02738407	08/23/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	[REDACTED]
ISS02738125	08/23/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	THERE NO WAS SNACK CAR ON TRAIN - PAX DISSAPPOINTED
					Exemption 6	PNR [REDACTED] PAX RAN OUT OF WATER IN LOUNGE AREA. PAX SAID THEY FINALLY HAD THEM COME TO LOUNGE CAR & HANDED OUT SNACK PACKS & BOTTLED WATER. [REDACTED]
					Non-responsive	[REDACTED]
ISS02738598	08/24/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	[REDACTED]
					Exemption 6	PNR [REDACTED] TR 2250... THE PAX SAID THE AGENT STARTS FROM THE KITCHEN AND SERVES HE DOES NOT GET THE CHICKEN MARSALA MEAL... HE THINKS THAT THE AGENT SHOULD CHANGE THE WAY THEY SERVE THE MEALS...
	08/24/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD SELECTION	[REDACTED]

					Non-responsive	<p>PNR: [REDACTED]</p> <p>—Original Message— From: [REDACTED] Date: 8/24/2013 6:11:56 PM To: [REDACTED] Subject: General Inquiries Reservation Number: [REDACTED]</p> <p>Date of Incident: 08/24/2013 Time of Incident: hh:mm am</p> <p>Message: I thought the train to Montreal on Wednesday, 8/21/13 was a tough trip, but that was nothing compared to my return trip that I am still on. [REDACTED] A 45 minute wait on line for food was for nothing because they were out of anything remotely healthy. [REDACTED]</p> <p>Exemption 6</p>
ISS02761342	08/24/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	
					Exemption 6	<p>—Original Message— From: [REDACTED] Date: 8/26/2013 12:08:25 PM To: [REDACTED] Subject: Travel Feedback</p> <p>Hello, I am currently on the 9:25 train from Chicago Union Station to Bloomington Normal. I just got a bagel from the train cafe and it was completely stale and hard and the cream cheese was old and curdled. I did not eat it and just threw it away. PAX ALSO STATED THAT THE SNACK CAR IS CLOSED AND HE IS UNABLE TO GET SOMETHING TO EAT [REDACTED]</p>
ISS02762119	08/26/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	
					Non-responsive	
ISS02739360	08/27/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	
					Exemption 6	<p>—Original Message— From: [REDACTED] Date: 8/31/2013 12:18:24 PM Reservation Number: [REDACTED]</p> <p>Date of Incident: 08/28/2013 Time of Incident: 11:50 am</p> <p>Non-responsive</p> <p>[REDACTED] When I attempted to get drinks for both of us in the party, I was told I could not and everyone had to get their own. I've never had to do this on any other trip and travel the #42/43 a number of times each year (always business class). I was told was that they did not have enough complimentary soda and juices.</p>
ISS02762360	08/28/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	
ISS02745621	08/29/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>PAX STATES SHE GOT HUNGRY AND WENT TO THE LOUNGE CAR. THE ONLY THING THEY HAD WAS BURGERS AND DOGS. SHE WENT BACK TO HER SEAT. THERE WERE NO ANNOUNCEMENTS OF THE STATIONS.</p>

						<p>Exemption 6</p> <p>Original Message-</p> <p>From: [REDACTED]</p> <p>Date: 9/11/2013 4:25:11 PM</p> <p>Reservation Number [REDACTED]</p> <p>Date of Incident: 08/30/2013</p> <p>Time of Incident: 8:00pm pm</p> <p>Message:</p> <p>I was on amtrac train 94 aug 30 they ran out of alcohol drinks halfway thru. How can I be compensated for my distress of having no alcohol drinks. Sincerely, [REDACTED]</p>
ISS0276600	08/30/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	
					Exemption 6	<p>PNR [REDACTED]</p> <p>PAX STATES FOOD CAR CLOSED. [REDACTED]</p>
ISS02740776	09/01/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	
					Non-responsive	<p>[REDACTED]</p> <p>the prices are absolutely ridiculous \$8 for a burger</p> <p>Message:</p> <p>[REDACTED] I traveled from Baltimore to Greensboro and had nothing but trouble the entire journey! [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED] Also the prices are absolutely ridiculous \$8 for a burger?? This is appalling.</p>
ISS02764219	09/01/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	PRICING	
					Exemption 6	<p>PNR [REDACTED]</p> <p>HUSBAND REPORTS HIS WIFE SHARED THE FOOD WAS BAD AND SERVED COLD AND THE PRICES HAVE GONE UP.....SHE ORDERED THE CHICKEN BECAUSE IT WAS THE CHEAPEST \$17 RICE WAS ICE COLD</p>
ISS02751052	09/02/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	

					Non-responsive	<p>[REDACTED]</p> <p>Exemption 6</p> <p>CAFE FOOD DEPLETED. [REDACTED]</p> <p>—Original Message— From: [REDACTED] Date: 07/02/2013 2:54:06 PM To: [REDACTED] Subject: Travel Feedback</p> <p>Dear Amtrak, I took an Amtrak from Philadelphia to D.C. on Labor Day with the hopes of being home in D.C. in time. [REDACTED]</p>
					Non-responsive	<p>[REDACTED]</p> <p>[REDACTED] I got in at 4:30 in the morning after the train lost power, ran out of food in the service cart, stopped serving alcohol, stopped pumping AC, and told us to stop using the bathroom [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
ISS02762706	09/02/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>—Original Message— From: [REDACTED] Date: 04/2013 6:10:11 PM To: [REDACTED] Subject: Employee Praise/Compliment</p> <p>I have been taking the train almost weekly this summer between Albany ny and nyp and/or Washington, D.C. When I reserve, the cafe car is always indicated as being open yet never really is once I board. This is especially annoying as I reserve business class and was told a beverage was complimentary.....</p>
ISS02762811	09/03/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	<p>—Original Message— From: [REDACTED] Date: 8/4/2013 6:10:11 PM To: [REDACTED] Subject: Employee Praise/Compliment</p> <p>I have been taking the train almost weekly this summer between Albany ny and nyp and/or Washington, D.C. When I reserve, the cafe car is always indicated as being open yet never really is once I board. This is especially annoying as I reserve business class and was told a beverage was complimentary.....</p>
ISS02763153	09/04/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	<p>—Original Message— From: [REDACTED] Date: 8/4/2013 6:07:13 PM To: [REDACTED] Subject: Travel Feedback</p> <p>I was on train 137, from New York Penn Station to Washington DC, on 09/04/2013. I take this train once a week and usually have no complaints, however, the employee staffing the cafe car on this trip was particularly rude and unpleasant and I felt it necessary to complain. Not only was he rude to me and several other passengers, he closed the cafe car an hour prior to arrival at our final destination of DC. No announcement was made that the cafe car would be closing. Since I take this train once a week, I know that this is not a normal practice and wanted to bring it to your attention, in addition to his behavior. Also, I have seen him do this, and treat customers poorly, on more than one occasion. Thank you for your attention to this matter.</p>

[illegible]

[illegible]

