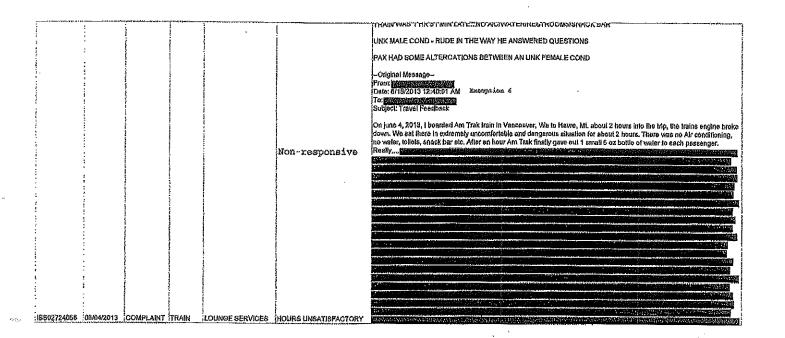
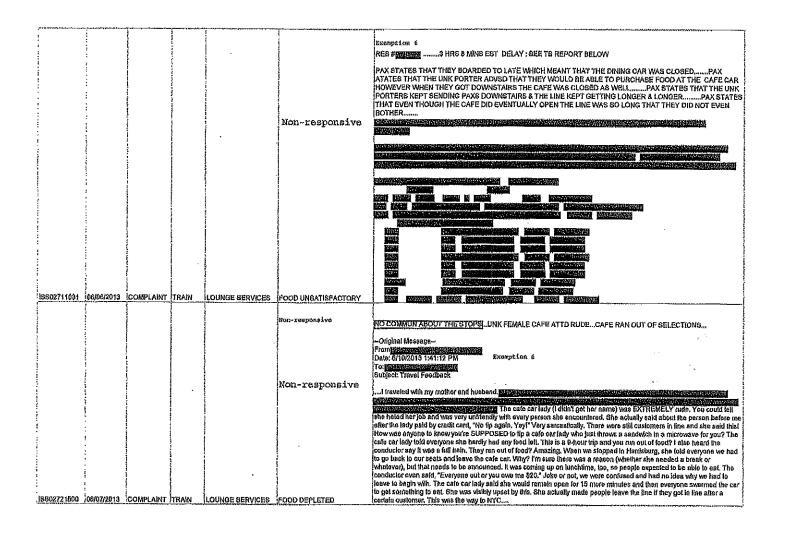
|             |             | ·,        | ,       |  | ·                   | · · · · · · · · · · · · · · · · · · ·  |
|-------------|-------------|-----------|---------|--|---------------------|--|
|             |             |           |         |  | Non-responsive      | LOUNGE RAN OUT OF FOOD  Exemption 6  -Original Message- From Market Date: 6/21/2013 12:10:24 PM  To represent the second of t    |
|             |             |           |         | m,, m,,  |                     | Hello, I live in DC and I travel to NY about once a month. For the past couple of years, I've used the bus (Mega, Vamoose, Greyhound) but have recently tried using Amtrak because of recommendations by friends.  |
|             |             |           |         | 1007 J 207 J |                     | Moreover, the trip extended through dinner time and the train ren out of food early so I had to starve until we reached the station.   |
| ISS02729214 | 05/27/2013  | COMPLAINT | TRAIN   | LOUNGE SERVICES  | FOOD DEPLETED       | Thank you for reading this and I'm looking forward to your response.   |
|             |             |           |         |  | Non-responsive      | MACHINE DOWN IN CAFE  Original Message—  From: BASSAGE AND STATE OF THE STATE OF TH |
| ISS02712706 | 05/28/2013  | COMPLAINT | TRAIN   | LOUNGE SERVICES  | FOOD UNSATISFACTORY | In addition to this, on our way back today (5/28) Train 42 from HAR to NYP  the credit card machine was down in the cafe car. The cafe car is the entire reason I booked going back on this traint My  wife and I have traveled on Amirak many times and have never had any problems on our trips before.  Thank you, Sincerely  |
|             |             |           |         |  |                     | PURCHASED EXPIRED YOGURT  Original Massage From: Exemption 6 Date: 5/29/2013 6:13:30 AM  Cultivation Freedback  Date of locident: 5/29/2014  |
| ISS02705872 | 05/29/2013  | COMPLAINT | TRAIN   | LOUNGE SERVICES  | FOOD UNSATISFACTORY | Time of Incident: 6:06 am  Hello-I just purchased a Greek yougut from the dining car and it was a few days past it's due date. I just wanted to bring this to your attention. It's a minor detail but expired food is not what I expect from Amtrak's food services. Thank you for your time and consideration.  |
| ISS02718096 | 05/30/2013  | COMPLAINT | TRAIN   | LOUNGE SERVICES  | FOOD UNSATISFACTORY | Message: I rode the Vermonter from Washington to and from Amherst MA om May 30 and June 2, 2013. The trip north was good except the cheeseburger I purchased for \$4.76 plus lip was not cooked correctly—I think I was overcooked, so the lower bun was so tough, the meat and cheese came out when I attempted to eat it. Also, the air conditioning was not working in the lounge, requiring it to be closed for significant periods.  If WEEKS EXPIRED HOT DOG   |
|             |             |           | <u></u> |  |                     |  |
| ISS02705957 | :05/31/2013 | COMPLAINT | TRAIN   | LOUNGE SERVICES  | FOOD UNSATISFACTORY | PAX ATE HALF BEFORE REALIZING IT WAS EXPIRED DID NOT GET SICK  |

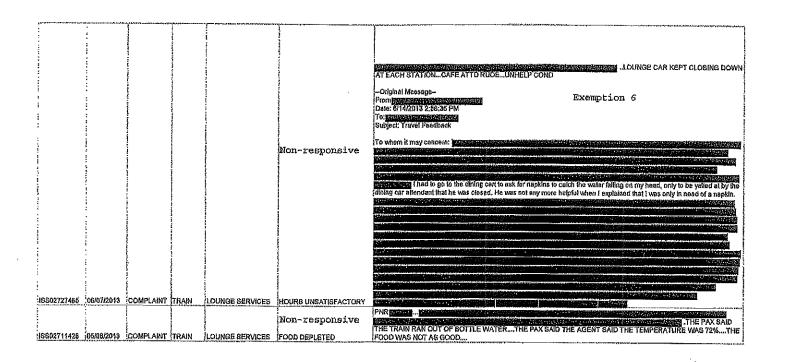
|             |                  | -µ   | Ţ               | 1  |  | F-FAX KEQUESTING PARTIAL KEPUNUTSYZURUTOUE TU DACK OF PAKCOUK CAK AND WIFT DOKING TRADEC   |
|-------------|------------------|--|-----------------|--|--|--|
| •           | ,                | 7  |                 |  | Non-responsive   | TANTILL COLOR OF THE CALL OF T |
| :           | Í                |  |                 | 1.1  | AND DESCRIPTION OF THE PROPERTY OF THE PROPERT |  |
| !<br>!      | ;                |  |                 |  |  |  |
| 1           |                  | 1  |                 |  |  | PAX EMAIL STATES:  |
|             | 1                |  |                 | · ·  |  | -Original Message - Exemption 6  |
| -           | 1                |  |                 | }  |  | Dale: 8/42013 10:50:28 AM Exemption 6 To Exemption Fredback  |
| !           |                  | 44   |                 |  |  | Name: saarous va   |
|             | 1                |  | 1               |  |  | Reservation Number: With the Communication of the C |
|             |                  |  | alternative vin |  |  | Date of Incident: 5/31/2013<br>Time of Incident: 9/45 am   |
| •           | 1                | į  |                 |  |  | Messago;   |
| 1           | į                | S and a significant of the signi |                 | A THE STATE OF THE | Non-responsive   | Helio- I'd like to begin by first asying that this is my first overnight Amirak trip. When the state of the s |
|             | 1                | ·  |                 |  | Man-100Double  | and state of by Anni master and Annits like to the 2 states.   |
| ļ           | 1                | ļ  |                 | -  |  |  |
| -           | :                | 1  |                 |  | 1  |  |
|             | :                |  | Ì               |  |  |  |
| ISS02710445 |                  |  |                 | EQUIPMENT  | UNAVAILABLE-LOUNGE   | Exemption 6  |
| ISS02705916 | 100/02/2019      | COMPLAINT  | TRAIN           | LOUNGE SERVICES  | FOOD DEPLETED  | PAR WAS NO FOOD OR WATER ON THE TRAIN  |
| ISS02705989 | 06/02/2013       | COMPLAINT  | TRAIN           | LOUNGE SERVICES  | FOOD DEPLETED  | RTE 1257P (9279/9279) AR 0311P DP 0312P 2 HR 15 MI LATE /// RAN OUT OF FOOD SHUT DOWN CAR  |
| 1           | :                |  |                 | 1  | Non-responsive   | RES####### Examption 6   |
| ļ           | ;                | į  |                 |  |  |  |
|             |                  |  |                 |  |  |  |
|             |                  | The Market   |                 | 4  | A 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1  | PAX STATED SOME OF THE ITEMS ON THE MENU WERE SOLD-OUTBACK STATED HE ORDERED A BAKED POTATOR AND IT WAS BURNED   |
| ISS02711280 | 08/02/2013       | COMPLAINT  | TRAIN           | LOUNGE SERVICES  | FOOD UNSATISFACTORY  | PAX STATED HIS SLEEPING ATTENDANT WAS OUTSTANDINGHF  |
|             |                  | erina terbunak makaya katelap  |                 | To a land the second se | Non-responsive   | On the trip south, I experienced the same problem with the choeseburger, so it must be the cooking directions which need to be changed.  |
|             | :                |  |                 | Í  |  |  |
| ISS02718006 | i<br>:06/02/2013 | COMPLAINT  | TRAIN           | LOUNGE SERVICES  | FOOD UNSATISFACTORY  |  |

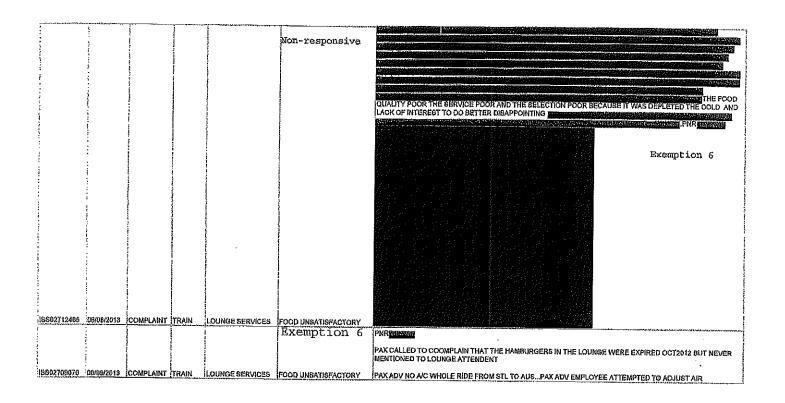
| 1           |   | ]                          | 1     | 3  | 1                   | PAX ADV SLEEPING CAR ATTENDANT WAS WONDERFULDESC: MALE/AFRICAN AMERICAN/BALD/61  |
|-------------|---|----------------------------|-------|--|---------------------|--|
| į           | 1   | 1                          |       |  | ]                   | · · · · · · · · · · · · · · · · · · ·  |
| ISS02707262 | 06/03/2013  | COMPLAINT                  | TRAIN | LOUNGE SERVICES  | FOOD DEPLETED       | PAX ADV ONLY 2 CHOICES AVAILABLE FOR DINNER TALAPIA OR STEAK BUT PAX ONLY ATE A SALAD AND NO DESBERT AVAILABLE   |
| į           |   |                            | 1     |  |                     | PRAS DAUGHTERN DAWN CALCERS ID THAT SMETTAS BEEN RECEPTOTURES TROWNER CHICDREN OF ITHINGS THAT ARE HAPPENING ON THE TRAIN  |
| !           | 1   |                            | į     | 1  | Ī                   | **************************************   |
| <u>i</u>    | *   | <u> </u>                   | 1     |  | Non-responsive      |  |
| 7           | 1   | 7                          | ,     |  |                     |  |
| 1           | 1   | 14.00                      |       | To produce the contract of the |                     | CALLER STD THAT THEY RAN OUT OF FOOD ON THE TRAINCALLER STD THAT THE CHILDREN BEHIND HERS<br>DID NOT GET SERVED MAC AND CHEESE   |
|             | :   |                            | '     | 1  |                     | CALLER 9TD THAT THE FOOD SHE ATE AT THE DINNER WAS RAW AND SOME OF IT WAS STILL PROZEN   |
| :           | :   |                            |       |  |                     | *** ELECTRONIC TICKET *** *** TD PRINTED ON 23MAY ***  87641D RR HL 08JUN CTC-P 823.55/  |
| 4           |   |                            |       | Territoria   |                     | 01@ Examption 6  |
|             | :   |                            |       | dia attivition to  | Non-responsive      |  |
| :           | 1   |                            |       |  |                     |  |
| A           | ar odd o'n dy'r mae'r a'r o'r o'r o'r o'r o'r o'r o'r o'r o'r o |                            |       |  |                     |  |
| IBS02707803 | 06/03/2013  | COMPLAINT                  | TRAIN | LOUNGE SERVICES  | FOOD UNSATISFACTORY |  |
|             |   |                            |       | 1  |                     | Original Message   |
|             |   | to be a fine of the second |       |  |                     | Date: 682013 104:00 PM To: Examption 6 Subject: Travel Feedback  |
| ISS02716629 | 06/03/2013  | COMPLAINT                  | TRAIN | LOUNGE SERVICES  | FOOD DEPLETED       | Why did I pay for business class travel when the carriage was the fast one and no definite difference, also by 12.30pm no hot food available or iced tea, very disappointed as an oversees guest   |
|             |   |                            |       |  |                     | -Criginal Mossage ; From: Rungerium - Date: G/32013 1104:00 PM Exemption 6   |
| ļ<br>[      |   | į                          |       |  |                     | To; sand to the sa |
| 16802716529 | 06/03/2013  | COMPLAINT [                | TRAIN | LOUNGE SERVICES  | FOOD UNSATISFACTORY | Why did I pay for business class travel when the carriage was the last one and no definite difference, also by 12.30pm no<br>not food available or load tea,very disappointed as an overseas guest   |





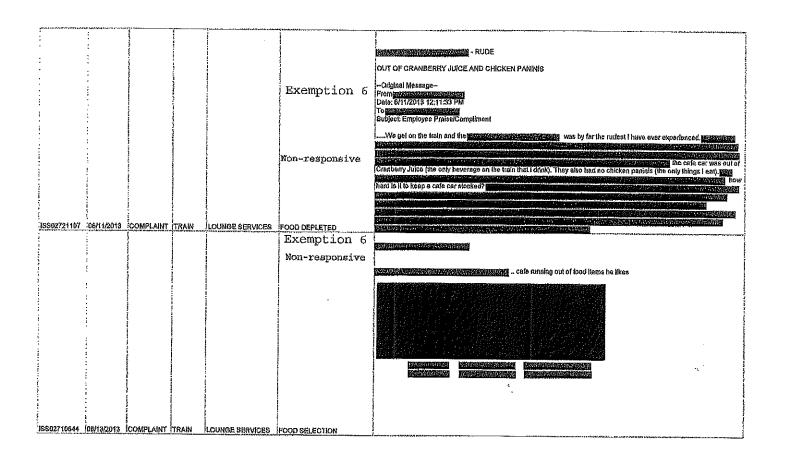
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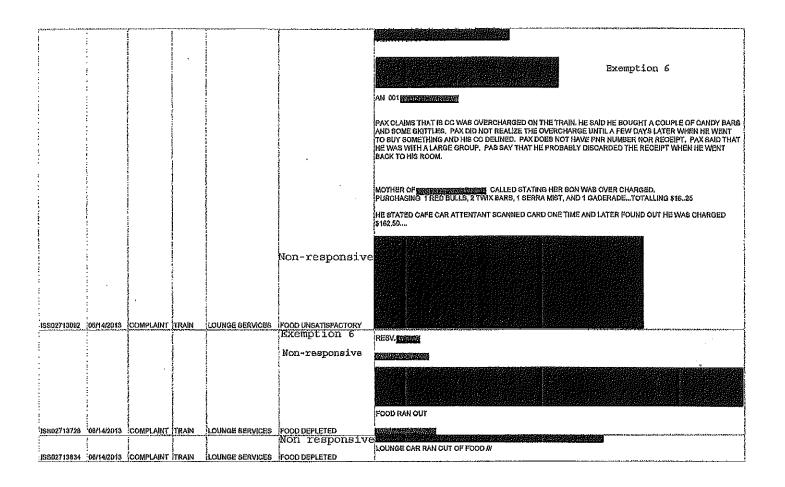
|               | 1                                       | 1   | · · · · · · · · · · · · · · · · · · ·                          | ·  | · · · · · · · · · · · · · · · · · · · | - STANGERANDE AND THE PROPERTY OF THE PROPERTY |
|---------------|---|---|--|--|---------------------------------------|--|
|               | 1 4 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | n er i den er en general friguen er en er en er en er en er en er | manan a sadji i wany afamata ka man a sada na ta sampasayangan |  | Non-responsive                        | CAFE ATTO RUDECAFE RAN OUT OF SELECTIONS. THE PROPERTY OF SELECTIONS     |
|               |   | en er de  | Baliky makes a mana manapaksinininininin                       | THE COMMUNICATION OF THE PROPERTY OF THE PROPE | Non-responsive                        | On the way back to Pilisburgh from NYC on Sunday, June 9th, we left Penn Station at 10:52 AM. We tried to get something to eat after stopping in Philly and the cafe car lady (got her name this time *** *** *** *** *** *** *** *** *** *  |
| \$\$502721500 | D6/09/2013                              | COMPLAINT   | TRAIN  | Lounge services  | FOOD DEPLETED                         | We went to the cafe car (until we were kicked out) to eat something  |
|               | **************************************  |   |  |  |                                       | -Original Message-<br>From <u>National Programments</u> Exemption 6<br>Date: 6/10/2013 6:35:35 PM  |
| 2             |   |   |  |  |                                       | inference:  I know I will just get a "we put your comments in our detabase" reply and nothing will change, but I need to write again about this issue. Once again, I just raturned to my seat without what I wanted from the Biston car because they ran out. I take the train every week and this happens frequently. This train leaves Seattle in the morning and my trip is the rourn, yet the Biston is not restocked for the othern fro where you have a train-full of customers needing a meal. It happens frequently enough that I have taken to bringing my own food, which is inconvenient for me and fort sales for you. Unfortunately this time I was counting on the Bistro, so now! Will arrive home still hungry, I suggest two things: (1) nestock items in Portland where the majority of passengers beard, and (2) have a simple tally sheet in the Bistro where they mark missed sales. I suspect you will find you are losing significant revenue.  |
| 16602709360   | 06/10/2013                              | COMPLAINT   | TRAIN  | LOUNGE SERVICES  | FOOD DEPLETED                         |  |
|               |   |   |  |  | 4                                     | PNR Exemption 6  |
|               |   |   |  |  | Mon-responsive                        |  |
| 18/802709763  | 06/10/2013                              | COMPLAINT   | TRAIN  | LOUNGE SERVICES  | HOURS UNBATISFACTORY                  | PAX SAID THE CAFE CAR WASN'T OPEN ALL THE TIME, SHE WAS UNABLE TO BUT MILK FOR HER BABY.   |

| 15802709966 | 06/10/2013    | COMPLAINT  | TRAIN  | LOUNGE SERVICES  | Exemption 6    | RESIDENTIAN  |
|-------------|---------------|------------|--------|--|----------------|--|
|             | ;<br>;<br>;   |            |        |  | Non-responsive | FOODCAFE RAN OUT OF  |
|             |               |            |        | Mark Temperature 2.2.2.2.2.2.2.2.2.2.2.2.2.2.2.2.2.2.2.  | Exemption 6    | -Original Message<br>From: 100   100 |
|             |               |            |        | Per un manufacture de la   |                | Helio; I would like you to be aware of how disappointing my train trip was this week. My trip was from Austin to Chloago & Chicago to Milwaukee. The Chloago to Milwaukee was speciacular! Friendly Flewards, efficient boarding. That was far from the experience from Austin to Chicago (1997)  |
|             |               |            |        | and the comment of th | j              | Complime I was able to share my concerns was when purchasing something at the case, and that follows response was you should have brought a travel blankett). Your website stoted there would be a viewing car, but there wasn't. So if we wanted to be out of the cott/ernell, we had to go to the cafe car - which was typically full.   |
|             |               |            |        |  |                | The cale car was constantly out of selections, us  |
| SS02722551  | ne ir ninni a | COMPI Alam | Tracke |  |                |  |
| 772144001   | 10110110      | SEREPHALLY | TUNIN  | LOUNGE SERVICES  | FOOD DEPLETED  |  |



| <del>.</del>   |            | <del>, ,</del>   | -   |  | organia paris  |   |
|--|------------|--|---|--|----------------|---|
|  |            | as a property of the state of t |   | and the party of t |                | EXEMPTION 6   |
|  |            |  |   |  |                |   |
|  |            | The desired by the control of the co | amerika ( Apira) e delemente fred temperaka de estableca de | A CALLAND AND AND AND AND AND AND AND AND AND  |                | THOUGH THEY WERE LATE.  SHE CAME ON THE LINE SAYING SHE HAD PRAISE FOR A GOOD CREW MEMBER SMILLING AND SAYING THEY WERE IN THIS TOGETHER. DESTRUCTION OF SAYING THEY WORKING WHITH SAYING THEY WAS VERY BAD AND SHE IS OK WITH LATE TRN. WAS AWASOME. THEY MADE THE DIFFERENCE!  HE GAVE FREE WATER/COCKIES SAYS LOUNGE PRICES ARE HIGH TOO. THE ONLY REASON SHE IS GETTING BACK ON AMTRAK IS BIO OF THE MEMBERS. |
|  |            | , ,  |   | • 11 000 1100 1100 1100 1100 1100 1100   | Non-responsive |   |
| :  |            |  | İ   |  | 1              |   |
|  | :          |  |   |  |                | OVERALL SHE CALLED JUST FOR PRAISE  |
| 16602711800  | 06/13/2013 | COMPLAINT  | TRAIN   | LOUNGE SERVICES  | PRICING        | SHE WANTS MONT TO KNOW HOW GREAT WAS TO HER   |
|  | :          |  |   |  | Exemption 6    | PNF   |
|  |            |  |   |  | Non-responsive | CN  |
|  | :          | 7 1 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7  |   | . ساي سه په په ده او ده  |                | NO FOOD OR SNACKS AVAIL   |
| Carlotte and the second of the |            | radia empresa telebrata a una primera  |   | V.   | Non-responsive |   |
| IS602712839  | 06/13/2D13 | COMPLAINT  | TRAIN   | LOUNGE SERVICES  | FOOD DEPLETED  |   |

|             | ·                      | tyviere e arrane e avec |        |                 | -  |   |
|-------------|------------------------|-------------------------|--------|-----------------|--|---|
| !           | :                      |                         |        |                 | Non-responsive   | LOUNGE NOT OPEN   |
|             |                        |                         |        |                 | The state of the s | -Original Mossage- Exemption 6  |
|             | :<br>:                 | reference of the second |        |                 |  | Subject Employee Praise/Compliment  |
| (8502732627 | ,<br>:<br>: 06/13/2013 | COMPLAINT               | enals. | athles by a     |  | 3. After lunch the bar was not open. Why? I like the train even though the cost is more than dying and your people do a good job.   |
| 120212021   | 00/13/2013             | COMPLAINT               | IRAIN  | LOUNGE SERVICES | HOURS UNSATISFACTORY   | would like to hear from someone regarding this maller. Thonk you  |
| ;<br>;<br>; | 1                      |                         |        |                 |  |   |
| 1           |                        | <u> </u>                |        |                 | <br> <br> Non-responsive   |   |
|             |                        |                         |        | }               |  | LATE LUNCH, CREDIT CARD MACHINE DOWN IN LOUNGE  |
|             |                        |                         |        |                 |  | -Original Message-  |
|             |                        |                         |        |                 |  | From Passandarian Parameter Exemption 6   |
|             |                        |                         |        |                 |  | To: III State   Travel Freedback  |
| :           |                        |                         |        |                 | TY PROPOSED IN CASE OF THE CAS | I am wiffing regarding my experience aboard your autolythn on 8/33/13,  |
|             |                        |                         |        |                 | Non-responsive   |   |
| ! ;         | ·<br>;                 |                         |        |                 |  |   |
| ! !         |                        |                         |        |                 |  |   |
| :           |                        |                         |        |                 | 1  | They did have to serve us   |
| :           |                        |                         |        |                 |  | listch line 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 pleasent worker that the credit card machine was down and we couldn't buy snacks. We made our way back to our   |
|             |                        |                         |        |                 |  | slooper oar and I buzzed the attendentsom o see if he could possibly round up some sort of snack for my sop who couldn't walt until 1 pm to eat the went back down to the snack oar 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 ilp. When we<br>Dippliy prived at Sanford at force we were offered a sub and and for our away experience, I am not sure a sub maker up to a |
|             |                        |                         |        |                 |  | the swill emotional experience I had aboard the autotrain. If I am ever asked I am not sure I would recommend Amtrak over I   |
| ISS02734308 | 06/13/2013             | COMPLAINT               | TRAIN  | LOUNGE SERVICES | FOOD UNSATISFACTORY  | flying and I make several trips a year to Florida, it was nice to have my carbut I could rent one for less of the hassis than I<br>had, I am just glad I made it in time to sey my final goodbyes to my dad!  |



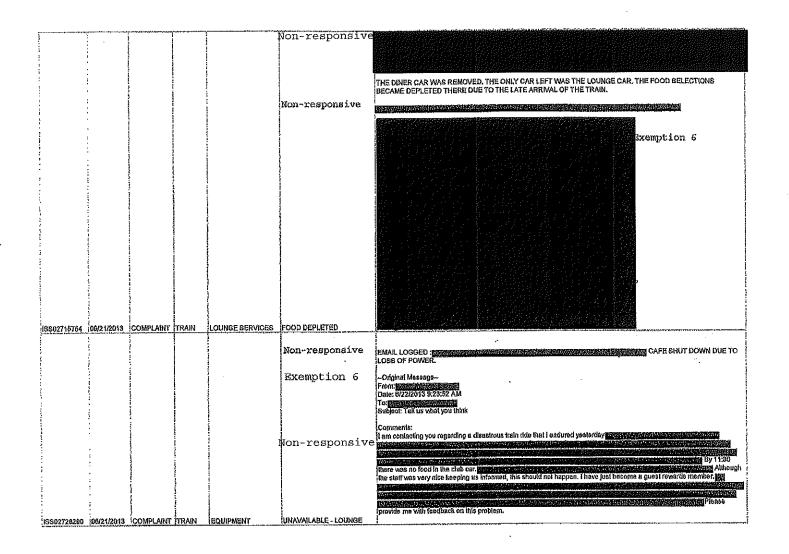
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|             |  |            |  |  |                      | The state of the s |
|-------------|--|------------|--|--|----------------------|--|
|             |  |            |  |  |                      | Cale altendant closed the credit card muchine right after departing BAL  —Original Message— From Proving Section 1997   Exemption 6  Date: 8/16/2015 6:47:22 PM   Exemption 6  Date of Incident: 06/16/2013  Time of Incident: 06/16/2013  Time of Incident: 06:00 pm   Message:   Immediately after departing Boltimore I work to the foodcar for a water and a snack to deal with a headache. There was still another 60 minutes to the ride and the corolling 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 mechine and it was each only. This is absolutely about with 50 minutes left. There was absolutely no announcement or attempt to do anything.  |
|             |  |            |  |  | į                    |  |
| ISS02712055 | 06/16/2013   | COMPLAINT. | TRAIN  | LOUNGE SERVICES  | HOURS UNSATISFACTORY | WARRY CONTROL TO THE TOTAL CON |
|             |  |            |  | the state of the s | Exemption 6          | pex emait  BBY  —Original Message—  From  Date: 61772013 122:65 PM  To:  |
|             | The same of the sa |            | Commission of the Commission o |  | Non-responsive       | Reservation Number: ####################################   |
| 19802727696 | 08/16/2013   | COMPLAINT  | TRAIN  | LOUNGE SERVICES  | FOOD DEPLETED        | 1  |

|             |             | \$182   |       |  | · · · · · · · · · · · · · · · · · · · |  |
|-------------|-------------|---|-------|--|---------------------------------------|--|
| 1           |             |   |       | •                                      |                                       |  |
| :           |             |   |       |  |                                       |  |
|             |             |   |       | -                                      |                                       | HIGH PRICED LOUNGE FOOD AND UNSATISFACTORY   |
|             |             |   |       |  |                                       | PAX IS UPSET THEY REMOVED LOUNGE TABLES IN PLACE FOR BIKE RACKS THAT ARE COMPLETELY EMPTY DUSTHE CONDITAKE UP 2 OF THE OTHER 4 REMAINING TABLES  |
|             |             |   |       | A                                      |                                       | -Original Mossage- From: Interest State   Exemption 6 Date: 0/10/2013 0:05:25 AM Total Representation   Exemption 6 Subject Travel Feetback  |
|             |             |   |       |  | Non-responsive                        | it 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 case seats and tables. This becomes especially terrible when 2 of the 4 remaining tables are taken up by Armirak Staff, who don't take into consideration that passengers should come first, and they should give them priority to use them  Case prices are start to the priority of the priority o |
| ISS02712779 | 06/17/2013  | COMPLAINT   | TRAIN | LOUNGE SERVICES                        | FOOD UNSATISFACTORY                   | injust to cut havet unit by at least outs, priods aim or vice right be past in class.  |
|             | ;<br>;<br>; | Andrews and the second |       | ************************************** | Non-responsiv                         | HIGH PRICED LOUNGE FOOD AND UNSATISFACTORY   |
| į           |             |   |       |  | į                                     |  |
|             |             |   |       |  | T                                     | IPAX IS UPSET THEY REMOVED LOUNGE TABLES IN PLACE FOR BIKE RACKS THAY ARE COMPLETELY EMPTY PLUS THE COND TAKE UP 2 OF THE OTHER 4 REMAINING TABLES   |
|             |             |   |       | MARCON NAMED LINCOLN ROOM              |                                       | -Original Message- Exemption 6 Date: 6/18/2013 0:05:25 AM To: programment of the control of the  |
|             |             |   |       | er a tweetablester (manager o          | Non-responsive                        | I was very disappointed by couple of things on train 354 from Chicago to Ann Arbor. 1. Bioyele racks: Not only they're completely useless as not a single one was used, but they replaced very valuable cafe scats and tables. This becomes especially terrible whon 2 of the 4 remaining tables are taken up by Arbirak Staff, who don't take into consideration that passembers should come first, and they should give them priority to use them  |
| 19602712778 | 06/17/2013  | COMPLAINT   | TRAIN | Lounge services                        |                                       | Gete prices and menu selection: Prices are exemption and manuality, in order for Amtrek to be a viable travel option, high speed raif is a must to cut travel time by all least 50%, prices and service must be beat in class.   |

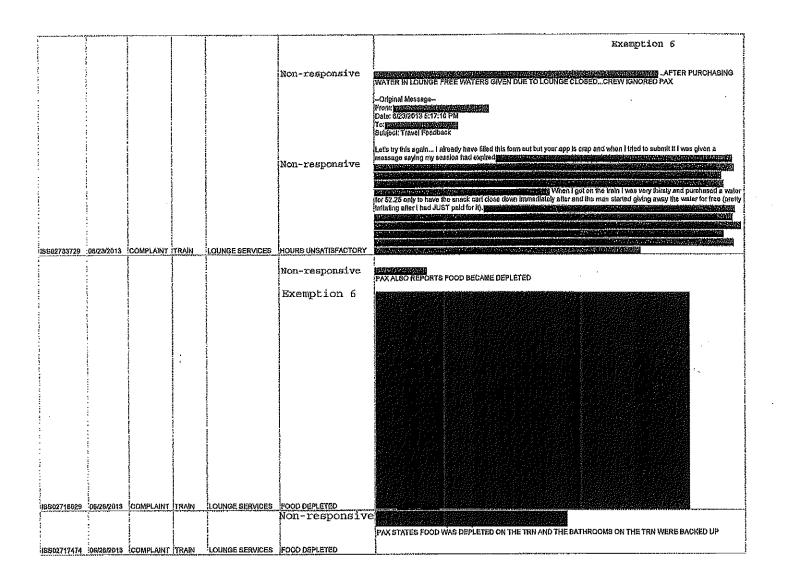
| Won-responsive FOOD DEPLETED Exemption 6   | •  |
|--|--|
|  | To the Park  |
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|  | i i  |
|  |  |
|  |  |
| FOODRAN OUT OF PASTERY AND PIZZA AND HOT DOGCAPE CAR   | 1  |
|  | 50476S   |
| Non-responsive   |  |
| ISS02713565 00/17/2013 COMPLAINT TRAIN LOUNGE SERVICES FOOD DEPLETED   |  |
| Non-responsive DINER NOT AVAILABLE DUE TO WATER SHORTAGELOUNGE RAN OUT OF FOOD   |  |
| EMAIL 2:<br>—Original Mossags—<br>From: 1997—1997—1997—1997—1997—1997—1997—1997  | e new program par years to be seen and the s |
| The return trip was without Incident as well - On June 19, we were told that the Dining car had no wat Non-responsiv   | er, so for that reason   |
|  |  |
| SS02734529 06/16/2013 COMPLAINT TRAIN LOUNGE SERVICES FOOD DEPLETED WAS CLOSED BECAUSE PERSON WAS DOING INVENTORY FOR SERVICE SELDW SERVICE PAX SAID THAT LOUNGE WAS CLOSED BECAUSE PERSON WAS DOING INVENTORY |  |

|             | *************** |           |            |                           |                      |   |
|-------------|-----------------|-----------|------------|---------------------------|----------------------|---|
| :           |                 |           |            | 1                         | }                    | Boarded late, seated for dinner, foods were depicted, food quality was terrible   |
| :           | 1               |           |            | 1                         |                      | Delay being sealed for funch - food depleted except pizza and hamburgers  Exemption 6   |
| :           |                 | <u>.</u>  | 1          | 1                         | ***                  |   |
|             | <u>.</u>        | į         |            |                           |                      | Snack car out food , no dinner last night, late into CHI  |
|             |                 |           |            |                           | Non-responsive       | Train Notes history for traint S Date: 19JUN13  |
| JS502713564 | 06/20/2013      | COMPLAINT | TRAIN      | LOUNGE SERVICES           | FOOD DEPLETED        |   |
|             |                 |           |            |                           | Non-xesponsive       |   |
| ISS02719892 | 06/20/2013      | COMPLAINT | TRAIN      | LOUNGE SERVICES           | HOURS UNSATISFACTORY |   |
|             |                 |           | {<br> <br> | ti reason i minerita di . | Exemption 6          | RESENTANCE 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 HAB 3 SEATS RESERVED FOR STAFF, ISHE ASKED IF SHE COULD SIT THERE WITH A STAFF MEMBER. HE ADV HER NO, SHE FEELS THAT HE'S BEING |
| ISS02713580 | 06/21/2013      | COMPLAINT | TRAIN      | EQUIPMENT                 | UNAVAILABLE - LOUNGE | UNHELPPUL, I ADV PAX TO C/B ONCE SHE'S COMPLETED TRAVEL TO FINALIZE HER FILE.   |