						<p>—Original Message— From: [REDACTED] Date: 9/9/2013 9:31:32 PM To: [REDACTED] Subject: Travel Feedback</p> <p>Exemption 6</p> <p>boarded train 94 from pvd to bos. this train was listed as having a cafe car amenity, but upon boarding, I was told this was a non-cafe car train because it had closed before this stop. I don't actually want the cafe car, the service always sucks, but I would prefer that it was not advertised and included in the price if it is not actually available.</p>
ISS02764067	09/09/2013	COMPLAINT	TRAIN	EQUIPMENT	UNAVAILABLE - LOUNGE	
ISS02765677	09/10/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	<p>FOOD ISSUE</p> <p>Also onboard the LAX-SNS leg, the quality of the food was just terrible...I had to throw out most of what was given to me as it almost made me ill to eat it. What's going on? I have always enjoyed my travel by train, but yesterday was the worst experience I have ever had.</p>
						<p>pax email</p> <p>—Original Message— From: [REDACTED] Date: 9/15/2013 12:20:12 PM To: [REDACTED]</p> <p>Reservation Number: [REDACTED]</p> <p>Date of Incident: 09/16/2013 Time of Incident: 12:10 pm</p> <p>Message: Currently aboard Train 42. Crew has just announced that the caf?? car will be closed until after Harrisburg. That's one hour (train is running late). Closed for one hour at lunch time! Whose bright idea is that???</p>
ISS02749216	09/12/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	
						<p>UNABLE TO TAKE CC IN LOUNGE /// HE HAD NO CASH / UNABLE TO PURCHASE A WATER</p> <p>Message: I would like to request a refund for my latest amtrak trip [REDACTED] [REDACTED] The return trip cafe credit card reader stopped working - thus I was unable to purchase water (I had no cash) for the longer than planned trip. [REDACTED]</p>
ISS02766527	09/12/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	PRICING	
ISS02745516	09/13/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	RAN OUT OF WATER AND SOFT DRINKS /// ONLY BEER LEFT ///
						<p>Exemption 6 Non-responsive</p>
ISS02747425	09/13/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>PNR [REDACTED] THERE WAS NO ALCOHOL IN THE CAFE CAR...THE AGENT SAID IT WAS SOLD OUT... [REDACTED] THE GRILLED CHEESE SANDWICH WAS HARD...</p>

						<p>-Original Message-</p> <p>From: [REDACTED]</p> <p>Date: 9/13/2013 2:21:36 PM</p> <p>Exemption 6</p> <p>Reservation Number: [REDACTED]</p> <p>Message:</p> <p>In First Class the nuts Amtrak serves include sunflower seeds. every time I get the nuts I wonder why you serve those - they're healthy I know, but do you realize how hard it is to grab them and how greasy and salty your finger get handling them. sunflower nuts should go into breads and salads - not really a cocktail nut.</p>
ISS02762745	09/13/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	<p>Non-responsive</p> <p>Exemption 6</p> <p>RES# [REDACTED]</p> <p>[REDACTED] PAX STATES THAT SHE REPORTED THE ISSUE TO THE UNK MALE CAFE CAR ATTEND AS WELL AS THE FEMALE COND. [REDACTED]</p> <p>[REDACTED]</p> <p>PAX STATES THAT THE UNK MALE CAFE CAR ATTEND WAS EXTREMELY NICE & DID OFFER TO PUT HER REQUEST IN TO THE ATTENDANTS & WAS OVERALL HELPFUL.....</p>
ISS02746138	09/16/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>[REDACTED]</p> <p>RES# [REDACTED]</p>
					Exemption 6 Non-responsive	<p>[REDACTED] LOUNGE CAR WAS CLOSED WHEN PAX BOARDED THE TRAIN DUE TO THE LATE OPERATION OF THE TRAIN..</p>
ISS02746299	09/16/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	<p>[REDACTED]</p>
					Non-responsive	<p>SELECTION OF ITEMS IN LOUNGE COULD HAVE MORE OPTIONS HE GOT HUNGRY AND NOTHING WAS THERE TO EAT..ALSO WENT TO GET SODA AND ONLY HAD PEPSI AND PAX WANTED MORE VARIETY ..THINKS THE CLUB SODA SHOULD OF BEEN MORE VISIBLESHOULD HAVE COKE PRODUCTS..</p> <p>IN THE MORNING OJ AND COFFEE AND PAX WOULD HAVE LIKED TO HAVE SODA OR SODA FOUNTAIN</p> <p>THERE WAS CEREAL SPECIAL K AND MILK WAS SOUR ..HE TOLD THE CREW MEMBER AND HE ASKED IF HE HAD LOOKED AT THE EXPIRATION AND IT HAD EXPIRED TWO DAYS PRIOR .</p> <p>DINING CAR STEWARD CLAIMS THAT THEY SEEMED UNINTERESTED</p> <p>PAX GOT CHICKEN FINGERS</p> <p>[REDACTED]</p> <p>[REDACTED] HE ASKED FOR SAUCE AND THE ONLY THING OFFERED WAS KETCHUP ..THINKS THERE SHOULD BE HOT SAUCE OR BUFFALO SAUCE FOR CHICKEN FINGERS... LACK OF CHOICE AND CLAIMS BAD ATTITUDE</p> <p>THERE WAS SOME SPILLED BAR FOOD AND NO ONE CAME TO CLEAN IT UP.. NO ATTENTION WAS EVER MADE TO KEEP THINGS CLEAN..</p>
ISS02746532	09/16/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD SELECTION	

					Exemption 6	PNR [REDACTED]
					Non-responsive	[REDACTED]
ISS02747659	09/16/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	PAX ORDERED CHICKEN & SALAD & SAID FOOD WAS UNSATISFACTORY, SAID CHICKEN WAS DRY & CHEWY & SALAD WAS WILTED.
					Non-responsive	[REDACTED]
ISS02763554	09/16/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	CLAIMS THAT THE DINING CAR AND LOUNGE WERE CLOSED. CLAIMS SHE WAS TOLD THEY WERE SCHEDULED TO CLOSE WHETHER OR NOT THE TRAIN WAS LATE OR NOT AND THERE WAS NOTHING THEY COULD DO AND CLAIMS EVERYBODY WAS HUNGRY.
					Exemption 6	[REDACTED]
					Non-responsive	PAX STATES SINCE THE TRN WAS RUNNING LATE THEY GAVE OUT SOME MEALS. SHE WAS THE FOURTH PERSON IN LINE AND THE ATTENDANT WENT TO THE PEOPLE BEHIND HER AND SERVED THEM FIRST BECAUSE THEY SPOKE SPANISH. HE THEN COMES TO HER AND OFFERED HER BBQ CHICKEN AND STATED THAT WAS ALL THEY HAD. SHE COULDN'T EAT IT BECAUSE SHE IS ALLERGIC SO THEY TOLD HER SHE HAD TO PURCHASE SOMETHING FROM THE LONGE CAR.
					Exemption 6	SHE THEN GOES TO THE LONGE CAR TO ORDER A SANDWICH AND IT WAS COLD. WHEN SHE TOLD THE ATTENDANT HE TURNED TO HER AND SAID I CANT TAKE COMPLAINTS RIGHT NOW AND I CANT REFUND YOU. COMPLAIN WHEN YOU GET TO WAS. HISPANIC MALE IN HIS THIRTIES PAX THINK HIS NAME WAS [REDACTED]
					Non-responsive	[REDACTED]
ISS02745904	09/17/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	END OF DISPLAY
					Exemption 6	DEPLETED SNACK CAR -Original Message- From: [REDACTED] Date: 9/17/2013 7:49:47 PM Date of Incident: 09/17/2013
ISS02765099	09/17/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	Why do u not stock ur snack/bar well ? It is not so pleasant when counter person cannot fulfill guests request. Thank You

					Non-responsive	CAFE CLOSED [REDACTED]
ISS02747236	09/18/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	
					Exemption 6	CAFE CAR HRS --Original Message-- From: [REDACTED] Date: 9/20/2013 6:04:33 PM Reservation Number: [REDACTED] Date of Incident: 09/20/2013 Time of Incident: 4:45 pm Please explain why the Cafe Car closes at Richmond on a Friday afternoon! Those persons such as myself boarding at Staples Mills are denied refreshment for a next two hours!! Inexplicable
ISS02760617	09/20/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	
					Exemption 6	--Original Message-- From: [REDACTED] Date: 9/25/2013 11:08:54 AM Reservation Number: [REDACTED] Date of Incident: 09/20/2013 Time of Incident: 8:00 am
ISS02774233	09/20/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	Non-responsive [REDACTED] Hower on train 42, kicked everyone out of the cafe car at 8 in the morning who hadn't purchased food. One of the other patrons asked him where that policy was written and he completely ignored her question, instead repeating his demand that she/we leave. I've never been on a train where the cafe car wasn't open to whomever wanted to use it. There were only a handful of passengers in the car, so it's not like he needed to free up space
					Non-responsive	REPORTED BY REF DEPT: [REDACTED]
ISS02748669	09/22/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	[REDACTED]