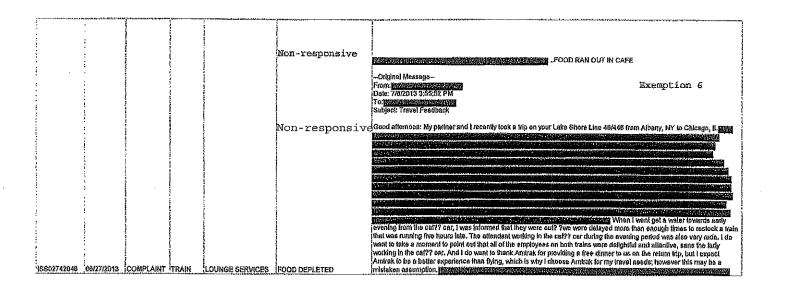


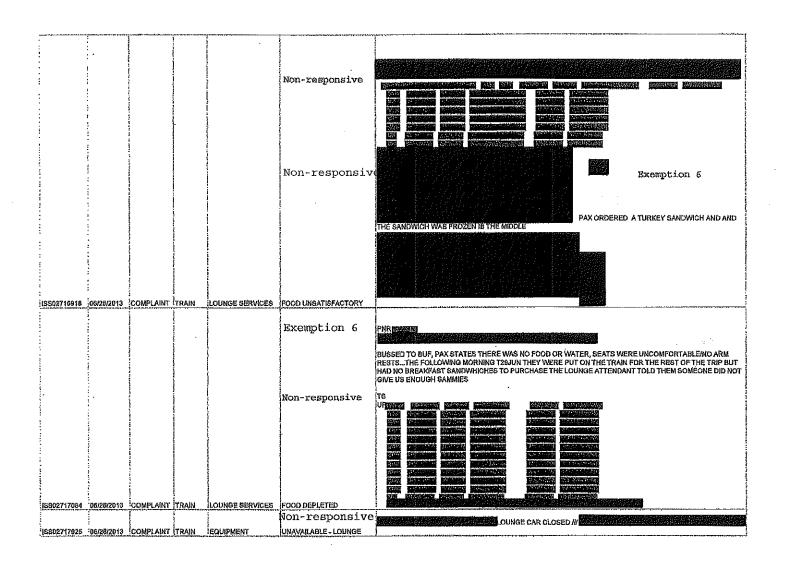
e formation of the profit of the second of the profit of the profit of the profit of the second of t

| *************************************** | 4<br>5-12-12-12-12-12-12-12-12-12-12-12-12-12- |           |         | <u> </u>                               | Ţ'   | FOOD RAN OUT IN CAFE   |
|---|--|-----------|---------|--|--|--|
|   | :  |           | Ì       |  |  | 1  |
|   |  |           |         |  |  | -Original Message - Exemption 6  |
|   |  |           |         |  |  | Dato: 6/21/2013 7:59:37 PM   |
| :                                       |  |           |         | -                                      |  | To: Exemplation and the Subject Travel Facilitatic   |
| i                                       | ;  |           |         | -                                      |  | ļ ·  |
| 1                                       |  |           |         |  | Non-responsive   | Dear Ambak, Company Commission Co |
| į                                       |  |           |         | f ·                                    | -  | www.mean.governer.com  |
| IS802729752                             | 05/21/2013                                     | COMPLAINT | TRAIN   | Lounge Services                        | FOOD DEPLETED  | nothing left. He has been rudely banking at people that there is "no more". This is revolting, Thank you for rulning my<br>(weekend, Best market)  |
| , , , , , , , , , , , , , , , , , , ,   |  | /#x       |         |  |  |  |
| JSS02713900                             | 06/22/2013                                     | COMPLAINT | TRAIN   | LOUNGE SERVICES                        | FOOD DEPLETED  | CAFE RAN OUT OF POOD/MILK  |
|   |  |           |         | l                                      | THE PROPERTY OF THE PARTY OF TH | PNR PROMET   |
| <u>i</u>                                | •  |           |         |  | Non-responsive   |  |
| :                                       |  |           |         | Ì                                      |  | FOOD CARS CLOSES AT 18PMNO FOOD AVAILABLE  |
| 1                                       |  |           |         | ······································ |  |  |
| :                                       |  |           |         | 4                                      |  | GOT IN LAX EARLY AND WERE UNABLE TO BUY ANY FOOD (LOUNGE CLOSED)   |
| DSS02724631                             | 08/23/2013                                     | COMPLAINT | TRAIN   | LOUNGE SERVICES                        | HOURS UNSATISFACTORY   | HAD TO PICK UP SOMETHING IN LAX STATION FOR BREAKFAST.   |
| :                                       |  |           |         |  | Non-responsive   | EVALUAÇÃO DE ACTION DE ACT |
| :                                       |  |           |         | i<br>                                  | Exemption 6  | CAPE CAR CLOSED  |
| :                                       |  |           |         | -                                      |  | -Original Massage-   |
| :                                       |  |           |         | 1                                      |  | Date: 8/23/2013 9:51:36 PM .   |
| <u>i</u><br>1                           |  |           |         |  |  | To: Internation of the Internati |
| !                                       |  |           |         | 1                                      |  | On the return tilp to Richmond there were several major (ssues) professional section and the sect     |
|   |  |           |         | :<br>!                                 |  | SAN SERVICE AND  |
| 1                                       |  |           |         | İ                                      |  | throughout the ordeal. The conductor was living to make announcements, but as no microblod into the microphone no one  |
| ISS02731767                             | 08/23/2013                                     | COMPLAINT | TRAIN   | LOUNGE SERVICES                        | HOURS UNSATISFACTORY   | could undersland him. http://www.massaccommunications.com/   |
|   | / <i>b.n</i>                                   |           | 77.113. |  | Non-responsive   | CAFE NOT OPEN  |
| i<br>:                                  |  |           |         | ē<br>\$<br>1                           | Exemption 6  | Original Message   |
| · :                                     |  |           |         |  | •  | From passent and p |
|   |  |           |         | Í                                      |  | Date: 6/23/2013 4:13:67 PM   |
| į                                       |  |           |         |  |  | To: William Committee Comm |
| !                                       |  |           |         |  |  | Although this meant that   |
| ;<br>;                                  |  |           |         |  |  | passengers like me, who were already undergoing a 7 hour journey had nothing to eat because the cale car had long been   |
| j.,                                     |  |           |         | ]                                      |  | an apology, the cale car should have been open for those passengers who were hungry. This service was certainly not  |
| (8802793716                             | 08/23/2013                                     | COMPLAINT | TRAIN   | LOUNGE SERVICES                        | HOURS UNBATISFACTORY   | worth a \$180 ticket.  |



|              |            |   |       |   |  | PAX STATED THAT LAST TIME HE CAUGHT MERSA ON THE TRAIN AND DIDNT REPORT NOW HE SAID HE GOT<br>SICK HE THINKS HE GOT IT FROM EATING HOTDOG HE STATED HE HAS ALOT O DOCOTR BILLS AND HE<br>WANTED COMP TO TAKE A TRAIN   |
|--------------|------------|---|-------|---|--|--|
|              |            |   |       | 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 |  | 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 CAN SMOKE AND DO YOU WANT ME TO BRING HOTDOG TO YOU TOD  |
| ISS02735816  | 99/27/2013 | COMPLAINT   | TRAIN | LOUNGE SERVICES                         | FOOD POISONING   | ((TALL BLACK MALE)   |
| :            |            | 1   |       |   | ,  | Exemption 6  |
|              |            | , me en en en en en en en en en en en en en   |       |   | Non-responsive   | DEPLETED IN LOUNGE   |
|              |            | de las de combon de mai destinados  |       |   |  | Original Message<br>From: 15/2013 Br02:57 PM<br>Tro: Message/Mr460-y-original<br>Subject: Travel Feedback  |
|              |            | THE REPORT OF THE PROPERTY OF |       |   | Non-responsive   | 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 to the following trip states since dinner the night before, went down to the food car to get a breakfast sandwich, and was told that they ware completely but. 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 nutrificus breakfast). The provided in the sandwiches left, so he bought the hot dogs (that's a real nutrificus breakfast).   |
| :ISS02739466 | 06/27/2013 | COMPLAINT   | TRAIN | LOUNGE SERVICES                         | FOOD DEBLETED  | Unaccaplable , but we still like the Idea of taking the Irain.  Thanks, but the still like the Idea of taking the Irain.   |
|              |            | TOTAL PROPERTY OF THE PARTY OF |       | TOTAL PRIVITED                          | The state of the s | Communication of the state of t |





|  |             |           |       |  |  | 3-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1  |
|--|-------------|-----------|-------|--|--|--|
|  |             |           |       |  |  | .CAFE DEPLEYED   |
|  |             | ;<br>;    |       |  |  | -Original Message- Exemption 6 From: part 100 5 941:40 PM  |
|  | :           |           |       |  |  | Subject Travel Feedback  |
|  |             |           |       | 1  | Non-responsive                           | I take the train protty often, traveling back and forth between NYC and Boston overy week.   |
|  | 7<br>7<br>1 |           |       |  |  | The food truck, completely ran out of alcohol and food besides hot days. I am a vegetarian and am ularwing and have nothing to eat. This is not how my tip should be going for \$146. It is because I are the rank is because I  |
| ISS02735225                            | 08/28/2013  | COMPLAINT | TRAIN | LOUNGE SERVICES  | FOOD DEPLETED                            | Knew buses would run jate but believed the train wouldn't. Very disappointed,  |
| :                                      | (mmmu-si)   |           |       |  |  | pax email  |
| į                                      | !           |           |       |  |  |  |
| ]                                      |             |           |       |  |  | To: Date: 6/29/2013 4:45:27 PM   |
| :                                      | :           |           |       |  |  | Reservation Number:  |
|  | 1           |           |       |  |  | Data of Incident: 08/29/2013   Three of Incident: 04/30 pm   |
|  |             |           |       | The Control of the Co |  | Message: I'm willing to complain about the food, unfortunately, I had a chicken copsar salad on the aceta only a few months ago and It (was fantastic. Real chicken, deficious cheese, very tasty dressing. I just ordered one on the regular train (Boston to NYC, 1740 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 freedback 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 was the food on these trains. As an aside, the server in the galley was wonderful, helpful and a true delight. Thank you was the food on these trains.   |
| :<br>15S02720931                       | -00/29/2013 | COMPLAINT | TRAIN | LOUNGE SERVICES  | FOOD UNSATISFACTORY                      |  |
| ************************************** | :           |           |       |  | Non-responsive                           | SLOW SVCS IN LOUNGE  |
| :                                      |             |           |       |  | ما ما ما ما ما ما ما ما ما ما ما ما ما م | -Original Mossage-<br>From Programme Exemption 6<br>Date: 6/30/2013 11:29:30 AM  |
|  | ;<br>;<br>; |           |       | ¥.   | <b>X</b>                                 | To the control of the |
| 1                                      | :           |           |       |  | Man magnengia                            | He this reservation<br>It was quite disgusted by the tack of service on our "business class" trip to Seattle.  |
| !                                      | :           | !<br>!    |       |  | <br> <br> <br> <br> <br>                 | However when the train started they appeared in the dining car till Where they occupied 2 tables for the whole bip lightning and based on the train started they appeared in the dining car till Where they occupied 2 tables for the whole bip lightning car till Where they occupied 2 tables for the whole bip lightning car till Where they occupied 2 tables for the whole bip lightning car till Where they occupied 2 tables for the whole bip lightning car till Where they occupied 2 tables for the whole bip lightning car till Where they occupied 2 tables for the whole bip lightning car till the whole bip lightning car till the car |
| :                                      | :           |           |       | E # 1 = 1 = 1 = 1 = 1 = 1 = 1 = 1 = 1 = 1  |  | There was time to notice this because the lady handling the cash register at the Pistro had immense difficulty in taking the loash meaning long delays.  You containly need to intensify the customer service part of your staff training (or are they trained?)   |
|  | :           |           |       | 1  |  | We have often thought of taking the train to San Francisco but believe me might feel the alreort trassle would be a pleasant<br>internative  |
| 16602736336                            | 06/29/2013  | COMPLAINT | TRAIN | LOUNGE SERVICES  | SLOW SERVICE                             |  |

en de la proposición de la companya de la companya de la companya de la companya de la companya de la companya La companya de la companya de la companya de la companya de la companya de la companya de la companya de la co La companya de la companya del companya del companya de la companya del companya del companya de la companya del

|                   |            |  |   |  |                               | A COLOR OF THE PROPERTY OF THE |
|-------------------|------------|--|---|--|-------------------------------|--|
|                   |            |  |   |  | Non-responsive                | ON TIME BUSS BRIDGE SYR-ALBNO LOUNGE CAR (ON BRIDGE TRAIN)  -Original Message- From: Wander 1997  From: Wander 1997  Exemption 6  Date: 718/2013 2:22:21 PM  College 1998  Message: On 6/20/2013, I boarded a train at Rochester, NY  Message: On 6/20/2013, I boarded a train at Rochester, NY  I must confess  When the Rod Cap Service received was suitelanding, the employees preformed their dukes above and beyond expectation. Engaged the real notation of the case. The conductor who took our tickets was very rude when asked about the citib car, he expressed, and I require? This is a makeup train and there would be no food?, he stated this as though, was should have known this, I am a Heart pallent, a diabetic and that was six hours without food or water. We managed to get some trail mix from a passenger, were exchanging what snacks we had on us. Sincet at that two was not what was needed, water and something to eat was what was needed, inceded to take modication during this time frame, but could not. Since my illness this is the only way I will be traveling, if I can? to by train, I may not be inveiting.  |
| )<br>  SS02750381 | 06/29/2013 | COMPLAINT  | TRAIN   | EQUIPMENT  | UNAVAILABLE - LOUNGE          | Your consideration into this matter would be greaby appreciated. Sincerely,  |
|                   |            |  |   |  | Non-responsive<br>Exemption 6 | HAD NO LOUNGE CAR  From: measure with the same of the  |
|                   |            | Para depart of a public while their statements are statements for the statements of the statement of the statements of t | و که واقاعتها الساعد در در مدده وا داخل فای اختاب در در مدده از داخل داد. | to a to be a property of the state of the st | Non-responsive                | On 8/29/2013, boarded Irain at Rochester, NY particles of the County of  |
| JSS02760729       |            | )  | -   | EQUIPMENT  | UNAVAILABLE - LOUNGE          | INCONVENIENCE. TOUT CONSIDERATION THE WANTE WAS SERVED RAW TO HIM. THERE WAS BLOOD IN THE CHICKEN. PAX COMPLAINED AND THE FOOD WAS REPLACED.   |
| JSS02716721       | 06/30/2013 | COMPLAINT  | TRAIN   | LOUNGE SERVICES  | FOOD UNSATISFACTORY           | ICHICKEN . PAX CUMPLAMED AND THE FUUD WAS REPUMED.   |

| merters descent |            |           | ····     |                  | · p                  |  |
|-----------------|------------|-----------|----------|------------------|----------------------|--|
| ;               |            |           |          | į                | Non-responsive       |  |
|                 |            |           |          | 1                |                      |  |
|                 |            |           |          | •                |                      | BOTH CAFEDINER WERE CLOSED_UNABLE TO EAT  Exemption 6  |
|                 |            |           |          |                  | <u>;</u>             | -Original Message-   |
|                 |            |           |          | ĺ                | i<br>i               | From: B181877 A82 A82 A82 A82 A82 A82 A82 A82 A82 A82  |
|                 |            |           |          |                  |                      | To: programment and the control of t |
|                 |            |           |          |                  | <u>.</u>             | Subject: Employee Praise/Compliment  |
|                 |            |           |          |                  |                      | PROTECTION OF THE PROPERTY OF THE RESERVE OF THE RESERVE OF THE PROPERTY OF TH |
|                 |            |           |          |                  |                      | informed my children they could not eat came and told her friend she could come place her order.   |
| ISS02736358     | 06/30/2013 | COMPLAINT | TRAIN    | I OUNGE BERVICES | HOURS UNSATISFACTORY |  |
|                 |            |           | J.1823.2 |                  |                      | The state of the s |
|                 |            |           |          | t<br>-           |                      |  |
|                 |            |           |          |                  | Non-responsive       | FOOD PRICES IN LOUNGE/DINER ARE HIGHIN   |
| ;               |            |           |          |                  |                      | SENERAL OF ALL TRAVELS SOME CREW HELPFUL.  |
|                 |            |           |          |                  | Exemption 6          | MCriginal Message-   |
|                 |            |           |          |                  | 2                    | From: production and the second  |
|                 |            |           |          |                  |                      | Date: 7/5/2013 2:41:35 PM  |
|                 | ,          |           |          |                  |                      | Subject: Trave! Feedback   |
|                 |            |           |          | 1                | on-responsive        |  |
|                 |            | ,         |          |                  |                      |  |
|                 |            |           |          |                  |                      | Next I wanted to point out that many people cunnot   |
|                 |            |           |          | ]<br>[           |                      | efford 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, the second of the matter is many have to in order to have something to eat, the second of the matter is many have to in order to have something to eat, the second of the matter is many have to in order to have something to eat, the second of the matter is many have to in order to have something to eat, the second of the matter is many have to in order to have something to eat, the second of the matter is many have to in order to have something to eat, the second of the second of the matter is many have to in order to have something to eat, the second of the matter is many have to in order to have something to eat, the second of the matter is many have to in order to have something to eat, the second of the matter is many have to in order to have something to eat, the second of the second of the second or the s |
|                 |            |           |          |                  |                      |  |
|                 | :          |           |          |                  |                      |  |
|                 | 30/2013    | COMPLAINT | TRAIN    | LOUNGE SERVICES  | PRICING              |  |
|                 |            |           |          |                  | Non-responsiv        | .LOUNGE/DINER FOOD DEPLETED  |
| !               |            |           |          | 1                | Exemption 6          | Criginal Message-  |
|                 |            |           |          |                  |                      | From (2004) 843 (48) 849 (48)  |
|                 |            |           |          |                  |                      | To: Swydows and University of the Control of the Co |
| -               |            |           |          | ,                | Non-responsive       |  |
|                 |            |           |          |                  | 1 -                  | My mother conservations 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 tip was a good one conservations.   |
| :               |            |           |          |                  |                      | William to the chart of the cha |
|                 |            |           |          |                  |                      | disappointment was that diminer reservations were full and the snack caleflounge ran out of many food liems so we were without supper one night. There was one very nice attendent, a male, who seemed fairly new, who went out of his way to  |
| ISB02744676     | 06/30/2013 | COMPLAINT | TRAIN    | LOUNGE SERVICES  | FOOD DEPLETED        | rnake us comfortable.  |

|                                       |   |   |       | ·                                       |                            | general and the second  |
|---------------------------------------|---|---|-------|---|----------------------------|--|
|                                       |   |   |       |   |                            | -Original Mossage- From: Marketing and the second DepletedPoor commun  Exemption 6  Date: 77.12013 9.07.04 PM  To: Marketing and the second DepletedPoor community for the second to the sec           |
|                                       |   |   |       |   |                            | Subject Travel Feedback  To Whorn It May Concern: I am a regular Amirak customer and I am currently riding the Amirak train to Brunswick ME on  What could only be described as a terrible journey. But a training the second of the second only the second of |
| IS602737198                           | 07/01/2013                              | COMPLAINT                                   | TRAIN | LOUNGE SERVICES                         | FOOD DEPLEYED              | Thanks vory much for your lima,  |
|                                       |   |   |       | *************************************** | Non-responsive             | NO BREAKFASTIDINNERLOUN3E FOOD DEPLETED  |
| :                                     | 7                                       |   |       | energenen (energenen)                   | 1                          | Original Message<br>From: Value Va   |
| 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 |   | ·   |       |   | Non-responsive             | has no during car for diner on 7/2 and we were still on the train at 9:50 p.m.   |
|                                       | }<br>:                                  |   |       |   |                            | believe I should receive some type of refund for the delay and lack of services on the train.  |
|                                       | 2 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 |   |       |   |                            | Confinal Message— From: Heading State   From |
| !<br>!SS02739351                      | 07/01/2013                              | COMPLAINT                                   | TRAIN | LOUNGE SERVICES                         | FOOD DEPLETED              | Non-responsive   |
| 1                                     |   |   |       |   | Non-responsive Exemption 6 | LOUNGE PRICES HIGH  - Original Message — From 1987  Date: 7/4/2013 148:31 PM   |
|                                       | :                                       | i sela ilripiasa kendakan kendakan kendakan |       |   | _                          | To:<br>Subject: Travel Feedback  |
| ISS02721060                           | 07/02/2013                              | COMPLAINT                                   | TRAIN | LOUNGE SERVICES                         | PRICING                    | 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.  |

- Maria Ma

| Maint Strate Country to the Country of the Country |             |           |                  |  | Non-responsive       | CLOSEDLOUNGE   |
|---|-------------|-----------|------------------|--|----------------------|--|
| :   |             |           |                  |  |                      | -Original Message- From Missage- From Process of the State of the Stat |
|   | ,           |           |                  |  | Non-responsive       | I am incredibly disappointed in the Amtrak services I have tecently received.  |
|   | •           |           |                  | Transfer of Value Annual Annua |                      | That no found they could have at least kept the foot cart open-<br>given a eigend to all of us who were staiving as we all cleerly missed our dinner plans, but nothing was offered to the<br>passangers which I find incredibly unprofessional, and I was NOT the only one upset about that, I was incredibly annoyed at  |
| IS802752375   | 07/02/2013  | COMPLAINT | TRAIN            | LOUNGE SERVICES  | HOURS UNSATISFACTORY | this but I decided to give Amirak one lest chance and took a morning train back to Syracuse from NFL yesterday in hopes that there would be no delays  |
| 1   |             |           |                  |  | Non-responsive       |  |
| :   | :           | ,         | į                |  |                      | case tood was depleted   |
| ISS02718727   | 07/03/2013  | COMPLAINT | TRAIN            | LOUNGE SERVICES  | FOOD DEPLETED        |  |
|   | :<br>:<br>: |           |                  |  | Non-responsive       | WHEN PAX WENT THROUGH THE DOORS BETWEEN COACH AND LOUNGE CAR RAIN POURED ONTO HER.   |
|   | :           |           | (<br>1<br>2<br>5 |  | Non-responsive       |  |
| 15502721924   | 107/03/2013 | COMPLAINT | TRAIN            | EQUIPMENT  | ADA ISSUES - LOUNGE  |  |

|             |            |           |  |  | Non-responsive | Exemption 6  |
|-------------|------------|-----------|--|--|----------------|--|
|             |            |           |  |  |                | -Original Message From: Sentence Message From: Sentence Message Toolar: /732573 63227 PM To: Sentence Message Reservation Number: Sentence   |
|             |            | :         |  |  |                | Date of Incident:  |
|             |            |           |  |  |                | Message: I have been had such poor service as I am currently experiencing on Train 66.  The cafe car was nowly out of everything and the sarver was incredibly finite. He acted as if he was cloing us a favor. He siso told me they were closed before we even left Alexandria, no  |
|             |            |           |  |  |                | Index, it acted to the was during as a left). The last of the last |
| ISS02721940 | 07/03/2013 | COMPLAINT | TRAIN  | LOUNGE SERVICES  |                |  |
|             |            |           |  |  |                |  |
|             |            |           |  | market of the state of the stat | Exemption 6    | —Out of soda selections  —Original Message— From: Date: 77/2013 7:2002 AM To: Subject: General Inquires  |
|             |            |           | Andread Passed Control   |  | Non-responsive | On a recent trip to philaburgh ( decided to upgrade to business class.  When I went to purchase a drink in the cale car, I learned my first two selections were sold out. Understandable as it was flowerds the end of the trains journey, but the server was very rude, and made no other suggestions of what was available. I  |
| 18802740428 | 07/03/2013 | COMPLAINT | TRAIN  | LOUNGE BERVICES  |                | settled on wine, which was served to me with a plustic cup   |
| i           |            |           | į  |  | Non-responsive | LOUNGE OUT OF FOOD, RUDE CREW  |
|             |            |           | والمدانسة والمدارعة والمدارة و | THE REAL PROPERTY AND A STATE OF THE PROPERTY AND A STATE  | Exemption 6    | Original Message- From: Burgarandan Message- From: Burgarandan Message- Trom: To: Property of the Communication of |
| :           |            |           | 44, A44 A PROPERTY A A44 A A44 A A44 A A44 A A44 A A44 A A44 A A44 A A44 A A44 A A44 A A44 A A44 A A44 A A44 A   | de company and the state of the |                | I have had some bad frips on your trains in the past but this time it was the worse.  I have had some bad frips on your trains in the past but this time it was the worse.  I have had some bad frips on your trains in the past but this time it was the worse.  I have had some bad frips on your trains in the past but this time it was the worse.  I have had some bad frips on your trains in the past but this time it was the worse.  I have had some bad frips on your trains in the past but this time it was the worse.  I have had some bad frips on your trains in the past but this time it was the worse.  I have had some bad frips on your trains in the past but this time it was the worse.  I have had some bad frips on your trains in the past but this time it was the worse.  I have had some bad frips on your trains in the past but this time it was the worse.  I have had some bad frips on your trains in the past but this time it was the worse.  I have had some bad frips on your trains in the past but this time it was the worse.  I have had some bad frips on your trains in the past but this time it was the worse.  I have had some bad frips on your trains in the past but the worse.  I have had some bad frips on your trains in the past but the worse.  I have had some bad frips on your trains in the past but the worse.  I have had some bad frips on your trains in the worse.  I have had some bad frips on your trains in the worse.  I have had some bad frips on your trains in the worse.  I have had some bad frips on your trains in the worse.  I have had some bad frips on your trains in the worse.  I have had some bad frips on your trains in the worse.  I have had some bad frips on your trains in the worse.  I have had some bad frips on your trains in the worse.  I have had some bad frips on your trains in the worse.  I have had some bad frips on your trains in the worse.  I have had some bad frips on your trains in the worse.  I have had some bad frips on your trains in the worse.  I have had some bad frips on your trains in the w |
| ISS02741626 | 07/03/2013 | OOMPLAINT | TRAIN  | LOUNGE BERVICES  | FOOD DEPLETED  |  |

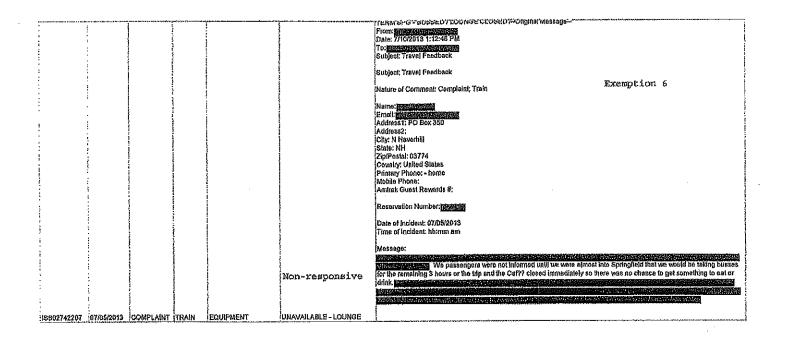
| 16502718770 | 07/04/2013         | COMPLAINT | TRAIN | LOUNGE SERVICES  | POOD DEPLETED   | THE FOOD WAS DEPLETED   |
|-------------|--------------------|-----------|-------|--|---|---|
| -           |                    | :<br>:    |       |  | Non-responsive  |   |
| ISS02726139 | 07/04/2013         | COMPLAINT | TRAIN | LOUNGE SERVICES  | PRICING   | PRICING IS TO HIGH IN THE DINING CAR<br>ALSO THE PRICE FOR POOD IN THE LOUNGE CAR TO HIGH   |
|             | i                  |           |       | and the same of th | MAA PRINCIPAL AND AND AND AND AND AND AND AND AND AND | CAFE CLOSED FOR 2 HRS   |
|             | dr. arrivan, 1774, |           |       | المراجعة والمستعمل المستعمل ال | Exemption 6   | -Original Message - From: Published Message - From: Published Message - Date: 7/4/2013 9:34-14 AM TO 19/18/18/18/18/18/18/18/18/18/18/18/18/18/   |
| ISS02786502 | 07/04/2013         | COMPLAINT | TRAIN | LOUNGE SERVICES  | HOURS UNSATIBFACTORY                                  | I am taking the 6:15am train from New York to Richmond. It's a fairly long trein ride to all through which is why fin so happy that Amtrak has a food cart. However, for fine 3 hours tive been on board, 2 of those hours the snack cart has been "closed," because the vendor was "an break." If the food cart is open, and stocked, it should be made evailable 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 is a self-serve situation that would make passengers like me much happier than having to deal with unpleasant employees. |
|             | :                  |           |       | 1 mm 40 mm 4 | Non-responsive  | -Orlginal Message-  |
| :<br>!<br>: |                    |           |       |  | Exemption 6   | From Santana (1997) Date: 744/2013 8-08-31 PM To: India (1997) Subject: Travel Feedback   |
| :           |                    |           |       |  |   | Train #85 our train departed trenton @ 4pm.  We are starving. We were forced to buy   |
| ISS02738955 | 07/04/2013         | COMPLAINT | TRAIN | LOUNGE SERVICES  | FOOD DEPLETED   | water & 2 bags of chips for my hungry kids because that was the only thing evaluate on the broken down traits which cost me \$7.00. On the new train there was such a long walt for real food because we are all sturving. We spent ariöther \$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 overprized by 150% which is \$19.25.1 am very withhoppy. This is not a good start to our family vacation because of Amtrak!  |
| :           |                    |           |       |  |   | RWWW.WWW.WWW.WWW.WW.WW.W.W.W.W.W.W.W.W.   |
| !           | 1                  |           |       | į  | Non-responsive  |   |
|             |                    |           |       | 1  | Exemption 6   | Original Mossage<br>Front: 3-1  |
|             |                    |           |       | ar markkyr o to triffigu   |   | Subject Travel Peedback Train #86 our train departed frenton @ 4pm.   |
| :           | ;                  |           |       | 41 %   | Non-responsive  | we are standing. We were forced to buy  |
| 19502738955 | 07/04/2013         | COMPLAINT | TRAIN | LOUNGE SERVICES  |   | ivester & 2 bags of chips for my hungry kids because that was the only thing available on the broken down train which cost inne \$7.00. On the new train there was such a long wall for real food because we are all starving. We spenisher \$12.25 for 5 payerages & 2 snecks. I want a full refund plus the cost of the food we were forced to purchase which was overprised by 150% which is \$19.25, I am very enlappy. This is not a good start to our family vacation because of Amtrakt  |

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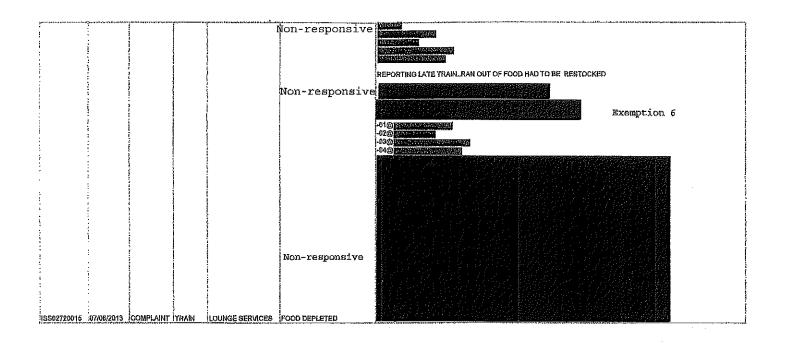
|             |            |           |       |  | Non-responsive | LOUNGE RAN OUT OF FOOD  Original Message— From Homeling Control   Exemption 6  Date: 78/2013 3:57:54 PM  TO HER STATE OF TWO   Subject: Trivol Feedback  |
|-------------|------------|-----------|-------|--|----------------|--|
|             |            |           |       |  | ļ              | I took this train from New York Penn expecting to arrive in Baltimore tit 5;30pm.)   |
|             |            |           |       | onus a sangua                 | bolifered to make an announcement to that effect. Instead passongers were walling in a two cartong line to get to the pa???<br>Car only to be told that there was no food. The Amirak personnel offered no water or any relief for the passengers. In Amirak   |
| ISS02740074 | 07/04/2013 | COMPLAINT | TRAIN | LOUNGE SERVICES  | FOOD DEPLETED  | regarding companishing passengers for such a lentille experience?  |
| 1           | :          |           |       | 4 A A A A A A A A A A A A A A A A A A A  | Non-responsive | "LOUNGE FOOD DEPLETED  |
|             |            |           |       | 4 4 1 111111111111111111111111111111111  | Exemption 6    | - Original Message- Information of the Control of t |
|             |            |           |       | erne vers weren der propriet aus eine eine eine eine eine eine eine ein  |                | the actual train ide/travel experience;  |
| ISS02746463 | 07/04/2013 | COMPLAINT | TRAIN | LOUNGE SERVICES  | FOOD DEPLETED  | club car had ran out of the more ? choice? food selections (i.e. sundwich 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)   |

| Comments of the control of the contr |            |           |       |  | Non-responsive | -Original Message— Exemption 6  From: Management   Exemption 6  From: Management   From:  |
|--|------------|-----------|-------|--|----------------|--|
| ISSD2741664  | 07/08/2013 | COMPLAINT | TRAIN | LOUNGE SERVICES  | FOOD DEPLETED  | Thanks for listening.  |
|  |            |           |       |  | Exemption 6    | -Orlginal Mossage - From 1975  |
| JSS02741664  | 07/05/2013 | COMPLAINT | TRAIN | e estammentales de la companya de la | MON-FESPONSIVE | sign up that the attentiant 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 appeared anyons and won't fill in other positions. And when the snack har did finally open, you were out of numerous tierns. Do you not realcok along the way? 1985 (1985) (1985 |

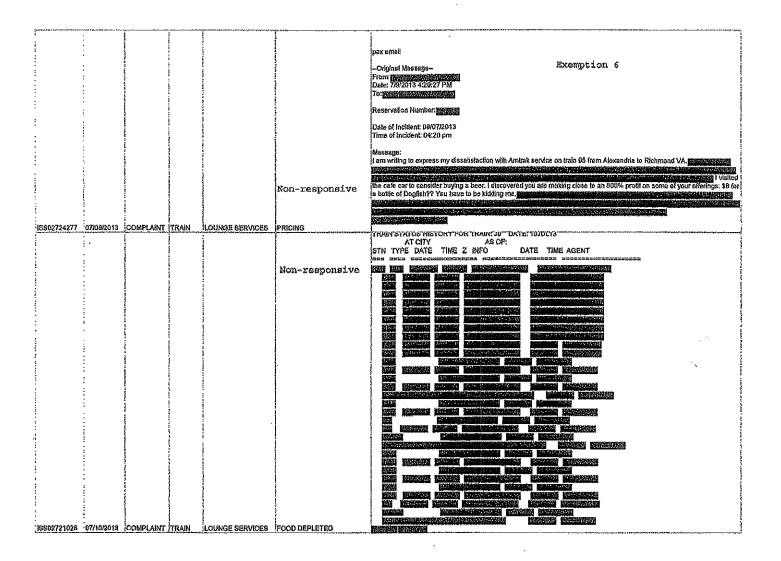
・10・10日の大学のでは、1900年のでは、1900年のでは、1900年のでは、1900年のでは、1900年のでは、1900年のでは、1900年のでは、1900年のでは、1900年のでは、1900年の



the second recovery provide the late of the first of the



|  |  |  | ·  |                      | CONTRACTOR OF THE PROPERTY OF  |
|--|--|--|--|----------------------|--|
| (  |  |  |  |                      | Exemption 6  |
|  | -  | }  |  | Non-responsiv        |  |
|  | Parameter and the second and the sec |  |  |                      | FOOD IN CAFE.  |
|  | Hall linear and the state of th | tanan daram kanan kanan kanan kanan kanan kanan kanan kanan kanan kanan kanan kanan kanan kanan kanan kanan ka   | To the state of th |                      | Original Message From general state of the state of t     |
|  |  |  | Property of the property of th | Non-responsive       | l travel between Buffalo and NYC about 6-8 firmes व year,  |
|  | e and the second | dipromision de maio material de destra partidação e especial de es | And a section of the  |                      | The frain allendant was very apologoils but because the frain was so aversaid to the point people were forced to sit at the bootise in the food car and on their luggage on the floor, there was no where to move to. Again the train attendant was very include and apologistic but in short was unable to do enything other than spologistic, in addition to that I was sold expired food. I bought stuff our from your food car that expired on 7/8/15 when my trip was on 7/7/15. When I got back to my seat and opened the conteiner 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  |
|  | 1  | 1  |  | Non-responsive       | general season and an analysis at all was recomming it but drive discuss that we consider the analysis and a season and a  |
| ISS02741641 07/07/26   | 13 COMPLAINT   | TRAIN  | LOUNGE SERVICES  | FOOD UNSATISFACTORY  |  |
| grant management of the state o | Total Communication (1)  |  | THE TAXABLE PARTY OF THE TAXABLE PARTY OF THE TAXABLE PARTY OF TAXABLE PAR | Exemption 6          | LOUNGE/DINER FOOD DEPLETED  -Original Massage From: Indiana State State Date: 779/2013 8:43:36 PM  701   |
| 18802744676 07 <i>/</i> 07/26  | in a control of the  | and a late   | LOUNGE SERVICES  | Non-responsive       | My mother, the management of the county traveled by Amtrack from St. Paul, MN to Glacter National Park in Montana. We departed on July 7th, For the most part the trip was a good one. The most part the trip was a good one. The most part to the part of the most part to the part of the most part o |
| TOONE HOLD MINING  | 15 14 AMERADA  | TIVNIA   |  | Exemption 6          | -Original Message-   |
|  | 3  |  |  | Eveliberon e         | Proministration of the Control of th |
|  |  | <u>i</u>   |  | Non-responsive       | On the way back up on July 8th and 9th the first trein had no food certification. For hours I was unable to get any  |
| ISS02756552 :07/08/20  | 19 (COMPLAIN)  | TERVIN   | EQUIPMENT  | UNAVAILABLE - LOUNGE | [GOL   |



|              |            |  |       | 1  | <br>  Non-responsive | pay stated the lood was almost depleted & unclible, doesn't know why they would hold for now crew to relieve & not call for  |
|--------------|------------|--|-------|--|----------------------|--|
|              |            | <u> </u>   | 1     | ļ  | i non rosponsare     | more food for paxs   |
| ss02734804   | 07/10/2013 | COMPLAINT  | TRAIN | LOUNGE SERVICES  | FOOD DEPLETED        | WE THE THE THE THE THE THE THE THE THE TH  |
| ISS02720806  | 07/11/2013 | COMPLAINT  | TRAIN | LOUNGE SERVICES  | FOOD DEPLETED        | RAN OUT OF DRINKS 2 HOURS AFTER DEPARTURE /  |
|              |            | Ave and 14 May 14 May 14 May 15 May 16 May 1 |       |  |                      | LOUNGE FOOD UNSATISFACTORYTOLD INCORRECT LENGTH OF TIME STAY IN WASALMOST MISSED TRAIN WHEN GETTING FOOD IN WAS STATION  -Original Message   |
|              |            |  |       | es a grand management esta de la companya de la com | Non-responsive       | The service on the 95 train today is bad.  |
| ISS02746423  | 07/11/2013 | COMPLAINT  | TRAIN | LOUNGE SERVICES  | FOOD UNSATISFACTORY  | I certainly do not appreciate not being being able to have enough time<br>to get lunch today. The food on title train is ewful. For \$440 as a business class rider, I expect better. Shame on Amtraki |
|              |            |  |       | }  | Exemption 6          | PAR BRANCE   |
| :JSS02722282 | 07/16/2013 | COMPLAINT  | TRAIN | LOUNGE SERVICES  | i<br>[Food depleted  | RAN OUT OF FOOD IN LOUNGE CAR  |
|              |            |  |       |  |                      | PAX GOT A HOT CUP COCDA AND GOING DOWN IT WAS A FULL CUPI VERY GOOD  |
| ISS02724734  | 07/18/2013 | COMPLAINT  | TRAIN | LOUNGE SERVICES  | ifood selection      | SHE NOTED ON RETURN TRN 89 SHE GOT A CUP HALF THAT SIZE!!  |

|             |             | 7  |  |  | Non-responsive   | PNR TR'SBECATE'S SHINE THE TRAIN WAS TROTTECK'S SHIKE TRAIN KAN OUT OF FOOD.   |
|-------------|-------------|--|--|--|--|--|
|             | !           | 115 FEB. 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1   | 16 an ab An A mires III a magaint  |  | And the second states of the s | Original Message— From: Matter 72:12013 1:32:53 PM To Botton 1:32:53 PM To Botton 1:32:53 PM To Botton 1:32:53 PM  |
|             |             | There is the state of the state |  |  |  | Subject: Travel Feedback   |
|             |             | 1  |  |  |  | Nature of Corament:  |
|             |             | ***************************************  |  | de and other transfer of the state of the st |  | Name: (Manager Halass)   Email:   Manager Halass    Address   1  |
| :           |             | 7  |  | -  | REPARATE STATE OF THE STATE OF  | Address:   |
|             | ;<br>,<br>; |  | the state of the s |  |  | Zio/Postat<br>County: United States<br>Primary Phone: Management of the County |
|             |             |  | -  |  |  | Mobile Plune:<br>Amfrak Guest Rowards #seassance.  |
|             |             |  | •  |  |  | Hosevalion Number:   |
|             |             |  |  |  |  | Date of Incident: mmtdd/yyyy<br>Yme of Incident: fih:mm am   |
|             |             | All H   Market   |  | 77.10  | Non-responsive   | Message:<br>Dear Amirak: Milka 1994 (1994)   |
| ISS02751369 | 07/15/2013  | COMPLAINT  | TRAIN  | LOUNGE SERVICES  | FOOD DEPLETED  |  |

|             |            |                               |  |  | Non-responsive                | PNP  |
|-------------|------------|-------------------------------|--|--|-------------------------------|--|
|             |            |                               |  |  | Non-responsive                | Original Message— From: MRMAS 17 Mark 19 Mark  |
| :<br>:      | •          |                               |  | 100 4 100 100 100 100 100 100 100 100 10   |                               | The staff was very friendly and courteous, but the situation was very stressful.   |
| 18802752392 | 07/15/2013 | COMPLAINT                     | TRAIN  | LOUNGE SERVICES  | FOOD DEPLETED                 |  |
|             |            |                               | and the state of t | THE PARTY AND TH | Exemption 6                   | RES 1  |
|             |            |                               | den i a l'action de l'action d |  |                               | SANDWICHES AND WAS TOLD NO   |
| 1           |            | b                             |  | *  |                               |  |
|             |            |                               |  | TARAMATAN AND CARAMATAN AND CA |                               |  |
| ISS02723016 | 07/16/2013 | COMPLAINT                     | TRAIN  | LOUNGE SERVICES  | FOOD UNSATISFACTORY           | CONDUCTOR CAME OVER THE P/A SYSTEM AND ASKED ALL THE PAX TO DINNING HALL OR OBSERVATION CAR<br>FOR 30MIN TO FLIP THE SEAT AND DID WAS BEFORE THEY GOT INTO ELP   |
|             | :          | de company de describerar     | -  |  | Non-responsive<br>Exemption 6 | PNRTR 19 THEY WERE OUT OF CEREAL IN THE LOUNGETHE LOUNGE WAS CLOSED MOST OF THE TIME   |
| ISS02729776 | 07/16/2013 | COMPLAINT                     | TRAIN  | LOUNGE SERVICES  | FOOD DEPLETED                 | EXPOSE DE LA CONTRACTION DEL CONTRACTION DE LA C |
| :           | :          | a proofet damine de l'accesso | And the last to th |  | Non-responsive<br>Exemption 6 | PNRTR 19 THEY WERE OUT OF CEREAL IN THE LOUNGETHE LOUNGE WAS CLOSED MOST OF THE TIME   |
| ISS02729776 | 07/16/2013 | COMPLAINT                     | TRAIN  | LOUNGE SERVICES  | HOURS UNSATISFACTORY          | (IIII) A CONTRACTOR CO |

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| `````````````````````````````````````` | <u> </u>   | ;         |  | <u> </u>                               | The state of the s |   |
|--|--|-----------|--|--|--|---|
| ;                                      |  | !         | 1  | 1                                      | Non-responsive   | PAX WERE UNABLE TO ACCESS LOUNGE FOR MEALS  |
| 1                                      |  |           |  | ************************************** | and the second s | Original Message— Exemption 6 From Particular Message— Exemption 6 Date: 7/18/2013 3:65:05 PM To: Particular Message PM   |
|  | The same state of the same sta |           | tal management and the same of |  | Non-responsive   | I look the 137 train from Philadelphia to Washington, DC on Tuesday evening. Proceedings of 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.  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. |
| ISS02750367                            | 07/16/2013   | COMPLAINT | TRAIN  | EQUIPMENT                              | 1  | sxperience was dangerous, as we were unable to access food and water for almost three hours while the trains were far too hot.  |
| :                                      |  |           |  |  | Non-responsive<br>Exemption 6  | PNR]  |
| ISS02723827                            | 07/18/2013   | COMPLAINT | TRAIN  | LOUNGE SERVICES                        | FOOD DEPLETED  | BOTH LOUNGE ATTENDANTS WERE RUDE TO THEM III REGARDING HOURS AND FOOD THAT WAS AVAILABLE I  |
| ISS02725236                            | 07/18/2013   | COMPLAINT | TRAIN  | LOUNGE SERVICES                        | Non-responsive<br>FOOD DEPLETED  | PNR PAR SAID THEY SHOULD GIVE THE PAX'S WATER   |
|  |  | COMPLAINT |  | LOUNGE SERVICES                        | Non-responsive   | HER BURGER WAS HORRIBLE   |

|   |             |            |               |                   |  | LINK TRANSTALF LIKALWIN THE DINING CAM WAS COOPED THE TOONGE KAMOOL OF FOOD THE  |  |
|---|-------------|------------|---------------|-------------------|--|--|--|
| ,<br>,<br>1   |             |            |               | )                 |  | AGENT WAS RUDE   |  |
| :   |             |            |               |                   |  | LAPTICE 1830 (Consumer   |  |
| 3   |             | ļ          |               | 1                 | 1  |  |  |
| 1   |             |            |               |                   |  | Original Message   |  |
| 1   | :           |            |               | !                 | į  | George Englands and Company an |  |
|   | -           |            |               |                   |  | Date: 7/27/2013 4:09:21 PM Exemption 6   |  |
|   |             |            |               |                   |  | To:  |  |
| :   | :           |            |               | 1                 |  | Subject: General Inquines  |  |
| :   | :           |            |               |                   | į  |  |  |
| :   | ;           |            |               | į                 | •  | Subject: General Inquiries   |  |
| :   | : 1         |            |               | 1                 |  | No. 11 Command Complete Train  |  |
| :   |             |            |               |                   |  | Nature of Comment: Complaint; Train  |  |
| :   | :           |            |               | !                 |  | Name: Water Market State Control of the Control of  |  |
| :   | :           |            |               |                   |  | Renall management of the control of  |  |
| 1   | ;           |            | !             |                   |  | Address1: when the same and the |  |
|   | 1           |            | !             |                   |  | Address2:  |  |
| :   | :           |            | :             |                   |  | City: 100 commonweld   |  |
| ;   | i           |            |               |                   |  | State: Ing   |  |
| i   | :           |            | Ì             | !                 | 1  | Zip/Postal: RWARE  |  |
| :   | :           |            | Ī             |                   | į  | Country: United States   |  |
| ;   | )           |            | 1             | (                 | ì  | Primary Phone: A home  |  |
| :   | <u>.</u>    |            | 1             | İ                 |  | Mobile Phone:  |  |
| :   | }           |            | !             | 1                 | 1  | Amtrak Guest Rewards 非 0000000000  |  |
| 1   | 1           |            |               | :                 |  | The small on Alved have West Control   |  |
|   | 1           | Ì          | •             |                   |  | Reservation Number: RANGE N  |  |
| 1   | 1           | i<br>`     | !             |                   |  | Date of Incident: 07/18/2013   |  |
| i   | 1           | •          |               | 1                 |  | Time of incident: 01:10 pm   |  |
|   |             | •          |               | 1                 | 1  |  |  |
| :   | :           |            | :             | !                 | 1  | Message:   |  |
| :   |             |            | }             | <u> </u>          |  | FIRST, WE HAVE ALWAYS LOVED RIDING THE TRAIN. THIS TRIP TURNED OUT NOT SO GOOD. IT WAS 2 HOURS   |  |
| :   |             | 1          | 1             | :                 |  | LATE; IN THE PAMPHLET AND ALSO THE TICKET ATTENDANT AT THE STATION AND WHEN I CALLED TO  |  |
| :   | :           |            |               | į                 | 1  | RESERVE THE SEATS, ALL SAID THERE WOULD BE A" FULL MEAL SERVICE" DINING CAR. THERE WAS A DINING  |  |
| ISS02752746   | :07/18/2013 | COMPLAINT  | TRAIN         | LOUNGE SERVICES   | FOOD DEPLETED  | CAR, BUT NO MEALS, THE MAN IN THE DINING CAR SAID HE CLOSED AT 3PM, HERE WE WERE ON A 5 HOUR   |  |
| With the second |             | 1          | 1             | (                 | 1  | 4' 20" LATE POWER OUT / AND LOUNGE ATTENDANT UABLE TO CHARGE FOR WATER OR DRINKS / COMP  |  |
|   | •           | ì<br>}     | )             | !                 | 1  | WATER WAS NOT GIVEN OUT  |  |
| ISS02724701   | 07/19/2013  | COMPLAINT  | TRAIN         | EQUIPMENT         | UNAVAILABLE - LOUNGE   |  |  |
|   | ì           | i          | -             |                   | 1  | RESAMMENT Exemption 6  |  |
| :   | 1           | -          | -             | }                 | Non-responsive   |  |  |
| :   | ;           |            | Ì             | ì                 | 1  |  |  |
| *<br>1  | 1           | 1          | ;             | 1                 | Į  | PAX STATES THAT THE LINE FOR THE CAFE CAR WAS THE LENGTH OF 2 COACH CARS & BY THE TIME SHE   |  |
| Ť   | 1           | <u> </u>   |               |                   | 1  | ARRIVED TO THE COUNTER THERE WAS VERY LIMITED SELECTIONS   |  |
| ì   | Í           |            |               |                   | as of the state of |  |  |
| 1   | :           | •          | 1             | j                 | 1  | T in   |  |
|   | •           |            | 1             | 1                 |  |  |  |
| 1   | į           | į          |               | }                 |  |  |  |
| 1   | :           | į.         |               | 1                 |  |  |  |
| į   | •           | İ          |               |                   | 1  |  |  |
| 1   | 1           |            |               | autor ornivers    | FOOD DEDUCTED  | The state of the s |  |
| ISS02726610   | 07/19/2013  | COMPLAINT  | TRAIN         | LOUNGE SERVICES   | FOOD DEPLETED  | PAX CLAIMS EVERY WK THE LOUNGE RUNNS OUT OF ALCOHOL BY THE TIME IT GETS TO AND OUT OF NYP  |  |
|   | (           | 000001400  | Personal Park | LOUMON CERMONS    | Non-responsive   | THE AIR OF THE CONTROL RATE OF THE CONTROL RATE OF THE PROPERTY OF THE PROPERT |  |
| ISS02726995   | .07/19/2013 | 1COMPLAINT | TRAIN         | LOUNGE SERVICES   | FOOD DEPLETED<br>  Non-responsive  | PAX CLAIMS EVERY WK THE LOUNGE RUNNS OUT OF ALCOHOL BY THE TIME IT GETS TO AND OUT   |  |
| Inchesors   |             | i          | i<br>impathi  | LOUNGE SERVICES   |  | SOF NYP  |  |
| ISS02726995   | 07/19/2013  | COMPLAINT  | [] KAIN       | - LOUNGE SEKVICES | LOOD SEFECTION   | in the   |  |

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| -           | · · · · · · · · · · · · · · · · · · ·   | al hai Ni ai a. I. III f Al Maur Ani   |  |                 |                | PNR/   | Exemption 6              |
|-------------|---|--|--|-----------------|----------------|--|--------------------------|
|             |   |  |  |                 | Non-responsive |  |                          |
|             |   |  |  |                 |                |  |                          |
| ISS02727076 | 07/19/2013                              | COMPLAINT  | TRAIN  | LOUNGE SERVICES | FOOD DEPLETED  | NO MAIN FOOD OF PREFRENCE LEFT ON TRAIN, ONLY HOT DOGS & HUMUS,  |                          |
| :           |   |  |  |                 |                | ,  | ·                        |
| :           | * · · · · · · · · · · · · · · · · · · · |  |  |                 | Exemption 6    | RES # PORTE BELOW:   | 1                        |
|             | :                                       |  |  |                 | Non-responsive | TABLES WERE BEING USED BY THE UNK CONDS  | IERE SHE NOTICED 2       |
|             | :                                       |  |  |                 |                |  | 100<br>100<br>100<br>100 |
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|             |   | NATIONAL CONTRACTOR CO |  |                 |                |  |                          |
|             | :                                       |  |  |                 |                | Biological Standard Control Co |                          |
|             |   |  | and the same of th |                 |                | PAX STATES THAT THEY WERE DRENCHED IN SWEAT SO THEY WENT TO THE CAP<br>& BY THIS TIME THEY WERE OUT OF DRINKS EXCEPT FOR DIET COKE   | E CAR TO GET A BEVERAGE  |
| ;<br>;      |   |  |  | 1               |                |  | ;                        |
|             | :                                       |  |  |                 |                |  |                          |
|             |   |  |  |                 |                |  |                          |
| ISS02733780 | 07/19/2013                              | COMPLAINT  | TRAIN  | LOUNGE SERVICES | FOOD DEPLETED  |  |                          |

FROM TS:
DISABLED ABE - ENGINE PROBLEMS

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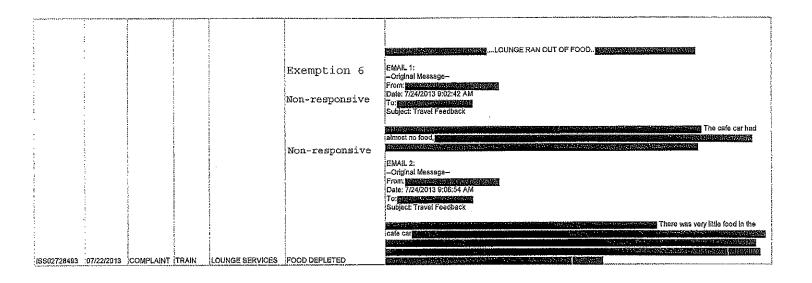
PAX'

|             | ····        |           |       |  |                 | PNR HIMMER TIK 80 TATETTA HKODIMMITENG PROBLEMST   |
|-------------|-------------|-----------|-------|--|-----------------|--|
|             | :           |           |       |  |                 |  |
|             |             |           |       |  |                 | -Original Message-   |
| :           |             |           |       |  |                 | From: 1000 1000 1000 1000 1000 1000 1000 10  |
| :           |             |           |       |  |                 | Ta:  |
|             |             |           |       |  |                 | Subject: Travel Feedback   |
|             |             |           |       |  |                 |  |
| <u> </u>    |             |           |       |  |                 | Subject Travel Feedback Exemption 6  |
|             | 1           | ļ.        |       |  |                 | Nature of Comment: Complaint; Other  |
|             |             | •         |       |  |                 |  |
| :           |             |           |       |  |                 | Name: Exercise 1   |
|             | į.          |           |       |  |                 | Email:   |
|             | -           | į.        |       |  |                 | Address: : Address: A |
| :           | :           | İ         |       |  |                 | City:  |
|             |             | į         |       |  |                 | State  |
| :           |             | ₹<br>1    | !     |  |                 | Zip/Postal www.  |
|             | :           | r<br>Š    | )     | r  |                 | Country: United States Primary Phone: 100  |
| :           | :           | j         | ĺ     |  |                 | Mobile Phone:  |
|             | :           |           |       |  |                 | Amlrak Guest Rewards #: ##################################   |
| :           |             |           |       |  |                 | Reservation Number: Programme  |
| :           |             |           |       |  |                 | Date of Incident: 07/19/2013   |
| <u> </u>    | :           | i         | )<br> |  |                 | Time of Incident himm an   |
| -           | :           |           |       |  |                 |  |
| ;           | •           | ì         | ĺ     | }  | Non-responsive  | Message:   |
| :           |             | •         | ĺ     | }  | }               | Hi, I was a passenger on Friday, July 19th, on train #83 going from New York Penn Station to Washington DC Union<br>Station.   |
|             |             | 1         | ĺ     | j  | Į.              | Second Associated Management of the Control of the  |
|             | i           | 1         | -     |  | j               |  |
|             | :           | i         | i     |  |                 | While I realize this was to keep out hot air, there was no mention of free water until it was suggested by a   |
| ISS02751678 | 07/19/2013  | COMPLAINT | TRAIN | LOUNGE SERVICES  | FOOD DEPLETED   | passenger. And the free water lasted about 1-minute as they quickly ran out. Instead of offering to fill glasses for   |
| }           | į           |           |       | 1  |                 |  |
| 1           | :           |           |       | 1  |                 | MANAGEMENTDEPLETED FOOD IN LOUNGE  |
| :           |             |           | 1     | 1  |                 | Management (CD) CC) CO) OOD IIA DOOLGE   |
| :           |             | 1         | 1     |  | Exemption 6     | Original Message   |
| 1           | :           | 1         | 1     | 1  | EVERIFICATION P | From: Market State Control of the Co |
| i .         | 1           | 1         |       | 1  |                 | Dale: 7/22/2013 2:58:13 PM   |
| :           | 1           |           | ĺ     | a de la companya de l |                 | To: Branch Selection Control of the  |
| :           | ;           |           | į     |  |                 | A. L. A. L. A.   |
| 1           |             |           | 1     | ļ  | i               | Cn 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   |
| 1           | i           | •         | İ     | 1  | Non-responsive  | food in advance.   |
| ISS02752310 | (07/19/2013 | COMPLAINT | TRAIN | LOUNGE SERVICES  | FOOD DEPLETED   |  |

|             | ************  |  |   |                            |                                 | **************************************   |
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| -           | ,   | }  |   |                            | •                               | un un un un un un un un un un un un un u   |
| :           | :   | 1  | į   | į                          |                                 | Exemption 6  |
| :           | •   | 2  | 1   |                            | Non-responsive                  |  |
| •           | ;   |  | (   | ì                          | .,,,,,                          |  |
|             | :   |  |   |                            | Non-responsive                  | "NO LOUNGEFOOD DEPLETED DINER  |
| :           | •   |  |   |                            |                                 | -Original Mossage<br>From: <u>From: PARSE 2007 (1988)</u><br>Date: 78232013 7:34:02 PM   |
|             |   | A day to the state of the state | ]   |                            |                                 | Subject, Travel Feedback   |
|             | :<br>:  | entriplement and the second  |   |                            | Non-responsive                  | The second log of my journey on the Lakeshore Limited (CHI->BOS on 7/16) was disappointing.  |
|             | N 40 4 7 7 8 11 4 3 14 4 7 14 14 14 14 14 14 14 14 14 14 14 14 14 | vent e de a stille au e nessan i est   | a de la desarra de la desarra de la defenda |                            |                                 | [MA, at about midnight, the train stopped for about 45 minutes to buy pizza. White 1 appreciate the gesture or altermy to compensate for the train's lack of food (most everything was sold out), by that point-three hours after we were scheduled to strive in South Station—everyone was more interested in getting to Boston than waiting around for pizza delivery. |
|             | •   | e de deperte de sel l'est le constitue de l'est  |   | Amman, glyaddidd d'a fil ( |                                 | The attendant at the Cale had apparently (worked from early in the morning—about 6 am—until late into the evening with almost no breaks, but the cale had apparently (worked from early in the morning—about 6 am—until late into the evening with almost no breaks, but the cale had apparently (which almost no breaks).   |
| iss02753018 | 07/19/2013  | COMPLAINT  | TRAIN   | EQUIPMENT                  | UNAVAILABLE - LOUNGE            | unau you ko you a unaka callon   |
| 18802734434 | 07/21/2013  | COMPLAINT  | TRAIN   | LOUNGE SERVICES            | Non-responsive<br>FOOD DEPLETED | ONLY I BEER TYPEIT USUALLY HAVE 4 BEER TYPE  |

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|             |            |           |        |                 |                |  |
| :           |            |           | :      |                 |                |  |
| :           |            |           |        |                 | Non-responsive | - AND THE COOR IN COUNTY   |
|             |            |           |        |                 |                | DEPLETED FOOD IN LOUNGE.   |
| :           |            | į         |        |                 | Exemption 6    | Original Message-  |
| 1           |            |           |        |                 |                | From <b>3.2.2.2.013</b> 2:58:13 PM   |
|             | :          |           |        |                 |                | To: 100 100 100 100 100 100 100 100 100 10   |
|             | :          |           |        |                 |                | Subject: Travel Feedback   |
|             | :          |           |        | 1               |                | An high bine   |
|             |            |           |        |                 | Non-responsive | the Items I requested from the snack car were sold out. Had I known the tack of available product, I would have purchased  |
|             |            |           |        |                 |                | food in advance  |
|             | 1          |           |        |                 |                |  |
|             | :          |           |        | •               |                | 974-   |
|             | 1          |           |        |                 |                |  |
|             | :          |           |        | !<br>!          | <br>           |  |
|             |            |           |        |                 |                |  |
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|             |            |           |        | Í               | 1              |  |
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| :           | :          |           |        |                 |                |  |
|             |            |           |        |                 |                | 70 C PROCESS   |
|             |            |           |        |                 | 1              | \$6.200  |
| :           |            | i         |        |                 |                |  |
| ISS02752310 | 07/21/2013 | COMPLAINT | TRAIN  | LOUNGE SERVICES | FOOD DEPLETED  |  |
| į           | :          |           |        | Ì               |                |  |
| i           | 1          |           |        |                 | !              |  |
|             | 1          |           | !<br>: | }               | Non-responsive | LOUNGE FOOD DEPLETED.  |
| ;           |            | 1         |        | ļ               |                | A.O. IR  |
| ļ           | ;          |           |        | į               | Exemption 6    | Original Message   |
| í<br>:      | 1          |           |        |                 |                | Date: 7/23/2013 1:53:47 PM   |
|             | 1          | Í         |        |                 |                | To: [J. A. B. B. B. B. B. B. B. B. B. B. B. B. B.  |
|             | <u>!</u>   |           | İ      |                 |                |  |
| }           | -          |           |        |                 |                | On our way to chicago the food cart ran out of food Items before I go to the cart to eat and I purchased my daughter a \$5   |
| Ì           | :          | i         |        |                 |                | tray of cheese, pr   |
| 1           | :          | 1         |        |                 |                |  |
| :           | :          |           |        |                 |                | Control of the Contro |
| •           | :          |           | į      |                 |                |  |
| ISS02762807 | 07/21/2013 | COMPLAINT | TRAIN  | LOUNGE SERVICES | FOOD DEPLETED  |  |

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| / ************************************ |             |  | and the same of th |  | Non-responsive   | PMR (STATE OF THE LOUNGE CAR WAS   |
|--|-------------|--|--|--|--|--|
|  |             |  | ALLINGUE TRANSPORTE ENGINEERS CONTRACTORY  | markina markakistrinara wa ka jirka a ka waka ka ka ka ka ka ka ka ka ka ka ka ka  | The state of the s | -Original Message— From: Research From: Date: 7/22/2013 8:44:34 PM To: Research From: Exemption 6 Subject: Travel Feedback Subject: Travel Feedback  |
|  | 1           | <u> </u>   |  |  |  | Nature of Comment: Complaint   |
|  |             |  |  | NATIONAL DESIGNATION OF THE STATE OF THE STA | AND THE PROPERTY OF THE PROPER | Name: National States S |
|  |             |  | ;<br>;   | 1  |  | Date of Incident: 07/22/2013<br>Time of Incident: 08:30 pm   |
| ;<br>;                                 | :           | The second of th |  |  | Non-responsive   | Message:   |
| ISS02751993                            | :07/22/2013 | COMPLAINT  | TRAIN  | LOUNGE SERVICES  | HOURS UNSATISFACTORY   | ONLY CHOC CROISSANT AVAIL  |
|  |             | -  |  |  |  | UNHAPPY THAT FOOD WAS NOT IN VIEW PREFER TO SEE IT   |
| ISS02730491                            | D7/23/2013  | COMPLAINT  | TRAIN  | LOUNGE SERVICES  | FOOD UNSATISFACTORY  | COFFEE WAS GOOD  |

|             |            |                    |       |                 |                 | PRIK THE TRAIN TANDOUT OF TOOL AND DRINKS  |
|-------------|------------|--------------------|-------|-----------------|-----------------|--|
|             | •          |                    | 1     | 1               | Non-responsive  | PRA MARIA SALAMAN SALAMAN TILE ITAMIA TOTAL OF CL. 1998 MICH.  |
|             | ;          |                    | 1     | \$              | MOII-TESPONSTAR |  |
|             | :          |                    | Ì     | 1               |                 | Original Message   |
| :           | (          |                    | 1     |                 |                 | From: B-00-23-3-3-3-3-3-3-3-3-3-3-3-3-3-3-3-3-3  |
|             |            |                    | İ     | 1               |                 | Date: 7/31/2013 8:43:37 PM   |
|             |            |                    | 1     | }               |                 | To: No. 100 Person and |
| :           | :          |                    | )     | 1               |                 | Subject Travel Feedback  |
|             | :          |                    | 1     | 1               |                 | f *  |
|             | ;          |                    | 1     | į.              |                 | Exemption 6  |
|             | :          |                    | 1     | 1               |                 | Subject: Travel Feedback   |
|             | ;          |                    | !     | 1               |                 |  |
| :           | :          |                    | 1     | 1               |                 | Nature of Comment: Complaint; Train  |
|             | :          |                    | 1     | 1               |                 | I and the second |
|             | :          |                    | 1     | !               |                 |  |
|             | :          |                    | Ş     | ì               |                 | Name: Paragraphic Control of the Con |
| :           | ·          |                    | ì     | !               |                 | Email: Management and the second seco |
| :           | 1          |                    | )     | 1               |                 | Address:   |
| :           |            |                    | 1     | 1               |                 | Address2:  |
|             |            |                    | i     | 1               |                 | City: parameters   |
|             | ;          |                    | Ì     | į.              |                 |  |
| :           | }          |                    | į     | }               |                 | State:   |
| 7           | 1          |                    |       | !               |                 | Zip/Postal: wow.   |
| :           | :          |                    | i     |                 |                 | Country: United States   |
| :           | :          |                    | į     |                 |                 | Primary Phone Commonwealth - home  |
| :           |            |                    | i     |                 |                 | Mobile Phone:  |
|             | :          |                    | ì     |                 |                 | Amirak Guest Rewards # ***********************************   |
| :           |            | !                  | i     | 1               | t               | Attalak Guest Rewalds # #555 Estates   |
|             |            |                    | 5     | 1               | ĺ               |  |
| 1           |            | i                  | ì     | 1               |                 | Reservation Number:  |
| :           |            | <u>.</u>           | į     | i               | £               | 1  |
| •           | :          |                    | 1     | 1               | Ì               | Date of Incident: 7/23/2013  |
|             |            |                    | ļ     | j.              | 37              | Time of incident; 03:00 pm   |
| i           | 1          | :                  | į     | ;               | Non-responsive  | Time of thought, output pitt   |
| 1           | :          |                    | ì     | 1               | !               |  |
| :           | 1          | :                  |       | 1               |                 | Message:   |
| ;           | -          |                    | 1     |                 | İ               | Hi there. Welliam to the second of the secon |
| :           | :          | ŀ                  | į     | į               | ļ               | when I went to the cafe car to buy food I was told they were closed  |
| i           | ;          |                    | i     | 1               | ļ               | and could no longer sell anything.   |
|             | :          |                    | į     |                 |                 | and could no longer sen anymay, we were  |
| ì           | 1          | )                  | }     |                 | ]               | basically trapped in a slow moving train with no food or beverage.   |
| :           | :          | }                  | ;     | :               |                 | However to take us hostage with no food or drink is not okay.  |
| ISS02763161 | 07/23/2013 | COMPLAINT          | TRAIN | LOUNGE SERVICES | FOOD DEPLETED   |  |
| 12222100101 |            | 1 1444   144   144 |       | ,               |                 |  |

|             |            |           |       |  | .v                                    | TYNK BERNEL MANUSCHE WAS NO WATER. THE TRAIN RAN OUT OF FOODPAX WERE GIVEN SNACKSTHE TRAIN NEEDS REFURBISHING  |
|-------------|------------|-----------|-------|--|---------------------------------------|--|
|             |            |           |       |  | Non-responsive                        | I KANN KAN OO LOG TOOD"" AAY MEKE GIAEM SIMONS "" TUE LYANN MEEDS KELANGISHING"  |
| :           |            | Ì         |       |  |                                       | -Original Message-   |
|             |            | ,         |       |  |                                       | Date: 8/5/2013 5:36:56 AM<br>To: 100 100 100 100 100 100 100 100 100 10  |
|             |            | Į.        |       |  |                                       | Subject Travel Feedback   Exemption 6  |
|             |            |           |       |  |                                       | Subject: Travel Feedback   |
|             |            | Ì         |       |  |                                       | Nature of Comment: Complaint; Train  |
|             |            |           |       |  |                                       | Name: Email: practice of the control |
|             |            |           |       |  |                                       | City:  |
|             |            |           |       |  |                                       | Country  |
|             |            |           |       |  |                                       | Reservation Number:  |
|             |            |           |       |  |                                       | Date of Incident: 07/23/2013 Time of Incident: 09:00pm am  |
| :           |            |           |       |  | •                                     | Message: Ladiss and Gentlemen, under Reservation number  |
| :           |            |           |       |  | Non-responsive                        | it imited to the state of the s |
|             | -<br>:     |           |       | 1  |                                       | 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   |
| ISS02753941 | 07/23/2013 | COMPLAINT | TRAIN | LOUNGE SERVICES  | FOOD DEPLETED                         | received several smaller snacks only.  |
| :           | :          |           |       |  | Non-responsive                        | PAR STATE OF THE PART TO THE LOUNGE CAR ABOUT 9:15 AM TO GET MILK FOR HIS GRANDDAUGHTER AND  |
| :           |            |           |       | The state of the s | Exemption 6                           | 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  |
| <u>i</u>    |            |           |       |  |                                       | ALL. SAID THE GIRL TOLD HIM SOMEONE DROPPED THE BALL. THE HOSTESS IN HIS CAR WAS GREAT!  |
| :           |            |           |       |  |                                       | WHEN YOU WALK IN THE CAFE/LOUNGE CAR YOU CAN'T SEE THE ITEMS, YOU HAVE TO WAIT IN LINE UNTIL   |
| ISS02729671 | 07/24/2013 | COMPLAINT | TRAIN | LOUNGE SERVICES  | FOOD DEPLETED                         | THE ATTENDANT GETS IT FOR YOU UNLIKE ON TRAIN 14 WHERE YOU CAN SEE WHAT YOU WANT - ALL THE ITEMS TO PURCHASE ARE VISIBLE.  |
|             | 1          |           |       |  | Non-responsive                        | WALK TO CAFE?  |
| :           | :          |           |       | į  |                                       | RAN OUT OF FOOD IN CAFE— CERTAIN ITEMSFRIES ETC  |
|             | :          |           |       |  |                                       | THEY WERE GIVEN COMP FREE WATER THAT WAS WARM AND SNACKS   |
|             |            |           |       |  |                                       |  |
| :           |            |           | ĺ     |  |                                       |  |
| :           |            |           |       |  | • • • • • • • • • • • • • • • • • • • |  |
| ISS02727030 | 07/25/2013 | COMPLAINT | TRAIN | LOUNGE SERVICES  | FOOD DEPLETED                         |  |
| ISS02727371 | 07/25/2013 | COMPLAINT | TRAIN | LOUNGE SERVICES  | (FOOD DEPLETED                        | PNR , FOOD DEPLETED. NO AC EXEMPTION 6   |

|                  |             | <del></del> |          | t de la delega Decembra  |                       |  |
|------------------|-------------|-------------|----------|--|-----------------------|--|
| :                |             |             |          | 1 C C C C C C C C C C C C C C C C C C C  | Non-responsive        | DP 1000000   |
|                  |             |             |          |  |                       |  |
| :                | :           |             | 1        |  |                       |  |
| :                | 1           |             | !        | · · · · · · · · · · · · · · · · · · ·  |                       | \$P\$\$P\$\$P\$\$P\$\$P\$\$P\$\$P\$\$P\$\$P\$\$P\$\$P\$\$P\$\$P\$  |
| 3                |             |             |          | Company of the contract of the |                       |  |
| •                |             |             |          |  |                       |  |
| :                |             |             |          | A  |                       |  |
| :<br>ISS02728302 | 07/25/2013  | COMPLAINT   | TRAIN    | LOUNGE SERVICES  | FOOD DEPLETED         |  |
| -                | :           |             | 1        |  | Non-responsive        |  |
| :                | ·<br>{      |             | 1        |  | MON-TESPONSTAG        |  |
|                  | 1           |             | <u> </u> |  |                       | PAX EMAILED:   |
|                  |             |             |          | 1  | Exemption 6           | Original Message-  |
|                  |             |             | i<br>    |  |                       | From:  |
| :                | :           |             | Ì        | 1  |                       | Name: Email: particular and the second and the seco |
|                  | :           |             | ì        |  |                       | Address:: ##################################   |
| :                | :           |             | į        | 1  |                       | City was a   |
| :                | }           |             | 1        |  |                       | State: Part<br>Zip/Postal: Santas  |
|                  |             |             |          |  | opposite a            | Reservation Number:  |
| :                | :           |             |          | ***************************************  |                       | Dale of Incident: 07/25/2013   |
| 1                |             | 1           |          |  |                       | Time of incident: 5:45 pm  |
|                  |             |             | 1        |  | -                     | Messaga;   |
|                  | :           | :           | ]        |  | Non-responsive        |  |
| :                |             | ;           |          | 1  |                       |  |
| :                | :           |             |          |  |                       | he bistro car ran out of food. Not a good time.  |
| ISS02752590      | 07/25/2013  | COMPLAINT   | TRAIN    | LOUNGE SERVICES  | FOOD DEPLETED         | i- Lam currently on Train 54 going to New York, NY from Washington, OC. We are north of Baltimore, aimost 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  |
| ISS02753373      | 07/27/2013  | COMPLAINT   | TRAIN    | LOUNGE SERVICES  | HOURS UNSATISFACTORY  | operator wouldn't even answer the customers.   |
|                  | <u> </u>    |             | (        |  | ì                     | IPAX WASN'T ABLE TO PURCHASE CLUB SODA. PAX WAS ADV CAN ONLY PURCHASE CLUB SODA IN CONJUNCTION WIALCOHOLIC BEVERAGES, PAX DOESN'T DRINK ALCOHOLIC BEVERAGES.   |
| ISS02753972      | U//28/2013  | COMPLAINT   | IRAIN    | LOUNGE SERVICES  | Exemption 6           | PNR REPORTED TR 55 THE PAX SAID SHE ORDER GARDEN SALAD AND A CHEESE PLATTER THE GARDEN   |
| ISS02728337      | 107/00/2040 | COMPLABIT   | TEAN     | LOUNGE SERVICES  | FOOD UNSATISFACTORY   | SALAD WAS PROZEN AND FULL OF DIRT OR SANDTHE CHEESE PLATTER HAD MOLD ON THE CHEESESHE DID NOT SHOW IT TO ANYONE BECAUSE THE TRAIN WAS CROWDED  |
| 10002/2000/      | 0114014013  | POMPLAMI    | TIGNIA   | FOOMOE DEKNICES  | A COT CHOUSE DIVOLOUS | Section has a first for an analysis of the property of the part of |

Exemption 6

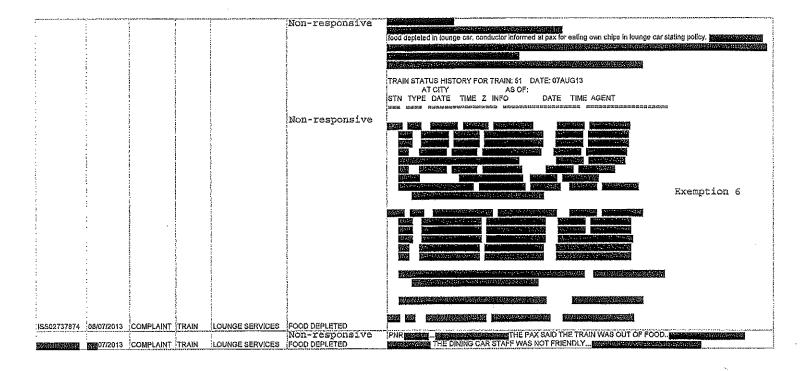
|                  |  |  |       |                 | Non-responsive                           |   |
|------------------|--|--|-------|-----------------|--|---|
|                  |  |  |       |                 |  |   |
| GC00798700       | n7/2n/9n42                             | COMPLAINT  | TRAIN | LOUNGE SERVICES |  | THE GRANDMOTHER, INC. OF THE GRANDMOTHER AND I SEE MADE TO THE GRANDMOTHER AND I SEE MADE TO TO THE 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 TO LO PROVED THE SEE SHE ATE AS ANDWICH. I TO LO PROVED THE SEE SHE ATE AS THE SYSTEM RETURNED. SHE WAS YELLING WHEN I SPOKE TO HER AS WELL.  |
| DOUZIZBIZZ       | :                                      | PERMIT   |       |                 |  | PAX STATES THAT SINCE HER TRN WAS LATE THERE WERE NO FOOD SERVICES BEING OFFERED  |
|                  |  |  |       |                 | Non-responsive                           |   |
|                  |  |  |       |                 |  |   |
| 15502733249      | 1<br>07/31/2013                        | COMPLAINT  | TRAIN | EQUIPMENT       | UNAVAILABLE - LÖUNGE                     |   |
| 10002100242      |  |  |       |                 |  |   |
|                  | :                                      | - Negative principality  |       |                 | Non-responsive                           | X   |
|                  | :                                      | 1  |       |                 | TO OR A NO A TIME A CITY OF THE          | FROZEN TURKEY SANDWHICH - DID NOT RETURN  |
| ISS02731072      | 08/01/2013                             | COMPLAINT  | TRAIN | LOUNGE SERVICES | Exemption 6                              | PNR   |
|                  | ************************************** |  |       |                 | Non-responsive                           |   |
|                  |  |  |       |                 |  |   |
|                  |  | The state of the s |       |                 |  |   |
| :<br>18802731976 | :<br>'08/02/2013                       | COMPLAINT  | TRAIN | LOUNGE SERVICES | FOOD UNSATISFACTORY                      | TO A MAD MADE A PUDOMAGE NATUR  |
| ISS02730245      |  | COMPLAINT  | Y     | LOUNGE SERVICES | Non-responsive<br>Exemption 6<br>PRICING | PMR MATERIA ROWN MATERIAL 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<br>Time of incident: 11:50 am  |
| 18802732456      | ne/03/2043                             | COMPLAINT  | TOAN  | OUNGE SERVICES  | HOURS UNSATISFACTORY                     | 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 diffining car is if 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. |
| (CBUZ/3Z400)     |  |  |       |                 |  | · · · · · · · · · · · · · · · · · · ·   |

|                            |            |           | ·  | ******                                  |                      |  |
|----------------------------|------------|-----------|--|---|----------------------|--|
|                            |            |           |  |   | Non-responsive       | PAX EMAILED:  Original Message— From: Examption 6 Date: 8/3/2015 7/45/14 PM Name: Examption 10 E |
| ISS02752663                | 08/03/2013 | COMPLAINT | TRAIN  | LOUNGE SERVICES                         | HOURS UNSATISFACTORY | Date of Incident: 08/03/2013  Message: What a borrible experience.  If the food card 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  |
|                            |            |           | Additional between the same and the same same same same same same same sam   | *************************************** | Exemption 6          | Original Message From Establishment (1998) Pate: 84/20/3 12:51:7 PM To Establishment (1998) Subject: Travel Feedback Subject: Travel Feedback  |
|                            |            |           | ALEXANDER AND AL |   |                      | Nature of Comment:  Name: Prince of Comment:  Address!: Prince of Comment:  Address!: Prince of Comment:  Address: Prince of Comment:  Address: Prince of Comment:  Address: Prince of Comment:  Amage: Prince of  |
| :<br>:<br>:<br>:           |            |           |  |   |                      | Reservation Number:  |
| \$ 1991 may 1111 may 1     |            |           |  |   | Non-responsive       | Message:  we are stuck in the middle of nowhere with no power/air/toilets or ability to get food.  |
| ISS02753446<br>ISS02730484 |            |           |  |   | FOOD DEPLETED        | 43 " LATE /// PURCHASED TURKEY SANDWICH ONBOARD AND IT WAS FROZEN //   |