ISS02761127	09/26/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY
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					Non-responsive	[REDACTED]	Exemption 6
					Non-responsive	PAX EMAILED: -Original Message- From: [REDACTED] Date: 9/27/2013 8:33:19 PM Date of Incident: 09/27/2013 Time of Incident: 8:20 pm Message: [REDACTED] the beverage car was not operational. [REDACTED]	
ISS02774265	09/27/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	Non-responsive	[REDACTED] PAX STATES THAT THE CAFE CAR DID NOT HAVE ANY ITEMS FOR SALE EXCEPT FOR ALCOHOL & A FEW SNACK FOODS..... [REDACTED]
					Non-responsive	[REDACTED]	
					Non-responsive	[REDACTED]	
	29/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	[REDACTED]	

					<p>██████████</p> <p>PAX EMAILED:</p> <p>Exemption 6</p> <p>—Original Message—</p> <p>From: ██████████</p> <p>Date: 10/7/2013 8:36:38 AM</p> <p>Name: ██████████</p> <p>Email: ██████████</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: ██████████ - mobile</p> <p>Reservation Number: ██████████</p> <p>Date of Incident: 09/29/2013</p> <p>Time of Incident: 5:00 pm</p> <p>Message:</p> <p>██████████</p> <p>██████████</p> <p>██████████ the food car line was 3 cars back, and absolutely miserable. As I finally, after 2 hours, approached the front of the line, there was no food left at all. The only drink left was Perrier. And I have to pay \$2 for it.</p> <p>██████████</p> <p>██████████</p>
ISS02756736	09/29/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	<p>Non-responsive</p> <p>FOOD DEPLETED</p>
					<p>PAX EMAILED:</p> <p>Exemption 6</p> <p>—Original Message—</p> <p>From: ██████████</p> <p>Date: 9/29/2013 9:15:54 PM</p> <p>Name: ██████████</p> <p>Email: ██████████</p> <p>Primary Phone: ██████████ - home</p> <p>Mobile Phone: ██████████</p> <p>Amtrak Guest Rewards ID: ██████████</p> <p>Reservation Number: ██████████</p> <p>Message:</p> <p>Cafe car opened at 905 over an hour late because she claims there was no turnover and she had to take inventory. When it finally opened the line was so long I am still waiting.</p> <p>██████████</p> <p>██████████</p>
ISS02758264	09/28/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	<p>Non-responsive</p> <p>HOURS UNSATISFACTORY</p>

					Exemption 6	RES. # [REDACTED] PAX CALLED EXPLAINED THAT SHE PURCHASED SOMETHING WITH HER CC LAST NIGHT BUT WHEN THEY CHANGED CARS AROUND SHE WAS UNABLE TO USE HER CARD TO DAY. PAX STATED THEY STOPED AT A LOCATION WHERE BUT NOT LONG ENOUGH FOR HER TO GET TO USE THE MICHINE.
ISS02753537	10/03/2013	COMPLAINT	TRAIN	EQUIPMENT	UNAVAILABLE - LOUNGE	
					Non-responsive	<p>EMAIL LOGGING - DIRTY TRAIN /FOOD COMPLAINT</p> <p>Exemption 6</p> <p>PAX STD FOOD/WINE/CHEESE WERE NOT GOOD</p> <p>—Original Message—</p> <p>From: [REDACTED]</p> <p>Date: 10/6/2013 10:28:09 PM</p> <p>To: [REDACTED]</p> <p>Subject: Travel Feedback</p> <p>Subject: Travel Feedback</p> <p>Nature of Comment: Complaint; Train</p> <p>Name: [REDACTED]</p> <p>Email: [REDACTED]</p> <p>Date of Incident: 10/03/2013</p> <p>Time of Incident: 10:10 am</p> <p>Message:</p> <p>Complaint: [REDACTED] food/wine&cheese not good on this trip. [REDACTED]</p>
ISS02776148	10/03/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	

ISS02769957	10/05/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	<p>Non-responsive</p> <p>PAX EMAILED:</p> <p>Exemption 6</p> <p>—Original Message— From: [REDACTED] Date: 10/5/2013 9:11:14 AM Name: [REDACTED] Email: [REDACTED] Address1: [REDACTED] City: [REDACTED] State: [REDACTED] Zip/Postal: [REDACTED] Country: United States Primary Phone: [REDACTED] - home Mobile Phone: [REDACTED] Reservation Number: [REDACTED]</p> <p>Date of Incident: 10/5/2013 Time of Incident: 9:05 am</p> <p>Message: [REDACTED] The cafe car is closed. [REDACTED] [REDACTED]</p>
ISS02776103	10/06/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>Non-responsive</p> <p>EMAIL LOGGING - [REDACTED] DEPLETED FOOD</p> <p>[REDACTED]</p> <p>Exemption 6</p> <p>—Original Message— From: [REDACTED] Date: 10/6/2013 10:48:02 PM Reservation Number: [REDACTED]</p> <p>Date of Incident: 10/05/2014 Time of Incident: 11:15 pm</p> <p>Message: [REDACTED] [REDACTED] [REDACTED] Poorly-stocked cafe cars. [REDACTED] [REDACTED]</p>

[illegible]

ISS02759431	10/11/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>pax emailed:</p> <p>Exemption 6</p> <p>--Original Message--</p> <p>From: [REDACTED]</p> <p>Date: 10/11/2013 4:04:48 PM</p> <p>Date of Incident: 10/11/2013</p> <p>Time of Incident: 12:00 pm</p> <p>Message:</p> <p>I am riding San Joaquin train 713 to Oakland (left Bakersfield at 10:05 am) today and just tried to get lunch. I asked for a veggie burrito. The [REDACTED] pulls open a drawer full of veggie burritos, examines them, closes it, and says "we don't have any." "Huh? You have a drawer full. I just saw them." "We don't have any." "Yes you do. I just saw them." "Those are out of date. What else do you want?" "How about a Caesar salad." Same thing happens. "A green salad?" Same thing. "Is anything on this train not out of date?" "I don't know. You only asked for three things." Finally, she shows me a bagel that isn't out of date. As I have a gluten problem, that means no food at all for me. No apologies from this horrible woman. Nothing. I complained to the train chief, ME White, who was very helpful (she even went back to the cafe car to find something for me to eat). She suggested I write this complaint. Thanks. [REDACTED]</p>
ISS02779011	10/11/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>pax email</p> <p>Exemption 6</p> <p>--Original Message--</p> <p>From: [REDACTED]</p> <p>Date: 10/16/2013 12:44:28 PM</p> <p>To: [REDACTED]</p> <p>Subject: Tell us what you think</p> <p>Source: Member Web</p> <p>Member Number: [REDACTED]</p> <p>Name: [REDACTED]</p> <p>Respond Via Email: Yes</p> <p>Subject: Tell us what you think</p> <p>Comments:</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED] they do not stock the snack bar, [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>Non-responsive</p>