## Exemption 6

|             |            |                                      |   |                 |                               | tremperon o   |
|-------------|------------|--------------------------------------|---|-----------------|-------------------------------|---|
| ISS02730979 | 08/04/2013 | COMPLAINT                            | TRAIN                                   | LOUNGE SERVICES | FOOD POISONING                | PNREQUESTS. THE PAX CALLED TO SAY HE GOT FOOD POISIONING WHEN HE TRYLD ON THE TRAIN SUNDAY- HE ATE THE TURKEY AND GOUDA SANDWICH, HE WAS SICK ALL DAY YESTERDAY, MONDAY 8/6/13, MEG SAID HE HAD THE SAME SANDWICH WHEN HE WENT UP TO NYP AND WAS FINE - HE SWITCHED HIS TRAIN FOR HIS RETURN TRIP AND ATE THE SAME SANDWICH AND BECAME SICK A DAY LATER - HE MISSED WORK.   |
|             |            |                                      |   |                 | Exemption 6                   | PAX CALLING FROM THE TRAIN STATING CAFE CAR WAS NOT STOCKED FROM SEAHAS VERY FEW ITEMS FOR SALENOTICED PRICES HAVE GONE UP IN DINING AND CAFE CARPAX STATING HE HAS BEEN RIDING THE TRAIN FOR YEARS AND NEVER SEEN IT THIS EMPTY IN CAFE CARHE IS A VEGETARIAN AND DOES NOT EAT MEATREQUEST IF WE CAN HAVE SOME STOCK ADDED AT OKJWANTS PLAIN CHEESE PIZZAS AND VERGETARIAN BURGERS.  3 PIZZAS WITH PEPPERONI 1 VEGETARIAN SANDWICH |
| ISS02730845 | 08/05/2013 | COMPLAINT                            | TRAIN                                   | LOUNGE SERVICES | FOOD DEPLETED                 | 2 YOUGURT PARFAITS<br>BURGERS / HOT DOGS  |
|             | :          | o co premio careco                   |   |                 | Exemption 6                   | PNR MARKAGE   |
|             |            |                                      | County of all the persons read to .     |                 |                               | PAX CALLING FROM THE TRAIN STATING CAFE CAR WAS NOT STOCKED FROM SEAHAS VERY FEW ITEMS FOR SALENOTICED PRICES HAVE GONE UP IN DINING AND CAFE CARPAX STATING HE HAS BEEN RIDING THE TRAIN FOR YEARS AND NEVER SEEN IT THIS EMPTY IN CAFE CARHE IS A VEGETARIAN AND DOES NOT EAT MEATREQUEST IF WE CAN HAVE SOME STOCK ADDED AT OKJWANTS PLAIN CHEESE PIZZAS AND VERGETARIAN BURGERS.  |
|             | :          | * 6661 - 5574 - 12465-11-1257-2-11-5 | 100 000 000 000 000 000 000 000 000 000 |                 |                               | 3 FIZZAS WITH PEPPERONI<br>1 VEGETARIAN SANDWICH<br>2 YOUGURT PARFAITS<br>BURGERS / HOT DOGS  |
| 18802730845 | 08/05/2013 | COMPLAINT                            | TRAIN                                   | LOUNGE SERVICES | FOOD SELECTION                |   |
| :           |            |                                      | ** ** ** ** ** ** ** ** ** ** ** ** **  |                 | Exemption 6<br>Non-responsive | PNR   |
| 1           | :          | 1                                    |   | :               |                               | RAN OUT OF FOOD   |
| ISS02731370 | 08/05/2013 | COMPLAINT                            | TRAIN                                   | LOUNGE SERVICES | FOOD DEPLETED                 |   |

| : | ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,, |            |  |       |                 |                | Exemption 6   |
|---|--|------------|--|-------|-----------------|----------------|---|
| : |  |            |  |       |                 | Non-responsive |   |
|   | :                                      |            |  |       | 5               |                |   |
| : |  |            |  |       |                 |                |   |
|   |  |            |  | -     |                 |                | Conginal Mesoage— From B Cate: 8/23/2013 5:34:47 PM Ta: Subject Travel Feedback   |
|   |  |            |  |       |                 |                | Emineration are waiting And out of mone items (which i can deal w)  |
|   | SS02761535                             |            |  |       | LOUNGE SERVICES |                | FNR   |
| 1 | SS02732774                             | 08/07/2013 | COMPLAINT  | TRAIN | LOUNGE SERVICES | FOOD DEPLETED  | PNR. PNX STATED THAT SEE WENT INTO LOUNGE CAR AT 5:45 AND IS WAS CLOSED   |
| ; |  |            |  |       |                 |                | 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 COULDN'T GIVE HER A FORK SO SHE COULD EAT HER SALAD AND WAS TOLD SHE WAS CLOSED AND SHE COULDN'T GIVE HER A FORK AND WHEN PAX ASD WHY NOT SHE SAID BECAUSE I DID INVENTORY AND CANT OPEN MY STUFF |
|   |  |            |  |       |                 |                |   |
| : | :                                      | :          | de la constante de la constant |       | 7.00            | Non-responsive |   |
| : |  |            | ţ  | :     | 1               |                |   |



tion of the season of the control of the control of the control of the control of the control of the control o Booking the control of the control of the control of the control of the control of the control of the control of

|             |            |  | ~~~~   |                 | 4.7                           |  |
|-------------|------------|--|--|-----------------|-------------------------------|--|
|             |            |  |  |                 | Non-responsive                | IND 0457A 0600A (NTMS/ ) 1117 1117 1117 1117 1117 1117 1117 1  |
|             |            |  |  |                 |                               |  |
|             |            |  |  |                 |                               |  |
|             | :          | 1  |  |                 |                               |  |
|             |            |  |  |                 |                               | pax was in the lounge car & selection very limited almost depleted & gave pax a bagel for free since they didnt have anything else available   |
| ISS02731820 | GB/08/2013 | COMPLAINT  | TRAIN  | LOUNGE SERVICES | FOOD DEPLETED                 |  |
|             |            | 1  |  |                 |                               | FOOD CAR CLOSED MOST OF THE TRIP — HANDED OUT SNACK PACKS  |
|             |            | The state of the s |  |                 | Non-responsive                |  |
| ISS02732461 | 08/08/2013 | COMPLAINT  | TRAIN  | LOUNGE SERVICES | HOURS UNSATISFACTORY          |  |
| :           |            |  |  | 1               | Non-responsive                |  |
| 18802733443 | 08/08/2013 | COMPLAINT  | TRAIN  | LOUNGE SERVICES | FOOD UNSATISFACTORY           | PAX SAID THE FOOD WAS NOT VERY GOOD  |
|             |            | management of the state of the  | A CONTRACTOR OF THE STATE OF TH |                 | Non-responsive<br>Exemption 6 | PAX STATES THAT THE TRAIN RAN OUT OF FOOD & WATER &  PAX STATES THAT THE TRAIN RAN OUT OF FOOD & WATER &  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 |
| ISS02733504 | 08/08/2013 | :COMPLAINT   | HAIN   | LOUNGE SERVICES | FOOD DEPLETED                 |  |

| -                 | ALAT PROPERTY AND ALAT ALAT ALAT ALAT ALAT ALAT ALAT ALA |  |       | ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,, |                               |   |
|-------------------|--|--|-------|--|-------------------------------|---|
|                   |  |  |       |  | Non-responsive                | pax didnl like the food selection in both the dining car & snack  |
|                   |  |  |       |  |                               | car & said they were out of noodles.  |
|                   |  | 11 11 11 11 11 11 11 11 11 11 11 11 11 |       |  |                               |   |
| :15502734335      | 08/08/2013   | COMPLAINT                              | TRAIN | LOUNGE SERVICES                        | FOOD SELECTION                | pax stated news and same was wonderful & did the best she could do Exemption 6  |
|                   |  | E                                      |       |  |                               | -Original Message-<br>From: Market 17.00 PM<br>Date: 8/13/2013 7:17:09 PM   |
| :                 |  | ,                                      |       |  | Exemption 6                   | Reservation Number:   |
|                   | 1  |  |       |  |                               | Date of Incident: 09/09/2013 Time of Incident: 11:39 am I got the salad just after leaving Utica and ended up only eating part of it as there was a lot of rust on the bottom and had a bad laste to it.    |
| !                 | :  |  |       | 4                                      | Non-responsive                | Poughkeepsle   started to get sick with stomach pain and throughup in the restroom, as time went by keeped getting worse.<br>Pat around 9pm that eve I was real sick with all the signs of food poisioning. |
| :<br>:18502756738 | 08/09/2013   | COMPLAINT                              | TRAIN | LOUNGE SERVICES                        | FOOD UNSATISFACTORY           |   |
|                   |  |  |       |  | Non-responsive<br>Exemption 6 | RES#  |
|                   | :  |  |       |  | 110                           | PAX IS A DIABETIC AND MUST EAT AT CERTAIN TIMES.  |
| :                 | :  | 44.4                                   |       |  |                               | PAX STATED THE MEALS ON THE TRAIN WERE TERRIBLE, PAX STATED HE SPENT ABOUT 50-DOLLARS PURCHASING FOODHF   |
| ISS02732968       | 08/10/2013   | COMPLAINT                              | TRAIN | LOUNGE SERVICES                        | FOOD UNSATISFACTORY           |   |
|                   |  | 6                                      |       |  | Exemption 6                   | -Original Message-  |
| :                 | :  | 3                                      | 1     |  | EVEWDETON 0                   | From: Date: 6/11/2013 8:49:37 AM  |
|                   | :  |  | į     |  |                               | To: Boulder Strategy Praise/Compliment  |
| :                 | :  |  |       |  | Non-responsive                | Waited over 2 hours to try to get into dining cart still could  |
| 18502757017       | 08/10/2013   | COMPLAINT                              | TRAIN | LOUNGE SERVICES                        | FOOD UNSATISFACTORY           | not get a table went to the cafe the Food was over priced and state   |
| :                 |  |  |       |  | Exemption 6                   | Original Message<br>From: 1994-1994<br>Date: 8/11/2013 8:49:37 AM   |
| :                 | 1  |  |       |  | -                             | To: Exployee Preise/Compliment  |
| ISS02757017       | 08/10/2013   | COMPLAINT                              | TRAIN | LOUNGE SERVICES                        | Non-responsive<br>PRICING     | Walted 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  |

|             |            |           |       |                 |                      | A A A A A A A A A A A A A A A A A A A  |
|-------------|------------|-----------|-------|-----------------|----------------------|--|
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| ,           |            | į į       |       |                 |                      |  |
| ;           | 1          |           |       |                 |                      | ·  |
| . ;         |            | 1         |       |                 |                      | TO B. THE ACCRETING THE CASE CAD MAS NOT THERE MANY TIMES THOUGHT THE TRIS   |
| ;           |            |           |       |                 |                      | PNR TR 8THE AGENT IN THE CAFE CAR WAS NOT THERE MANY TIMES THROUGHOUT THE TRIP   |
| :           |            | 1         |       |                 |                      |  |
|             |            | į         |       |                 | (                    |  |
|             |            |           |       |                 | 1                    | -Original Message- Exemption 6   |
|             |            | i         |       |                 |                      | i – Original Message –   |
|             |            |           |       |                 | 1                    | From: 1000/2522013 10:10:06 PM   |
|             |            |           |       | 7               | <b>j</b>             | Oate: 8/25/2013 10:10:05 PM  |
|             |            |           |       |                 |                      | To: http://www.assg/assgara  |
| · ·         |            |           |       | 1               | Į.                   | and the state of t |
|             |            |           |       |                 |                      | Subject: General Inquiries   |
| -           |            |           |       | <u>{</u>        | !                    | Reservation Number:  |
|             |            | :         |       |                 |                      |  |
| :           |            |           |       |                 |                      | Date of Incident: 08/10/2013   |
|             |            |           |       |                 |                      |  |
|             |            |           |       |                 |                      | Time of Incident: 05:00 pm   |
| :           |            |           |       |                 |                      |  |
|             |            |           |       |                 |                      | Mossage:   |
|             |            |           |       | •               | Non-responsive       | Recently I took a round trip from Pargo, ND to Portland, ME.   |
|             |            | i         |       |                 | Hom roppostpria      |  |
|             |            |           |       |                 | 1                    | Suppose that the suppose of the supp |
|             |            |           |       | į               | :<br>3               | Along the way from Fargo to Chicago, we experienced a rude snack attendant   |
|             |            |           |       |                 | •                    | that frequently closed the car for no foreseen reason.   |
|             |            | 1         |       |                 | į.                   |  |
|             |            |           |       | ;               | <b>,</b>             | Exercise 1997  |
|             |            |           |       | i               | ŧ                    |  |
|             |            | ·         | ì     | 1               | ĺ                    | 500 Control of the Co |
|             |            | !         |       | į               | 1                    |  |
|             |            | :         |       | ì               | ĺ                    |  |
|             |            | į.        | i     | į               | 1                    | 50 Table 1   |
|             |            | (         |       | ì               | i                    | (1977年) 1977年 - 1977年  |
|             |            | :         |       | ì               | Ì                    |  |
|             |            | :         |       | Í               |                      | AND CONTRACTOR OF THE PROPERTY |
| ISS02761766 | 08/10/2013 | COMPLAINT | TRAIN | LOUNGE SERVICES | HOURS UNSATISFACTORY |  |
|             |            |           | 1     | 1               |                      |  |
|             |            |           | i     | i               | Non-responsive       | 300,000,000  |
|             |            | •         | i     | ₹<br>1          | i                    |  |
|             |            |           |       | 1               | İ                    | PAX ADV THEY ORDERED STEAK AND HE DID NOT LIKE IT AND DID NOT REQUEST ANYTHING ELSE BECAUSE  |
|             | !          | i         | 1     | İ               | 1                    | HE DID NOT WANT TO   |
|             |            | (         | 1     | i               |                      | ***************************************  |
|             |            |           |       | 1               |                      | <u> </u>   |
| ISS02733393 | 08/11/2013 | COMPLAINT |       |                 | FOOD UNSATISFACTORY  |  |
| JSS02756464 | 08/11/2013 | COMPLAINT | TRAIN | LOUNGE SERVICES | HOURS UNSATISFACTORY | TR 88 THE LOUNGE WAS CLOSEDUNABLE TO GET FOOD  |
|             |            |           |       |                 | 1                    |  |

|              |  | ·  |       |                                       | 1                    |  |
|--------------|--|--|-------|---------------------------------------|----------------------|--|
|              |  |  |       |                                       | Non-responsive       | LOUNGE CLOSED ENTIRE JOURNEY.  |
|              |  |  |       |                                       |                      | -Original Message- From Manufacture John Street Programmer Street  |
|              |  | Andreas (Andreas Communicated C |       |                                       | Non-responsive       | From before the Charlottesville stop the cale car was closed down and there was no flood or drinks that could be bought. So my toddler and myself who is pregnant were starving since we were on the train for hr and half longer than we needed to be.  |
|              |  |  |       | i i i i i i i i i i i i i i i i i i i |                      |  |
| 16502757167  | 08/11/2013   | COMPLAINT  | TRAIN | LOUNGE SERVICES                       | HOURS UNSATISFACTORY |  |
|              |  | The state of the s |       |                                       | Exemption 6          | email logged: Train ran out food selection, pax was told what to eat. Coffee pot broke, cafe aftendant waited on others before the ones that were afready waiting.  Original Message— From: May 222   Control of the con |
|              | 10 mars 2 | the second secon | ,     |                                       | Non-responsive       | Message: And the trip itself was afrociousl No coffeel the pot broke. Finally, when there was coffee, the caf?? person waited on others before the ones who had been waiting. PA system not working in the sleeping section. Welters telling people what to eat because there was a fack of other food.  MORE FOOD!  |
| :ISS02761976 | 08/11/2013   | COMPLAINT  | TRAIN | LOUNGE SERVICES                       | SLOW SERVICE         | **************************************   |

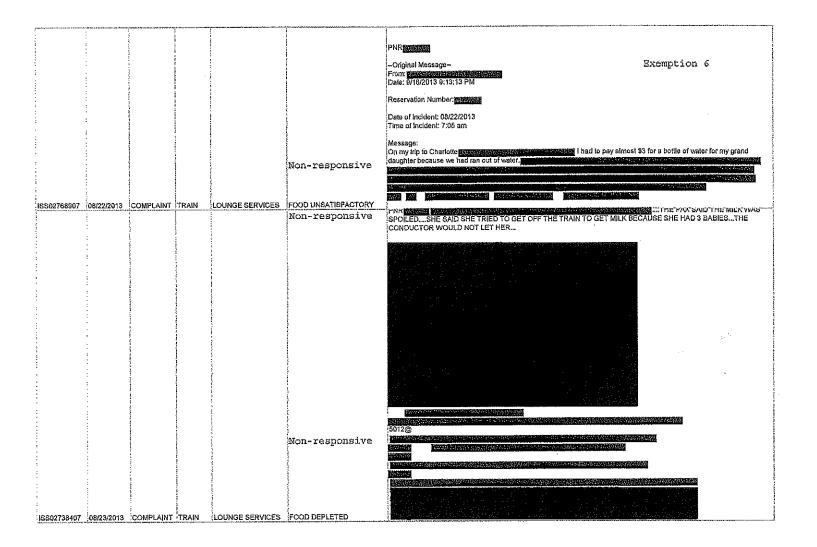
|             |             |   |  | · · · · · · · · · · · · · · · · · · ·  |                      |   |
|-------------|-------------|---|--|--|----------------------|---|
|             |             |   |  |  | Non-responsive       | LOUNGE CART NOT OPEN Exemption 6  |
|             | :<br>:      |   |  |  |                      | Original Message<br>From Britishing Britishing Britishing<br>Date: 9/13/2013 12:18:48 PM<br>To: Britishing Britishing<br>Subject: Tall us what you think                          |
|             |             |   |  | to a distance of the state of t |                      | Hello Amrak, i first traveled on Amtrak a month ago, on August 11th.  |
|             |             |   | 70.41  | LOUNGE SERVICES  | HOURS HARATISEACTORY | I discovered the food cart was not in operation because there was no one to operate it. This was true most of the way, as the operator only got in Vermont I believe.             |
| ISS02764064 | -           | 1   |  |  |                      | PAX SAYS SHE WAS TOLD BY ANOTHER PAX THAT THE CAFE CAR WAS CLOSED. PAX SAYS LATER SHE TOLD THAT THE CAFE HAD REOPENED. PAX SAYS THE ATTENDANT WAS YELLING AT HER, BECAUSE SHE WAS |
| ISS02733523 | :08/12/2013 | COMPLAINT   | TRAIN  | LOUNGE SERVICES  | FOOD DEPLETED        | RUSHING HIM TO OPEN THE CAFE CAR.   |
|             | :           | 1<br>5  | į  |  | Exemption 6          | PNR   |
|             |             | describe the service of the service | a fortune as confidence of the |  | Non-responsive       |   |
| 18802733825 | 08/12/2013  | COMPLAINT   | TRAIN  | EQUIPMENT  | UNAVAILABLE - LOUNGE | END OF DISPLAY  |
| ISS02733790 | 08/12/2013  | COMPLAINT   | TRAIN  | LOUNGE SERVICES  | FOOD UNSATISFACTORY  | PN PN WAS A WING. EXEMPTION 6   |
|             |             |   |  |  | Non-responsive       | ther son ate a hotdog and had chrameha due to the food he could not use the bathroom  |
|             | :           |   |  |  |                      | she claims her son was sick for 3 days  |
|             |             |   |  | · Walter and a second and a second as a se |                      | ikt   |
| ISS02736715 | 08/12/2013  | COMPLAINT   | TRAIN  | LOUNGE SERVICES  | FOOD POISONING       |   |
| ISS02735297 |             | COMPLAINT   |  | LOUNGE SERVICES  | FOOD DEPLETED        | PNR Exemption 6   |
|             |             |   |  |  |                      |   |
|             |             | 1   | į  |  | Non-responsive       | DID NOT KNOW  |
| 15502735535 | DB/13/2013  | COMPLAINT   | TRAIN  | LOUNGE SERVICES  | HOURS UNSATISFACTORY | CAFE CAR ONLY OPEN CERTAIN HRS.   |

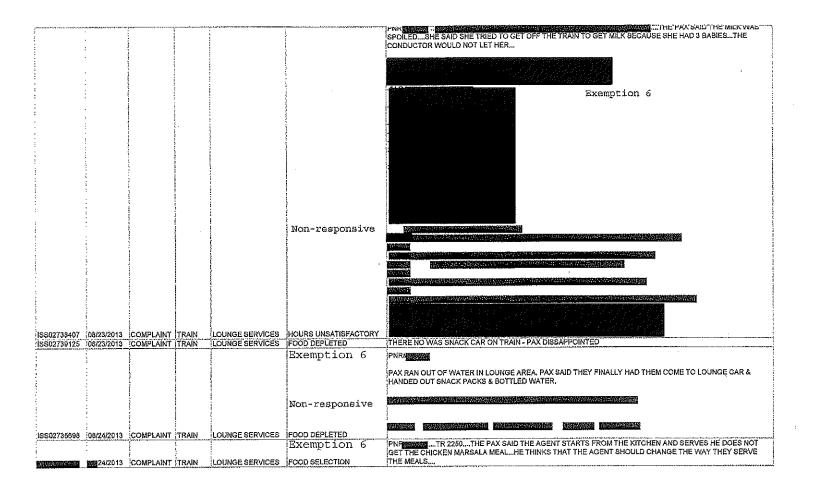
## Exemption 6

| 08/14/2013    | COMPLAINT                                | TRAIN  | EQUIPMENT  | UNAVAILABLE - LOUNGE   | PAX CALLLED 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<br>Exemption 6  | PNR  |
|               |  | 1  |  | ]  | PAX CALLED STATES THAT THERE WAS NO LOUNGE ON THIS TRAIN 0-APOLOGIZED FOR INCOVN-PARKINGS WERE HUNGRY NO FOOD-NO LOUNGE-PARKINGS EXEMPLION 6   |
| 08/16/2019    | COMPLAINT                                | TRAIN  | EQUIPMENT  | Non-responsive<br>UNAVALLABLE-LOUNGE<br>Non-responsive   | 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.  |
| osnémosa<br>, | COMPLAINT                                | TOAIN  | I OTRICE CEDITICE  |  | 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. |
| _             | 08/14/2013<br>-08/14/2013<br>-08/16/2013 | 08/14/2013 COMPLAINT 08/14/2013 COMPLAINT 08/16/2013 COMPLAINT | 08/14/2013   COMPLAINT   TRAIN     08/14/2013   COMPLAINT   TRAIN     08/16/2013   COMPLAINT   TRAIN | 08/14/2013 COMPLAINT TRAIN LOUNGE SERVICES 08/14/2013 COMPLAINT TRAIN EQUIPMENT 08/16/2013 COMPLAINT TRAIN EQUIPMENT | Non-responsive   Exemption 6   |

| ,           |             |           |       | ************************************** | T                    | PNKAN  |
|-------------|-------------|-----------|-------|--|----------------------|--|
| 1           |             | i         |       |  | Non-responsive       | THE 2 PAXS WENT TO THE LOUNGE CAR TO SIT   |
| :           |             | 1         |       | 1                                      |                      | TOGETHERTHEY WERE INFORMED THAT THEY COULD NOT STATE  THE AGENTS WERE BICKERING IN THE DINING ROOM.  |
| ;           | :           | ļ         |       | į.                                     |                      | THE ACTION OF THE DISTRICT OF  |
| 1           |             |           |       |  | i<br>:               |  |
|             | :           | į         |       |  |                      | Original Message-  |
|             | :           | į         |       | !                                      |                      | From Exemption 6   |
| :           | :           |           |       |  |                      | To: Salan Control of the Control of  |
|             | :           | -         |       | :                                      |                      | Subject: Travel Feedback   |
| :           | :           |           |       |  |                      | Reservation Number: Nu |
| -           | :           |           |       |  | 1                    | Date of Incident: 8/17/2013  |
| :           | :           |           |       |  |                      | Time of Incident: 9:30 pm  |
| :           |             | 1         |       |  |                      | Message:   |
|             |             |           |       |  | Non-responsive       |  |
| į           | 1           | 1         |       |  |                      |  |
| :           | :           | 1         |       | -                                      |                      | A" yes   |
|             | 1           | 2         | ĺ     | 1                                      |                      |  |
| :           |             | 2         |       |  | Ì                    | American Committee and Committ |
| •           |             | 3         | į     |  |                      |  |
|             | i           |           |       | į                                      |                      |  |
| 1           | 1           |           | İ     |  |                      |  |
|             | ì           |           | i     | •                                      |                      |  |
| į           | :           | ì         | į     |  |                      |  |
| :           | 1           | 1         |       | 1                                      |                      |  |
| ;           |             | :         | į.    |  |                      |  |
|             |             | :<br>}    |       |  | LANGE ING TOP OTOP   |  |
| USS02758061 | 08/17/2013  | COMPLAINT | TRAIN | LOUNGE SERVICES                        | HOURS UNSATISFACTORY | PAX STATES THEY BOARDED THE TRAIN AT 8:50 AND THE DINING CAR AND THE CAFE CAR WERE CLOSED.   |
| :           |             | 1         | į     |  |                      | SHE HAD SOME CHIPS IN HER BAG SO SHE GAVE THEM TO HER SISTER KIDS. THE ATTENDANT ASKED THEM  |
| :           | :           |           |       | 1                                      |                      | TO LEAVE, SHE WOULDN'T EVEN GIVE THEM A CUP OF ICE, THEY HAD TO WAIT UNTIL 6am THE NEXT MORNING  |
|             | :           |           | 1     |  | 1                    | TO GET SOMETHING TO EAT  |
| ISS02739000 | -08/18/2013 | COMPLAINT | TRAIN | LOUNGE SERVICES                        | HOURS UNSATISFACTORY |  |
|             | ;           |           | (     |  |                      |  |
| :           | :           |           | ł     |  | Non-responsive       |  |
| :           |             |           |       | E .                                    | ,                    | LOUNGE FOOD UNSAT AND OVERPRICED   |
|             | :           |           | 1     |  | The same below of    | Order Manager  |
| :           | :           |           | )     |  | Exemption 6          | -Original Message  |
| :           |             |           | İ     |  | İ                    | Date: 8/18/2013 7:52:64 PM   |
|             | ;<br>1<br>5 |           | 1     |  |                      | To: authors assurement Subject: Travel Feedback  |
| 1           |             |           | 1     |  |                      | I planned this trip to New York City, from Toronto, with high hopes of enjoying a leisurely, relaxing trip   |
| :           | :           |           | !     |  |                      | \$5500 AND AND AND AND AND AND AND AND AND AND   |
| 1           |             |           | İ     |  | Non-responsive       | The cafe car offerings are below par and over-priced.  |
|             |             |           | 1     |  | Tooponing.           |  |
| ISS02759801 | :08/18/2013 | COMPLAINT | TRAIN | LOUNGE SERVICES                        | FOOD UNSATISFACTORY  |  |

| Non-responsive Lounge food unsat and overpriced  | \$   |
|--|--|
| LOUNGE FOOD UNSAT AND OVERPRICED   | Constance of the Consta |
| · · · · · · · · · · · · · · · · · · ·  | Exemption 6  |
| -Original Message-<br>From: Page 1878/2013 7:52:54 PM<br>  To:   |  |
| I planned this trip to New York City, from Toronto, with high hopes of enjoying a leisu  | urely, relaxing trip.  |
|  | grander (1965) - Cartain and Alexander   |
| The cafe car offerings are below par and   |  |
| ISS02759801 -08/18/2013 COMPLAINT TRAIN LOUNGE SERVICES PRICING  | Thinks and the same of the sam |
| ISSU279901 Co. 102010 Co. 102010   | lounge car food  |
| restection is depicted. <u>Part and the second in the second</u> | r him who works for Channel 5 & they will  |
| PAX SON CALLED AND DUE TO THE SMELL AND CONDITIONS ON THE TRAIN<br>THE RETURN TRIP.  | N THEY ARE NOT GOING TO TAKE   |
| ISS02735828 :08/19/2013 COMPLAINT TRAIN LOUNGE SERVICES FOOD DEPLETED  | - MAA ABMAN A- MANAGEMENT MANAGEM |
| Non-responsive   |  |
| Evemption 6  |  |
| due to delay pex purchase food which was terrible  |  |
|  | 1  |
| ISS02737484 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 #691 fron Maine. J went to Cafe and noticed a sign on the table stated cash only sorry for inco  | onvenience. I got extremely upset i nav<br>ree hours and 15 min of my liserable filled<br>e atm/credit card works before we leave<br>en again! Now, again! Guess what? !<br>I the train numbers are different and  |
| Maine. I Went to Cale and notice a sign of in the cace state of an ordink for the no cash, but if do have atm with me. I was starving without food and no drink for the with angry and very unpleasant. I feel that the cate worker should check make supe our train. If not and then they should have replaced immediately. This cannot have proposed immediately. This cannot have proposed immediately. This cannot have replaced immediately. This cannot have replaced immediately. This cannot have replaced immediately. This cannot have replaced immediately. This cannot have replaced immediately. This cannot have replaced immediately. This cannot have replaced immediately and so that it is soing on? It is not acceptable to say cash only. I have so cash on my way back to Boston because of what happen. Please make sure that it for three hours and 15 min of long ride without food and drink. Absolutely, this cannot have an ordinately and the sure of the cannot have replaced in the cash of the        | en tots of upset customers. I got some<br>I will not happen again. It was miserable<br>not happen ever again. It is a very serious   |





| ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,, |            |  | *************************************** |  |  |   |
|---|------------|--|---|--|--|---|
|   |            | of the contract of the contrac |   |  | Mon-responsive   | PNR   |
| :                                       | 1          |  |   | and the second   |  | -Original Message   |
| :                                       |            |  |   | Angener -  |  | Date: 8/24/2013 6:11:66 PM To: Water State  |
| :                                       | :          | 200 ma 200 m   |   |  | And the second s | Subject: General Inquiries<br>Reservation Number: <b>Brasing</b>  |
|   | :          | in the state of th | -                                       |  |  | Date of Incident: 08/24/2013 Time of Incident: hh:mm am   |
| ;                                       |            | 33   |   |  |  | 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   |
| •                                       | :          |  |   |  |  |   |
| :                                       |            |  |   | the production of the control of the | 190  | A 46 minute wait on line for food was for nothing because they were out of anything remotely healthy.   |
| ISS02761342                             | 08/24/2013 | COMPLAINT  | TRAIN                                   | LOUNGE SERVICES  | FOOD DEPLETED  |   |
| i                                       | -          |  |   | annotation,  | Exemption 6  | –Original Message⊷  |
|   |            |  |   | 788  | 77 y a m y a | From: 2007/2013 12:06:25 PM   |
|   | :          | the major program of   |   |  |  | To: Subject: Travel Feedback  |
| ISS02762119                             | 08/26/2013 | COMPLAINT  | TRAIN                                   | LOUNGE SERVICES  | FOOD UNSATISFACTORY  | Hello. I am currently on the 9:25 train from Chicago Union Station to Bloomington Normal. I just got a bagel from the train<br>cafe and it was completely state and hard and the cream cheese was old and curdled. I did not eat it and just threw it away.   |
|   | :          | 10,7   | :                                       |  | Non-responsive   | PAX ALSO STATED THAT THE SNACK CAR IS CLOSED AND HE IS UNABLE TO GET SOMETHING TO EAT   |
| ISS02739360                             | 08/27/2013 | COMPLAINT  | TRAIN                                   | LOUNGE SERVICES  | HOURS UNSATISFACTORY   |   |
|   | :          | 1  | 1                                       |  |  |   |
|   |            |  |   |  | Exemption 6  | -Criginal Message-  |
| 1                                       |            |  |   |  |  | Date: 8/31/2013 12:18:24 PM   |
|   | !          |  |   |  |  | Reservation Number:   |
|   | !          |  |   | Ì  | Non-responsive   | Date of incident; 08/28/2013<br>Time of Incident; 11:50 am  |
|   |            | T. Company   |   |  |  | ingland evening had to set their over the over their over their over their over their over their over the over their over their over their over their over the over |
| IS\$02762360                            | 08/28/2013 | COMPLAINT  | TRAIN                                   | LOUNGE SERVICES  | FOOD DEPLETED  | not and everyone had to get their own. I've never had to do this on any other tip 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.  |
| ISS02745821                             | 08/29/2013 | COMPLAINT  | TRAIN                                   | LOUNGE SERVICES  | FOOD DEPLETED  | 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.   |

| :           |             |             |       |                  |                      | -Original Message- Exemption 6   |
|-------------|-------------|-------------|-------|------------------|----------------------|--|
| :           |             |             |       | 1                |                      | From: (2) (2) (2) (3) (4) (4) (4) (5) (6) (6) (7) (7) (7) (7) (7) (7) (7) (7) (7) (7   |
| :           |             | 1           |       |                  |                      |  |
|             | :           |             |       |                  |                      | Reservation Number (1998)  |
| :           | :           |             |       |                  |                      | Date of Incident: 09/30/2013   |
| :           |             |             |       | 1                |                      | Time of Incident 3:00pm pm   |
|             |             |             |       |                  |                      | Message:<br>I was on amtrac trein 84 aug 30 they ran out of elcohol drinks halfway thru. How can I be compensated for my distress of   |
| :           |             |             |       | •                |                      | having no alcohol drinks. Sincerely, management and the state of the s |
| ISS02765608 | 08/30/2013  | COMPLAINT   | TRAIN | LOUNGE SERVICES  |                      | Address of the state of the sta |
| :           |             |             |       | İ                | Exemption 6          | PNRIMANA   |
| :           | :           |             |       |                  | Non-responsive       | PAX STATES FOOD CAR CLOSED.  |
| ISS02740776 | 09/01/2013  | COMPLAINT   | TRAIN | LOUNGE SERVICES  | FOOD DEPLETED        |  |
| :           | :           |             |       |                  |                      |  |
| i           | :           |             |       |                  |                      | the prices are absolutely ridiculous \$8 for a burger  |
|             | :           |             | 1     |                  |                      | Message:   |
|             |             |             |       |                  | Non-responsive       | Greensboro and had nothing but trouble the entire journey!   |
| :           | :           | 1           | 1     |                  | MOII-Teabouate       | The state of the s |
| :           | :           |             |       |                  | 1                    | E CONTRACTOR OF THE CONTRACTOR |
| :           | 1.          | ĺ           | 1     |                  |                      | Also the prices are absolulely ridiculous SB for a   |
|             |             |             |       |                  |                      | burger?!? This is appalling.   |
| ·<br>       |             | AALINI INIT | TOAIN | LOUNGE SERVICES  | PRICING              |  |
| ISS02764219 | 08/07/2013  | COMPLAINT   | STAIN | EDDINGE SERVICES | Exemption 6          | A A A A A A A A A A A A A A A A A A A  |
| ;           | :           | -           | )     | 1                | EXEMPLION 0          | PNF  |
|             |             |             | 1     |                  | CAAD LUIGITIGE ATOEV | HUSBAND REPORTS HIS WIFE SHARED THE FOOD WAS BAD AND SERVED COLD AND THE PRICES HAVE GONE UPSHE ORDERED THE CHICKEN BECAUSE IT WAS THE CHEAPEST \$17 RICE WAS ICE COLD   |
| ISS02751052 | 109/02/2013 | COMPLAINT   | TRAIN | LOUNGE SERVICES  | FOOD UNSATISFACTORY  | IN THE OUT OF THE OUT OUT OF THE OUT OF THE OUT OF THE OUT OF THE OUT OF THE OUT OF THE OUT OUT OF THE OUT OF THE OUT OUT OUT OUT OUT OUT OUT O |

|                    |                                       | <b></b>                                 |   |                 | VMACON AND AND AND AND AND AND AND AND AND AN |   |
|--------------------|---------------------------------------|---|---|-----------------|---|---|
| :                  |                                       |   |   |                 |   | Exemption 6   |
| 1000               |                                       | de deministra                           | •   |                 |   | -Original Message From: Market Mark            |
| :                  |                                       |   |   |                 |   | Dear Amtrak, I took an Amtrak from Philadelphia to D.C. on Labor Day with the hopes of being home in D.C. in lime, in the labor Day with the hopes of being home in D.C. in lime, in the labor Day with the hopes of being home in D.C. in lime, in the labor Day with the hopes of being home in D.C. in lime, in the labor Day with the hopes of being home in D.C. in lime, in the labor Day with the hopes of being home in D.C. in lime, in the labor Day with the hopes of being home in D.C. in lime, in the labor Day with the hopes of being home in D.C. in lime, in the labor Day with the hopes of being home in D.C. in lime, in the labor Day with the hopes of being home in D.C. in lime, in the labor Day with the hopes of being home in D.C. in lime, in the labor Day with the hopes of being home in D.C. in lime, in the labor Day with the hopes of being home in D.C. in lime, in the labor Day with the hopes of being home in D.C. in lime, in the labor Day with the hopes of being home in D.C. in lime, in the labor Day with the hopes of being home in D.C. in lime, in the labor Day with the hopes of the labor Day with t          |
| :                  |                                       |   |   |                 | MOH-responsive                                | 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 balancom  |
| 1                  |                                       |   |   |                 |   |   |
| 9                  |                                       | AA. 473 AR. FF                          | WINA BAI  | LOUNGE SERVICES | FOOD DEPLETED                                 |   |
| SS02762798         | 09/02/2013                            | COMPLAINT                               | IKAM  | LOUNGE SERVICES |   | -Original Message-  |
|                    |                                       | !<br>!                                  |   | -               | Exemperon                                     | Total: 9/4/2013 6:19:11 PM<br>Total: 9/4/2013 6:19:11 PM  |
|                    |                                       |   |   |                 |   | Subject; Employee Praise/Compliment   |
| ISS02762811        | กษากระการร                            | COMPLAINT                               | TRAIN   | LOUNGE SERVICES | HOURS UNSATISFACTORY                          | I have been taking the Irain almost weekly this summer between Albany ny and nyp andfor Washington, D.C. When I reserve, the cafe car is always indicated as being open yet never really is once I board. This is expecially annoying as I reserve business class and was fold a beverage was complimentary   |
| DDR4102011         |                                       |   | 1111111   |                 | Exemption 6                                   | - Original Message-   |
|                    |                                       |   |   | 1               | i inclipation o                               | Date: 8/4/2013 6:18:11 PM To: 18:18:18:18:18:18:18 Subject: Employee Praise/Compilment  |
| recovered i        | 00/04/2013                            | COMPLAINT                               | TRAIN   | LOUNGE SERVICES | HOURS UNSATISFACTORY                          | I tusve been taking the train almost weekly this summer between Albany ny and nyp and/or Washington, D.C. When I<br>reserve, the cafe car is always indicated as being open yet never really is once I board. This is especially annoying as I<br>reserve business class and was told a boverage was complimentary  |
| Pagory description | - Control of the later                |   |   |                 | Exemption 6                                   | Original Massago<br>From Budicas D. 1973 PM<br>Date: 9/12013 D.07:13 PM<br>To: Entry Charles Control of the Control of t |
|                    | · · · · · · · · · · · · · · · · · · · | 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - | N 144 - 144 |                 |   | 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 stating the case 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 case car an four prior to perfort at our final dasheable of DC. No announcement was made that the case 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  |
| 8802763153         | 09/04/2013                            | COMPLAINT                               | TRAIN   | LOUNGESERVICES  | HOURS UNBATISFACTORY                          | inaler.   |

| 1           |             | 1             |       |                 |                      |  |
|-------------|-------------|---------------|-------|-----------------|----------------------|--|
| -           | :           | ĺ             |       |                 |                      | -Original Message- Exemption 6   |
| :           |             | į             |       |                 |                      | Date: 9/4/2013 7:57:43 PM  |
| :           | ;           |               |       |                 |                      | To: preparation of the control of th |
| -           | •           | F             |       |                 |                      | Subject: Travel Feedback   |
| :           | :           | į             |       |                 |                      | You are lying to customers when you sell them tickets from BWI Airport to Washington, DC, as you claim during the sale on  |
| :           |             |               |       |                 |                      | your website that there is cafe service on the train. However, when boarding the train at BWI, and going to the cafe, the cafe   |
| :           |             |               |       |                 |                      | operator rudely said that the cafe was closed. You are lying to your customers and advertising falsely and you shouldn't do  |
| ISS02763154 | 09/04/2013  | COMPLAINT     | TRAIN | LOUNGE SERVICES | HOURS UNSATISFACTORY | Ifhat, Liars,  |
|             | :           | •             |       |                 | Exemption 6          | RES. Legislation   |
|             | :           | <u>r</u><br>5 |       |                 |                      | PAX CALLED COMPLAINING THAT THERE WAS NO POLAR CAR ON THAT TR. & THIS WAS ONE OF THE REASONS   |
| ISS02741878 | 09/05/2013  | COMPLAINT     | TRAIN | EQUIPMENT       | UNAVAILABLE - LOUNGE | THEY TOOK FIRST CLASS.   |
| :           | ;           |               |       |                 | Non-responsive       |  |
| :           |             | £             |       |                 |                      | IPAX CLAIMS THAT HE WAS DOUBLE CHARGED AT SNACK CAR. PAX SAYS HE WAS CHARGED 11.50 TWICE.  |
| JSS02742406 | 09/05/2013  | COMPLAINT     | TRAIN | LOUNGE SERVICES | FOOD UNSATISFACTORY  | PAX SAYS HE USED DEBIT CARD.   |
| 1           |             | -             | ,     | :               | 1                    | pax complained that dining staff were more interested in cleaning up rather than serving, pax also complained that they did  |
|             |             |               |       |                 |                      | not receive blue cheese dressing as displayed on the menu. pax complained that only lunch options were a burger or the   |
| ISS02752919 | :09/05/2013 | COMPLAINE     | TRAIN | LOONGE SERVICES | FOOD UNSATISFACTORY  | salad. staff had an allitude when serving.   |
|             | :           | ;<br>}        |       |                 | Non-responsive       |  |
|             |             |               |       |                 | Non-reaponarve       |  |
| 1           | :           |               |       | İ               |                      |  |
| ;           |             | -             |       |                 |                      | cafe car ran out of adible food, was passing out chips which pax cannot seal   |
|             | ;           | }             |       |                 |                      | 341  |
| :           | :           | t<br>?        |       |                 |                      |  |
|             |             | 1             |       |                 |                      | All figures and the state of th |
| :           |             |               |       |                 |                      |  |
| •           |             | 1             |       |                 |                      |  |
| :           | }           | 1             |       |                 |                      | 05 Prince of the second of the |
| :           | :           | į             |       |                 |                      |  |
| :           | :           | :<br>:        |       |                 |                      |  |
| •           | •           | Ì             |       | •               |                      | Section 1997   |
| :           | :           | i<br>i        |       | ļ               | {<br>                |  |
| •           | ì.          |               |       |                 |                      |  |
|             | ;           | 1             |       |                 |                      |  |
|             | :           | 1             |       |                 |                      |  |
|             |             | Ì             |       | Ì               |                      |  |
| :           |             | 1             |       | -               |                      | 117  |
| :           |             |               |       | }               |                      | 18   |
| 1           |             |               |       | ]               |                      | 19   |
| ISS02742933 | 09/06/2013  | COMPLAINT     | TRAIN | LOUNGE SERVICES | FOOD DEPLETED        | 20   |
| :           |             |               |       |                 | Non-responsive       | BUF AR   |
| 1           | 1           |               |       |                 |                      | And the second s |
| 15502767200 | :09/06/2013 | COMPLAINT     | TRAIN | LOUNGE SERVICES | HOURS UNSATISFACTORY | CAFE CAR CLOSED/   |