ISS02759935	10/12/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>PAX EMAILED:</p> <p>—Original Message—</p> <p>From: [REDACTED]</p> <p>Date: 10/13/2013 2:01:36 AM</p> <p>To: [REDACTED]</p> <p>Date of Incident: 10/13/2013</p> <p>Time of Incident: 01:55 am</p> <p>Message:</p> <p>NO Coffee, ?????? Went up to the dining/ lounge car and asked for a cup of coffee. Now I could see coffee and I could smell coffee, but was told I cannot get any coffee. Just to be clear from 12 midnight until 6am, you cannot get a thing to drink - at a minimum drink machines would be nice</p> <p>Exemption 6</p>
ISS02778945	10/13/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>pax email</p> <p>—Original Message—</p> <p>From: [REDACTED]</p> <p>Date: 10/16/2013 2:32:22 PM</p> <p>To: [REDACTED]</p> <p>Reservation Number: [REDACTED]</p> <p>Date of Incident: 10/13/2013</p> <p>Time of Incident: 06:00 am</p> <p>Message:</p> <p>I was in the sleeper car and in the morning was told the coffee pot was not working. In addition, the other amenities that are supposed to be provided, juice/ice, either had ran out or were not in adequate supply. It's bad enough that the dining car was at the other end of the train, and due to my scheduled stop that was not an option, but at the very least, these basic things should be provided and in good supply. I paid \$896 for this ticket plus \$44 for a schedule change. This at least should insure a back-up coffee pot or the attendant make an effort that there is some available. I feel I deserve at least a partial, if not full, refund for this inconvenience.</p> <p>Exemption 6</p>
ISS02759902	10/14/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>Non-responsive</p> <p>ITEMS WERE DEPLETED FROM SNACK CAR.</p> <p>PAX WANTED TO USE TRAIN LOUNGE ROOM, BUT DOOR DIDNT LOCK</p>

					Non-responsive	[REDACTED]
					Non-responsive	PAX EMAILED: Exemption 6 -Original Message-- From: [REDACTED] Date: 10/16/2013 12:04:21 PM Date of Incident: 10/11/2013 Time of Incident: 2:05 pm Message: [REDACTED] [REDACTED] [REDACTED] the Cal?? Car ran out of most products before the trip was half over, I can not understand why this occurred since it is possible to anticipate travel volume. [REDACTED] [REDACTED]
ISS02764834	10/14/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED Exemption 6	pax called pnr [REDACTED] pax states parlor car unavailable- apologized for inconvenience - pax wanted to add that it was not the his. parlor car
ISS02758227	10/15/2013	COMPLAINT	TRAIN	EQUIPMENT	UNAVAILABLE - LOUNGE	best attendant every, dining car service very slow
					Non-responsive	[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] PAX STATES DUE TO DELAYED ARRIVAL UNABLE TO PURCHASE ANY BEVERAGES FROM THE LOUNGE CAR BECAUSE CLOSED BY THE TIME SHE BOARDED. PAX STATES SHE COULDN'T EVEN GET A BOTTLE OF WATER TO TAKE MEDICATION.
ISS02761426	10/16/2013	COMPLAINT	TRAIN	EQUIPMENT	UNAVAILABLE - LOUNGE	

					Non-responsive	[REDACTED]
IS802764261	10/19/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	PAX STATES THE FOOD WAS GROSS AND DEFINETLY NOT WORTH THE MONEY SHE SPENT.
					Non-responsive	[REDACTED]
ISS02765052	10/18/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	Exemption 6 [REDACTED] The cafe car ran out of most food and drinks. At a minimum they should have given away whatever was left. On a Friday during peak travel times, it is unacceptable to not have a team more readily available to fix major problems such as this as they arise.

					Non-responsive	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
ISS02761428	10/20/2013	COMPLAINT	TRAIN	EQUIPMENT	UNAVAILABLE - LOUNGE	
					Non-responsive	<p>[REDACTED] HIGH FOOD PRICES IN LOUNGE. [REDACTED]</p> <p>---Original Message---</p> <p>From: [REDACTED]</p> <p>Date: 10/23/2013 10:03:08 PM</p> <p>To: [REDACTED]</p> <p>Subject: Travel Feedback</p> <p>[REDACTED] It is ludicrous to have to go up and down that narrow stairway to go to the toilet and/or purchase food. Speaking of food, your snack prices are outrageous. I was charged \$2.25 for a bag of chips that routinely sells at the dollar store for \$1.00, and is even cheaper at Wal-Mart. Even the local Mom & Pop store sells it for \$1.50. The package of M&Ms sold for \$2.75, more than even the movie theaters charge, and everyone knows how exorbitant those prices are. I could not believe the prices until I saw them printed on the receipt. [REDACTED]</p>
ISS02765883	10/20/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	PRICING	
					Non-responsive	<p>[REDACTED]</p> <p>[REDACTED]</p>
ISS02761727	10/21/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>FOOD WAS DEPLETED.</p>
					Exemption 6	<p>PAX BECAME ILL 6 AFTER GETTING OFF</p> <p>PAX HAD AN OMELETTE AND RIBS.</p> <p>FEELS IT WAS THE FOOD.</p> <p>ALSO THE OTHER PASSENGERS</p> <p>[REDACTED] WERE EFFECTED</p> <p>BART IS STILL IN [REDACTED] GOT OUT OF HOSPITAL YESTERDAY</p> <p>PAX NOW INFORMED ME IT IS NOW NORO VIRUS</p>
ISS02763360	10/21/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD POISONING	

Exemption 6

					Non-responsive	[REDACTED]
						PAX STATES THAT SHE DECIDED TO SPEND THE LAST \$20.00 SHE HAD IN THE CAFE CAR & WAS DISSAPPOINTED BECAUSE THE WATER WAS NOT HOT THAT SHE PURCHASED FOR HER TEA & THE NOODLES SHE PURCHASED FOR HER & HER GRANDDAUGHTER WAS NOT COOKED SO THE \$15.00 SHE SPENT IN THE CAFE CAR WAS WASTED.....
ISS02762264	10/23/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY Exemption 6	PNR [REDACTED] [REDACTED] NEVER DID. ALSO PAX SAID WAS SUPPOSE TO GET DINNER & BREAFAST BUT NEVER GOT THE DINER DUE TO THE LATE TRN. [REDACTED]
ISS02764050	10/23/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	[REDACTED]
ISS02836972	10/23/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	PAX STATES THE FOOD WAS UNACCEPTABLE THE SELECTION WAS EXACTLY THE SAME ALL THREE DAYS THE PRESENTATION OF THE FOOD WAS WORST THE SOUP THE SALAD WAS LIKE A LOW CLASS DINER OF WOOLWORTH COUNTER OR KMART PAX STATES THE EUROPEAN RAILS AND VIA CANDIAN RAILS ARE MUCH BETTER THEY OFFER DIFFRENT VARIETY OF FOOD PER DAY THE CHEF TALK WITH PASSENGERS TO SEE HOW THE SERVICE AND FOOD WAS THE OFFER A BEAUTIFUL PRESENTATION OF THE FOOD THEY REALLY CARE ABOUT THE CUSTOMER'S OPINION PNR [REDACTED] Exemption 6

					PNR [REDACTED] -Original Message- From: [REDACTED] Date: 3/23/2014 9:01:67 PM Message: I took the Pacific Surliner from LA Unions Station to San Diego Downtown. While on the rider, I bought food in your cafe. The fruit cup (\$4.50) contained rotten and moldy fruit at the bottom. By the time I found this, we were getting into the SD area and I couldn't get down tot he cafe for a refund. I'm sure you can understand how gross and nauseating this was. Fortunately I didn't get food poisoning, but your staff needs to be much more careful of what they serve. It's dangerous to sell something like this.
ISS02839394	10/23/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY Exemption 6 Non-responsive
					[REDACTED] PAX ALSO ADV THAT CAFE CAR RAN OUT OF WINE AND MORE NEEDED ON THE TRAINS SINCE SHE DOES NOT CARE FOR BEER [REDACTED]
ISS02763639	10/27/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED [REDACTED]