| EXEMPTION 6  EXEMP | 2************************************* | ~~~         |  |   |  |  |  |
|--|--|-------------|--|---|--|--|--|
| NOT-responsive  NOT-responsive  NOT-responsive  NOT-responsive  REALPHANT TRAIN  REQUERMENT  UNAVAILABLE - LOUNGE  EXCENDISOR  EXCENDISOR  EXCENDISOR  NOT-responsive  Excention  REQUERMENT  UNAVAILABLE - LOUNGE  EXCENTION  NOT-responsive  Excention  NOT-responsive  Excention  NOT-responsive  Excention  NOT-responsive  Excention  NOT-responsive  Excention  NOT-responsive  Excention  NOT-responsive  Excention  NOT-responsive  Excention  NOT-responsive  Excention  NOT-responsive  Excention  NOT-responsive  Excention  Not-responsive |  |             |  |   | 77 Panta 12 - 12 - 12 - 12 - 12 - 12 - 12 - 12   | Exemption 6  | CLAIMS THAT MOTHER ORDERED SALMON AND THEY WERE OUT OF IT AND ALSO OUT OF BEEFCLAIMS SALAD RAN OUT   |
| CLAMS THEY WERRY ALLOWED TO GO INTO THE LOUNGE CAR WAS CLOSED RIGHT ATTER DIMER IT ARE DODG THINDERS AND NEDS TO WALK AROUND AND THERE WAS NO WHERE TO WALK BECAUSE THE LOUNGE WAS CLOSED  EXEMPTION 6   |  |             | and the state of t |   |  | Mon-responsive   | THIS ANYWAY "THIS WAS THE MORNING OF THE 8SEPT AND BY THE TIME THEY GOT TO DINING CAR THE GUEST SPEAKER WAS FINISHED HER PRESENTATION  |
| ISS02774534 09/07/2013 COMPLAINT TRAIN EQUIPMENT UNAVAILABLE - LOUNGE  NO WHERE TO WALK BECAUSE THE LOUNGE WAS CLOSED  Exemption 6  Exemption 6  Exemption 6  Exemption 6  Non-responsive  Exemption 6  District Seption Number  Seption 10 Number Seption Number Sep | :                                      |             |  |   |  |  | BREAKFAST ONLY OMELET AND PANINI CLAIMS NO OATMEALCLAIMS BREAKFAST WASN'T VERY GOOD  |
| ISS027748534 09/07/2013 COMPLAINT TRAIN EQUIPMENT UNAVAILABLE LOUNGE  EXEMPLION 6  Non-responsive  Exemption 6  Exemption 6  Reservation Number  Date of Incident 09/07/2013  Date of Incident 09/07/2013  Date of Incident 09/07/2013  COMPLAINT TRAIN  LOUNGE SERVICES FOOD UNSATISFACTORY  IN THE MORNING "PAX HAD TO COLD FOOD OPTIONS  SMACK CAR NOT HAVE MANY FOOD OPTION  |  |             | **************************************   |   |  |  | CLAIMS THEY WEREN'T ALLOWED TO GO INTO THE LOUNGE (ICLAIMS THAT THE LOUNGE CAR WAS CLOSED RIGHT AFTER DINNER, CLAIMS HE TAKES BY OOD THINNERS AND MEEDS TO WAY A DEVINE OF THE LOUNGE CAR WAS CLOSED   |
| ISS02748594 09/07/2013 COMPLAINT TRAIN EQUIPMENT UNAVAILABLE - LOUNGE EXEMPTION 6   | :                                      | :           | Andreas and Andrea |   | the state of the s |  | Exemption 6  |
| ISS02745534 08/07/2013 COMPLAINT TRAIN RQUIPMENT UNAVAILABLE-LOUNGE  NON-responsive Exemption 6  Exemption 6  Date 10/16/2016 40/22/ PM Reservation Number: Immediately 10/16/2016 40/22/ PM Re |  |             |  | 17 mg and 17 mg | ***************************************  | We consider the constant of th |  |
| ISS027748534 09/07/2013 COMPLAINT TRAIN EQUIPMENT UNAVAILABLE - LOUNGE EXEmption 6  Exemption 6  Exemption 6  Exemption 6  Exemption 6  Date of Incident: 09/07/2013  Time of Incident: 09 |  | :           |  |   |  |  |  |
| ISS027745534 OP/07/2013 COMPLAINT TRAIN EQUIPMENT UNAVAILABLE - LOUNGE   Non-responsive   Exemption 6   Exemption  | <u>:</u>                               | :           |  |   |  | **************************************   | UMINO CONTRACTOR CONTR |
| Non-responsive Exemption 6  Exemption 8  Exemption 6  Exemption 6  Exemption 6  Exemption 6  Exemption 8  Exemption 6  Exemption 6  Exemption 6  Exemption 6  Exemption 8  Exemption 6  Exemption 6  Exemption 6  Exemption 6  Exemption 8  Exemption 6  Exemption 6  Exemption 8  Exemption 6  Exemption 8  Exemption 6  Exemption 8  Exemption 6  Exemption 6  Exemption 6  Exemption 8  Exemption 6  Exemption 6  Exemption 8  Exemption 8  Exemption 8  Exemption 8  Exemption 8  Exemption 8  Exemption 8  Exemption 10/802015 at 02:21 PM  Exemption 9  Exemption 10/802015 at 02:21 PM  Exemption 9  Exemption 10/802015 at 02:21 PM  Exemption 10/802015 at 02:21 PM  Exemption 10/802015 at 02:21 PM  Exemption 10/802015 at 02:21 PM  Exemption 10/802015 at 02:21 PM  Exemption 10/802015 at 02:21 PM  Exemption 10/802015 at 02:21 PM  Exemption 10/802015 at 02:21 PM  Exemption 10/802015 at 02:21 PM  Exemption 10/802015 at 02:21 PM  Exemption 10/802015 at 02:21 PM  Exemption 10/802015 at 02:21 PM  Exemption 10/802015 at 02:21 PM  Exemption 10/802015 at 02:21 PM  Exemption 10/802015 at 02:21 PM  Exemption 10/802015 at 02:21 PM  Exemption 10/802015 at 02:21 PM  Exemption 10/802015 at 02:21 PM  Exempt | ISS02745534                            | .09/07/2013 | COMPLAINT  | TRAIN   | EQUIPMENT  | UNAVAILABLE - LOUNGE   |  |
| EXEMPTION 6  From: Particular August 10/18/2013 4.02:21 PM  Reservation Number: Particular August 10/18/2013 4.02:21 PM  Reservation Number: Particular August 10/18/2013 4.02:21 PM  Reservation Number: Particular August 10/18/2013 4.02:21 PM  Date of Incident: 09/07/2013 Time  | :                                      | (<br>!<br>- |  |   |  | į.   | DIDNT LIKE FOOD  |
| Reservation Number: William  Date of Incident: 09/07/2013 Time of Incident | :                                      |             |  |   |  | Exemption 6  | From: Russian Commission   |
| Time of incident: 06:00 pm First complaint was that we were very disappointed in our meal, the chicken was over cooked and so over spiced it was almost non-eatable, the vegetables also were very over cooked. My husbands baked potato was cold and hard, it is really difficult to mass up a baked potato.  LATE 1' 59 "  PAX STATED THE WINE AND CHEESE RAN OUT AND PAX STATED WERE TURNED AWAY  IN THE MORNING "PAX HAD TO COLD FOOD OPTIONS SNACK CAR NOT HAVE MANY FOOD OPTION NO PLACE TO GET FOOD FOR 3 HRS   |  |             |  |   |  | Property of the state of the st |  |
| ISS02779132 09/07/2013 COMPLAINT TRAIN LOUNGE SERVICES FOOD UNSATISFACTORY  First complaint was that we were very disappointed in our meal, the chicken was over cooked and so over spiced it was almost non eatable, the vegetables also were very over cooked. My husbands baked potato was cold and hard, it is really difficult to mass up a baked potato.  LATE 1'59"  PAX STATED THE WINE AND CHEESE RAN OUT AND PAX STATED WERE TURNED AWAY  IN THE MORNING "PAX HAD TO COLD FOOD OPTIONS SNACK CAR NOT HAVE MANY FOOD OPTION NO PLACE TO GET FOOD FOR 3 HRS  |  |             |  |   |  | The state of the s | Date of Incident: 09/07/2013   |
| LATE 1'59"  PAX STATED THE WINE AND CHEESE RAN OUT AND PAX STATED WERE TURNED AWAY  IN THE MORNING "PAX HAD TO COLD FOOD OPTIONS SNACK CAR NOT HAVE MANY FOOD OPTION NO PLACE TO GET FOOD FOR 3 HRS  | ISS00770420                            | 50007/2042  | 001101 416   |   |  |  | First complaint was that we were your disappointed in our most the ablation  |
| PAX STATED THE WINE AND CHEESE RAN OUT AND PAX STATED WERE TURNED AWAY IN THE MORNING "PAX HAD TO COLD FOOD OPTIONS, SNACK CAR NOT HAVE MANY FOOD OPTION NO PLACE TO GET FOOD FOR 3 HRS  | 10002175102                            | USIOTIZOTA  | COMPLAINT  | IRAIN I   | LOUNGE SERVICES  |  | William to finds up to baked points.   |
| IN THE MORNINGPAX HAD TO COLD FOOD OPTIONS<br>SNACK CAR NOT HAVE MANY FOOD OPTION<br>NO PLACE TO GET FOOD FOR 3 HRS  |  | !           |  | į   |  |  | LATE 1'59"   |
| IN THE MORNING "PAX HAD TO COLD FOOD OPTIONS<br>SNACK CAR NOT HAVE MANY FOOD OPTION<br>NO PLACE TO GET FOOD FOR 3 HRS  |  |             |  | 200   |  |  | PAX STATED THE WINE AND CHEESE RAN OUT AND PAX STATED WERE TURNED AWAY   |
|  | ,                                      |             | and Aryan and Maria  | removes to succession   |  |  | IN THE MORNING "PAX HAD TO COLD FOOD OPTIONS SNACK CAR NOT HAVE MANY FOOD OPTION   |
|  | ISS02745208                            | 09/09/2013  | COMPLAINT  | TRAIN   | LOUNGE SERVICES  |  |  |

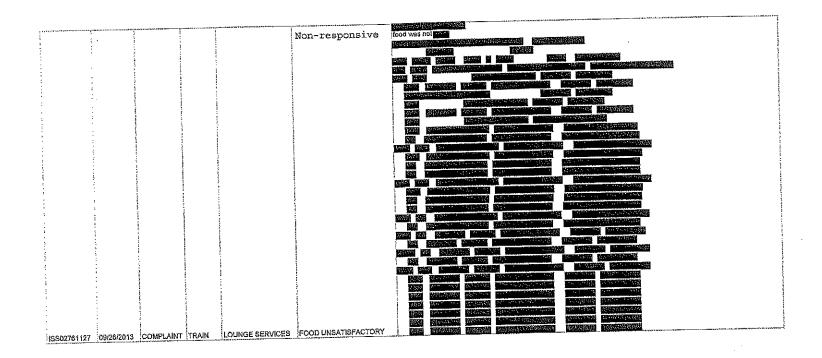
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|-------------|-------------|-----------|--------|--------------------------|--|--|
|             | :           |           |        |                          |  |  |
| i           | :           |           |        |                          | )  | -Original Message-<br>From: Exemption 6  |
| :           | :           |           |        |                          |  | Date: 9/9/2013 9:31:32 PM  |
| 1           |             |           |        |                          | }  | To: Manage to the state of the  |
| :           | :           |           |        | į                        |  | Subject: Travel Feedback   |
|             | :           |           |        |                          |  | 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   |
| :           | :           |           |        |                          | ĺ  | non-care car train because it had closed before this stop. I don't actually want the care car, the service always sucks, but I   |
| ISS02764067 | 09/09/2013  | COMPLAINT | TRAIN  | EQUIPMENT                | UNAVAILABLE - LOUNGE   | would prefer that it was not advertised and included in the price if it is not actually available.   |
| :           |             |           |        | 1                        |  | FOOD ISSUE Also onboard the LAX-SNS leg, the quality of the lood was just terrible! 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  |
| ISS02765677 | 09/10/2013  | COMPLAINT | TRAIN  | LOUNGE SERVICES          | FOOD UNSATISFACTORY  | experience I have ever had.  |
|             |             |           |        |                          |  |  |
| ì           |             | ļ         |        | 1                        |  | Pax email  |
|             |             |           |        |                          |  |  |
| •           | :           |           |        |                          | Exemption 6  | -Original Message-   |
|             | ;           |           |        | 1                        | 1  | Oate: 9/16/2013 12:20:12 PM  |
| :           | :           |           |        | }<br>-                   |  | To: Management of the Control of the |
| :           |             |           |        |                          |  | Reservation Number: Reserv |
| :           |             |           |        |                          |  | Date of Incident: 09/16/2013   |
|             | 1           |           |        | į.                       |  | Time of Incident: 12:10 pm   |
|             | :           |           |        | (                        |  | Manager  |
| 1           | ;           |           |        |                          |  | Message:  Currently aboard Train 42, Crew has just announced that the caf?? car will be closed until after Harrisburg. That's one hour   |
| :           |             |           |        | Ì                        |  | (train is running late). Closed for one hour at lunch time! Whose bright idea is that????  |
| ISS02749216 | :09/12/2013 | COMPLAINT | TRAIN  | LOUNGE SERVICES          | HOURS UNSATISFACTORY   |  |
| 1           | :           |           |        | 1                        |  |  |
| :           | :           |           |        | 1                        | į  | UNABLE TO TAKE CC IN LOUNGE // HE HAD NO CASH / UNABLE TO PURCHASE A WATER   |
| :           | ;           |           |        |                          | i<br>  |  |
| i           | :           |           |        |                          |  | Message:   |
| 1           |             |           |        |                          | Non-responsive   | I would like to request a refund for my latest arnirak trip  |
| :           | :           |           |        | :                        |  | The return trip cafe credit card reader slopped  |
| 1           | :           |           |        |                          | 1  | working - thus I was unable to purchase water (I had no cash) for the longer than planned trip.  |
| :           | :           |           |        |                          |  |  |
| ISS02766527 | 09/12/2013  | COMPLAINT | TRAIN  | LOUNGE SERVICES          | PRICING  |  |
| ISS02745515 |             |           |        |                          | FOOD DEPLETED  | RAN OUT OF WATER AND SOFT DRINKS III ONLY BEER LEFT III  |
| :           | ;           |           |        | 1                        | Exemption 6<br>Non-responsive  |  |
| ISS02747425 | :09/13/2013 | COMPLAINT | TRAIN  | !<br>:LOUNGE SERVICES    | , ~  | PNFTHE AGENT SAID IT WAS NO ALCOHOL IN THE CAFE CARTHE AGENT SAID IT WAS SOLD OUTTHE AGENT SAID IT WAS SOLD OUT  |
|             | 12711012010 |           | 111111 | · 5.55-110- 0-1111-1-1-0 | To service and during the state of the service of t | AND THE PROPERTY OF THE PARTY O |

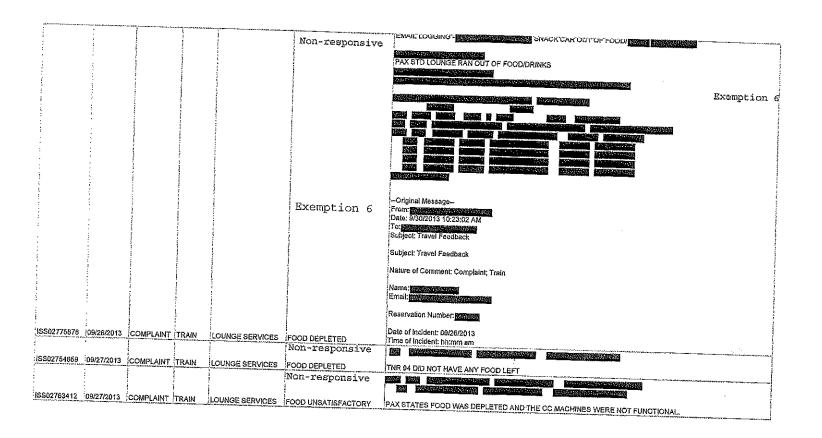
| RESIZE TABLE 2  SENDETAGES 1  SOURCES SERVICES 1  TRAIN LOUNGE SERVICES 1  FOOD UNBATISFACTORY  NOTITE SPONS IVE EXEMPTION 6  SENDETAGES 1  SENDETAGES 1  SOURCES SERVICES SERVICES 1  SOURCES SERVICES 1  SOURCES SERVICES SERVICES 1  SOURCES SERVICES SERVICES SOUR |   | The same of the sa |  |  | A CONTRACTOR OF THE CONTRACTOR |  | -Original Message-<br>From Message-<br>Date: 0/13/2013 2:21:36 PM   |
|--|---|--|--|--|--|--|---|
| ISSECTABLE ON A STATE STRATE THAT SHE REPORTED THE ISSUET OF HE UNIX MALE CAPE CAR ATTEND  AS VIELL AS THE FEMALE COND.  SECUTAGOS ON PLANT TRAIN  LOUNGE SERVICES  FOOD DEPLETED  EXEMPTION  PAX STATES THAT SHE REPORTED THE ISSUET OF HE UNIX MALE CAPE CAR ATTEND  AS VIELL AS THE FEMALE COND.  PAX STATES THAT SHE REPORTED THE ISSUET OF HE UNIX MALE CAPE CAR ATTEND  AS VIELL AS THE FEMALE COND.  PAX STATES THAT SHE REPORTED THE ISSUET OF HE UNIX MALE CAPE CAR ATTEND  AS VIELL AS THE FEMALE COND.  PAX STATES THAT SHE REPORTED THE ISSUET OF HE UNIX MALE CAPE CAR ATTEND  AS VIELL AS THE FEMALE COND.  PAX STATES THAT SHE REPORTED THE ISSUET OF HE UNIX MALE CAPE CAR ATTEND  AS VIELL AS THE FEMALE COND.  PAX STATES THAT SHE REPORTED THE ISSUET OF HE UNIX MALE CAPE CAR ATTEND  AS VIELL AS THE FEMALE COND.  PAX STATES THAT THE UNIX MALE CAPE CAR ATTEND WAS EXTREMELY NICE A DID OFFER TO PUT HER RECUEST IN TO THE ATTENDANTS & WAS OVERALL HELPPUL  PAX STATES THAT THE UNIX MALE CAPE CAR ATTEND  AS VIELL AS THE FEMALE COND.  PAX STATES THAT SHE REPORTED THE ISSUET OF THE UNIX MALE CAPE CAR ATTEND  THE RECUEST IN TO THE ATTENDANTS & WAS OVERALL HELPPUL  PAX STATES THAT SHE REPORTED THE ISSUET OF THE UNIX MALE CAPE CAR ATTEND  THE RECUEST IN TO THE ATTENDANTS & WAS CUESABLY HELPPUL  PAX STATES THAT SHE REPORTED THE ISSUET OF THE ISSUET.  THE MORNING OF THE TRAIN.  LOUNGE SERVICES  HOUNGE SERVICES  HOURS USED TO THE TRAIN THE UNIX MALE CAPE CAR ATTEND  THE MORNING OF A SHOULD OF SELVE THE TRAIN.  THE MORNING OF A SHOULD OF SELVE THE ONLY THRUS OFFERSE WAS RETCHUPTHINKS THE TO BE SOOD AND DAY WAS THE PREMETED TO CALL MAD DAY WAS THE PREMETED TO CALL MAD DAY WAS THE PREMETED THE ONLY THRUS OFFERSE WAS RETCHUPTHINKS THE SOULD BE HOT SAUCE OR BUFFALD SAUCE FOR CHICKEN FINGERS. LACK OF RINGES AND CLAIMS SAD  THE MORNING OF THE TRAIN THE PREMETED THE ONLY THRUS OFFERSE WAS RETCHUPTHINKS THE ENDINGE THE TRAIN THE PREMETED THE ONLY THRUS OFFERSE WAS RETCHUPTHINKS THE ENDINGE THE TRAIN THE PREMETED TO CALL MAD                              |   |  |  |  |  |  | Reservation Number: Reservation Number:   |
| ISS02746198 09/16/2013 COMPLAINT TRAIN LOUNGE SERVICES FOOD DEPLETED  DX emption 6  Non-responsive  Exemption 6  PAX STATES THAT THE UNK MALE CAPE CAR ATTEND WAS EXTREMELY NICE & DID OPFER TO PUT HER REQUEST IN TO THE ATTENDANTS & WAS OVERALL HELPPUL  PAX STATES THAT THE UNK MALE CAPE CAR ATTEND WAS EXTREMELY NICE & DID OPFER TO PUT HER REQUEST IN TO THE ATTENDANTS & WAS OVERALL HELPPUL  RESPONSIVE  THE LATE OPERATION OF THE TRAIN.  LOUNGE SERVICES  HOURS UNSATISFACTORY  SELECTION OF ITEMS IN LOUNGE CAR WAS CLOSED WHEN PAX BOARDED THE TRAIN DUE TO EAT. ALSO WENT TO SOOL AND NOT HAD PERSIAND AN WANTED WHEN VARIETY UNFAVAIRTY UNFAV             |   | , , , , , , , , , , , , , , , , , , ,  |  |  | T DEBAG C U.S. T. T. T. T. T. T. T. T. T. T. T. T. T.  |  | In First Class the nuts Amtrak serves include sunflower seeds, every time I get the nuts I wonder why you serve those -<br>they're healthy I know, but do you realize how hard it is to grab them and how greasy and saity your finger get handling |
| RES #    Non-responsive   Exemption 6   Exem | ISS02762745                             | 09/13/2013   | COMPLAINT  | TRAIN  | LOUNGE SERVICES  | FOOD UNSATISFACTORY                                |   |
| AS WELL AS THE FEMALE COND   |   |  |  |  |  |  | RES####################################   |
| REQUEST IN TO THE ATTENDANTS & WAS OVERALL HELPFUL  REQUEST IN TO THE ATTENDANTS & WAS OVERALL HELPFUL  RESULT TO THE ATTENDANTS & WAS COVERALL HELPFUL  RESULT TO THE ATTENDANTS & WAS CLOSED WHEN PAX BOARDED THE TRAIN DUE TO THE LATE OPERATION OF THE TRAIN.  LOUNGE CAR WAS CLOSED WHEN PAX BOARDED THE TRAIN DUE TO THE LATE OPERATION OF THE TRAIN.  RESULT TO THE LATE OPERATION OF THE TRAIN.  RESULT TO THE LATE OPERATION OF THE TRAIN.  RESULT TO THE LATE OPERATION OF THE TRAIN.  RESULT TO THE LATE OPERATION OF THE TRAIN.  RESULT TO THE LATE OPERATION OF THE TRAIN.  RESULT TO THE LATE OPERATION OF THE TRAIN.  RESULT TO THE LATE OPERATION OF THE TRAIN.  RESULT TO THE LATE OPERATION OF THE TRAIN.  RESULT TO THE LATE OPERATION OF THE TRAIN.  RESULT TO THE LATE OPERATION OF THE TRAIN.  RESULT TO THE LATE OPERATION OF THE TRAIN.  RESULT TO THE LATE OPERATION OF THE TRAIN.  RESULT TO THE LATE OPERATION OF THE TRAIN.  RESULT TO THE LATE OPERATION OF THE TRAIN.  RESULT TO THE LATE OPERATION OF THE TRAIN.  RESULT TO THE LATE OPERATION OF THE TRAIN.  RESULT TO THE LATE OPERATION OF THE TRAIN.  RESULT THE LATE OPERATION O                     |   |  | deligie de l'Assa manuera e ad es e all'és ma calles | . No. 1   1-10 |  |  | AS WELL AS THE FEMALE COND  |
| EXEMPTION 6 NON-TESPONSIVE DISSOCTAGO 09/16/2013 COMPLAINT TRAIN LOUNGE SERVICES HOURS UNSATISFACTORY  SELECTION OF ITEMS IN LOUNGE COULD HAVE MORE OPTIONS HE GOT HUNGRY AND NOTHING WAS THERE TO EATLALSO WENT TO GET SODA AND ONLY HAD PEPSI AND PAX WANTED MORE VARIETYTHINKS THE CLUB SODA SHOULD OF BEEN MORE VISIBLESHOULD HAVE COKE PRODUCTS  IN THE MORNING QJ AND COFFEE AND PAX WOULD HAVE LIKED TO HAVE SODA OR SODA FOUNTAIN 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.  DINING CAR STEWARD CLAIMS THAT THEY SEEMED UNINTERESTED PAX GOT CHICKEN FINGERS  NON-TESPONSIVE 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  THERE WAS SOME SPILLED BAR FOOD AND NO ONE CAME TO CLEAN IT UP NO ATTENTION WAS EVER MADE  | ST. ST. ST. ST. ST. ST. ST. ST. ST. ST. |  | e e per e e e e e e e e e e e e e e e e              |  | 77, 177, 177, 177, 177, 177, 177, 177,   |  |   |
| EXEMPTION 6 NON-TESPONSIVE DISSOCTAGO 09/16/2013 COMPLAINT TRAIN LOUNGE SERVICES HOURS UNSATISFACTORY  SELECTION OF ITEMS IN LOUNGE COULD HAVE MORE OPTIONS HE GOT HUNGRY AND NOTHING WAS THERE TO EATLALSO WENT TO GET SODA AND ONLY HAD PEPSI AND PAX WANTED MORE VARIETYTHINKS THE CLUB SODA SHOULD OF BEEN MORE VISIBLESHOULD HAVE COKE PRODUCTS  IN THE MORNING QJ AND COFFEE AND PAX WOULD HAVE LIKED TO HAVE SODA OR SODA FOUNTAIN 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.  DINING CAR STEWARD CLAIMS THAT THEY SEEMED UNINTERESTED PAX GOT CHICKEN FINGERS  NON-TESPONSIVE 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  THERE WAS SOME SPILLED BAR FOOD AND NO ONE CAME TO CLEAN IT UP NO ATTENTION WAS EVER MADE  | 19802748139                             | 09/16/2013   | COMPLAINT  | TRAIN  | LOUNGE SERVICES  | FOOD DEPLETED                                      |   |
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| SELECTION OF ITEMS IN LOUNGE COULD HAVE MORE OPTIONS HE GOT HUNGRY AND NOTHING WAS THERE TO EATALSO WENT TO GET SODA AND ONLY HAD PEPSI AND PAX WANTED MORE VARIETYTHINKS THE CLUB SODA SHOULD OF BEEN MORE VISIBLESHOULD HAVE COKE PRODUCTS  IN THE MORNING OJ AND COFFEE AND PAX WOULD HAVE LIKED TO HAVE SODA OR SODA FOUNTAIN  THERE WAS CEREAL SPECIAL K AND MILK WAS SOURHE TOLD THE CREW MEMBER AND HE ASKED IF HE HAD LOOKED AT THE EXPIRATION AND IT HAD EXPIRED TWO DAYS PRIOR.  DINING CAR STEWARD CLAIMS THAT THEY SEEMED UNINTERESTED  PAX GOT CHICKEN FINGERS  NON-responsive  NEASKED FOR SAUCE AND THE ONLY THING OFFERED WAS KETCHUPTHINKS THERE SHOULD BE HOT SAUCE OR BUFFALO SAUCE FOR CHICKEN FINGERS LACK OF CHOICE AND CLAIMS BAD ATTITUDE  THERE WAS SOME SPILLED BAR FOOD AND NO ONE CAME TO CLEAN IT UP NO ATTENTION WAS EVER MADE   | ISS02746288                             |  | COMPLAINT  | TRAIN  | LOUNGE SERVICES  | HOURS UNSATISFACTORY                               |   |
| THERE WAS CEREAL SPECIAL K AND MILK WAS SOURHE TOLD THE CREW MEMBER AND HE ASKED IF HE HAD LOOKED AT THE EXPIRATION AND IT HAD EXPIRED TWO DAYS PRIOR.  DINING CAR STEWARD CLAIMS THAT THEY SEEMED UNINTERESTED  PAX GOT CHICKEN FINGERS  Non-responsive  HE ASKED FOR SAUCE AND THE ONLY THING OFFERED WAS KETCHUPTHINKS THERE SHOULD BE HOT SAUCE OR BUFFALO SAUCE FOR CHICKEN FINGERS LACK OF CHOICE AND CLAIMS BAD ATTITUDE  THERE WAS SOME SPILLED BAR FOOD AND NO ONE CAME TO CLEAN IT UP NO ATTENTION WAS EVER MADE   |   |  |  | 1  |  |  | TO EAT, ALSO WENT TO GET SODA AND ONLY HAD PEPSI AND PAX WANTED MORE VARIETYTHINKS THE  |
| HAD LOOKED AT THE EXPIRATION AND IT HAD EXPIRED TWO DAYS PRIOR.  DINING CAR STEWARD CLAIMS THAT THEY SEEMED UNINTERESTED  PAX GOT CHICKEN FINGERS  Non-responsive  Non-responsive  HE ASKED FOR SAUCE AND THE ONLY THING OFFERED WAS KETCHUPTHINKS THERE SHOULD BE HOT SAUCE OR BUFFALO SAUCE FOR CHICKEN FINGERS LACK OF CHOICE AND CLAIMS BAD ATTITUDE  THERE WAS SOME SPILLED BAR FOOD AND NO ONE CAME TO CLEAN IT UP NO ATTENTION WAS EVER MADE  | 1                                       | :  |  | ļ  |  |  | IN THE MORNING OJ AND COFFEE AND PAX WOULD HAVE LIKED TO HAVE SODA OR SODA FOUNTAIN   |
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| PAX GOT CHICKEN FINGERS  Non-responsive  WARE ASKED FOR SAUCE AND THE ONLY THING OFFERED WAS KETCHUPTHINKS THERE SHOULD BE HOT SAUCE OR BUFFALO SAUCE FOR CHICKEN FINGERS LACK OF CHOICE AND CLAIMS BAD ATTITUDE  THERE WAS SOME SPILLED BAR FOOD AND NO DNE CAME TO CLEAN IT UP NO ATTENTION WAS EVER MADE  |   |  |  | <u> </u>   | <u> </u>   |  | DINING CAR STEWARD CLAIMS THAT THEY SEEMED UNINTERESTED   |
| Non-responsive    Non-responsive   | :                                       |  | 1  | 1  |  | man i della di di di di di di di di di di di di di |   |
| Non-responsive  WWW. 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  THERE WAS SOME SPILLED BAR FOOD AND NO ONE CAME TO CLEAN IT UP NO ATTENTION WAS EVER MADE  | ;                                       | :  |  | 1  |  | Į<br>Į   | PAA GOT GRIGATIVE PROGRAS   |
| THERE WAS SOME SPILLED BAR FOOD AND NO ONE CAME TO CLEAN IT UP NO ATTENTION WAS EVER MADE  |   | :  |  | İ  |  |  |   |
|  | :                                       |  | ATT. 4 ATT. 1  |  | eroportination of the Property | Non-responsive                                     | HE ASKED FOR SAUCE AND THE ONLY THING OFFERED WAS KETCHUPTHINKS THERE SHOULD BE HOT SAUCE OR BUFFALO SAUCE FOR CHICKEN FINGERS LACK OF CHOICE AND CLAIMS BAD  |
|  | ISS02746599                             | 09/16/2013   | COMPLAINT  | TRAIN  | LOUNGE SERVICES  | FOOD SELECTION                                     |   |

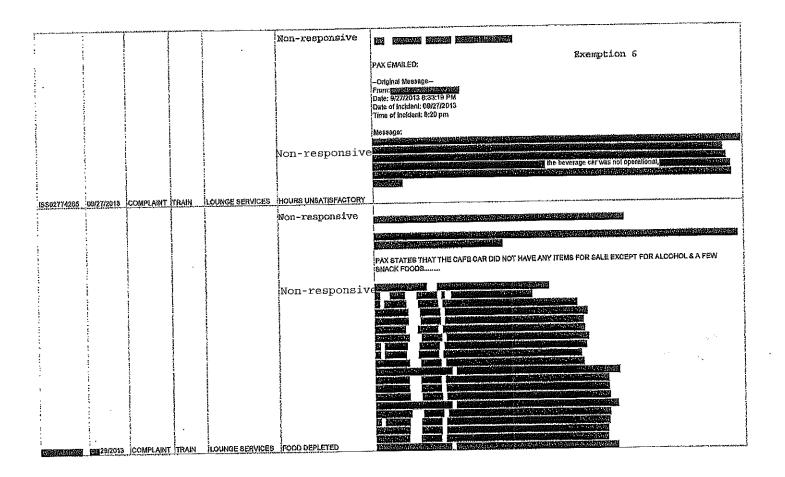
| 1           | ,,, <b></b>  |                             |  | 1  | Exemption 6                             | PNR  |
|-------------|--------------|-----------------------------|--|--|---|--|
|             |              |                             |  |  | Non-responsive                          |  |
|             |              |                             |  |  | non-10spons.vc                          |  |
|             |              |                             |  | 14   |   |  |
|             |              |                             |  |  |   |  |
| ;           |              |                             |  | 1  |   |  |
|             |              |                             |  |  |   |  |
|             |              |                             |  | 1  |   |  |
|             |              |                             |  |  |   |  |
|             |              |                             |  | 1  |   | PAX ORDERED CHICKEN & SALAD & SAID FOOD WAS UNSATISFACTORY, SAID CHICKEN WAS DRY & CHEWY &   |
| ISS02747659 | 09/16/2013   | COMPLAINT                   | TRAIN  | LOUNGE SERVICES  | FOOD UNSATISFACTORY Non-responsive      | SALAD WAS WILTED.  |
| ISS02753554 | 2011010012   | COMPLAINT                   | 70.464   | LOTHICE CENTICES   | HOURS UNSATISFACTORY                    | 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   |
| 15502753334 | uar torzu ra | COMPLAINT                   | IRAN   | LOUNGE SERVICES  | HOURS BREATISTACTOR?                    | WAND NOTIFIED THE ACCOUNTS OF THE CASE AND LAST AND LOCAL TO THE CONTROL OF THE CASE AND ACCOUNTS OF THE CASE AND ACCOUNT |
|             | :            |                             |  |  |   |  |
| 1           |              | !                           |  |  |   | 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  |
| <b>!</b>    |              |                             | 10 TAY TO 10 TAY | reman for the service and  |   | 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.  |
| 1           |              |                             |  | A Maria Cara Cara Cara Cara Cara Cara Cara   | 4 C C C C C C C C C C C C C C C C C C C | 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 BEARING.  |
|             |              |                             |  | e de la composition della composition della composition della composition della composition della composition della composition della composition della composition della composition della composition della composition della composition della composition della composition della composition della composition della composition della comp | Exemption 6                             | IS NOT CONCERN,510 WELL BUILT.   |
|             |              |                             |  |  | Non-responsive                          | END OF DISPLAY   |
|             |              |                             |  |  |   |  |
| 18802746904 | 09/17/2013   | COMPLAINT                   | TRAIN  | LOUNGE SERVICES  | FOOD UNSATISFACTORY                     |  |
|             |              | Active and the second place |  | 20 mm  | Exemption 6                             | DEPLETED SNACK CAR  -Original Message— From Barry Control of the C |
| ISS02766099 | 09/17/2013   | COMPLAINT                   | TRAIN  | LOUNGE SERVICES  | FOOD DEPLETED                           | Date of Incident: 09/17/2013<br> Why do u not stock ur snack/bar well ? It is not so pleasant when counter person cannot fulfill guests request. Thank You   |

|                  |   |   |  |                 |   | CAFE CLOSED  |
|------------------|---|---|--|-----------------|---|--|
| •                |   |   |  |                 | Non-responsive  |  |
| SS02747236       | 09/18/2013                              | COMPLAINT                               | TRAIN  | LOUNGE SERVICES | HOURS UNSATISFACTORY  |  |
|                  |   |   |  |                 | Exemption 6   | CAFE CAR HRSOriginal Message From tagges/mensage Date: 9/20/2013 6:04:33 PM  |
|                  | :                                       |   | 1  |                 |   | Reservation Number:  |
|                  | :                                       |   |  |                 | Promise de la constante de la | Date of Incident: 09/20/2013 Time of Incident: 4:45 pm   |
|                  | -                                       |   | }<br>  | I DUNCE CEMUCES | HOURS UNSATISFACTORY  | Please explain why the Cafe Car closes at Richmond on a Friday afternoon? Those persons such as myself boarding at<br>Staples Mills are denied refrashment for a next two hours!! (trexplicable  |
| ISS02768517      | 09/20/2013                              | COMPLAINT                               | TRAIN  | LOUNGE SERVICES | HODITO DITORTION TO TOTAL   |  |
|                  |   | 1                                       |  |                 | Exemption 6   | Original Message<br>From management (1997)<br>Dale: 97:5/2013 11:08:54 AM  |
|                  |   |   |  | **              |   | Reservation Number:  |
|                  |   |   |  |                 |   | Date of Incident: 09/20/2013<br>Time of Incident: 8:00 am  |
|                  | *************************************** | 4 | A Company of the Comp |                 | Non-responsive  | purchased food. One of the other patrons asked him where that policy was written and he completely ignored her question,   |
| ISS02774233      | 09/20/2013                              | COMPLAINT                               | TRAIN  | LOUNGE SERVICES | HOURS UNSATISFACTORY  | instead repeating insidermand that shelve dever for the car, so it's not like the needed to free up space wanted to use it. There were only a handful of passengers in the car, so it's not like the needed to free up space REPORTED BY REF DEPT: |
|                  |   | Acceptance of the second                |  |                 | Non-responsive  |  |
| :<br>ISS02748669 | :<br>:09/22/2013                        | COMPLAINT                               | TRAIN  | LOUNGE SERVICES | FOOD DEPLETED   |  |

| Non-responsive    Non-responsive   Resemption 6  |             |                | ]                                       |         | 1               |                | 3  |  |  |    |
|--|-------------|----------------|---|---------|-----------------|----------------|--|--|--|----|
| 751590 0925/2013 COMPLAINT TRAIN LOUNGE SERVICES FOOD DEPLETED  Non-responsive  PAX STATES THAT THERE WAS AN ANNOUNCEMENT MADE THEAT THE CAFE CAR WAS CLOSING BECAUSE THER WAS NOTHING LEFT TO SELL                  |             |                |   | 3       |                 | Non-responsive | RESAME NO FOOD   | The was senting  |  | _  |
| 751090 09/25/2013 COMPLAINT TRAIN LOUNGE SERVICES FOOD DEPLETED  Non-responsive  PAX STATES THAT THERE WAS AN ANNOUNCEMENT MADE THEAT THE CAPE CAR WAS CLOSING BECAUSE THER WAS NOTHING LEFT TO SELL                 |             | :              | 1                                       | 1       |                 |                | SECURITY OF THE PROPERTY OF TH |  | Exemption 6  |    |
| PAX STATES THAT THERE WAS AN ANNOUNCEMENT MADE THEAT THE CAFE CAR WAS CLOSING BECAUSE  THER WAS NOTHING LEFT TO SELL   |             | :              | 7                                       | 477     | J-1944          |                | EX   |  |  |    |
| 751090 D9/26/2013 COMPLAINT TRAIN LOUNGE SERVICES FOOD DEPLETED  Non-responsive  PAX STATES THAT THERE WAS AN ANNOUNCEMENT MADE THEAT THE CAFE CAR WAS CLOSING BECAUSE  THER WAS NOTHING LEFT TO SELL                |             | •              |   |         | 7               |                | himself, and an absolute through the second and the second | and the second second second   |  |    |
| 75 1090 09/26/2013 COMPLAINT TRAIN LOUNGE SERVICES FOOD DEPLETED  Non-responsive  PAX STATES THAT THERE WAS AN ANNOUNCEMENT MADE THEAT THE CAFE CAR WAS CLOSING BECAUSE THER WAS NOTHING LEFT TO SELL                |             |                |   |         |                 |                | Company of the compan | The state of the s |  |    |
| 751090 09/25/2013 COMPLAINT TRAIN LOUNGE SERVICES FOOD DEPLETED  Non-responsive  PAX STATES THAT THERE WAS AN ANNOUNCEMENT MADE THEAT THE CAFE CAR WAS CLOSING BECAUSE THER WAS NOTHING LEFT TO SELL                 |             | :              |   |         | -               |                |  | A CONTRACTOR OF THE PROPERTY O |  | į  |
| 751090 09/26/2013 COMPLAINT TRAIN LOUNGE SERVICES FOOD DEPLETED 20 SEE ALSO PS  Non-responsive  PAX STATES THAT THERE WAS AN ANNOUNCEMENT MADE THEAT THE CAFE CAR WAS CLOSING BECAUSE THER WAS NOTHING LEFT TO SELL  |             | 1              |   |         |                 | <br>           |  |  |  |    |
| 751090 09/25/2013 COMPLAINT TRAIN LOUNGE SERVICES FOOD DEPLETED  Non-responsive  PAX STATES THAT THERE WAS AN ANNOUNCEMENT MADE THEAT THE CAFE CAR WAS CLOSING BECAUSE  THER WAS NOTHING LEFT TO SELL                |             | ;              |   |         |                 |                | (2)  |  |  |    |
| 751090 09/25/2013 COMPLAINT TRAIN LOUNGE SERVICES FOOD DEPLETED  Non-responsive  PAX STATES THAT THERE WAS AN ANNOUNCEMENT MADE THEAT THE CAFE CAR WAS CLOSING BECAUSE  THER WAS NOTHING LEFT TO SELL                |             |                |   |         |                 |                | 0.5  | 2 11 11 11 11 11 11 11 11  |  |    |
| 75 1090 09/25/2013 COMPLAINT TRAIN LOUNGE SERVICES FOOD DEPLETED TO SEE ALSO PS  Non-responsive  PAX STATES THAT THERE WAS AN ANNOUNCEMENT MADE THEAT THE CAFE CAR WAS CLOSING BECAUSE THER WAS NOTHING LEFT TO SELL |             |                |   |         |                 |                | 100  | 100000000000000000000000000000000000000  |  | -  |
| Non-responsive  PAX STATES THAT THERE WAS AN ANNOUNCEMENT MADE THEAT THE CAFE CAR WAS CLOSING BECAUSE  THER WAS NOTHING LEFT TO SELL   |             | )<br>}         | -                                       |         | 3 E             |                |  |  |  | -  |
| Non-responsive  PAX STATES THAT THERE WAS AN ANNOUNCEMENT MADE THEAT THE CAFE CAR WAS CLOSING BECAUSE THER WAS NOTHING LEFT TO SELL  | \$502751090 | 09/25/2013     | COMPLAINT                               | TOAIN   |                 | , n            |  |  |  | 1  |
| PAX STATES THAT THERE WAS AN ANNOUNCEMENT MADE THEAT THE CAFE CAR WAS CLOSING BECAUSE THER WAS NOTHING LEFT TO SELL  |             | ·              |   | TAMES   | LOUNGE SERVICES | FOOD DEPLETED  | SEE ALSO P6  |  |  |    |
| PAX STATES THAT THERE WAS AN ANNOUNCEMENT MADE THEAT THE CAFE CAR WAS CLOSING BECAUSE THER WAS NOTHING LEFT TO SELL  |             | i              |   |         |                 | Non-responsive |  |  | TARIFO CONT.   | -{ |
| PAX STATES THAT THERE WAS AN ANNOUNCEMENT MADE THEAT THE CAFE CAR WAS CLOSING BECAUSE THER WAS NOTHING LEFT TO SELL  |             | İ              |   |         |                 | 7              | 2000   |  | State (1) Construction (State)   |    |
|  |             |                | *************************************** |         |                 |                |  | e algunia per a l'actione militari proprieta della companie  |  |    |
|  |             |                |   |         |                 |                | PAX STATES THAT THERE WAS AN ANNOUNCEMENT MA   | DE THEAT THE CAFE CAR WAS  | CLOSING DECAUSE  |    |
|  |             |                | · ·                                     |         |                 |                | THE WAS NOTHING LEFT TO SELL   |  | occolled Broyder   | -  |
|  |             |                | į                                       |         |                 |                |  |  | :  | 4  |
| 1903 09/28/Z013 COMPLAINT TRAIN LOUNGE SERVICES FOOD DEPLETED  | ,<br>1      | •              | 1                                       |         |                 |                |  |  |  | i  |
| 1903 09/26/2013 COMPLAINT TRAIN LOUNGE SERVICES FOOD DEPLETED  |             |                |   |         |                 | 1              |  | A CONTRACTOR OF THE PARTY OF TH |  |    |
| 1903 09/28/Z013 COMPLAINT TRAIN LOUNGE SERVICES FOOD DEPLETED  |             | 1              |   |         |                 |                | 5WA 645 11 11 11 11 11 11 11 11 11 11 11 11 11   | 10.53  | ,  | -  |
| 1903 109/26/Z013 COMPLAINT TRAIN LOUNGE SERVICES FOOD DEPLETED   | :           |                |   |         |                 |                | NOTE AND DESCRIPTION OF THE PROPERTY OF THE PR | 10.00  |  |    |
| 1903 09/26/Z013 COMPLAINT TRAIN LOUNGE SERVICES FOOD DEPLETED  | :           | Percentage     |   | .       |                 |                |  |  | and the state of t | 1  |
| 1903 09/26/2013 COMPLAINT TRAIN LOUNGE SERVICES FOOD DEPLETED  | :           | E              | į                                       | 1       |                 |                |  | A STATE OF THE STA |  |    |
| 1903 09/28/Z013 COMPLAINT TRAIN LOUNGE SERVICES FOOD DEPLETED  |             | · (Phonosomer) |   |         |                 | 1              | Section 1997 Secti | 2  |  |    |
| 1903 09/26/Z013 COMPLAINT TRAIN LOUNGE SERVICES FOOD DEPLETED  | :           | i e            |   | į       |                 |                | Part State S | en en de la companya   | Visignia Paris   |    |
| 1903 09/28/2013 COMPLAINT TRAIN LOUNGE SERVICES FOOD DEPLETED  |             | Ì              | 1                                       | -       |                 |                |  |  | *  |    |
| 1903 08/26/2013 COMPLAINT TRAIN LOUNGE SERVICES FOOD DEPLETED  |             |                |   |         |                 |                |  | 100  | Two books  |    |
| 1903 09/26/Z013 COMPLAINT TRAIN LOUNGE SERVICES FOOD DEPLETED  | 1           | -              | 1                                       |         |                 |                | W 19 19 19 19 19 19 19 19 19 19 19 19 19   | No. 650  | and of more  |    |
| TOOM TOOM TOOM TOOM TOOM TOOM TOOM TOOM  | 502760903 0 | 3/26/2013 C    | OMPLAINT F                              | DAMI .  | CHUSE OF THE    |                | Service Services   | Andrew Commencer (Commencer Commence | ter te un  |    |
|  |             |                | AMERICAL III                            | SAIN :L | OUNGE SERVICES  | FOOD DEPLETED  |  |  | 7  |    |







|             |            | *************************************** |       |                 |                |  |
|-------------|------------|---|-------|-----------------|----------------|--|
|             |            |   |       |                 |                |  |
|             | :          |   |       | ,               | Yanania in     | Exemption 6 PAXEMAILED:  |
|             |            |   |       |                 |                | -Original Message - From: 1998 1998 1998 1998 1998 1998 1998 199   |
|             | ·          |   |       |                 | Non-responsive | Message:  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.  |
| ISS02756736 | 09/29/2013 | COMPLAINT                               | TRAIN | LOUNGE SERVICES | FOOD DEPLETED  |  |
|             |            |   |       |                 | Exemption 6    | PAX EMAILED:  -Original Message— From: Payer 15,54 PM Name: Payer 15,54 PM Name: Payer 15,54 PM Primary Phone: Payer 15,54 PM Amatak Guest Rewards #: Payer 15,54 PM Amatak Guest Rewards #: Payer 15,54 PM Amatak Guest Rewards #: Payer 15,54 PM Amatak Guest Rewards #: Payer 15,54 PM Amatak Guest Rewards #: Payer 15,54 PM  Amat |
| ISS02758264 | 09/29/2013 | COMPLAINT                               | TRAIN | LOUNGE SERVICES | Non-responsive | Reservation Number: Manager Manager Message:  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.   |

|             |                 |  |                                   |  | Line in post of                        | RES. # MARKED  PAX CALLED EXPLAINED THAT SHE PURCHASED SOMETHING WITH HER CC LAST NIGHT BUT WHEN THEY  |
|-------------|-----------------|--|-----------------------------------|--|--|--|
|             | 40/00/0049      | COMPLAINT  | TRAIN                             | EQUIPMENT  |  | PAX CALLED CARS AROUND SHE WAS UNALE TO USE HER CARD TO DAY. CHANGED CARS AROUND SHE WAS UNALE 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. |
| SS02753537  | 10/03/2013      |  |                                   |  |  | EMAIL LOGGING - DIRTY TRAIN #FOOD COMPLAINT Exemption 6  |
|             |                 | *<br>!   |                                   | The state of the s | Non-responsive                         | PAX STD FOODWINE/CHEESE WERE NOT GOOD  |
|             |                 | and the special and the specia | andemotives and class to the same |  |  | -Original Mossage<br>From Barrier 10/8/2013 10:28:09 PM<br>Ta: Business Subject Travel Feedback  |
|             | 1               |  | -                                 |  |  | Subject: Travel Feedback   |
|             |                 | 1  |                                   |  |  | Nature of Comment: Complaint; Train  |
|             | :               | Participated and   |                                   |  |  | Ernell: 19703/2013   |
|             | :               | design of the later of the late |                                   |  | ************************************** | Time of Incident: 10:10 am   |
|             | :               | See of frames and a second   | *****                             | 100 775 100 100 100 100 100 100 100 100 100 10   |  | Message:   Complaint   |
| 15502776148 | :<br>10/03/2013 | COMPLAINT  | TRAIN                             | LOUNGE SERVICES  | FOOD UNSATISFACTORY                    |  |

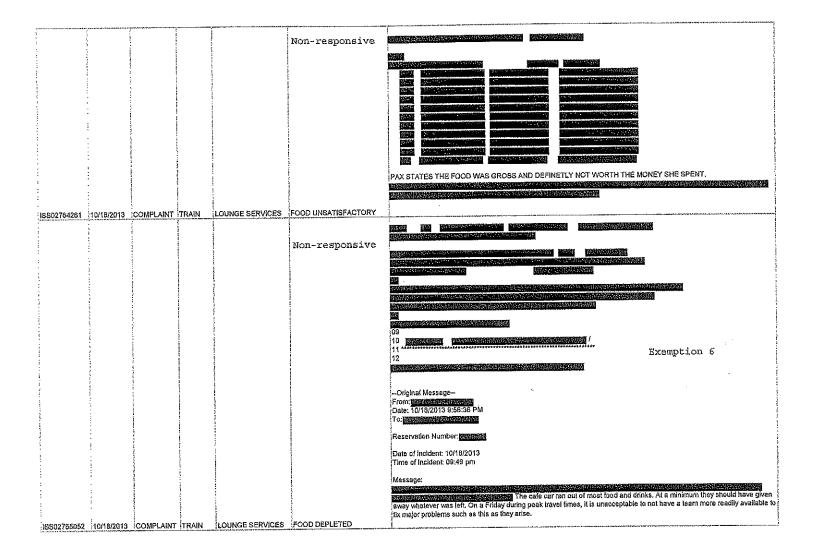
| :  |              |   |         |        |                   |   |   |
|--|--------------|---|---------|--------|-------------------|---|---|
| :  |              |   |         | 4      | 1                 |   | PAX EMAILED:  |
| ;<br>;                                   | ì            | į   |         |        | 4 may 1 m         |   | -Original Message-  |
| 1  | 1            |   |         | i      | 14                | 1   | From: Date: 10/5/2013 9:11:14 AM Name: 10/5/2013 9:11:14 AM     |
|  | !            |   |         |        |                   |   |   |
|  | :            |   |         |        |                   |   | Address1: City City City City City City City City               |
|  | :            | 4   |         |        | [                 | 27 149                                    | Zip/Postal: page Country United States                          |
|  | ·<br>:       | de la companya de la |         |        |                   | no en en en en en en en en en en en en en | Primary Phone Bulleton - home Mobile Phone: Reservalion Number: |
|  |              | 1   |         |        |                   | 2.  | Date of Incident: 10/5/2012                                     |
|  | :            | ļ   |         |        |                   |   | Time of Incident: 9:05 am  Message:                             |
|  |              |   |         |        |                   | Non-responsive                            |   |
| S027569                                  | 57 :10/05/20 | 13 CO   | MPLAINT | TRAIN  | LOUNGE SERVICES   | HOURS UNSATISFACTORY                      | The cafe car is closed, and                                     |
|  | :            |   |         | į<br>} |                   | Holyetoki                                 |   |
|  | :            |   |         |        | 1                 | Non-responsive                            | EMAIL LOGGING -   |
|  |              |   |         |        | ,                 | to and surfaces                           |   |
|  |              | 1   |         |        |                   |   |   |
|  |              | i   |         |        |                   | -   |   |
|  |              | ;   | 1       |        | - Normal Property | Exemption 6                               | -Original Message-  |
|  | i<br>i       | i   |         |        |                   |   | Date: 10/5/2013 10:48:02 PM<br>Reservation Number: 100:100      |
|  | :            |   |         |        |                   |   | Date of Incident: 10/05/2014<br>Time of Incident: 11:15 pm      |
|  | :            |   |         |        |                   |   | Mossage:  |
|  | :            | 1   |         |        |                   |   |   |
| 2776103                                  | :10/06/2013  | 0011  |         |        |                   | 7   | Pourly-stocked care cars, an                                    |
| 22.2.2.2.2.2.2.2.2.2.2.2.2.2.2.2.2.2.2.2 | . torouzu ja | :COMP   | AINT T  | RAIN   | LOUNGE SERVICES   | FOOD DEPLETED                             |   |

|                    |             |           |   |                     | Non-responsive                                       | Exemption 6  |
|--------------------|-------------|-----------|---|---------------------|--|--|
|                    |             |           |   |                     |  |  |
|                    |             |           |   |                     |  |  |
|                    |             |           |   |                     |  |  |
|                    |             | 1         |   |                     |  | PAX'S WIFE ADV THAT TRAIN RAN OUT OF FOOD AND WATER  |
| 00007F400F         | 10/06/2013  | COMPLAINT | TRAIN                                   | LOUNGE SERVICES     | FOOD DEPLETED  | joax stated when got on in phi care atlandant never offered drinks//atlandant never came for food orders until about 500p  |
| S02754265          |             | !         | Ţ                                       | L_(M) P//- 1100 (M) |  | which is 30 mins before detraining//frood was also cold  |
| SS0275472 <u>4</u> | 10/06/2013  | COMPLAINT | TRAIN                                   | LOUNGE SERVICES     | FOOD UNSATISFACTORY                                  | MARIE 19 TO HEALT SHOW AND ADMINISTRATION OF THE PROPERTY OF T |
|                    |             | COMPLAINT | AIN AIN AIN AIN AIN AIN AIN AIN AIN AIN | Lounge services     | Non-responsive                                       | ONLY THING LEFT ON LOUNGE CAR FOR LUNCH BURGER WAS A DRY BURGER.  ONLY THING LEFT ON LOUNGE CAR FOR LUNCH BURGER WAS A DRY BURGER.  Unfortunantley didn't eat while waiting for the train - though   |
| 5502756369         | 170/00/2013 | COMPLANT  |   |                     | Non-responsive<br>Exemption 6                        | pnr - unfortunantiey doint eat while waterly for the dean - though<br>that ther lounge wid be kept open - apologized for inconv -  |
| (S\$02756313       | 10/07/2013  | COMPLAIN  | TRAIN                                   | LOUNGE SERVICES     | HOURS UNSATISFACTORY                                 | por  |
|                    |             | COMPLAIN  |   | LOUNGE SERVICES     | Non-responsive<br>Exemption 6<br>FOOD UNSATISFACTORY | PAX STATED THEY RAN OUT OF BREAKFAST AND LUNCH FOOD  |
|                    |             |           |   |                     | and the trice actory                                 | PAX CLAIMS HE PURCHASED A PREPACKAGED SWISS AND TURKEY PANINI ON THE TRAIN, REALIZED AFTER HE CONSUMED THE ITEM THAT THE BEST BY DATE ON THE PACKAGING WAS FOR 190CT13, STATED HE WAS REFUNDED SS FOR THE ITEM BUT WANTED TO KNOW IF HE GETS SICK WHO IS RESPONSIBLE.  |
| ISS02757018        | 10/11/2013  | COMPLAIN  | TRAIN                                   | LOUNGE SERVICES     | FOOD UNSATISFACTORY                                  | 333bit of Court of the Court of |

|             |            | (           | Street and a second of the |                 |                |  |
|-------------|------------|-------------|----------------------------|-----------------|----------------|--|
|             | 1          | Ì           |                            |                 |                | The state of the s |
| : :         | 1          | 1           |                            |                 |                | paxemalled: Exemption 6  |
|             | -          | į           |                            |                 |                |  |
| 1           | }          | į           |                            |                 |                | -Original Message  |
| :           | 1          |             |                            | )               |                | From:  |
|             |            | į           |                            | 1               |                | Date: 10/11/2013 4:04:48 PM Date of Incident: 10/11/2013   |
| : :         |            |             |                            |                 |                | Time of Incident: 12:00 pm   |
| :           | )          |             |                            | ;               |                |  |
| :           | . 1        | ļ           |                            |                 |                | Message:   |
| . :         | : 1        |             |                            |                 |                | neessage: I am dding San Joaquin train 713 to Oakland (left Bakersfield at 10:05 am) today and just tried to get lunch. I asked for a I am idding San Joaquin train 713 to Oakland (left Bakersfield at 10:05 am) today and just tried to get lunch. I asked for a lyeggie burnto. The train of the control of the |
| !           | . 1        |             |                            |                 |                | it Jean have sout "Illubo Vali hous a drauge till Ullst Raw stem." "Vid don I have don. I ga you do. I just eaw  |
| 1           |            |             |                            |                 |                | Inc a price and not do to Mond also do you want?" "Mow about a Cassar salad. Same will adopted a diversi   |
|             |            |             |                            | ļ               |                | in the day Come thing the amulting on this train not out of date(?). "I don't know, you only asked for three tolings. Farally, and   |
| !           |            |             |                            |                 |                |  |
| (           |            |             |                            | :               |                | shows me a baget that that to fuel value is a face a guardens who was very helpful (she even went back to the cafe 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, particularly the care to find something for me to eat).  |
|             | :          |             | İ                          |                 |                | Car to find something for the to early. She auggosted s white who dark primary   |
| i           | 10/11/2013 | COLON ASSIT | TOAR                       | LOUNGE SERVICES | FOOD DEPLETED  |  |
| 16602759431 | 10/11/2013 | CUMPLAIN    | 10004                      | :               |                |  |
| 1           |            |             | 1                          |                 |                |  |
|             | :          |             | !                          |                 |                | pax email .  |
|             |            |             |                            |                 |                | -Original Message-   |
|             |            |             |                            |                 | Exemption 6    | From: Marie Control of the Control o |
| 1           | 1          | 1           |                            |                 |                | Date: 10/15/2013 12:44:28 PM   |
|             | :          | }           |                            |                 |                | To: Subject: Tell us what you think  |
| ;           | :          | 1           | 1                          |                 | <u> </u>       | Source: Member Web   |
|             |            | i<br>E      | }                          |                 |                | Member Number:   |
| i           | :          | j           | 1                          | 1               | 1              | Name:  |
| -           | i.         | !           | 1                          | 1               |                | Respond Via Emall: Yes   |
| 1           |            |             | 1                          | į               | 1              | Subject: Tell us what you think  |
| :           | :          | 1           | Ì                          |                 |                | Comments:  |
| :           |            | 1           |                            | 1               |                |  |
| :           |            |             |                            | i.              |                |  |
| •           |            | i<br>I      |                            |                 | Non-responsive | they do not stock the snack bar,   |
| :           | }          | į           | į                          | }               |                |  |
| :           |            |             |                            |                 |                |  |
| :           | }          | }           | į                          | į               |                |  |
| •           | 1,044,0040 | COMPLAINT   | TOAIN                      | LOUNGE SERVICES | FOOD DEPLETED  |  |

|   |  | ***************************************  |  |   |
|---|--|--|--|---|
| ļ   |  |  |  | PAX EMAILED:  |
|   | And the second of the second o | on the property of the propert |  | -Original Message— From: Date: 10/13/2013 2:01:38 AM To:  |
| * Description                                       |  | ,  |  | Date of Incident: 10/13/2013<br>Time of Incident: 01:55 am  |
| مسام به ده استعمام فعمام                            | Management of the last of the  |  |  | Message:<br>NO Coffee, ?????? Went up to the dining/ lounge car and asked for a cup of coffee. Now I could see coffee and I could<br>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<br>at a minimum drink machines would be nice*   |
| COMPLAIN  | TRAIN  | LOUNGE SERVICES  | FOOD DEPLETED  |   |
|   |  |  |  | pax email   |
| P 14 14 4 cmm 1 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | second being benness   | and the state of t | Exemption 6  | —Original Message— From MANAGEMENT CONTROL OF THE PROPERTY OF |
|   |  |  |  | Reservation Number:   |
|   |  |  | and the same of th | Date of Incident: 10/13/2013<br>Time of Incident: 06:00 am  |
|   | fortible day were the first state and the  | The state of the s |  | Message: I was in the sleeper car and in the morning was told the coffee pot was not working. In addition, the other ammenities that are supposed to be provided, juicelice, either had ran out or were not in adequate supply. It's bad enough that the dining car twing 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 \$996 for this ticket plus \$44 for a schedule change. This at least should   |
| COMPLAINT   | TRAIN  | LOUNCE CEDUICES  |  | insure a back-up coffee pot or the altendent make an effort that there is some available, I feel I deserve at least a partial, if not full, refund for this inconvienence.  |
| (   |  |  | POOD DEPLETED  |   |
| COMPLAINT   | TOAN   | LOUNGE SERVICES  | -  | ITEMS WERE DEPLETED FROM SNACK CAR.   |
|   | COMPLAINT  | COMPLAINT TRAIN  | COMPLAINT TRAIN LOUNGE SERVICES  | COMPLAINT TRAIN LOUNGE SERVICES FOOD DEPLETED NOn-responsive  |

|             | :                |           |  |   | WINDOWS WORLD STATE OF THE STAT | '   |
|-------------|------------------|-----------|--|---|--|---|
|             |                  |           |  | 4.44  | Non-responsive   |   |
|             |                  |           |  | Angel of a Control of |  |   |
|             |                  |           |  | 1 A A A A A A A A A A A A A A A A A A A   |  | PAXEMAILED: Exemption 6   |
|             |                  |           |  | france france invasion frances  |  | -Original Message From Part 12:04:21 PM Date: 10/16/2013 12:04:21 PM Date of Incident: 10/17/2013 Time of Incident: 2:05 pm   |
|             | ;                |           |  |   | Non-responsive   | Message:  |
| :           | :                |           |  |   |  | the Cal?? Car ran out of most products before the trip was half over. I can not understand why this occurred isince it is possible to anticipate travel volume.                                       |
| :           | :                |           |  |   | 1  |   |
| ISS02764834 | :<br>:10/14/2013 | COMPLAINT | TRAIN  | LOUNGE SERVICES   | FOOD DEPLETED  |   |
| 10002701001 |                  |           |  |   | Exemption 6  | pax called pnr marken pax states partor car unavailable- apologized for incovn - pax wanted to add that it was not the hist.  partor car  |
| ISS02758227 | 10/15/2013       | COMPLAINT | TRAIN  | EQUIPMENT   | UNAVAILABLE - LOUNGE   | best allendent every, dining car service vey slow   |
| 1           | 1                |           | -  |   | Mon-responsive   |   |
| :           |                  |           | and of the same of | Automotive and the second   | - principal manufacture (Control of Control  |   |
| ISS02761428 | 10/16/2013       | COMPLAINT | TRAIN  | EQUIPMENT   | UNAVAILABLE - LOUNGE   | PAX STATES DUE TO DELAYED ARRIVAL DNABLE 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. |



|             | - Canada Para |  |   |                 | Non-responsive   |  |
|-------------|---------------|--|---|-----------------|--|--|
|             |               |  |   |                 | The state of the s |  |
| S02761428   | 10/20/2013    | COMPLAINT  | TRAIN   | EQUIPMENT       | UNAVAILABLE - LOUNGE   |  |
|             |               |  |   |                 | Non-responsive   | .HIGH FOOD PRICES IN LOUNGE.   |
|             |               | To the second se | An artist adjustment of the control |                 | The control of the co | -Original Message - Exemption 6 From Base 10:22013 10:03:08 PM To: 20:25 Subject Travel Feedback   |
|             |               | e e e e e e e e e e e e e e e e e e e  | 100 A. A. A. A. B. B. B. B. B. B. B. B. B. B. B. B. B.  |                 |  | It is fuciorous to have to go up and down that narrow stairway to go to the tollet and/or purchase food. Speaking of food, your snack prices are outrageous. I was charged \$2.25 far a bag of chips that routinely sells at the obligations \$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 excritiant those prices are. I could not believe the prices until I saw them printed on the receipt.   |
| SS02765883  | 10/20/2013    | COMPLAINT  | TRAIN   | LOUNGE SERVICES | PRICING<br>Non-responsive  |  |
|             | :             |  | Í   |                 | 1  | FOOD WAS DEPLETED.   |
| ISS02761727 | 10/21/2013    | COMPLAINT  | TRAIN   | LOUNGE SERVICES | Exemption 6  | PAX BECAME ILL 6 AFTER GETTING OFF PAX HAD AN OMLETTE AND RIBS FEELS IT WAS THE FOOD. ALSO THE OTHER PASSENGERS  |
|             |               | COMPLAINT  | TOAIN   | LOUNGE SERVICES |  | BART IS STILL IN BERRY GOT OUT OF HOSPITAL YESTERDAY PAX NOW INFORMED ME IT IS NOW NORO VIRUS  |
| ISS02763360 | /10/21/2013   | COMPLAINT  | HRAIN_  | LOUNGE SERVICES | JPOOD FOISCITING   | A STATE OF THE PARTY OF THE PAR |

Exemption 6

| :           | ;           |           | 1            | ,                | Non-responsive      | KED T  |
|-------------|-------------|-----------|--------------|------------------|---------------------|--|
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| <u>}</u>    |             |           | į            |                  |                     |  |
| }           |             |           |              |                  |                     |  |
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|             |             |           |              |                  |                     | Mark and Control of the Control of t |
| 1           | 1           |           |              |                  |                     |  |
| }           | :           |           |              |                  |                     |  |
| 1           | :           |           | Ì            |                  |                     | 100 to the contract of the con |
| :           | :           |           | ļ            |                  |                     |  |
| :           |             |           | <b>!</b>     |                  | i<br>i              |  |
| :           | :           |           | 1            |                  |                     |  |
| !           | :           |           | ļ            |                  |                     |  |
| ;           |             |           | Ì            |                  |                     | IPAX STATES THAT SHE DECIDED TO SPEND THE LAST \$20.00 SHE HAD IN THE CAFE CAR & WAS IDISSAPOINTED BECAUSE THE WATER WAS NOT HOT THAT SHE PURCHASED FOR HER TEA & THE NOODLES  |
|             | 1           |           | }            |                  |                     | SHE PURCHASED FOR HER & HER GRANDDAUGHTER WAS NOT COOKED SO THE \$16.00 SHE SPENT IN THE   |
| :           | :           |           | 1            |                  |                     | CAFE CAR WAS WASTED  |
|             |             |           | 1            |                  |                     |  |
|             |             |           |              |                  | 1                   |  |
| :           |             |           | 1            |                  |                     |  |
|             | ļ           |           |              |                  | i<br>:              |  |
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|             | 1           |           |              |                  |                     | Managarian and the state of the |
|             |             |           |              |                  | <u> </u>            | Market and the state of the sta |
| ISS02762264 | 110/23/2013 | COMPLAINT | TRAIN        | LOUNGE SERVICES  | FOOD UNSATISFACTORY |  |
|             |             |           | 1            |                  | Exemption 6         | PNR  |
|             | :           |           | -            |                  | Non-responsive      | NAMES AND ASSOCIATION OF THE PROPERTY OF THE P |
| :           |             |           | İ            | 1                | Hon responsave      |  |
| :           |             |           | !            | 1                | Į                   |  |
| į           |             | :         | 1            |                  |                     | NEVER DID. ALSO PAX SAID WAS SUPPOSE TO GET DINNER & BREAFEAST BUT NEVER GOT THE DINER   |
|             | :           |           |              |                  |                     | DUE TO THE LATE TRN.   |
|             | 1           |           |              |                  |                     |  |
| :           | :           | :<br>:    | !            |                  |                     |  |
|             | :           | :         | •            |                  |                     |  |
| 1           | :           | !         | 1            |                  |                     | RUMPHERADORUM TORRING  |
| 1           | :           | ì<br>;    | :            |                  |                     |  |
| ISS02764050 | 10/23/2013  | COMPLAINT | TRAIN        | LOUNGE SERVICES  | FOOD DEPLETED       |  |
| :           | :           |           | 1            |                  |                     | PAX STATES THE FOOD WAS UNACCEPTABLE THE SELECTION WAS EXTACTLY THE SAME ALL THREE DAYS  |
| ;           | :           |           | 1            |                  |                     | 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  |
|             |             |           | TTTT: 4 (8.) | LALIMAN AND HATE | TAAR INDAMORA DESTI | THE SERVICE AND FOOD WAS THE OFFER A BEAUTIFUL PRESENTATION OF THE FOOD THEY REALLY CARE   |
| ISS02836972 | 10/23/2013  | COMPLAINT | TRAIN        | LOUNGE SERVICES  | FOOD UNSATISFACTORY | ABOUT THE CUSTOMER'S OPINION PARAMETERS EXEMPTION 6  |

|               |            | / A. AA/ A.AAAAAAAAA |        |                 |                     |  |
|---------------|------------|----------------------|--------|-----------------|---------------------|--|
|               |            |                      |        |                 |                     | PNR  |
| 1             |            |                      |        | į               |                     | Exemption 6  |
|               | : 1        |                      |        | !               |                     | -Original Message-   |
|               |            |                      |        | !               |                     | From: Statement of the Control of th |
| :             |            | :                    |        | ì               |                     | Date: 3/23/2014 9:01:67 PM   |
| 1             | :          |                      |        | İ               |                     | Mossage:   |
|               |            |                      |        | <u> </u>        |                     | It took the Pacific Surfliner from LA Unions Station to San Diego Downtown, While on the rider, I bought food in your cafe.  |
| i :           | :          |                      |        |                 |                     | The fruit cup (\$4.50) contained rotten and moldy fruit at the bottom, By the time I found this, we were gettling into the SD  |
|               |            |                      |        |                 |                     | area and I couldn't get down tot he care 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            | CRAIN  | LOUNGE SERVICES | FOOD UNSATISFACTORY | KAR STATE OF THE S |
|               |            |                      |        |                 | EXCMPCTOI 0         |  |
| :             | :          |                      |        |                 | Non-responsive      |  |
|               |            |                      |        |                 |                     | THE REPORT OF THE PARTY OF THE  |
|               |            |                      |        | (               |                     | PAX ALSO ADV THAT CAFE CAR RAN OUT OF WINE AND MORE NEEDED ON THE TRAINS SINCE SHE DOES NOT CARE FOR BEER  |
|               |            |                      |        | 1               |                     | WASHE FOR PRIOR  |
| :             | •          |                      |        | 1               |                     |  |
|               | :          |                      |        |                 |                     | Market management of the control of  |
| 1             |            |                      |        | ĺ               | i                   |  |
| 1             |            |                      | 1      | !               |                     | · · · · · · · · · · · · · · · · · · ·  |
| 1             | 1          |                      |        |                 |                     | West Control of the C |
| i             |            |                      | ;<br>1 |                 |                     | N. Ch. China 1992  |
| i             |            |                      | )      |                 | ;                   |  |
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| :             |            | i<br>?<br>[          | :      |                 | 1                   |  |
| :             |            |                      |        |                 |                     | the state of the s |
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| :             | :          |                      | :      |                 | 1                   | The state of the s |
| •             |            | Ì                    | i<br>1 | •               |                     |  |
| :             |            | t e                  | ]      |                 |                     |  |
| :             | :          |                      | 1      | 1               |                     | property and the control of the cont |
| :             |            | ļ                    | į      |                 |                     | A STATE OF THE PARTY OF THE PAR |
| 1             | :          | Ĭ                    | į      | 1               | i<br>!              |  |
|               |            |                      | !      |                 |                     |  |
| 1             |            | l<br>F               | į.     |                 | }                   | Section 12 and 1 |
| :             | :          |                      | 1      |                 | 1                   |  |
|               | :          |                      | i      | !               | İ                   |  |
| ;             |            | į                    | }      | ;               |                     |  |
| 1\$\$02763638 | 10/27/2013 | COMPLAINT            | TRAIN  | LOUNGE SERVICES | FOOD DEPLETED       |  |

|             |                  | v         | , <del>.</del> | :                                     |   |   |
|-------------|------------------|-----------|----------------|---------------------------------------|---|---|
| !<br>!      | :                |           |                |                                       |   | PNR IMPERE  |
|             |                  |           |                | T T T T T T T T T T T T T T T T T T T | Non-responsive  | Exemption 6   |
| ,           |                  |           |                |                                       |   |   |
|             | :                |           |                |                                       |   | CAFE CAR HAD TO SHUT DOWN BETWEEN 315 TO 415  |
|             |                  |           |                | 1                                     |   |   |
| ISS02763822 | 10/27/2013       | COMPLAINT | TRAIN          | LOUNGE SERVICES                       | FOOD DEPLETED   | PAX SAID THAT "QUEEN" WAS GREAT SHE WAS PROFESSIONAL<br>AND VERY HELPFUL UNDER ALOT OF PRESSURE             |
|             | :                |           |                |                                       | Mon-responsive<br>Exemption 6<br>Hours Unsatisfactory | RES/  |
| ISS02764155 | :10/27/2013<br>: | COMPLAINT | TRAIN          | LOUNGE SERVICES                       | HOURS BNSATISFACTORY                                  |   |
|             |                  | 1         | i i            |                                       |   |   |
|             |                  | ŧ         |                | 4 00 1                                | Non-responsive  |   |
|             |                  |           |                | 1                                     |   |   |
|             | :                |           |                |                                       |   | PAX EMAILED:  |
| :           | :                |           |                |                                       | Exemption 6   | Original Message—   |
| 1           | :                |           |                |                                       |   | Date: 10/29/2013 2:51:22 PM   |
|             | :                | H         |                |                                       |   | Name:<br>Email:<br>Reservation Number parameter   |
|             | :                |           |                |                                       |   | Date of incident: 10/27/2013<br>Time of Incident: 6:30 pm   |
| :           |                  | ]         |                |                                       |   | Message:<br>Dear Amtrak Representative,   |
|             | :                |           | <u>}</u>       |                                       | ,   |   |
|             | :                |           |                |                                       |   | the snack car out of food,  |
| :           | :                |           | 1              |                                       |   | had to wait half an hour in the cold of New Rochelle for a Metro North train, which was standing room only, |
| :           | :                |           |                |                                       |   |   |
|             | 100210010        | COMPLAINT | TOASM          | LOUNGE SERVICES                       | SOON DEBLETED   |   |
| ISS02779053 | 10/2//2013       | COMPLAINT | IRAIN          | ILCONGE SERVICES                      | POOD DEFECTED   |   |

|                  |             |                     |       |   | MANUAL AND AND AND AND AND AND AND AND AND AND |  |
|------------------|-------------|---------------------|-------|---|--|--|
|                  | :           |                     |       |   | Non-responsive                                 |  |
|                  | :           | ,                   |       |   | MOU.TOBDOUSTAG                                 | PAX WERE TRANSFERRED TO ANOTHER TRAIN WITHOUT CAFE CAR ACCORDING TO PAX.   |
|                  | í.          |                     |       | 1                                       |  | PAX WERE TRANSPERRED TO ANOTHER TRAIN WITHOUT ON E COMPROCORDING TO FAMILY PROCESSING  |
|                  |             |                     |       |   |  |  |
|                  | į           |                     |       |   |  | -Original Message- Exemption 6   |
|                  | i           |                     |       | 1                                       |  | Date: 10/28/2013 3:20:44 PM  |
|                  |             |                     |       |   |  | To make the same of the same o |
|                  | :           |                     |       | į.                                      |  | Subject Travel Feedback  |
|                  | :           |                     |       | :                                       |  |  |
|                  | :           | 1                   |       |   |  |  |
|                  | :           |                     |       | į                                       |  |  |
|                  |             | 1                   |       |   |  | 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   |
|                  | :           | 1                   |       |   | }  | crew could have strolled over to the food court at Penn Station and purchased water and maybe some oranges, something,   |
|                  |             | (                   |       | i<br>i                                  |  | 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 nounshment.   |
|                  | :           | 1                   |       |   |  | all assidure treat warning passengers, the care on weeth three blaves as to parsidor our restriction.  |
|                  |             | -                   |       | •                                       | į  |  |
|                  |             | ì                   |       |   | ĺ  | (A) (A) (A) (A) (A) (A) (A) (A) (A) (A)  |
|                  | ;           |                     |       |   | 1  |  |
|                  | 1           | -                   |       |   |  | 1 to prompt of the second of t |
| ,                |             | Ì                   |       | 1                                       |  |  |
| :                | i           | -                   | ĺ     | į                                       | !  |  |
| :                | :           |                     |       |   | !  | 22 (2017)00  |
|                  | ;           | 1                   |       |   |  |  |
| :                | :           | 1                   |       |   |  |  |
| :                | :           | į                   |       | 1                                       |  |  |
|                  | 1           |                     |       |   |  |  |
| ISS02781308      | 10/27/2013  | COMPLAINT           | TRAIN | EQUIPMENT                               | UNAVAILABLE - LOUNGE                           |  |
|                  |             | 1                   |       |   | Exemption 6                                    |  |
| :                | :           | i                   |       |   |  | WENT TO CAFE CAR, LOOKING AT MENU ATTND SITTING DOWNGOT UP AND SAID "WHAT YOU WANT"  |
| :                | 1           | 1                   |       |   |  | ASKED FOR PIZZA SAID" WE ARE OUT OF THAT HAVE TO SELECT SOMETHING ELSE". GOT HOT DOG WAS   |
|                  |             | }                   |       | !                                       | Non-responsive                                 | OVER COOKED IN MICRO WAVE COULD NOT EAT,(FEMALE-CAUCASION OR HISPANIC SHOULDER LENGTH DARK HAIR) JUST VERY SHORT AND UNPLEASANT  |
| SS02764252       | 10/28/2013  | COMPLAINT           | TRAIN | LOUNGE SERVICES                         | FOOD SELECTION                                 | DARKTARN) JOS VERT GTORT AND DIVI LEAGANT  |
| i                | :           | i                   | -     | ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,, | Exemption 6                                    |  |
| :                | :           |                     | E .   |   | _  | CLAIMS HE GOT A BURGER IN THE LOUNGE AND THEN HE TOOK THE BURGER BACK TO HIS SEAT AND THE  |
| :<br>ISS02767231 | 10/28/2013  | COMPLAINT           | TRAIN | LOUNGE SERVICES                         | FOOD UNSATISFACTORY                            | BUN WAS ROCK HARDHE ATE JUST THE BURGER NOT THE BREAD  |
|                  |             |                     | ì     |   | Exemption 6                                    | PNR-makes  |
| į                |             | !                   | Í     |   |  | LIE IO A DIEAGEATIO AND WHEN DOWNED CALLE ON HE SIDNEY WAS A THE   |
| :                | :           | F                   |       |   | Non-responsive                                 | LOUNGE WAS BEING REMOVED LEFT THEN WITH JUST A DINING CAR NOT GOOD FOR HIS HEALTH, THEY  |
| ISS02765995      | :10/29/2013 | COMPLAINT           | TRAIN | EQUIPMENT                               | UNAVAILABLE - LOUNGE                           | SHOULD HAVE MADE AN ANNOUCEMENT  |
| ~                |             | 1 - 2 mm mm 1-1-1-1 |       |   |  | ALIANA MANAGAMATAN AND AND AND AND AND AND AND AND AND A   |

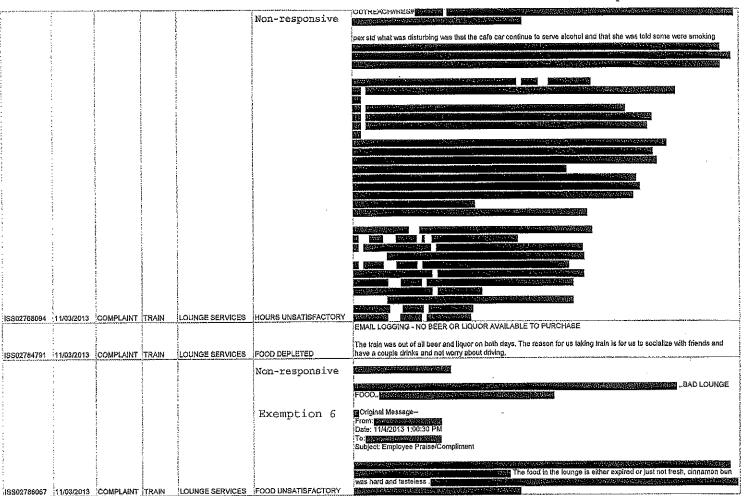
|             |                            |             |       |                 |                                   | A supplied to the supplied to  |
|-------------|----------------------------|-------------|-------|-----------------|-----------------------------------|--|
|             |                            |             |       |                 |                                   | BAD COFFEE —Original Message—  |
| :           | į                          |             |       | ļ               |                                   | From the state of  |
| :           |                            |             |       |                 |                                   | Date: 10/30/2013 9:46:26 AM Exemption 6  |
| ;           |                            |             |       |                 |                                   | Reservation Number: Reserv |
| :           |                            |             |       |                 |                                   | Date of Incident: 10-30-2013   |
|             |                            |             |       | Ì               |                                   | The extraction of the state of  |
| :           |                            |             |       |                 | Non-responsive                    | I was just telling people last night how much I enjoyed riding Affire I was just telling people last night how much I enjoyed riding Affire I was just telling people last night how much I enjoyed riding Affire I was just telling people last night how much I enjoyed riding Affire I was just telling people last night how much I enjoyed riding Affire I was just telling people last night how much I enjoyed riding Affire I was just telling people last night how much I enjoyed riding Affire I was just telling people last night how much I enjoyed riding Affire I was just telling people last night how much I enjoyed riding Affire I was just telling people last night how much I enjoyed riding Affire I was just telling people last night how much I enjoyed riding Affire I was just telling people last night how much I enjoyed riding Affire I was just telling people last night how much I enjoyed riding Affire I was just telling people last night how much I enjoyed riding Affire I was just telling people last night how much I enjoyed riding Affire I was just telling people last night how much I enjoyed riding Affire I was just telling people last night how much I enjoyed riding Affire I was just telling people last night how much I enjoyed riding Affire I was just telling people last night how much I enjoyed riding Affire I was just telling people last night how much I enjoyed riding Affire I was just telling people last night how much I enjoyed riding Affire I was just telling people last night how much in the I was just telling people last night how much in the I was just telling people last night how much in the I was just telling people last night how much in the I was just telling people last night how much in the I was just telling people last night how much in the I was just telling people last night how much in the I was just telling people last night how much in the I was just telling people last night how much in the I was just telling people last night how much in the I was just telling people last night how much  |
| :           | :                          |             |       |                 | <del>-</del>                      | the worst thing I have ever tasted and your danish is stale beyond belief. Otheer than that it was a good trip.  |
| ISS02784509 | 10/30/2013                 | COMPLAINT   | TRAIN | LOUNGE SERVICES | FOODUNSATISFACTORY<br>Exemption 6 | PNRIMARE   |
|             |                            |             |       |                 | EXEMPLION 0                       | The state of the s |
|             | •                          |             |       |                 | Non-responsive                    | PAX ADV CAFE CAR SHUT DOWN 10 MIN AFTER BOARDING   |
| :           |                            |             |       |                 |                                   |  |
|             |                            | 4           |       |                 |                                   |  |
| ISS02767294 | :<br>:<br>:<br>:4m/94/9049 | COMPLAINT   | TRAIN | OUNGE SERVICES  | HOURS UNSATISFACTORY              |  |
| 15502101294 | : 10/0 1/2010              | 1           | 1     | 1               | Non-responsive                    |  |
| :           | i                          | į           |       |                 | Exemption 6                       | REST   |
|             |                            |             |       | }               | Inchipe zota                      |  |
| :           | :                          |             |       |                 |                                   |  |
|             |                            | 1           |       |                 |                                   |  |
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| •           | 1                          | 1           | 1     | 1               |                                   |  |
|             | 1                          | !           | ļ.    | }               |                                   | AN AND STATE OF THE STATE OF TH |
| -           | •                          |             | i     | •               |                                   | WHO!   |
| ;           |                            | :           | Ì     |                 |                                   |  |
| :           | :                          | 2<br>7<br>8 | i     | 1               |                                   | 19.  |
| :           | :                          | 1           | Į     |                 |                                   | 20   |
| 15502769613 | 11/01/2013                 | COMPLAINT   | TRAIN | LOUNGE SERVICES | FOOD UNSATISFACTORY               |  |