					Non-responsive	PNR [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] CAFE CAR HAD TO SHUT DOWN BETWEEN 315 TO 415 [REDACTED] PAX SAID THAT "QUEEN" WAS GREAT SHE WAS PROFESSIONAL AND VERY HELPFUL UNDER ALOT OF PRESSURE	Exemption 6
ISS02763822	10/27/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED		
ISS02764155	10/27/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	Non-responsive Exemption 6 HOURS UNSATISFACTORY	RES: [REDACTED] [REDACTED] [REDACTED] [REDACTED]	
					Non-responsive Exemption 6	[REDACTED] [REDACTED] [REDACTED] PAX EMAILED: --Original Message-- From: [REDACTED] Date: 10/29/2013 2:51:22 PM Name: [REDACTED] Email: [REDACTED] Reservation Number: [REDACTED] Date of Incident: 10/27/2013 Time of Incident: 6:30 pm Message: Dear Amtrak Representative, [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] the snack car out of food, had to wait half an hour in the cold of New Rochelle for a Metro North train, which was standing room only. [REDACTED] [REDACTED] [REDACTED] [REDACTED]	
ISS02779053	10/27/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED		

					Non-responsive	<p>PAX WERE TRANSFERRED TO ANOTHER TRAIN WITHOUT CAFE CAR ACCORDING TO PAX...</p> <p>Exemption 6</p> <p>Original Message-</p> <p>From: [REDACTED]</p> <p>Date: 10/28/2013 3:20:44 PM</p> <p>To: [REDACTED]</p> <p>Subject: Travel Feedback</p> <p>I do not know how long it takes to "gas" up a train but it might have been helpful if that preparation had included a cafe car. The crew could have strolled over to the food court at Penn Station and purchased water and maybe some oranges, something, anything to fortify the weary passengers, all expecting a cafe car on the train. During the train prep (about a half hr) perhaps an announcement warning passengers, "no cafe car" would have allowed us to purchase our own nourishment.</p>
ISS02781308	10/27/2013	COMPLAINT	TRAIN	EQUIPMENT	UNAVAILABLE - LOUNGE Exemption 6	<p>WENT TO CAFE CAR...LOOKING AT MENU ATTN'D SITTING DOWN...GOT UP AND SAID "WHAT YOU WANT" ASKED FOR PIZZA SAID "WE ARE OUT OF THAT HAVE TO SELECT SOMETHING ELSE" GOT HOT DOG WAS OVER COOKED IN MICRO WAVE COULD NOT EAT....(FEMALE-CAUCASION OR HISPANIC SHOULDER LENGTH DARK HAIR) JUST VERY SHORT AND UNPLEASANT...</p>
ISS02764252	10/28/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	Non-responsive FOOD SELECTION Exemption 6	<p>CLAIMS HE GOT A BURGER IN THE LOUNGE AND THEN HE TOOK THE BURGER BACK TO HIS SEAT AND THE BUN WAS ROCK HARD ...HE ATE JUST THE BURGER NOT THE BREAD</p>
ISS02767231	10/28/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY Exemption 6	<p>...HE IS A DIABETIC AND WHEN POWER CAME ON HE DIDN'T KNOW THE LOUNGE WAS BEING REMOVED LEFT THEN WITH JUST A DINING CAR ...NOT GOOD FOR HIS HEALTH....THEY SHOULD HAVE MADE AN ANNOUNCEMENT</p>
ISS02765995	10/29/2013	COMPLAINT	TRAIN	EQUIPMENT	Non-responsive UNAVAILABLE - LOUNGE	

[illegible]

[illegible]

					EMAIL LOGGING - NO BEER OR LIQUOR AVAILABLE TO PURCHASE
					<p>Exemption 6</p> <p>—Original Message— From: [REDACTED] Date: 11/3/2013 11:19:17 AM Reservation Number: [REDACTED] Date of Incident: 11-2-2013 Time of Incident: 11:00 am Message: The train was out of all beer and liquor on both days. The reason for us taking train is for us to socialize with friends and have a couple drinks and not worry about driving.</p>
ISS02784791	11/02/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED
					<p>Exemption 6</p> <p>pax email</p> <p>—Original Message— From: [REDACTED] Date: 11/2/2013 11:33:05 AM To: [REDACTED] Reservation Number: [REDACTED] Date of Incident: 11/2/2013 Time of Incident: 11:20 am Message: It is 11:27 am. The Cafe is closed! I got very upset that they closed early and unable to get any of drinks or snacks. They should not close early! We have not arrive in Portland in Maine yet. So, they should think about people need. Typically, cafe is closed one stop before last stop. We do have several more stops to go. I feel that Amtrak services are getting worse and worse these days. I am very disappointed! I would not recommend anyone to join Amtrak!</p>
ISS02785002	11/02/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY

Exemption 6

[illegible]

					Non-responsive	[REDACTED] OVERPRICED/TERRIBLE LOUNGE FOOD --Original Message-- From [REDACTED] Date: 11/8/2013 7:07:37 PM To: [REDACTED] Subject: Employee Praise/Compliment Exemption 6
					Non-responsive	[REDACTED]
ISB2786661	11/03/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	[REDACTED]

[illegible]

						<p>LOUNGE CAR WAS NOT OPEN PRIOR TO DPT ONLY UPON DEPARTURE AS PAX STATES IT NORMALLY IS EVERY TIME HE TRAVELS</p> <p>Exemption 6</p> <p>—Original Message—</p> <p>From: [REDACTED]</p> <p>Date: 11/9/2013 12:36:23 PM</p> <p>To: [REDACTED]</p> <p>Subject: Travel Feedback</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED] In the many times I've taken this train, it has always been the practice to have the Bistro Car open during boarding, so that customers might have a cup of coffee or a breakfast sandwich once they have passed through customs and boarded the train. [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
ISS02789480	11/09/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	<p>Non-responsive</p> <p>[REDACTED]</p>
						<p>Pax email</p> <p>—Original Message—</p> <p>From: [REDACTED]</p> <p>Date: 11/7/2013 7:29:58 PM</p> <p>To: [REDACTED]</p> <p>Subject: Tell us what you think</p> <p>Source: Member Web</p> <p>Member Number: [REDACTED]</p> <p>Name: [REDACTED]</p> <p>Respond Via Email: Yes</p> <p>Subject: Tell us what you think</p> <p>Comments:</p> <p>This is the second time I have upgraded to first class and was not able to have a meal on the train because they were out. Today they offered me breakfast at 1:30 pm. You need to put more food on the train.</p>
ISS02787213	11/11/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	Exemption 6
ISS02772887	11/12/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	<p>PNR [REDACTED]</p> <p>PAX SAID THAT FOOD IS GETTING WORSE. HE HAD A WRAP IT IS HALF SIZE AND HE ALSO SAID HE HAD GOTTEN SICK FROM THE CASEAR SALAD PRIOR TOO.</p>

ISS02770610	11/14/2013	COMPLAINT TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	<p>Non-responsive</p> <p>Non-responsive</p> <p>Exemption 6</p> <p>PAX UPSET THAT THE CAFE CAR IS CLOSED AND YOU CANT GET A CUP OF COFFEE.</p>
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11/14/2013

COMPLAINT

TRAIN

LOUNGE SERVICES

FLOURS UNSATISFACTORY

Exemption 6

RESUME

Non-responsive

PAX UPSET THAT THE CAFE CAR IS CLOSED AND YOU CANT GET A CUP OF COFFEE.