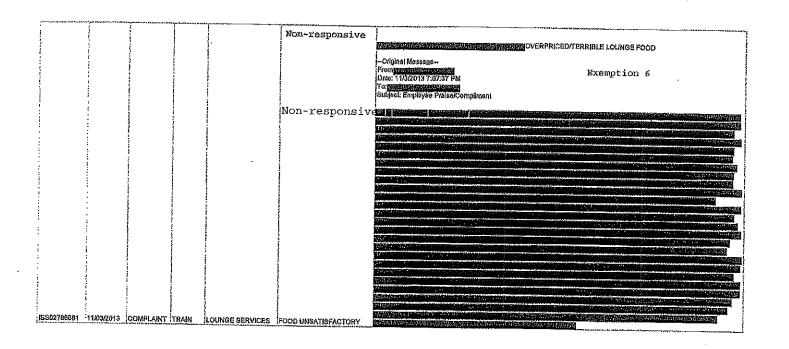
| :           | :         | and the same   | ,  | j                                       |                        | Non-responsive |  |
|-------------|-----------|--|--|---|------------------------|----------------|--|
|             | :         | 1  | 1  |   |                        | 1              |  |
| :           |           |  | !  |   | •                      |                | INTER DIRTYONLY CANDY AND JUNK FOOD AVAIL Exemption 6  |
| ;<br>;      |           | 11 abr 12 abr 12 abr 12  | of market 1 months to the  | 1 |                        |                | From: learning message  Date: 11/1/2013 3::23:23 PM  To: Subject: Employee Praise/Compliment   |
|             |           |  |  | To order to be a second                 |                        |                | Hello mt name is the second of |
| IS60278496  | 11/01/20  | 013 COMPL  | AINT TR  | AIN LOUNGE S                            | ERVICES                | FOOD SELECTION | (Being a diabetic I'm soposed to sat every 2 hours. They should retill after every big stop.   |
| :           | :         | abertanitas par  |  |   |                        |                | ON NIGHT OF 11/4 "LOUNGE ONLY OPEN 4 HRS   |
|             | :         | ļ  |  | 1                                       |                        | Non-responsive | UNHAPPY THAT LOUNGE CLOSED FOR ATTN BREAKS   |
|             |           | į  | į  | 1                                       |                        |                |  |
|             | :         |  |  |   |                        |                |  |
|             |           |  |  |   |                        | :<br> <br>     |  |
|             | :         | 1  | )<br> <br>   |   | 140                    |                |  |
|             |           |  | a service a  |   |                        |                |  |
| į           |           | and the same of th | phone place compleying it.   | TYP M. I'M WAR, 10 Margarit             | et le cristago mang qu | I              |  |
|             |           | ,  | -  | A MITCHEST OF BEAUTY MESSAGE            |                        | ā              |  |
|             |           |  | and the same of th |   |                        |                |  |
| ;           |           | The films of Hannings  | . mm   | *** *** *** *** *** *** *** *** *** **  |                        | Page 1         | 002@ EMAIL -   |
| 02766596 1  | 1/02/2013 | COMPLAIN   | TRAIN  | LOUNGE SERV                             | ICES US                |                |  |
| :           |           |  |  |   |                        | OIL-TESTONS TO |  |
| )2766846 11 | /02/2013  | COMPLAINT  | TOAIN  |   | į                      | 200            | GOT A HOT DOG WASNT ANY GOOD   |

|             | 44/02/2013    | COMPI AIÑT | TRAIN | OINGE SERVICES  | FOOD UNSATISFACTORY         | -Original Message— From: ### Exemption 6  Date: 11/4/2013 (1:00:53 AM  Date of Incident: 11/2/2013 Time of Incident: 5:55 pm  Message: I purchased a veggie burnto on the 747 capital corridor train. I ate it and the read the ingredients and beef base was one of the ingredients. I mentioned it to the conductor and he said that I should sue. In all seriousness. I have been a strict vegetarian for 20 years. I am completely horffied that I have consumed beef and I am stick to my stomach. It just so lunacceptable and causing me great spiritual harm. I thought that I could trust Amtrak to serve me honest food. If you are serving me a veggie burnto it should be vegetarian. Amtrak isn't following its own definition of vegetarian. This is from your vebsite: Vegetarian meas contain no meat, but normally do contain dairy or egg products. There is always one meat-free item on every menu and passengers who want vegetarian (meat-free) Items may select that; no special vegetarian meal request is required (or possible). How will you fix this? There needs to be a recall. |
|-------------|---------------|------------|-------|-----------------|-----------------------------|---|
| ISS02768881 | 11/02/2013    | COMPLAINT  | INWIN | LOUNGE SERVICES | I COD ONOMINATION !         |   |
| ISSD277B18  | 7 '11/02/2013 | COMPLAINT  | TRAIN | Lounge services | Exemption 6  Non-responsive | -Original Message From Market Date: 117//2013 10:45:33 AM Message:  Message:  fortunate enough to go to the cate car a few times and when I was in there, I heard all the announcements and sold this is cool, maybe they are working in our car, only to get back to my seat to complete silence again. A  size of food options is a problem with 800 people in the case that certain passengers have allergies.   |

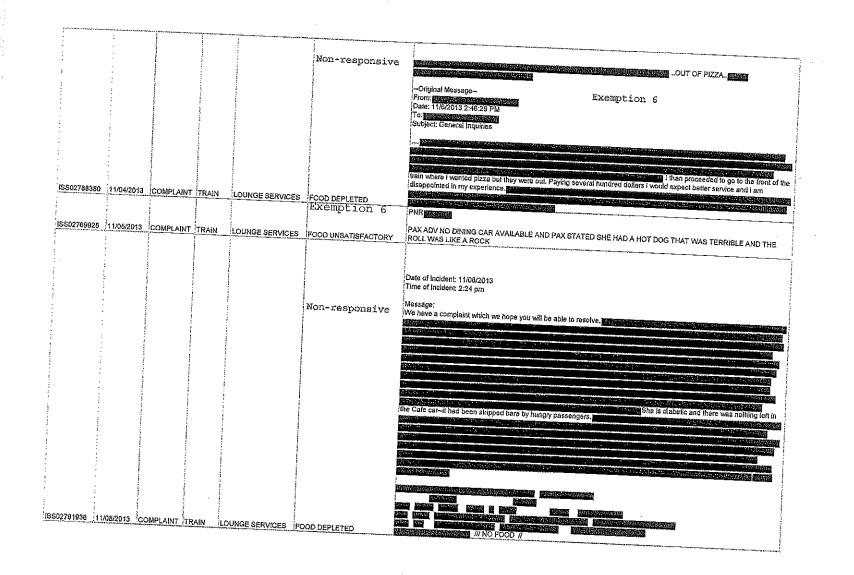
| :                                     |            | 1          | 1  |  | 43   | EMAIL LOGGING - NO BEER OR LIQUOR AVAILABLE TO PURCHASE   |
|---------------------------------------|------------|------------|--|--|--|---|
| · · · · · · · · · · · · · · · · · · · | Heriman I  | 1          | Long of a garden belower to  | After toursely tour ex-  | 1  | -Original Message-<br>From: Paragramment  |
| 1                                     |            | 1          | 1  |  | # # # # # # # # # # # # # # # # # # #  | Reservation Number:   |
|                                       |            | 3          |  |  |  | Date of Incident: 11-2-2013<br>Time of Incident: 11:00 am   |
| ;                                     |            |            |  |  |  | Message:<br>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<br>have a couple drinks and not worry about driving.  |
| SS02784791                            | 44107/0049 | COMPLAINT  | TRAIN  | LOUNGE SERVICES  | POOD DEPLETED  |   |
| 3802784791                            | 110222010  | COMPLIANT. |  |  |  | pex email   |
|                                       |            |            | and the state of t |  | Exemption 6  | -Original Message-<br>From (Message-<br>Date: 17/2/2013 11:33:05 AM   |
|                                       |            |            |  |  |  | Reservation Number:   |
|                                       | :          |            |  | ,  | Avenue data de destinado de des | Date of Incident: 11/2/2013<br>Time of Incident: 11:20 am   |
|                                       |            |            |  | on a section of the s |  | 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 it is 11:27 am. The Cafe is closed it got very in Portland in Maine yet. So, they should think about people need. Typically, caf should not close early! We have not arrive in Portland in Maine yet. So, they should think about people need. Typically, caf 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! |
|                                       |            | COMPLAINT  | TOAIN  | I OLINGE SERVICES  | HOURS UNSATISFACTORY   |   |

Exemption 6



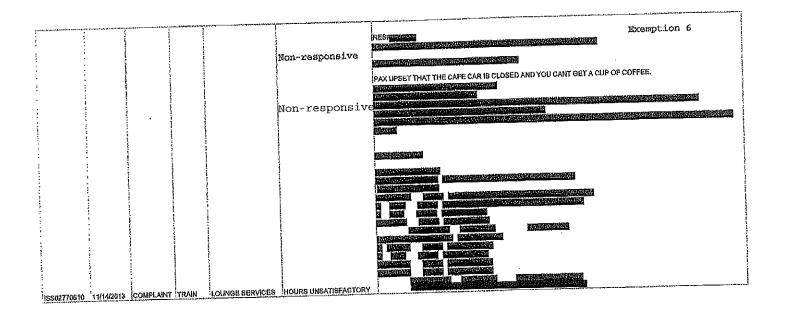


|              |            |  |       |  | Particular and American State of the Control of the |  |
|--------------|------------|--|-------|--|--|--|
|              |            |  |       |  |  | "OVERPRICED/TERRIBLE LOUNGE FOOD   |
|              |            |  |       |  | Non-responsive   | -Original Message— From: 18. From: 1 |
|              |            |  |       |  |  |  |
| :            |            |  |       |  |  |  |
|              |            |  |       |  |  |  |
|              |            |  |       |  |  |  |
|              |            |  |       | Tablisher and the control of the con | ,  |  |
|              |            |  |       |  |  |  |
| ISS02786681  | 11/03/2013 | COMPLAINT  | TRAIN | LOUNGE SERVICES  | PRICING  |  |
|              |            | 1  |       |  | Non-responsive   | OUT OF PIZZA   |
|              |            | And the second s |       | **************************************   | Exemption 6  | Original Message-<br>From: MANAGE 17/6/2013 2:46:29 PM<br>To: MANAGE 17/6/2013 2:46:29 PM  |
| /ISS02788350 | 14/03/2013 | COMPLAINT  | TRAIN | LOUNGE SERVICES  | FOOD DEPLETED  | I recently went to Washington on a business trip I want to provide some feedback on my experience.   |

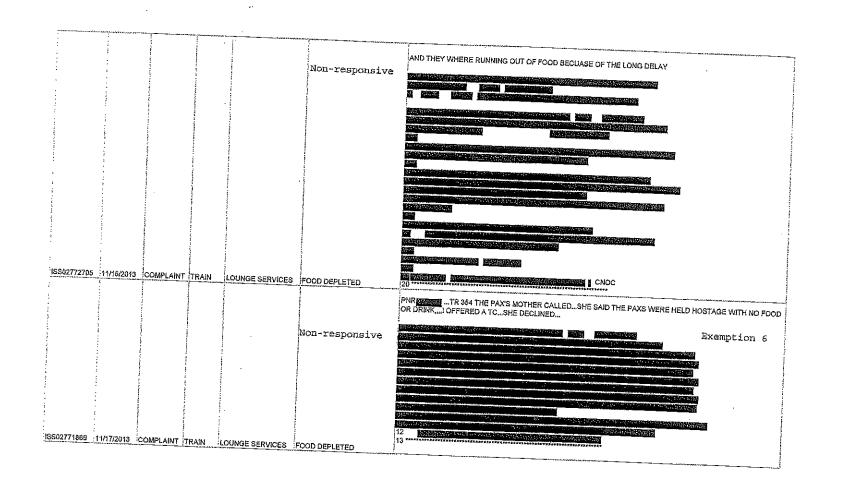


|             |            |           |       |                 | Americans a description of the description of the second o | - LA CAMPAGNICA CONTROL CONTRO |
|-------------|------------|-----------|-------|-----------------|--|--|
|             |            |           |       |                 |  | LOUNGE CAR WAS NOT OPEN PRIOR TO DPT ONLY UPON DEPARTURE AS PAX STATES IT NORMALLY IS EVERY TIME HE TRAVELS  —Original Massago— From: Massago— Date: 11/9/2013 12:36:23 PM To: Prior Massago— Subject: Travel Feedback   |
|             |            |           |       |                 | Non-responsive   | 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.  |
| ISS02788480 | 11/09/2013 | COMPLAINT | TRAIN | LOUNGE SERVICES | HOURS UNSATISFACTORY   |  |
| :           |            |           |       |                 |  | Pax ernali   |
|             |            |           |       |                 | Exemption 6  | -Original Message- From: Date: 11//2013 7:29:56 PM To:: Subject: Tell us what you think Source: Member Web Member Number: Member Number: Mame: Subject: Tell us what you think Taspond Via Email: Yes Subject: Tell us what you think Comments: 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. Troday they offered me breakfast at 1:30 pm. You need to put more food on the train.  |
| ISS02787213 | 11/11/2013 | COMPLAINT | TRAIN | LOUNGE SERVICES | FOOD DEPLETED  |  |
| -           |            | :         |       |                 | Exemption 6  | PNR WEEKING  |
| ISS02772887 | 11/12/2013 | COMPLAINT | TRAIN | LOUNGE SERVICES | FOOD UNSATISFACTORY  | 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.  |

· ·



|             |  |           |       |  |                      | GRUDY RES#  |
|-------------|--|-----------|-------|--|----------------------|---|
|             | Annual Water to manage to the first to the distribution of the |           |       |  | Non-responsive       | RECEIVED EMAIL FROM  NO DINNER BECAUSE OF LATE TRAIN  BREAKFAST WAS GOODEVEN WITH PLASTIC UTENSILS  PAPER CUPS RAN OUT HOT DOG ROLL COULD NOT BE EATENDUE TO MICROWAVE  |
|             |  |           |       |  | Non-responsive       | Original Message— From: SAMPA Date: 11/23/2013 2:15:17 PM Message: Took my first train ride on Amtrak jeaving out of Jacksonville, FL on Nov. 14th.  Took my first train ride on Amtrak jeaving out of Jacksonville, FL on Nov. 14th.  Did have a wonderful breakfast even if we did have plastic plates and utensits, Had to save our paper coffee cups because they were out. Titled to eat a hot dog from snack back, microwaved buns can be eaten.  Guess what they provided us for our dinner at 1:30 am. One of those informwave hot dogs and from temp water. No one could eat it. |
| ISS02799456 | 11/14/2013   | COMPLAINT | TRAIN | LOUNGE SERVICES  | FOOD UNSATISFACTORY  | PAX MOTHER IS CALLING I STATIONG HER SON HAD A HAMBURGER ON THE TRN AND WAS VERY SICK   |
| ISS02771798 | :11/15/2013  | COMPLAINT | TRAIN | LOUNGE SERVICES  | FOOD POISONING       | AFTERWARDS, SHE SAYS THE BURGER WAS NOT FRESH.  |
|             |  |           |       | The state of the s | Exemption 6          | CAFE CAR NOT OPEN UNTIL 45 MIN AFTER DPT  Original Message— From: Section 1977 146.00 AM  To: Expension 1977 146.00 AM  Subject: Travel Feedback  |
| ISS02795058 | :<br>:<br>:<br>:<br>11/15/2013                                 | COMPLAINT | TRAIN | LOUNGE SERVICES  | HOURS UNSATISFACTORY | I'm sitting on the 172 train from WAS-NYP and the cafe car is not open yet. The employee working the cafe car is currently stocking the cafe, thus not open for service yet. It's early, I didn't stop for coffee or food before getting in line for the Irahn (always long for the NYP north trains)super madneed coffee, I took the train at a premium 85% over the bus to enjoy perks such as the cafe car, schedule, and more room to wander. I did not take the train to deal with inconvelncens such as a 45min delay in opening the cafe car.                                      |



|              | *************************************** |                 |              |                  |                | LLNK AND TYLES, HK 74 MW   |
|--------------|---|-----------------|--------------|------------------|----------------|--|
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|              | •                                       |                 |              |                  |                | I and the second |
|              |   |                 |              |                  |                | -Original Message-   |
|              |   |                 |              |                  |                | From Exemption 6  Date: 17/18/2013 5:21:04 PM Exemption 6  |
|              |   |                 |              |                  |                | Date: 11/18/2013 5:21:94 PM Exemption 6  |
| `            |   |                 |              |                  |                |  |
| ;            |   |                 |              |                  |                | To:  |
|              |   | 1               |              |                  |                | Subject: General Inquiries   |
|              |   |                 |              |                  |                |  |
|              |   |                 |              |                  |                | Į  |
|              |   | j               |              | :                |                | Subject; General inquiries   |
|              |   | ;               |              |                  |                |  |
| 7            | :                                       | ]               |              | -                |                | Marine of Communic Completely Typic  |
|              | :                                       | ;               |              |                  |                | Nature of Comment: Complaint: Train  |
|              | ;                                       | ;               |              | 1                |                | <u>}</u>   |
|              |   |                 |              |                  |                | Name: Page 1997  |
|              | :                                       |                 |              | £                |                |  |
|              |   |                 |              | 1                |                | Emeil: 700 March 1997  |
|              |   |                 |              | 1                |                | Address1: ###################################  |
|              |   |                 |              | ì                |                | Address2:  |
|              |   | 1               |              | ì                |                |  |
|              | •                                       | <u> </u>        |              | 1                | :              | City: Recording  |
|              | i                                       | į.              |              | 1                |                | State: M   |
|              |   | 1               | (            | 1                |                | Zip/Postal: www.   |
|              | :                                       | í               |              |                  | 1              |  |
|              | į.                                      |                 | 1            | !                |                | Country: United States   |
|              | :                                       | í               | Į            | !                |                | Primary Phone: Primary - home  |
|              | :                                       | 1               | i            | <u> </u>         |                |  |
|              | :                                       | ì               | Į.           | i                | 1              | Mobile Phone:  |
|              | :                                       | :               | !            | 1                |                | Arntrak Guest Rewards # management   |
|              | :                                       | <u> </u>        |              | 1                |                |  |
|              |   | (               | 1            | 1                |                | Description blooms and the second  |
|              | :                                       | -               | :            | 1                |                | Reservation Number:  |
|              |   |                 | i            | 1                |                |  |
|              |   | (               | •            | 1                | 1              | Date of Incident: 11/17/2013   |
|              |   | }               | į            |                  | 1              |  |
|              | :                                       | ŧ.              | 1            |                  | <b>†</b>       | Time of incident: 5:30 pm  |
|              |   | •               | 1            |                  | <b>,</b>       |  |
|              |   | <b>!</b>        | 1            | :                | }              | Message:   |
|              | •                                       | · ·             | }            | i                | }              | cafe is sold out from the beginning. I have to starve for the entire 6+ hour   |
|              |   |                 | •            | :                |                |  |
|              |   | į.              | 1            |                  | Non-responsive | trip, in a constant of the con |
|              |   | 1               | į            | 1                |                | starving for about 10 hours and spend extra to go home.  |
|              | i.                                      | i               | 1            | ;                | Ī              |  |
|              |   | į               | j            | ì                | (              |  |
|              | :                                       | į               | ]            | ]                | ŧ              |  |
| ISS02792734  |   | COLUMN ARIT     | irres A 25.1 | LOUNGE SERVICES  | ECON CEO! ETEN |  |
| 18S802742734 | - 1 1/1 //2013                          | A JUNITER AIN I | MAN          | ・ こしいがひに ひにんりじにひ | n doo deflette |  |

|             |            |  |  |  | THE WATER CONTROL OF THE PARTY | The state of the s |
|-------------|------------|--|--|--|---|--|
| į           | :          | į  | į  |  | Non-responsive  | NNK  |
|             |            | ì  | 1  |  | 4<br>*  |  |
| ;           | :          | [  | Jan  | ĺ  | į   | -Original Message-   |
|             | :          | İ  | 1  |  |   | From:  |
| :           |            |  | į  | į  | j<br>i  | Dale: 11/18/2013 2:25:48 PM  |
|             | :          |  |  |  |   | To: Italy Company Comp |
|             | 1          |  |  | i se prima   |   | Subject: Travel Feedback   |
| į           | ĺ          |  |  | j. delan sa  |   | Nature of Comment: Complaint; Train  |
|             |            | water to compression to the contract of the co | the state of the s | *** V **** ** ****   | William Tongaria  | Name (School Control C |
|             |            | 10 to  |  |  |   | City: Management of the Country United States Primary Phone: Management of the Country United States   |
| !           |            |  | 1  |  | e per constitution of the | Mobile Phone: Amirak Guest Rewards # Burestowns  |
|             | :          | 4  |  | ·  |   | Reservation Number: Nu |
| :           | !          |  | de la la de la la la la la la la la la la la la la   |  | 4 77 8 9 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1   | Date of Incident: 11/17/2013<br>Time of Incident: 5:04 pm  |
|             |            | ***************************************  | All leggs fil blinderster  | - 14 mg - 17 m | Mon-responsive  | Message:  [herdly any food on train, they said their was no time to restock so there was nasty timmy John sandwiches, there was  |
| ISS02792793 | 11/17/2013 | COMPLAINT  | TRAIN  | LOUNGE SERVICES  | FOOD DEPLETED   | and the statements of the statement of the statements of the statements of the statements of the statements of the statements of the statements of the statements of the statements of the statements of the statements of the statement of the statements of the statement of the stateme |
| :           | <u>:</u>   |  |  |  | Non-responsive  |  |
|             |            | And the same of th | Admin  |  | Exemption 6   | Original Message<br>From: 12/5/2013 11:44:59 AM  |
| :           |            | 7  | -  |  | Hammidyna   | To Barrana Barrana Subject: Travel Feedback  |
| ISS02800982 | 11/17/2013 | COMPLAINT  | TRAIN  | LOUNGE SERVICES  | FOOD DEPLETED   | i (  |
| ISS02774775 | 11/23/2013 | COMPLAINT  |  | EQUIPMENT  |   | PNR BANGO LTR 43THE PAX SAID THERE WAS NO CASE CAR WARD MARKET   |
|             | į          |  |  | !  |   | PNR WWW. TR 43THE PAX SAID THERE WAS NO CAFE CAR WHICH MADE NO WIFI AVAILABLE. EXCHIDED ON 6   |
| 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<br>ALSO TO MAKE THE OMLETTE  |
| :           | :          |  |  |  | Non-responsive  |  |
| ISS02775645 | 11/25/2013 | COMPLAINT  | TRAIN  | LOUNGE SERVICES  | FOOD UNBATISFACTORY   | announcment was made stating "leflovers" will be available in dining carchicken is \$17,50 and fish \$25   |

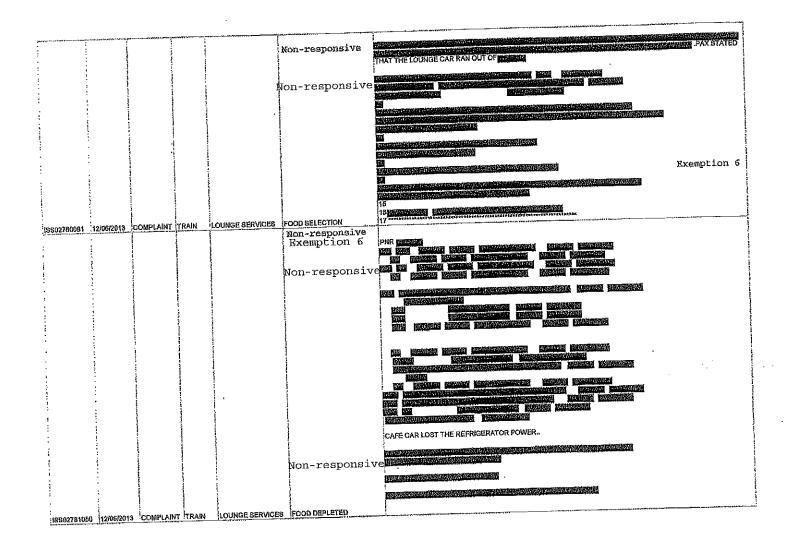
| Anton ( ) a most are year or a reference of the | ;                                       |           |       |                 |                | Reservation Number: Essentia Exemption 6  Date of Incident: 11/26/2013 Time of Incident: 06:30 pm   |
|---|---|-----------|-------|-----------------|----------------|---|
| 18802798647                                     | 11/26/2013                              | COMPLAINT | TRAIN | Lounge services | Total Control  | Mossege: It would like to praise the customer team in the First Class, that was really good and very courteous. However there was a big laste with the ment. One of the Main Course dishes is vegetarian and it is called Salad. When I she the dish it looked so unappealing: a bunch of naily tooking grains, a half bunch of lattice and cranterines and squash inside the grains tooked like it came out of someone's left overs. I usually try very hard not to complein, but this was something that was so disturbing, that I felt is important to bring to your attention. Since it was the only vegetarien dish validable, I had not choice but reject it must be team was very nice so they brought me acme nuts and crackers. Plouse consider replacing the dish with something that can be actually eaten and not turn away the customers. We pay a helty premium for the Fist Class and this was definitely not the First Class level dish.  |
| Aming States between the states of              | *                                       |           |       | 1               |                |   |
|   |   |           |       |                 |                | 69" late into RTE  -Original Mosange- From: page 2013 749.64 PM   |
|   |   |           |       |                 | <u>!</u>       | HI, I am currently a passenger on Train 2166 from NYP to RTE.   |
| :(SS02796965                                    | 11/26/2013                              | COMPLAINT | TRAIN | LOUNGE SERVICES | }              | there are never vegetarian burgers, bagels, or the pizza that is advertised as available on these trains. Lunderstand there are issues outside of your control, but if would be respectful of passengers such as myself if you could credit me the value of train ride in order to compensate for overchanging me for this train.   |
| :   | 2 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 |           |       |                 | Non-responsive |   |
|   |   |           |       | B               |                | LOUNGE PRICES HIGH,   |
|   |   |           |       |                 | Exemption 6    | Original Message<br>From: Historica Communication Communi |
|   |   |           |       | 1               | Non-responsive |   |
| ;<br>;<br>;<br>;<br>;<br>;;                     | 11/20/2013                              | COMPLAINT | TRAIN | LOUNGE SERVICES | į              | S2.76 for a can of soiling I gave up and bought dinner right before an unexpected (and, I'm pretly sure, unadvoitised?) 2.76 hour layover in Albany,  |

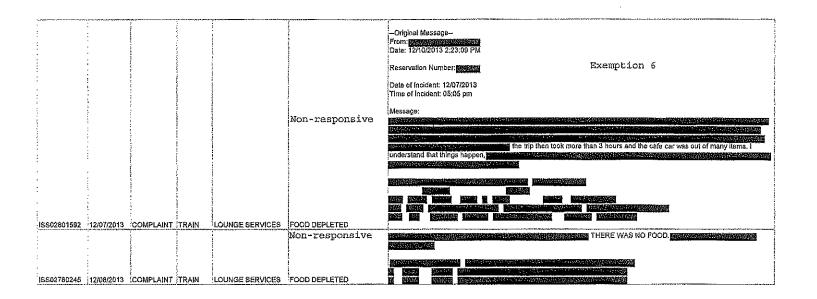
| :   | -}                                     | Here was the set of 144 to general way           |  | ently a spin the straight by Holyen  |                      | -Original Message- Exemption 6 From: Indian Message- Exemption 6 Date: 11/28/2013 8:50:41 AM To: New York Control of the Contr |
|---|--|--|--|--------------------------------------|----------------------|--|
| 1 1 20 7 20 10 20 20 20 20 20 20 20 20 20 20 20 20 20 | dam eddysper, ama ar feet bed glycet ( | a delimente più più alta de la cantaga ( animent |  |                                      |                      | inear Amirak, Was did get to New Orleans on time, that was good.  Was did get to New Orleans on time, that was good.  Was did get to New Orleans on time, that was good.  Was did get to New Orleans on time, that was good or the province of the station. The province was very poor. The dining car was opparently overworked and understaffed. Boarding the train at 7 amin fin Memphis I couldn't get breakfast, as you may know there tan't even a coffee at the station. They closed for lunch at 1.15pm.   |
| ;<br>-<br>-<br>-                                      | 1.33                                   | and the property of                              |  |                                      |                      | Yours sincerely the second   |
| SS02774358  | 11/27/2013                             | COMPLAINT !                                      | TRAIN  | LOUNGE SERVICES                      | HOURS UNSATISFACTORY | NES-7  |
|   |  | İ  |  | )                                    | Exemption 6          |  |
| :   | :                                      |  |  |                                      | Non-responsive       | and the state of t |
|   |  |  |  | :<br>:<br>!                          |                      |  |
|   | :                                      |  |  | 1                                    |                      |  |
|   |  |  |  | 1                                    |                      |  |
|   | 1                                      |  |  | Va mahalag ( ( va v vu v a mahalag ) |                      |  |
|   |  |  |  |                                      |                      |  |
|   |  |  |  |                                      | 1                    |  |
|   | :                                      |  |  |                                      | 7                    |  |
|   |  | }  |  | 1                                    |                      | BAD FOOD:  |
| <u>.</u>  | Appeal a p & Millionproces .           | ,  | A Control of the Cont |                                      |                      | PAX STATED THAT WHEN THE TR, WAS DOWN, THEY WERE GIVEN BLUE BOX-FOOD WHICH THE BABY THREW<br>UP AS SOON AS<br>SHE ATE IT.  |
|   |  |  | <u> </u>   | -                                    | Non-responsiv        |  |
|   | :                                      | -  |  |                                      |                      |  |
| JSS02776255   | 11/27/2013                             | COMPLAINT  | TRAIN  | LOUNGE SERVICES                      | FOOD UNSATISFACTORY  | PAX WAS STOPPED AND NOT ALLOWED INTO THE LOUNGE BECAUSE SHE HAD HER LAPTOP WITH HER, SHE WAS ALSO SEATED AT THE BULKHEAD SEAT WHICH HAD NO TABLE TO PUT HER LAPTOP ON, PA SYSTEM NOT   |
| - 5802776828  | 11/27/2013                             | COMPLAINT  | TRAIN  | EQUIPMENT                            | UNAVAILABLE-LOUNGE   | WORKING SO NO ANNOUNCEMENTS ABOUT DINNER RESV.  RESV. PROSESS Exemption 6  |
|   | 1                                      | 1  |  | {                                    | Mon-responsive       | -  |
| 15502779636   | 11/27/2013                             | COMPLAINT  | TRAIN  | LOUNGE SERVICES                      | FOOD DEPLETED        | NO FOOD  |

|   |            |   |   | **************************************   |                      |   |
|---|------------|---|---|--|----------------------|---|
|   |            |   |   | The same of the sa |                      | PNR Date of incident: 11/28/2013 Exemption 6  |
| ·ISS02798149  | 11/28/2013 | COMPI ALAKT                             | ebene araban esmala unter inn e melle ber fin bande |  | Non-responsive       | Message:  We recently took the train from Utica to Toronto and back. It would have been a wonderful experience excapt for the really poor quality of food offerings on the train. This is a long journey, 6 or 9 hours, and there really should be better food for a trig have one regional specialty going each direction. I think you people could sell a lot more food in the train if you had better when we crossed, there was food available to buy (and decent food at that). There was nothing Nothing coming back. |
| JSS02778928   | 11/30/2013 | COMPLAINT                               | TRAIN   | LOUNGE SERVICES  | FOOD UNSATISFACTORY  |   |
| :   | ,          | ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,, | 1117408   | LOUNGE SERVICES  | SLOW SERVICE         | PAX FOOD SERVICE WAS SLOW IT WAS SERVED COLD  |
| ISS02781072   | 11/30/2013 | COMPLAINT                               | TRAIN   | LOUNGE SERVICES  | PRICING              | 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 worled what happened with metro north will happen with Amirak if engineer keeps dogs to go in there. She stated the restrooms were very filthy and had bad odor she state whe wouldn't even allow a destination.  |
| ISS02788630   | 11/30/2013 | COMPLAINT                               | TRAIN   | LOUNGE SERVICES  | FOOD UNSATISFACTORY  | PAX STATES THAT THERE WAS AN AMTRAK BROUCHER 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   |
|   |            | )<br>Ĉ                                  | -   |  | Exemption 6          | Reservation Number:   |
|   |            |   |   |  |                      | Date of Incident: mm/dd/yyyy<br>Time of Incident: hh:mm am  |
| 10 mm |            |   | 27, 28 4, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,    |  | Non-responsive       | Mossage:  Save he staff for the refreshment did not open at all during the trip and for Thour In the A. M. from 7-8 making final call   |
| \$\$02799067 -1   | 1/30/2013  | COMPLAINT !                             | Phall   |  | HOURS UNSATISFACTORY |   |

|   |             |                          |  |  |                 |   | MARECOGGED   |
|---|-------------|--------------------------|--|--|-----------------|---|--|
|   |             |                          |  | al an Identific  |                 | , post                                  | RESV. MARKET   |
|   |             |                          | e e e e e e e e e e e e e e e e e e e  | and the second s |                 | Table 1 Part of the                     | -Original Message— From: Properties   Exemption 6   Date: 1280/2013 1:31:18 PM.   Doi: 1280/2013 1:31 PM.   Doi: 1280/2013 1:31 PM.   Doi: 1280/2013 1:31 PM.   Doi: 1280/2013 1:31 PM.   Doi: |
|   | 1           |                          | 1  |  |                 | e gymenhlate                            | Subject: Travel Feedback   |
|   |             |                          |  |  |                 | *************************************** | Nature of Comment: Complaint; Train  |
|   |             | , pippingspra_makenep pr |  | 1  |                 |   | Name: Email: Ema |
|   |             | 1                        | A. CHROST PROBERTY PROPERTY PR | e per gape de tablé de per même de de  |                 |   | State: 100  |
|   |             | 1                        |  | Comment of section of a party  |                 |   | Mobile Phone:<br>Amtrak Guest Rewards #:   |
| 1 | :           |                          |  |  | :               |   | Reservation Number:  |
|   |             | •                        |  |  |                 |   | Date of Incident: 12-1-2013<br>Time of Incident: hh:mm am  |
| : |             |                          |  |  |                 | Non-responsive                          | Messago:   |
| 1 |             | 12/01/2013               | COMPLAINT  | TRAIN  | LOUNGE SERVICES | FOOD UNSATISFACTORY                     | Add and a state of the state of |
|   | SS02797428  | 12/01/2013               | COM LONG   |  | Ann             | Non-responsive                          |  |
| : |             |                          | Landing power of the Control   |  | La Academie     |   | Suppose takes the food offering in the lounge car is not consistent. Also states that when attendents in the cafe car state  |
| - | ISS02779159 | :<br>: An malanta        | COMPLAINT  | TRAIN  | LOUNGE SERVICES | FOOD SELECTION                          | they will be back in a certain amt of time they come back late.  |

| Non-responsive  Unsurprisingly, food still maga exponsive   | :           | :                                       | A   |   |   | Non-responsive   | OMES PRESENTED Exemption 6  |
|---|-------------|---|---|---|---|--|---|
| ISSO2789556 12/02/2013 COMPLAINT TRAIN LOUNGE SERVICES PRICING  PART TRAIN LOUNGE SERVICES PRICING  PART THE PAX HAD TO ASK 3 TIMES FOR THEIR WATER  NON-responsive  PAX STATED THAT THE BEEF STEW THAT THE WHERE GIVENTO THE PAX WERE VERY BAD  NON-responsive |             | # : # : # : # : # : # : # : # : # : # : |   | de des actes experience by desired and desired by |   | of the principal and property of the principal and property of the principal and princ | - Original Message-<br>Front: England State of the Control of the Con |
| SECOTABIODE 12/04/2013 COMPLANT TRAIN LOUNGE SERVICES FOOD SELECTION PART THE PAX HAD TO ASK STIMES FOR THEIR WATER  NON-responsive  PAX STATED THAT THE BEEF STEW THAT THE WHERE GIVEN TO THE PAX WERE VERY BAO  NON-responsive                                |             | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1   | The first because the same of |   |   | Non-responsive   | have alice personnel, and this trip was no exception, 2) so much more necessary to the You general  |
| ACOMPLANT TRAIN  LOUNGE SERVICES  FOOD SELECTION  NON-responsive  PAX STATED THAT THE BEEF STEW THAT THE WHERE GIVEN TO THE PAX WERE VERY BAD  NON-responsive   |             | :                                       | 5   | 3   | LOUNGE SERVICES                         | PRICING  |   |
| PAXSTATED THAT THE BEEF STEW THAT THE WHERE GIVEN TO THE PAX WIERE VERY BAO  Non-responsive   | SS02781008  | 12/04/2013                              | COMPLAINT   | TRAIN   | ;                                       | 1  | PNRTHE PAX HAD TO ASK 3 TIMES FOR THEIR WATERDEW  |
|   |             |   |   | F ****  |   |  | AND ADDRESS OF THE PARTY OF THE    |
|   |             |   | a bi a diama (diga pina) anaka is ( a   |   |   | on-responsive  |   |
|   | :           |   |   |   |   | 1  |   |
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|   | 2 10 12 2   |   |   |   | Der appendige man bejob                 |  |   |
|   |             | 1<br>2<br>3                             | 1   | į   |   |  |   |
| 02780147 12/05/2013 COMPLAINT TRAIN LOUNGE SERVICES FOOD UNSATISFACTORY   | א פי אמטלפח | nara.                                   |   | \$  |   | į  |   |