Non-responsive

[illegible]

					<p>PNR: [REDACTED] TK 305 DATE 2 HR 24 MIN</p> <p>Original Message--</p> <p>From: [REDACTED]</p> <p>Date: 11/18/2013 5:21:04 PM</p> <p>To: [REDACTED]</p> <p>Subject: General Inquiries</p> <p>Subject: General Inquiries</p> <p>Nature of Comment: Complaint: 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: [REDACTED] - home</p> <p>Mobile Phone: [REDACTED]</p> <p>Airtrak Guest Rewards #: [REDACTED]</p> <p>Reservation Number: [REDACTED]</p> <p>Date of Incident: 11/17/2013</p> <p>Time of Incident: 5:30 pm</p> <p>Message:</p> <p>[REDACTED] cafe is sold out from the beginning. I have to starve for the entire 6+ hour trip. [REDACTED] starving for about 10 hours and spend extra to go home.</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	Exemption 6
ISS02792734	11/17/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	Non-responsive

					Non-responsive	PNR [REDACTED] -- [REDACTED]	
						Exemption 6	
						<p>Original Message--</p> <p>From: [REDACTED]</p> <p>Date: 11/18/2013 2:25:48 PM</p> <p>To: [REDACTED]</p> <p>Subject: Travel Feedback</p> <p>Subject: Travel Feedback</p> <p>Nature of Comment: Complaint; 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: [REDACTED] - mobile</p> <p>Mobile Phone: [REDACTED]</p> <p>Amtrak Guest Rewards #: [REDACTED]</p> <p>Reservation Number: [REDACTED]</p> <p>Date of Incident: 11/17/2013</p> <p>Time of Incident: 5:04 pm</p> <p>Message:</p> <p>[REDACTED] there was hardly any food on train, they said their was no time to restock so there was nasty Jimmy John sandwiches, [REDACTED]</p>	
ISS02792793	11/17/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED		
					Non-responsive		
					Exemption 6		
ISS02800982	11/17/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED		
ISS02774775	11/23/2013	COMPLAINT	TRAIN	EQUIPMENT	UNAVAILABLE - LOUNGE	PNR [REDACTED] LTR 43...THE PAX SAID THERE WAS NO CAFE CAR WHICH MADE NO WIFI AVAILABLE. Exemption 6	
					Non-responsive		
ISS02774940	11/24/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	REFRIGERATION WENT OUT	
					Non-responsive		
ISS02779799	11/24/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	PAX STATES THE USED A CORN MIXTURE FOR DINNER AND THEN USED IT IN THE BREAKFAST ALSO TO MAKE THE OMLETTE...	
					Non-responsive		
ISS02776645	11/25/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	announcement was made stating "leftovers" will be available in dining car...chicken is \$17.50 and fish \$25....	

					<p>Reservation Number: [REDACTED] Exemption 6</p> <p>Date of Incident: 11/25/2013 Time of Incident: 06:30 pm</p> <p>Message: I would like to praise the customer team in the First Class, that was really good and very courteous. However there was a big issue with the menu. One of the Main Course dishes is vegetarian and it is called Salad. When I got the dish it looked so unappealing: a bunch of nasty looking grains, a half bunch of lettuce and cranberries and squash inside the grains looked like it came out of someone's left overs. I usually try very hard not to complain, but this was something that was so disturbing, that I felt it is important to bring to your attention. Since it was the only vegetarian dish available, I had no choice but reject it and the team was very nice so they brought me some nuts and crackers. Please consider replacing the dish with something that can be actually eaten and not turn away the customers. We pay a hefty premium for the First Class and this was definitely not the First Class level dish.</p>
ISS02798547	11/26/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	<p>FOOD UNSATISFACTORY</p> <p>Exemption 6</p> <p>Non-responsive</p> <p>60" late into RTE</p> <p>Original Message-- From: [REDACTED] Date: 11/26/2013 7:49:54 PM</p> <p>Hi, I am currently a passenger on Train 2168 from NYP to RTE. [REDACTED]</p> <p>[REDACTED] I also need to eat food, but the cafe car does not have any vegetarian meals in stock. I don't understand why there are never vegetarian burgers, bagels, or the pizza that is advertised as available on these trains. I understand there are issues outside of your control, but it would be respectful of passengers such as myself if you could credit me the value of train ride in order to compensate for overcharging me for this train. I [REDACTED]</p>
ISS02798665	11/26/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	<p>FOOD DEPLETED</p> <p>Non-responsive</p> <p>Exemption 6</p> <p>Non-responsive</p> <p>LOUNGE PRICES HIGH.</p> <p>Original Message-- From: [REDACTED] Date: 12/3/2013 11:20:49 PM To: [REDACTED] Subject: Travel Feedback</p> <p>[REDACTED]</p> <p>[REDACTED] Food was mega expensive</p> <p>[REDACTED] \$2.75 for a can of soda</p> <p>[REDACTED] I gave up and bought dinner right before an unexpected (and, I'm pretty sure, unadvertised?) 2.75 hour layover in Albany.</p>
ISS02799569	11/26/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	<p>PRICING</p>

[illegible]

						PNR: [REDACTED] Date of Incident: 11/29/2013 Time of Incident: hh:mm am Exemption 6 Message: We recently took the train from Ulica to Toronto and back. It would have been a wonderful experience except for the really poor quality of food offerings on the train. This is a long journey, 8 or 9 hours, and there really should be better food for a trip of this length. I'm not asking for gourmet offering, but you could use this Maple Leaf to showcase NY foods, perhaps just have one regional specialty going each direction. I think you people could sell a lot more food on the train if you had better offerings. [REDACTED] At least on the Canadian side when we crossed, there was food available to buy (and decent food at that). There was nothing Nothing coming back. Thanks for listening, and I hope to see some improvement in the future.
ISS02798149	11/29/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	Non-responsive
ISS02778928	11/30/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	SLOW SERVICE	PAX FOOD SERVICE WAS SLOW IT WAS SERVED COLD ...
						Pax calling in stating her trip was extremely uncomfortable because she believes the train was going 80mph the speed had her very nervous because she was worried what happened with metro north will happen with Amtrak if engineer keeps operating at this speed. She stated the restrooms were very filthy and had bad odor she stated she wouldn't even allow a dog to go in there. She said the cafe attendant charged her for two cups of ice. She also stated train was late into destination
ISS02781072	11/30/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	PRICING	PAX STATES THAT THERE WAS AN AMTRAK BROCHER STATING AMTRAK SERVES GUTHEN FREE MEALS PAX STATES SHE PUT REQUEST IN AT TIME OF RESERVATION WAS GURANTEED SPECIAL MEALS ONCE ON THE TRAIN PAX REQUEST WAS DENIED AND SHE WAS ADVISED AMTRAK CORPORATE DECIDED TO NO LONGER SERVE GUTCHTENFREE MEALS
ISS02788630	11/30/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	Exemption 6 Non-responsive Reservation Number: [REDACTED] Date of Incident: mm/dd/yyyy Time of Incident: hh:mm am Message: [REDACTED] [REDACTED] he staff for the refreshment did not open at all during the trip and for 1hour in the A. M. from 7-8 making final call leaving Homewood. [REDACTED] [REDACTED] [REDACTED]
ISS02799087	11/30/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	

						<p>EMAIL LOGGED</p> <p>RESV: [REDACTED]</p> <p>-Original Message-</p> <p>From: [REDACTED]</p> <p>Date: 12/8/2013 1:31:16 PM</p> <p>To: [REDACTED]</p> <p>Subject: Travel Feedback</p> <p>Subject: Travel Feedback</p> <p>Nature of Comment: Complaint; 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:</p> <p>Date of Incident: 12-1-2013</p> <p>Time of Incident: hh:mm am</p> <p>Message:</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	Exemption 6	
ISS02797428	12/01/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	Non-responsive		
						Non-responsive	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	
ISS02779159	12/02/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD SELECTION		<p>Passenger states the food offering in the lounge car is not consistent. Also states that when attendants in the cafe car state they will be back in a certain amt of time they come back late.</p>	

[illegible]

						<p>—Original Message— From: [REDACTED] Date: 12/10/2013 2:23:09 PM</p> <p>Reservation Number: [REDACTED]</p> <p>Date of Incident: 12/07/2013 Time of Incident: 05:05 pm</p> <p>Exemption 6</p> <p>Message:</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED] the trip then took more than 3 hours and the cafe car was out of many items. I understand that things happen, [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
ISS02801592	12/07/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	Non-responsive
						<p>[REDACTED] THERE WAS NO FOOD. [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
ISS02780245	12/08/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	Non-responsive