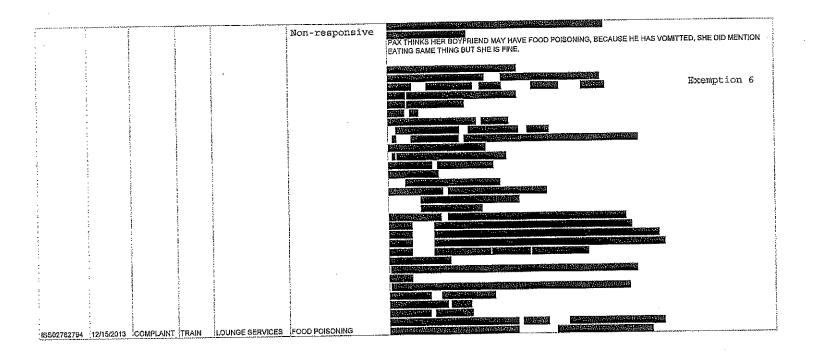




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|                   |   | į         |       |                  | Non-responsive      |  |
| :                 | j                                       |           |       |                  |                     |  |
|                   | i                                       |           |       |                  |                     | num management remaining management and Exemption 6  |
|                   |   | į         |       |                  |                     | Exemption 6  |
|                   |   | :         |       |                  |                     | FOOD WAS DRY AND SEEMED REHEATED SAID IT WAS INEDIBLE  |
| . !               |   |           |       |                  |                     |  |
|                   |   | Ì         |       |                  |                     |  |
|                   |   | ļ         |       |                  |                     | SAYS CREW DID THE BEST THE COULD WITH THE DELAY AND NOT HAVING ENOUGH FOOD   |
|                   |   |           |       |                  |                     |  |
|                   |   |           |       |                  |                     |  |
| :                 |   |           |       |                  |                     |  |
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|                   |   |           |       | !<br>}           |                     | THE PROPERTY OF THE PROPERTY O |
| . ,               | •                                       |           |       |                  |                     |  |
|                   |   |           |       | <u>.</u>         |                     |  |
| :<br>`ISS02782357 | 40/08/0043                              | COMPLAINT | TOAIN | LOUNGE SERVICES  | FOOD UNSATISFACTORY |  |
| . HOUNTION OF     | ::::::::::::::::::::::::::::::::::::::: | COMP DIN  | i     | LOCALD DELIVIOLD | 1                   | - FOOD DEPLETED THEY GAVE HER DRIED FRUIT WHICH SHE DID  |
|                   |   |           | ĺ     |                  |                     | NOT LIKE   |
|                   |   |           | 1     |                  | Non-responsive      |  |
|                   | :                                       | i<br>1    |       |                  | _                   | Westers (Company of the Company of t |
| ISS02782338       | 12/10/2013                              | COMPLAINT | TRAIN | LOUNGE SERVICES  | FOOD DEPLETED       | PAX CALLED STATES THE PAX ATE A HAMBURGER ON THE TRAIN AND BECAME ILL.   |
| ISS02781970       | 12/11/2013                              | COMPLAINT | TRAIN | LOUNGE SERVICES  | FOOD POISONING      | HE WAS THROWING UP WHEN HE GOT HOME. HE WAS TAKEN TO THE HOSPITAL.   |

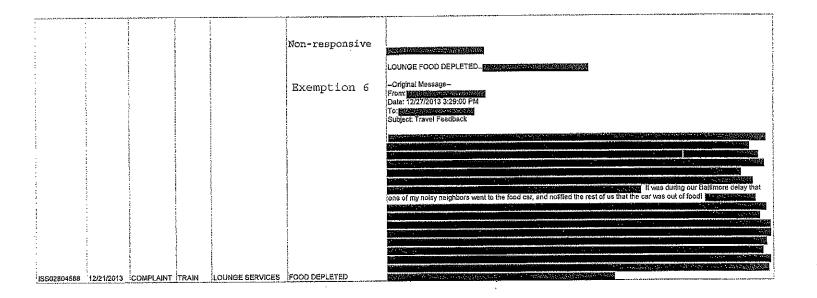
|                                       |             |  |  |  | 33.200   | Exemption 6  |
|---------------------------------------|-------------|--|--|--|--|--|
|                                       |             |  |  |  |  | PNR  |
|                                       |             |  |  |  | Non-responsive   | Message:   |
|                                       |             |  |  | -  | Mou-teabous.   | eat Amfrak food for a reason lis super expensive. I had some plans when I returned home even made restaurant reservations but had to cancel due to this horrible Amfrak trip.  |
|                                       |             |  |  | es es es es es es es es es es es es es e   |  |  |
| ISS02801954                           | :12/12/2013 | COMPLAINT  | TRAIN  | LOUNGE SERVICES  | PRICING  |  |
| · · · · · · · · · · · · · · · · · · · |             |  | The same of the sa | The same of the sa |  | 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 PROCEDED 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.  |
| ISS02783316                           | 12/13/2013  | COMPLAINT  | TRAIN  | LOUNGE SERVICES  | FOOD UNSATISFACTORY  | PAX STATES SHE IS VERY DISAPPOINTED WITH CUSTOMER SERVICE AND THIS EXPERIENCE. PAX STATES HE WAS VERY RUDE AND UNACCOMODATING.   |
| -                                     |             |  |  |  | Non-responsive   |  |
|                                       |             |  |  |  | The state of the s | NO FOOD/DRINK AVAILABLE FOR PURCHASE AT ALLFYLTRAIN DOES NOT HAVE A LOUNGE/DINER ON IT AT ALL TO BEGIN WITH  |
|                                       |             |  |  |  | Exemption 6  | Original Message— From 1990 15323 PM Date: 12/16/2013 1:53:23 PM To 1990 1532 PM Subject: Travel Feedback  |
|                                       |             | A VALIDANA BERTARA DE TRANSPORTA DE TRANSPOR | meaning agency of the second o | and the second s | Action to the second designation of the second seco | was before departing that we were told there was no food or beverages on the train.  |
| ISS02803239                           | 12/13/2013  | COMPLAINT  | TRAIN  | I<br>EQUIPMENT   | UNAVAILABLE - LOUNGE   | But a pre-boarding announcement about the lack of food/drink (that the website said was offered) did leave us a little initiated   |

| :<br>:<br>:<br>:<br>:<br>:<br>:<br>:<br>:<br>:<br>:<br>:<br>:<br>:<br>:<br>:<br>:<br>:<br>: | 12/14/2013 | COMPLAINT | TRAIN | LOUNGE SERVICES | Non-responsive       | Claimed the food service in the lounge car shut down as there was an issue with the register,  Exemption 6 |
|---|------------|-----------|-------|-----------------|----------------------|--|
|   |            | 1         |       | 1               | Non-responsive       |  |
|   |            |           |       | 1               |                      |  |
|   |            |           | -     |                 |                      |  |
| ISS02792680   | 12/14/2013 | COMPLAINT | TRAIN | LOUNGE SERVICES | FOOD DEPLETED        | THE TRAIN RAN OUT OF FOOD  |
|   |            |           |       |                 | Non-responsive       |  |
| SS02782345  | 12/15/2013 | COMPLAINT | TRAIN | EQUIPMENT       | UNAVAILABLE - LOUNGE | THERE WAS NO LOUNGE CAR ONBOARD  |



|                  | -,               | ·              | -;        | ····            |                                |  |
|------------------|------------------|----------------|-----------|-----------------|--------------------------------|--|
| :                | 1                | <u> </u>       | 1         |                 | Non-responsive                 |  |
|                  | 1                | ì              |           | 1               |                                | NO FOOD/DRINK AVAILABLE FOR PURCHASE AT ALLFY]TRAIN DOES NOT HAVE A LOUNGE/DINER ON IT AT  |
| :                | :                |                |           |                 |                                | ALL TO BEGIN WITH  |
|                  |                  | į              |           | 1               |                                |  |
| :                |                  | ;              |           | •               |                                |  |
| :                | ;                | 1<br>4<br>7    |           |                 |                                | -Original Message-   |
| :                |                  | •              |           | į               | į.                             | From Exemption 6 Date: 12/16/2013 1:53:23 FM   |
|                  |                  | t<br>t         | 1         | İ               | )                              | (To:   |
| i                | :                |                | ĺ         |                 |                                | Subject Travel Feedback  |
|                  | :                |                |           | •               | <b></b>                        |  |
| ÷                |                  | į              | !         |                 | Non-responsive                 |  |
|                  | •                | Í              | ;         |                 |                                |  |
|                  | :                | {              | 1         | 1               | 1                              |  |
| •                | :                | -              | !         | :               | 4                              | 33   |
|                  | :                |                |           |                 |                                |  |
|                  |                  |                |           | į               |                                | M.F.   |
|                  | :                | 1              |           |                 |                                | No. of the Control of |
| :                |                  | <u> </u>       |           |                 |                                |  |
| •                |                  |                |           |                 |                                | Markey and the second s |
| :                |                  | į.             |           |                 |                                | But then   |
|                  | :                | Ì              |           |                 |                                | once again we were hit with the information (only after asking) that there would be no food or drinks available.   |
|                  |                  |                |           | Ì               |                                |  |
|                  | 1                | ŧ              | -         |                 | Í                              | \$75 pp. 1   |
| 1                | :                | Ī.             |           |                 |                                |  |
| !                |                  |                |           |                 |                                | No. of the same of |
| :                |                  | Ī              |           |                 |                                |  |
| :<br>ISS02803239 | 10/45/0519       | COMPLAINT      | TRAIN     | EQUIPMENT       | UNAVAILABLE - LOUNGE           |  |
| 10002000238      | 12/10/2013       | COMPLAINT      | LIVANIA   | COUPINENT       | (m                             | PAX STATES THEY CLOSED THE CAFE CAR BEFORE THEY GOT TO ALX,  |
| :                |                  | Ì              |           |                 | Non-responsive                 |  |
| ISS02786505      | 12/17/2013       | COMPLAINT      | TRAIN     | LOUNGE SERVICES | HOURS UNSATISFACTORY           |  |
|                  |                  |                | 1         | -               | Exemption 6                    | RES ESTATE   |
|                  | 1                |                |           |                 | Non-responsive                 |  |
| !<br>!           | 1                | 1              |           |                 |                                |  |
| ISS02789078      | 12/17/2013       | COMPLAINT      | TRAIN     | EQUIPMENT       | UNAVAILABLE - LOUNGE           | SNACK CAR TAKEN OFF  |
|                  | :                |                |           |                 |                                | PAX ADVENIES ALWAYS GIVES GOOD SERVICE   |
| :                |                  | 1              | į         |                 |                                | I<br>PAX ADV WHEN TRAIN SPLITS IN ALB THEY WERE NOT ABLE TO HAVE A DINNER AND LOUNGE CAR RAN OUT   |
|                  | :                | !              | 1         |                 | 1                              | OF FOOD  |
| :                | 1                | i              | 1         | •               | 1                              | TANK AND DETONE THE TOAN AND ITO IN ALL AND HAVE THE CAR ATTICALD AND CHOICE.  |
| :                |                  | 1<br>{         |           | 1               | 4                              | 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  |
|                  | :                |                | İ         | 1               |                                | MENU SO THEY CAN STILL RECEIVE THE MEAL THEY ARE ENTITLED TO   |
| :                |                  | Í              | Ì         |                 | Non-responsive                 |  |
| :                | :                | 1<br>(         |           |                 | RODDOMOTOR                     |  |
| ISS02793767      | :<br>-12/17/2013 | COMPLAINT      | TRAIN     | LOUNGE SERVICES | FOOD DEPLETED                  |  |
|                  |                  | · IYG L. PAINT | 1113/3014 |                 | it was a by help halos ( help? | THE CONTRACT OF THE CONTRACT O |

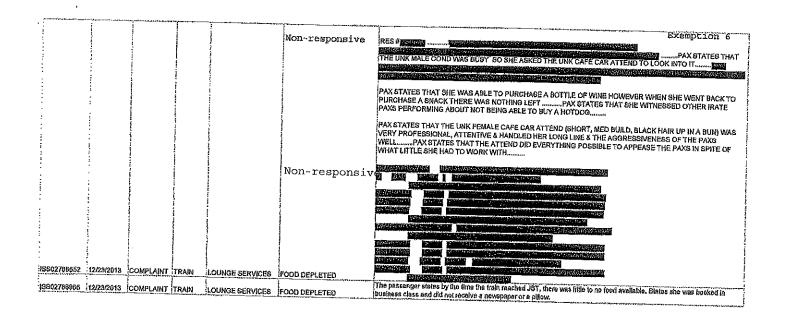
|             |              |            |       | ,                       |                      |  |
|-------------|--------------|------------|-------|-------------------------|----------------------|--|
| :           | :            | i          |       |                         | Non-responsive       |  |
| 1           | :            |            |       |                         |                      |  |
| •           |              |            |       |                         |                      |  |
|             |              |            |       |                         | •                    | 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  |
| ISS02804421 | 12/17/2013   | COMPLAINT  | TRAIN | LOUNGE SERVICES         | FOOD UNSATISFACTORY  | THAT THEY WOULD MAKE AN ANNOUNCEMENT. NO ANNOUCEMENT WAS MADE.   |
| 1           |              |            |       |                         |                      |  |
| :           | ;            |            |       |                         |                      |  |
| :           |              |            |       |                         | Non-responsive       | LATE / FROZEN EMERG FOOD GIVEN OUT   |
| :           | :            |            |       |                         |                      |  |
| į           | }            |            |       | į                       |                      | THE PROPERTY OF THE PROPERTY O |
| :           | 1            | Ì          |       |                         |                      | PAX EMAILED:   |
| :           |              | į          |       |                         |                      | Message:   |
| 1           | :            |            |       |                         |                      |  |
|             | :            | ,          |       |                         |                      |  |
|             |              | :          | i     |                         |                      | Given peanuts, cookies &water (while there was a fully slocked food car).  |
|             |              |            |       | 1                       |                      | management due to the mechanical   |
| •           |              | ;          |       |                         | !                    | issues that Amtray would provide us with jurches, and we did not have to make food purchases at the food car, When the   |
| :           | ;            | 1          |       |                         |                      | food arrived (I think in Washington) it was handed out to us all in small white shopping bags and we fell a sigh of relief. Until we realized the food was all FROZEN SOLIDI This was horrible to say the least. I had two children and my service animal  |
| :           | :            | 2          | -     |                         |                      | with me, and we were left sickened by the whole ordeal.  |
|             | :            |            |       | -                       |                      |  |
| :           | ;            | (          |       | ·                       |                      |  |
| 1           | :            | ļ          |       | i.                      | -                    |  |
| :           | 1            | -          | 1     | -                       |                      |  |
| :           | }            |            |       | tapean .                | }                    | 500 to the state of the state o |
| ISS02806271 | 12/18/2013   | COMPLAINT  | TRAIN | LOUNGE SERVICES         | FOOD UNSATISFACTORY  |  |
| 1           | :            | }          |       |                         | Non-responsivé       | BFD.   |
| le entrange | :49/94/96/44 | COMPLAINT  | TRAIN | LOUNGE SERVICES         | FOOD DEPLETED        | PAX ALSO UPSET FOOD AND DRINKING WATER DEPLETED.   |
| 10002/02000 | . 12/4 02010 | COWN COUNT |       |                         | Non-responsive       |  |
| :           |              |            |       | 1 01 1110 5 0 5 0 10 70 | HOURS UNSATISFACTORY | PAX UNALBE TO PURCHASE FOOD OR DRINK DURING DELAY DUE TO FFOD CART BEING CLOSED  |
| 18802786778 | 12/21/2013   | COMPLAINT  | IRAIN | LOUNGE SERVICES         | Non-responsive       | RESUMMENT AND RESUMENT OF THE PROPERTY OF THE  |
| ISS02787503 | 12/21/2013   | COMPLAINT  | TRAIN | LOUNGE SERVICES         |                      | RAN OUT OF FOOD IN LOUNGE  |
|             | :            | Ţ          | }     |                         |                      | HARDLY ANY FOOD/DRINK AVAILABLE  |
| £           |              | 1          | 1     | 1                       | }                    | Message:   |
| :           | :            | Ì          |       | -                       |                      | Just returned to Pittsburgh and we are Very disappointed in business class service to NYC virtually no food or drinks  |
| 35502804448 | 12/21/2013   | COMPLAINT  | TRAIN | LOUNGE SERVICES         | FOOD DEPLETED        | available on the way to ny   |

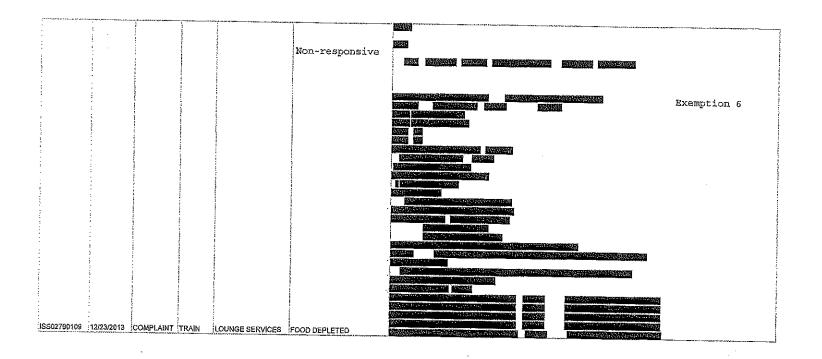


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| :           |                |              |                | :                 |                         |  |  |
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| :           | :              |              |                | f                 | · .                     | PNR  |  |
|             |                |              | i              |                   |                         |  |  |
|             |                |              |                | ;                 | 2                       |  |  |
|             | :              |              |                | •                 |                         | -Original Message-   |  |
| :           | :              | · ·          |                | \$                |                         |  | ption 6  |
|             | 3              |              |                | į                 |                         |  | berrou e   |
|             | :              | ,            |                | ĺ                 | }                       | Date: 1/5/2014 12:43:54 PM   |  |
| ,           |                |              |                |                   |                         |  |  |
|             |                |              |                | <u> </u>          | 1                       | L.,  |  |
| :           | :              |              |                | •                 |                         | Message:   |  |
| :           | ;              | !            |                | i                 | !                       | just wanted to give you some feedback on our travels on Dec. 21-23rd and Jan 2-4   | th. We I OVE the train, it's my families   |
| :           | ;              |              |                | (                 |                         |  |  |
| :           | ,              |              |                | 1                 |                         | favorite way to travel by farl My husband and I and our 3 kids, were going home to M   |  |
|             | :              |              |                | î.                |                         | bedroom! Which is awesome! We LOVED it! To the state of the same o |  |
|             |                | ·            |                | {                 | Non-responsive          |  |  |
| ;           | ;              |              | i              | i .               | ! -                     | British was with the Difference and the second seco | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1  |
| ;           | :              |              | ١.             | :                 |                         |  | · · · · · · · · · · · · · · · · · · ·  |
| :           | :              |              |                | 1                 |                         |  | Control of the Contro |
| ,           |                |              |                | 1                 | 1                       | grant transfer and |  |
| :           | ;              |              | ,              | 1                 |                         |  |  |
| :           |                | ,            |                | 1                 | ₹                       | Another thing that happ  | ened is your staff in the dinning car was  |
|             | ;              | i '          |                | i                 | <u>.</u>                |  |  |
| •           |                |              |                | ì                 | (                       | great! Very fun and personable! The kids LOVED that they could write and draw on   | the "table clothes!" On our last meal  |
|             |                |              |                | i                 | i                       | there my son ordered the Mac N Cheese, and it was BAD! We told our waitess, and  | I she just said it's Man and Cheese  |
|             | :              |              |                | •                 | 1                       | mere my and placing me map is concess, and it was to too you our seasons, and  | i one just suid, it s ining and salebac  |
| :           | ;              |              | 1              | į.                |                         | what do you expect! All of our laws dropped and the people around us did too! We a   | isked for a pizza and we said we'd pay   |
| :           | 1              |              |                | \$                | 1                       | the extra, and she NEVER brought lit! So we all broke up our meals and shared with   | our son. That was not okay! You don't  |
| i           | :              | <del>}</del> | 1              | i,                | į                       |  |  |
| :           |                |              | i              | 1                 | 1                       | say or do things like that.  | 100000000000000000000000000000000000000  |
|             | ;              | <u> </u>     | !              | 1                 | į                       | Biometric control of the control of  |  |
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|             |                | <u> </u>     | ;              | 1                 | į                       |  |  |
| :           |                | Ţ            | !              | )                 | <b>{</b>                |  |  |
| •           | :              |              | <u>:</u>       | 1 '               | ì                       | Process (1997)   | · 一个人,   |
| :           | :              | 1            | ŧ              | 1                 | 1                       | Our trip on the way back was great!  |  |
|             | :              | :            | į              | Í                 | j                       |  |  |
| :           |                | (            | ĭ              | 3                 | 1                       | they made it up easy! And all the staff was great! But we really do love the train. We   |  |
| :           | :              | <del> </del> | }              | •                 | 1                       | the train, because you get to see so much of our beautiful country! And you can sit be   | ack and relax and watch it go by play  |
| i           | :              | ]            | }              | 1                 | 1                       | most dearly accounted for Set to the to tillion or our memorial control that the out of the  | and and the second of the second of the second   |
|             | :              | 1            | ì              | •                 |                         | games, and make amazing memories! Thank you so much for reading this and getti   | ng back to me. Have a great day!   |
| ;           | !              | 1            | !              | !                 | i                       |  | · · · · · · · · · · · · · · · · · · ·  |
|             | :              | [            | !              |                   | 1                       | BEAUGUST.  |  |
| }           | :              | į.           | i              | !                 | i                       |  |  |
| :           | :              | ;            | į.             | •                 | !                       | SERVICE PRODUCE PRODUCE CONTRACTOR CONTRACTO |  |
| :           |                | ;            | !              | !                 | İ                       |  |  |
|             | :              | ì            | į              | •                 | 1                       |  |  |
| 19502806245 | 110/01/0013    | COMPLAINT    | TRAIN          | LOUNGE SERVICES   | FOOD UNSATISFACTORY     |  |  |
| 10002000240 | I LAJA ITZU TU | COMM LANA    | COCCONT        | ICACITAL STITUTES | II COD CITCLETON MOTORY | ·  | ······································   |

Exemption 6

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| e e e e e e e e e e e e e e e e e e e |   |           |                   | - A/A1-A00-A00-A00-A00-A00-A00-A00-A00-A00-A | Non-responsive | RESERVATIONS IN OUT OF FOOD IN LOUNGE ONLY HAD HOT DOGS SIERRA MIST NO PEPSI<br>I/COULDN'T GET A RESERVATIONS IN DINING CARWAS GIVEN A SNACK PACK  |
| į                                     | 1                                       |           | ļ                 |  | 1              |  |
| i                                     |   | 1         | 1                 | ļ  |                | snack paks were given short bread ,almonds .   |
| 1                                     |   |           | 1                 |  | Non-responsive | 1  |
|                                       | •                                       | 1         | 1                 | ng pana ana a sa paga                        |                |  |
|                                       |   |           | 1                 |  |                |  |
|                                       |   |           |                   |  |                |  |
| ;<br>;                                | -                                       |           |                   |  |                |  |
|                                       | *************************************** |           |                   |  |                |  |
| ISS0270547B                           | 12/22/2013                              | COMPLAINT | TRAIN             | LOUNGE SERVICES                              | FOOD DEPLETED  |  |
| 1                                     |   | 1         |                   |  | Exemption 6    | PNF CONTROL OF CAME CAN ALCO A SHORTAGE  |
| :                                     |   |           |                   |  | Non-responsive | PAX SAYS THEY OVERBOOKED SO HE COULDN'T USE THE VIEWING CAR & CAPE CAR, SAID ALSO A SHORTAGE   |
| <u>.</u>                              | :                                       | *         |                   |  |                | PAX SAYS THEY OVERBOOKED SO HE COULDN'T USE THE VIEWING SAN'S THEY OVERBOOKED SO HE COULDN'T USE THE VIEWING SAN'S THEY OVERBOOKED SO HE COULDN'T USE THE VIEWING SAN'S THEY OVERBOOKED SO HE COULDN'T USE THE VIEWING SAN'S THEY OVERBOOKED SO HE COULDN'T USE THE VIEWING SAN'S THEY OVERBOOKED SO HE COULDN'T USE THE VIEWING SAN'S THEY OVERBOOKED SO HE COULDN'T USE THE VIEWING SAN'S THEY OVER SAN'S THEY USE THEY USE THE VIEWING SAN'S THEY USE THE |
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| :                                     | 1                                       |           | The second second | in martin de                                 |                |  |
| 15502822278                           | 12/22/2013                              | COMPLAINT | TRAIN             | LOUNGE SERVICES                              | FOOD DEPLETED  |  |
| :                                     | 1                                       |           |                   |  | Non-responsive | PAX STATES THAT THEY RAN OUT OF FOOD AND DRINKS  |
|                                       |   | COMPLAINT | TRAM              | LOUNCE BERVICES                              | FOOD DEPLETED  | PAX SIATES HAT THE BATTER TO   |





|             |   |           |  | (                                       |                      |  |
|-------------|---|-----------|--|---|----------------------|--|
|             |   |           |  |   |                      | -Original Message- From: Date: 12/23/2013 3:50:59 PM To: 12/23/2013 3:50:59 PM Subject Travel Feedback Subject: Travel Feedback  |
|             |   |           |  |   |                      | Nature of Comment: Complaint; Train  |
|             |   |           |  |   |                      | Name   Na |
| :           |   |           |  |   |                      | Reservation Number English   |
| :           |   |           |  | Total paragraphs                        |                      | Date of Incident 10/23/2013<br>Time of Incident 3:00 pm  |
|             |   |           |  |   | Non-responsive       | Message:  Message:  Message:  Milhin a five hour span the cafe car was closed 2 times at about an hour each time. I have and do ride with carricak a great deal and have never had this happen. They do not give us any warring 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  |
| ISS02807056 | 12/23/2013                                | COMPLAINT | TRAIN  | LOUNGE SERVICES                         | HOURS UNSATISFACTORY |  |
|             |   |           | 1  | 1                                       | Exemption 6          | PNR MARKET PROPERTY OF THE PRO |
| :           | :   |           | }  |   | Non-responsive       |  |
|             |   | j         |  |   |                      | DEPLETED FOOD & WATER  |
|             |   |           | <u></u>  |   |                      |  |
| ISS02785870 | 12/24/2013                                | COMPLAINT | TRAIN  | LOUNGE SERVICES                         | FOOD DEPLETED        |  |
|             |   |           | Andreas Commander of the Commander of th | *************************************** | Exemption 6          | CAFE CLOSED MAJORITY OF RIDE  -Original Message- From Manufacture -Tron Manufacture  |
| ISS02803543 | :<br>:<br>:<br>:<br>:<br>:<br>:12/25/2013 | COMPLAINT | TRAIN  | LOUNGE SERVICES                         | HOURS UNSATISFACTORY | Dear Amtrak, I am riding on Train # 42 from PFIL 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 Aceta, 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.   |

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|             |            |  |       |   |                           | The state of the s |
|-------------|------------|--|-------|---|---------------------------|--|
|             |            |  |       | de de la companya de |                           | Congrammessage  From Barrian Annie Brown Brown  Buter 1741/2014 9x3:65 PM Examption 6  Reservation Number:   |
| 1           | 7          | į  |       |   |                           | Date of Incident: 12/26/2013<br>Time of Incident: 11:00 pm   |
| :           |            |  |       | )<br>   | Non-responsive            |  |
| :           | -          |  |       |   |                           | pervice when I boarded in Memphis.   |
|             | ļ          | ļ  |       |   |                           |  |
| 3           | 4000       | 1  |       |   |                           |  |
|             |            | Ì  |       |   |                           | Reservation Number: Reserve  |
|             |            |  | ·     |   |                           | Date of Incident: 12/26/2013<br>Time of Incident: 11:00 pm   |
|             |            |  |       |   | Non-responsive            | Message:   |
|             |            |  |       | , a n   |                           | when Liboarded in Memphis,   |
|             | 1<br>{     | •  |       |   |                           |  |
| ISS02800337 | 12/26/2013 | COMPLAINT  | TRAIN |   | HOURS UNSATISFACTORY      | PNF TR90 THELOUNGERANOUTOFFOOD Exemption 6   |
| 15502788572 | 12/26/2013 | COMPLAIN   | INAUN | SCOMME SERVICES   | 15 Charles Annual Control | PNR  |
| 1           |            | 1  | I     |   | Non-responsive            |  |
|             | :          | A policy of the land of the la |       | ;   |                           |  |
|             | :          | -  |       | 1   |                           |  |
|             | :          |  | -     |   |                           | Pax adv cafe car was not opened and traveling with her child.  |
| ISS02788668 | 12/27/2013 | COMPLAINT  | TRAIN | LOUNGE SERVICES   | HOURS UNSATISFACTORY      |  |

|                  |             |           |             | ····            |  | A STATE OF THE PARTY OF THE PAR |
|------------------|-------------|-----------|-------------|-----------------|--|--|
|                  | :<br>;      |           |             |                 | Non-responsive   |  |
|                  | :           |           |             |                 |  | PAX EMAILED:   |
|                  |             |           |             |                 |  |  |
|                  |             |           |             |                 |  | Message:   |
|                  | :           |           |             |                 |  |  |
|                  |             |           |             |                 |  |  |
|                  |             |           |             |                 |  |  |
| ISS02804109      | 12/27/2013  | COMPLAINT | TRAIN       | LOUNGE SERVICES | FOOD DEPLETED  |  |
| :                |             |           |             |                 |  | -Original Message-<br>From: Exemption 6  |
| ,                | i<br>•      |           |             |                 |  | (Date: 1/3/2014 9:08:21 AM   |
|                  | :           |           |             |                 | P. Control of the Con | To Bank San San San San San San San San San San  |
|                  | :           |           | i.          |                 |  | Was quite disappointed that the bar carwas not open  |
|                  | 1           |           |             | 1               | Non-responsive   | had a nearly 3-hour journey where I couldn't enjoy a coffee or snack, where  |
| ISS02805914      | 12/27/2013  | COMPLAINT | TRAIN       | LOUNGE SERVICES | HOURS UNSATISFACTORY<br>Non-responsive   |  |
|                  | :           |           |             | 9               | 1000   | Section 14 per confe   |
| :<br>:SS02826734 | 12/27/2013  | COMPLAINT | TRAIN       | LOUNGE SERVICES | FOOD DEPLETED  | PAX STATES THE FOOD WAS DEPLETED.  |
| :                | :           | (         | 1           |                 | Exemption 6  |  |
| :                | :           |           | Ì           |                 | Exemperon e  | RES. / PROMPTION   |
| :                | :           |           |             |                 |  | PAX CALLED EXPLAINING THAT THE ATTENDENT IN THE LOUNGE WAS VERY UN-PROFESSIONAL. PAX STATED HE SPOKE UNDER HIS VOICE, WAS NOT DRESSED NEATLY.  |
|                  | :           |           |             |                 |  | PAX STATED THAT THE ATTENDENT STATED THEY WERE OUT OF PIZZA.   |
|                  |             | }         | 1           |                 |  | PAX STATED THE CREW WAS LOWSEY, & UNHELPFUL.   |
| :                | ;           | }         |             |                 | Non-responsive   |  |
|                  |             |           | 1           |                 |  | NAME OF THE PROPERTY OF THE PR |
| :                | ì           |           | 1           |                 |  |  |
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|                  | !           | - Common  | }           |                 |  |  |
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| 15502788640      | :12/28/2013 | COMPLAINT | TRAIN       | LOUNGE SERVICES | FOOD SELECTION   | STREET, STREET, STREET, STREET, STREET, STREET, STREET, STREET, STREET, STREET, STREET, STREET, STREET, STREET,  |

| RES. SERVET  RES.  |             |                           | -  |   |  |  |  |
|--|-------------|---------------------------|--|---|--|--|--|
| PAX CALLED EVENUENCE WAS NOT DRESSED NEATLY. PAX STATED THAT THE ATTENDENT IN THE LOUNGE WAS VERY UN-PROFESSIONAL. PAX STATED PAX STATED THAT THE WERE DUT OF PIZZA, PAX STATED THAT THE WERE DUT OF PIZZA, PAX STATED THE CREW WAS LOWERY, A UNRELIFFUL.  SECURITY THAT IN LOUNGE SERVICES SLOW SERVICE  NOn-responsive  SECURITY 1228/2013 COMPLANT TRAIN LOUNGE SERVICES HOURS UNSATISFACTORY CAFE WAS CLOSED NO FOOD OFFEED EXCHIPTION 6  RES SECURITY TO A PROVIDE THE WAS DESCRIBED TO A UNRELIFFUL.  SEE EXERT FROM EMAIL BELOW: On my return tips  |             | i                         |  |   |  |  | And the state of t |
| ISS02788540 12282013 COMPLAINT TRAIN LOUNGE SERVICES SLOW SERVICE  NOn-responsive  Non-responsive  | :           | 1                         |  |   | 1,000  | 1  | RES.####EXEmption 6  |
| ISSO2786840 12262013 COMPLAINT TRAIN LOUNGE SERVICES SLOW SERVICE  NOTI-PESPORISIVE  NOTI-PESPORISIVE  NOTI-PESPORISIVE  AFEWAS CLOSED. NO FOOD OFFERED  EXEMPTION 6  SEE EXEMPTION 6  SEE EXEMPTION 6  On my return trip  They are out of food and could not feed people in the dinning car, reservations were canceled, and we were sent to the snack bar, where he also ran out of food liers. my 72 is who prepares your manistry?   |             |                           |  |   | * No. of Printed Street, and the Street, and t |  | (PAX STATED THAT THE ATTENDENT OF ATTENDED OF ATTENDENT OF ATTENDENT OF ATTENDENT OF ATTENDENT OF ATTENDED OF ATTENDENT OF ATTENDED OF ATTENDED OF ATTENDED OF ATTENDENT OF ATTENDED OF ATTENDE |
| ISS02768840 12/28/2013 COMPLAINT TRAIN LOUNGE SERVICES SLOW SERVICE  Non-responsive  Non-responsive  ACAPE WAS CLOSED. NO FOOD OFFERED  Exemption 6  SEE EXERT FROM EMAIL BELOW:  On my return trip  And we were sent to the anack bar, where he also ran out of food liters, my 72 is who prepares your manistry?  SEC0203811 12/28/2013 COMPLAINT TRAIN COUNTRAINS AND TRAIN CONTRAINS AND TRAIN CONTRAINS AND TRAINS | :           | <u>.</u>                  |  |   | 1  | Non-responsive   |  |
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| ISS02788840 12/28/2013 COMPLAINT TRAIN LOUNGE SERVICES SLOW SERVICE  Non-responsive  Non-responsive  ACAFE WAS CLOSEDNO FOOD OFFERED  Exemption 6  Exemption 6  Exemption 6  SEE EXERT FROM EMAIL BELLOW:  On my return trip they ran out of food and could not feed people in the dinning car, reservations were canceled, and we were sent to the anack bar, where he also ran out of food items, my 7? is who prepares your manifest???   |             | ;                         | · · · · · · · · · · · · · · · · · · ·  |   |  | Transfer of the state of the st |  |
| ISSO2788640 12/28/2013 COMPLAINT TRAIN LOUNGE SERVICES SLOW SERVICE  Non-responsive  Non-responsive  SSO2787917 12/29/2013 COMPLAINT TRAIN LOUNGE SERVICES HOURS UNSATISFACTORY CAFE WAS CLOSED. NO FOOD OFFEED  Exemption 6 RES#  SEE EXERT FROM EMAIL BELOW:  On my return trip they ran out of food liters, my 77 is who prepares your manifist???  SSO2603611 12/29/2013 COMPLAINT TO THE TOWN OF THE PROPERTY OF THE PROP | :           |                           | 1  |   |  | ari managan  | · · · · · · · · · · · · · · · · · · ·  |
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| ISS02788840 12/28/2013 COMPLAINT TRAIN LOUNGE SERVICES SLOW SERVICE  NON-responsive  NON-responsive  LOUNGE SERVICES HOURS UNSATISFACTORY CAFE WAS CLOSEDNO FOOD OFFERED  Exemption 6 Res#  Non-responsive   |             |                           |  |   |  |  |  |
| INON-responsive  NON-responsive  HOURS UNSATISFACTORY  CAFE WAS CLOSEDNO FOOD OFFERED  Exemption 6  REs#  SEE EXERT FROM EMAIL BELOW:  On my return trip they ran out of food and could not feed people in the dinning car, reservations were canceled, and we were sant to the snack bar, where he also ran out of food items, my ?? is who prepares your manifest???   |             |                           |  | ]                                       |  |  |  |
| INON-responsive  NON-responsive  HOURS UNSATISFACTORY ICAFE WAS CLOSEDNO FOOD OFFERED  Exemption 6  RES#  SEE EXERT FROM EMAIL BELOW:  On my return trip they ran out of food and could not feed people in the dinning car, reservations were canceled, and we were sent to the snack bar, where he also ran out of food items, my ?? is who prepares your manifest??  | ISS02788640 | 12/28/2013                | COMPLAINT  | TRAIN                                   | LOUNGE SERVICES  | SLOW SERVICE   |  |
| SS02787917 12/29/2013 COMPLAINT TRAIN LOUNGE SERVICES HOURS UNSATISFACTORY CAFE WAS CLOSED. NO FOOD OFFERED  EXEMPTION 6 RES#  SEE EXERT FROM EMAIL BELOW:  On my return trip they ran out of food and could not feed people in the dinning car, reservations were canceled, and we were sant to the snack bar, where he also ran out of food items, my ?? is who prepares your manifist???  | ;           | 1                         | !  |   |  |  |  |
| Exemption 6  RES###################################  | ISS02787917 | 12/29/2013                | COMPLAINT  | TRAIN                                   | LOUNGE SERVICES  |  |  |
| SEE EXERT FROM EMAIL BELOW:  On my return trip they ran out of food and could not feed people in the dinning car, reservations were canceled, and we were sent to the snack bar, where he also ran out of food items, my ?? is who prepares your manifist???   |             | -                         |  | *************************************** | PASSION BLICKINGS  | Exemption 6  | ICAFE WAS CLOSEDNO FOOD OFFERED  |
| Non-responsive  On my return trip  and we were sent to the snack bar, where he also ran out of food items, my ?? is who prepares your manifest???  | :           | :                         |  |   |  |  | i i  |
| SS02603611 12/29/2013 COMPLANT TOALS   |             | :                         |  |   |  | 1  | į.   |
| 20020011 -12/28/2013 POMILARET POARLE 1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-   |             | comme light-large, equity |  | *************************************** |  | Non-responsive   | On my return trip they ran out of food and could not feed people in the dinning car, reservations were canceled, and we were sent to the snack bar, where he also ran out of food items, my ?? Is who prepares your manifist???  |
|  | ISS02803611 | 12/29/2013                | COMPLAINT  | TRAIN                                   | LOUNGE SERVICES  |  |  |

| :   |            |  |  |  | Non-responsive |   |
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|   |            |  |  | **************************************   |                |   |
| 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.  |
| man a ser a | :          | To the state of th |  |  |                |   |
| :   |            |  | والمراجع والمستوعة والمراجع وا |  |                | 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 "rold turkey sandwich". Claims another "full announcement" around 2-3p for another free meal was made, however, the pax agein 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 |
| ISS02789008   | 12/30/2013 | COMPLAINT  | TRAIN  | LOUNGE SERVICES  | SLOW SERVICE   | and me attendant rejused to other it for their, claims die attendant had othered a 32,00 fiee shack to abuntet pax who was inding for free,   |

|             |              | PICECULT PRINCIPAL TORS |           |  |  | OUTREACH-  |
|-------------|--------------|-------------------------|-----------|--|--|--|
| :           |              |                         |           |  |  | OUTLANT - WAS ASSESSED TO THE STATE OF THE S |
| ;           |              |                         |           |  | !<br>!   | esten seldet i minutum sessi si si si di di determina di di di di di di di di di di di di di   |
|             |              |                         |           | A dd 12220 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 -   |  | - Stated the train was offering free food in the lounge car due to the delay. The pax stated she went to the founge to obtain the free meals for her and her husband, however, the attendant would only give her one item and not another for her husband.   |
|             |              |                         |           |  | Non-responsive   |  |
|             | :            |                         |           | and deliberation of the control of t | , 10 mm m m m m m m m m m m m m m m m m m  | Exemption 6  |
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| ISS02792212 | 12/30/2013   | COMPLAINT               | TRAIN     | LOUNGE SERVICES  | SLOW SERVICE   |  |
| ,           |              |                         | -         |  | Non-responsive   | NAME OF THE PROPERTY OF THE PR |
|             | :            |                         |           |  |  | PAX EMAILED:   |
|             |              |                         |           |  |  | Message:   |
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| ISS02806346 | :12/30/2019  | COMPLAINT               | TRAIN     | LOUNGE SERVICES  | FOOD DEPLETED  |  |
|             | . 12/00/2010 | www.enavi               | I ALTONIA | 1  |  |  |
| •           | ;            |                         |           |  | arie s a september 2 a septemb | what happened to your food!!!! my goodness we were sop dissapointed , one eggs were not done, steak was not done to our liking, and very bad compared to the food and service on the empire builder.Chicago was really our only big complaint  |
| ISS02808567 | .12/30/2013  | COMPLAINT               | TRAIN     | LOUNGE SERVICES  | FOOD UNSATISFACTORY  |  |