[illegible]

						Exemption 6
					PNR [REDACTED]	
					-Original Message-	
					From: [REDACTED]	
					Date: 12/12/2013 11:08:33 PM	
					Message:	
					[REDACTED]	
					[REDACTED]	
					[REDACTED] I don't	
					eat Amtrak food for a reason its super expensive. I had some plans when I returned home even made restaurant	
					reservations but had to cancel due to this horrible Amtrak trip. [REDACTED]	
					[REDACTED]	
					[REDACTED]	
					[REDACTED]	
ISS02801954	12/12/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	PRICING	
					[REDACTED]	
					[REDACTED]	
					PAX CALLED TO COMPLAIN ABOUT EXPERIENCE IN CAFE CAR. PAX PURCHASED A PIZZA AND TURKEY SANDWICH IN CAFE CAR. PAX STATES HE PLACED FOOD IN MICROWAVE AND SHE PROCEEDED TO HER SEAT. PAX CLAIMS SANDWICH WAS STILL FROZEN IN THE CENTER SO SHE WENT BACK TO CAFE CAR ATTENDANT TO ASK HIM TO REHEAT SOME MORE. PAX STATES HE REFUSED STATING HE CANNOT TAKE THE FOOD BACK. PAX STATES SHE ASKED HIM TO FELL FOR HIMSELF BUT HE REFUSED. PAX STATES SHE IS AWARE OF THE HEALTH CODE BUT SHE STATES THE SANDWICH WAS UNOPENED AND DOESN'T UNDERSTAND WHY HE COULDN'T REWARM FOR HER.	
					PAX STATES HE THREW OUT THE SANDWICH AND GAVE HER HER MONEY BACK. PAX STATES HE MADE A COMMENT TO THE AFFECT THAT IF SHE WANTED SOMETHING ELSE SHE WOULDN'T BE ABLE TO GET IT BECAUSE HE WASN'T GOING TO SERVE HER.	
					PAX STATES SHE IS VERY DISAPPOINTED WITH CUSTOMER SERVICE AND THIS EXPERIENCE. PAX STATES HE WAS VERY RUDE AND UNACCOMODATING.	
ISS0276331B	12/13/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	
					Non-responsive	
					[REDACTED]	
					NO FOOD/DRINK AVAILABLE FOR PURCHASE AT ALL..FYI..TRAIN DOES NOT HAVE A LOUNGE/DINER ON IT AT ALL TO BEGIN WITH	
					Exemption 6	
					-Original Message-	
					From: [REDACTED]	
					Date: 12/16/2013 1:53:23 PM	
					To: [REDACTED]	
					Subject: Travel Feedback	
					[REDACTED]	
					[REDACTED]	
					[REDACTED]	
					[REDACTED] was before departing that we were told there was no food or beverages on the train. [REDACTED]	
					[REDACTED]	
					[REDACTED] But a pre-boarding announcement about the lack of food/drink (that the website said was offered) did leave	
					[REDACTED] us a little irritated.....	
ISS02803239	12/13/2013	COMPLAINT	TRAIN	EQUIPMENT	UNAVAILABLE - LOUNGE	

					Non-responsive	<p>██████████</p> <p>██████████ Claimed the food service in the lounge car shut down as there was an issue with the register. ██████████</p> <p>██████████</p> <p>Exemption 6</p> <p>██████████ ██████████</p> <p>██████████ ██████████</p> <p>██████████</p> <p>██████████ ██████████</p>
ISS02783759	12/14/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	SLOW SERVICE	
					Non-responsive	<p>██████████</p> <p>██████████ ██████████ ██████████</p> <p>██████████ ██████████ ██████████ ██████████ ██████████</p> <p>██████████</p> <p>██████████</p> <p>██████████</p> <p>THE TRAIN RAN OUT OF FOOD</p> <p>██████████</p> <p>██████████</p>
ISS02792680	12/14/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	
					Non-responsive	<p>██████████</p> <p>██████████ ██████████ ██████████ ██████████ ██████████ ██████████</p> <p>██████████ ██████████ ██████████ ██████████ ██████████</p>
ISS02782345	12/15/2013	COMPLAINT	TRAIN	EQUIPMENT	UNAVAILABLE - LOUNGE	THERE WAS NO LOUNGE CAR ONBOARD...

ISS02762794	12/15/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD POISONING	<p>Non-responsive</p> <p>PAX THINKS HER BOYFRIEND MAY HAVE FOOD POISONING, BECAUSE HE HAS VOMITTED, SHE DID MENTION EATING SAME THING BUT SHE IS FINE.</p> <p>Exemption 6</p>
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					Non-responsive	NO FOOD/DRINK AVAILABLE FOR PURCHASE AT ALL...FYI...TRAIN DOES NOT HAVE A LOUNGE/DINER ON IT AT ALL TO BEGIN WITH
					Non-responsive	Exemption 6 Original Message-- From: [REDACTED] Date: 12/16/2013 1:53:23 PM To: [REDACTED] Subject: Travel Feedback
ISS02803239	12/15/2013	COMPLAINT	TRAIN	EQUIPMENT	UNAVAILABLE - LOUNGE	[REDACTED] But then once again we were hit with the information (only after asking) that there would be no food or drinks available.
ISS02786505	12/17/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	PAX STATES THEY CLOSED THE CAFE CAR BEFORE THEY GOT TO ALX,
					Exemption 6	RES [REDACTED]
					Non-responsive	[REDACTED]
ISS02789078	12/17/2013	COMPLAINT	TRAIN	EQUIPMENT	UNAVAILABLE - LOUNGE	SNACK CAR TAKEN OFF
						PAX ADV [REDACTED] ALWAYS GIVES GOOD SERVICE
						PAX ADV WHEN TRAIN SPLITS IN ALB THEY WERE NOT ABLE TO HAVE A DINNER AND LOUNGE CAR RAN OUT OF FOOD
						PAX ADV BEFORE THE TRAIN SPLITS IN ALB AND HAVE THE CAR ATTENDANT CHECK FOR PAXS THAT ARE SUPPOSED TO HAVE DINNER FROM ALB TO BOS TO HAVE THOSE PAXS SELECT FROM 2 ITEMS ON DINER MENU SO THEY CAN STILL RECEIVE THE MEAL THEY ARE ENTITLED TO
					Non-responsive	[REDACTED]
ISS02793767	12/17/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	[REDACTED]

					Non-responsive	[REDACTED] [REDACTED] [REDACTED] PAX STATES SHE ORDERED THE CHINESE CHICKEN DISH AND SAID IT WAS TOO SALTY AND LOOKED AS IF SOMEONE HAD ALREADY EATEN IT AND SPIT IT OUT. FOR DINNER THE NEXT NIGHT, THE PAX ORDERED STEAK AND SHE STATES IT WAS RAW. PAX TRIED TO GET THE WAITRESSES ATTENTION, BUT WAS IGNORED. PAX INQUIRED ABOUT WHEN THE WINE AND CHEESE TASTING WOULD BE. EMPLOYEE RESPONDED CURTLY THAT THEY WOULD MAKE AN ANNOUNCEMENT. NO ANNOUNCEMENT WAS MADE.
ISS02804421	12/17/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	
					Non-responsive	LATE / FROZEN EMERG FOOD GIVEN OUT [REDACTED] PAX EMAILED: Message: [REDACTED] [REDACTED] [REDACTED] During this time we were given peanuts, cookies & water (while there was a fully stocked food car). [REDACTED] due to the mechanical issues that Amtrak would provide us with lunches, and we did not have to make food purchases at the food car. When the food arrived (I think in Washington) it was handed out to us all in small white shopping bags and we felt a sigh of relief. Until we realized the food was all FROZEN SOLID! This was horrible to say the least. I had two children and my service animal with me, and we were left sickened by the whole ordeal. [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
ISS02806271	12/18/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	
					Non-responsive	[REDACTED] BFD. PAX ALSO UPSET FOOD AND DRINKING WATER DEPLETED.
ISS02782836	12/21/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	
					Non-responsive	[REDACTED]
ISS02786778	12/21/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	PAX UNABLE TO PURCHASE FOOD OR DRINK DURING DELAY DUE TO FOOD CART BEING CLOSED
					Non-responsive	RES [REDACTED] AND RES [REDACTED] [REDACTED] RAN OUT OF FOOD IN LOUNGE
ISS02787503	12/21/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	HARDLY ANY FOOD/DRINK AVAILABLE Message: Just returned to Pittsburgh and we are Very disappointed in business class service to NYC virtually no food or drinks available on the way to ny....
ISS02804440	12/21/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	

								Non-responsive	[REDACTED]
								Exemption 6	LOUNGE FOOD DEPLETED. [REDACTED] —Original Message— From: [REDACTED] Date: 12/27/2013 3:29:00 PM To: [REDACTED] Subject: Travel Feedback [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] it was during our Baltimore delay that one of my noisly neighbors went to the food car, and notified the rest of us that the car was out of food! [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
ISS02804588	12/21/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED				[REDACTED]

PNR [REDACTED]

--Original Message--

From: [REDACTED]

Date: 1/16/2014 12:43:54 PM

Exemption 6

Message:

I just wanted to give you some feedback on our travels on Dec. 21-23rd and Jan 2-4th. We LOVE the train, it's my families favorite way to travel by far! My husband and I and our 3 kids, were going home to MN for Christmas, and we got a family bedroom! Which Is awesome! We LOVED it!

[REDACTED]

[REDACTED]

[REDACTED] Another thing that happened is your staff in the dining car was great! Very fun and personable! The kids LOVED that they could write and draw on the "table clothes!" On our last meal there my son ordered the Mac N Cheese, and it was BAD! We told our waitress, and she just said, it's Mac and Cheese what do you expect! All of our jaws dropped and the people around us did too! We asked for a pizza and we said we'd pay the extra, and she NEVER brought it!! So we all broke up our meals and shared with our son. That was not okay! You don't say or do things like that.

[REDACTED]

[REDACTED]

[REDACTED] Our trip on the way back was great! No problems, we got an hour behind, but they made it up easy! And all the staff was great! But we really do love the train. We've been telling people they need to take the train, because you get to see so much of our beautiful country! And you can sit back and relax and watch it go by, play games, and make amazing memories! Thank you so much for reading this and getting back to me. Have a great day!

[REDACTED]

Exemption 6

					Non-responsive	RESERVED. RAN OUT OF FOOD IN LOUNGE ONLY HAD HOT DOGS, SIERRA MIST NO PEPSI / COULDN'T GET A RESERVATIONS IN DINING CAR ... WAS GIVEN A SNACK PACK
					Non-responsive	SNACK PAKS WERE GIVEN SHORT BREAD, ALMONDS.
ISS02705478	12/22/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	PNP
					Exemption 6	PAX SAYS THEY OVERBOOKED SO HE COULDN'T USE THE VIEWING CAR & CAFE CAR. SAID ALSO A SHORTAGE OF FOOD.
					Non-responsive	
ISS02622279	12/22/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	
					Non-responsive	PAX STATES THAT THEY RAN OUT OF FOOD AND DRINKS
ISS02826734	12/22/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	

					Non-responsive	<p>RES # [REDACTED] Exemption 6</p> <p>THE UNK MALE COND WAS BUSY SO SHE ASKED THE UNK CAFE CAR ATTEND TO LOOK INTO IT.....PAX STATES THAT [REDACTED]</p> <p>PAX STATES THAT SHE WAS ABLE TO PURCHASE A BOTTLE OF WINE HOWEVER WHEN SHE WENT BACK TO PURCHASE A SNACK THERE WAS NOTHING LEFTPAX STATES THAT SHE WITNESSED OTHER IRATE PAXS PERFORMING ABOUT NOT BEING ABLE TO BUY A HOTDOG.....</p> <p>PAX STATES THAT THE UNK FEMALE CAFE CAR ATTEND (SHORT, MED BUILD, BLACK HAIR UP IN A BUN) WAS VERY PROFESSIONAL, ATTENTIVE & HANDLED HER LONG LINE & THE AGGRESSIVENESS OF THE PAXS WELL.....PAX STATES THAT THE ATTEND DID EVERYTHING POSSIBLE TO APPEASE THE PAXS IN SPITE OF WHAT LITTLE SHE HAD TO WORK WITH.....</p> <p>Non-responsive [REDACTED]</p>
ISS02706652	12/23/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	
ISS02706966	12/23/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	The passenger states by the time the train reached JST, there was little to no food available. States she was booked in business class and did not receive a newspaper or a pillow.

						<p>—Original Message— From: [REDACTED] Date: 12/23/2013 3:50:58 PM To: [REDACTED] Subject: Travel Feedback</p> <p>Subject: Travel Feedback</p> <p>Nature of Comment: Complaint; Train</p> <p>Name: [REDACTED] Email: [REDACTED] Address1: Address2: City: State: Zip/Postal: Country: United States Primary Phone: [REDACTED] - home Mobile Phone: Amtrak Guest Rewards #: [REDACTED]</p> <p>Reservation Number: [REDACTED]</p> <p>Date of Incident: 10/23/2013 Time of Incident: 3:00 pm</p> <p>Message: [REDACTED] within a five hour span the cafe car was closed 2 times at about an hour each time. I have and do ride with amtrak a great deal and have never had this happen. They do not give us any warning of the car closing. It is a completely different crew then I normally see while traveling with you as well. I personally think it is bad practice to have employees take two 1 hour breaks within a 5 hour period</p>	Exemption 6
ISS02807056	12/23/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	Non-responsive	
					Exemption 6		PNR [REDACTED]
					Non-responsive		[REDACTED]
ISS02706870	12/24/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED		DEPLETED FOOD & WATER
					Exemption 6		<p>CAFE CLOSED MAJORITY OF RIDE</p> <p>—Original Message— From: [REDACTED] Date: 12/25/2013 4:17:19 PM To: [REDACTED] Subject: General Inquiries</p> <p>Dear Amtrak, I am riding on Train # 42 from PHIL to NYP. The conductor just asked everyone to leave the cafe car because it is closing for the duration of the ride. In the middle of my meal, I wonder: why is it that the Pennsylvanian closes its cafe for what seems like the majority (or large %) of its journey? I ride Amtrak a fair amount (if you check my Guest Rewards history). It seems this is the only train (from my experience) that empties the car when the cafe closes. I have experienced this several times before, but only on the Pennsylvanian. In contrast, when I ride the NE Direct or Acela, the cafe may suspend sales service (in a station or for a segment), but they do not remove passengers mid-meal. I hope you will explain why personnel do this on the Pennsylvanian. I also hope you will change this practice. Thanks and happy holidays.</p>
ISS02803543	12/25/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY		

				Non-responsive	[REDACTED]
ISS02788993	12/30/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	SLOW SERVICE
					Also stated food could not be purchased in the dining car unless paying with cash.
ISS02769008	12/30/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	SLOW SERVICE
					States around 10a on the train a free meal was offered to the passengers, however, the passenger did not hear it and was unable to receive the meal. States he spoke with the conductor about the issue and the conductor was able to procure him a "cold turkey sandwich". Claims another "full announcement" around 2-3p for another free meal was made, however, the pax again was unable to partake being that he had just ate the turkey sandwich. Believes this service that was offered should have been handled in a more organized fashion. Also states around 6P he went to the snack car to try and get a free snack and the attendant refused to offer it for free. Claims the attendant had offered a \$2.50 free snack to another pax who was riding for free.

[illegible]