

						EMAIL LOGGED	Exemption 6
					Non-responsive	Reservation Number: [REDACTED]	
						Date of Incident: 01/01/2014 Time of Incident: 11:16 am	
						Message:	[REDACTED] [REDACTED] [REDACTED] how does the snack area run out of certain snacks. There were a lot of families traveling with young children that day.
ISS02809878	12/31/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	[REDACTED] [REDACTED] [REDACTED]	
					Non-responsive	PAX EMAILED:	
						Message:	[REDACTED] [REDACTED] [REDACTED] There are no Dining Cars on the Cardinal 50 or 51. These are "snack cars". Big difference. I paid over 6.00 for a nuked Jimmy Dean Egg Sausage biscuit and cup of coffee. 3. My fellow traveler got a cheeseburger that had an expiration date of Sept 2013. This was in Jan 2014. 4. The conductors were great for what they have to work with.
ISS02809386	12/31/2013	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]	
					Exemption 6	PNR [REDACTED]	
					Non-responsive	[REDACTED] [REDACTED]	
ISS02811437	01/01/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	[REDACTED] [REDACTED] RAN OUT OF SNACKS IN THE CAFE CAR . 9 PM DINNER SEATING.	

						FOOD DEPLETED	[REDACTED]
ISS02789652	01/03/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED		FOOD DEPLETED # [REDACTED]
					Non-responsive		[REDACTED] [REDACTED] there was no food or drinks available on either the dining car or the lounge car. States crew on board had stated that the food and drinks on board the train was depleted because of previous passengers who were delayed on board the train and that all that was left to eat were in survival packs. [REDACTED] [REDACTED] [REDACTED] [REDACTED]
ISS02796483	01/03/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED		[REDACTED]
							-Original Message- Exemption 6 From: [REDACTED] Date: 2/20/2014 10:28:46 AM To: [REDACTED] Subject: Travel Feedback
ISS02827124	01/03/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	In addition the first train ran out of food as well. I would appreciate you addressing these issues. thank you. PAX STATES SHE BECAME VERY SICK AFTER EATING A SANDWICH FROM THE CAFE CAR... [REDACTED] [REDACTED] [REDACTED]
ISS02795375	01/04/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD POISONING	Non-responsive	[REDACTED] [REDACTED]
ISS02789567	01/05/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	Non-responsive	[REDACTED] FOOD DEPLETED / LOUNGE CAR ATTENDANT WAS ON HIS CELL PHONE / [REDACTED]

[illegible]

						<p>PNR: [REDACTED]</p> <p>Exemption 6</p> <p>~Original Message~</p> <p>From: [REDACTED]</p> <p>Date: 1/9/2014 9:23:49 PM</p> <p>Message:</p> <p>[REDACTED]</p>
ISS02808282	01/05/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	Non-responsive FOOD UNSATISFACTORY	<p>[REDACTED]</p> <p>[REDACTED] the food was terrible. [REDACTED]</p>
					Exemption 6	<p>email logged</p> <p>Reservation Number: [REDACTED]</p> <p>Date of Incident:</p> <p>Time of Incident:</p> <p>Message:</p> <p>[REDACTED] Your train ran out of food and water. [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
ISS02809180	01/05/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	Non-responsive FOOD DEPLETED	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>

[illegible]

					Non-responsive	[REDACTED]
					Non-responsive	<p>PAX EMAILED:</p> <p>Message:</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED] the train completely ran out of food, which means I hadn't eaten from 5:30AM to 1:15PM when we finally arrived to Washington DC. [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
ISS02809312	01/07/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	

					<p>E-MAIL LOGGED</p> <p>PAX IS UPSET ABOUT THE NEW BREAKFAST SELECTION ON THE TRAIN. PAX FEELS THAT NUTRITIONAL FOODS ARE BEING TAKEN AWAY AND FATTENING FOODS ARE TAKING OVER.</p> <p>—Original Message—</p> <p>From: [REDACTED]</p> <p>Date: 3/1/2014 9:35:29 AM</p> <p>Exemption 6</p> <p>Reservation Number: [REDACTED]</p> <p>Date of Incident: 01/07/2014</p> <p>Time of Incident: 07:00 am</p> <p>Message:</p> <p>Discontinuing Special K, Oatmeal, and Cereals on the morning runs has greatly diminished the utility of the cafe cars for me and ruined my mornings! I don't understand having none of these options available. Did Sara Lee pay some government official more than Kellogg to get rid of the cereal and oatmeal? If it was a matter of profitability, why not try cutting down on variety and raising prices to see if that improved things rather than cutting it out altogether. This just SUCKS. And I hear the complaint from others every morning I take the train. I used to buy the Special K twice per week most weeks and when I didn't, I bought oatmeal. Now, the only breakfast options are fattening options. This defies the President's programs and the trend of most Americans - especially those who can afford to take Amtrak. Please re-think this decision!!!</p>
ISS02830437	01/07/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	<p>FOOD SELECTION</p> <p>Non-responsive</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>PAX STATED THAT THEY RAN OUT OF A LOT OF THE THINGS ON THE MENU</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>PAX ALSO STATED THAT THERE WAS A LACK OF COMMUNICATION SHE STATED THEY DIDN'T MAKE ANY ANNOUNCEMENT ABOUT THE COMP SNACKS</p> <p>[REDACTED]</p> <p>THEY WERE GIVEN OUT IN THE SNACK CAR</p> <p>POW</p> <p>[REDACTED]</p>
ISS02792412	01/08/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	<p>FOOD DEPLETED</p> <p>[REDACTED]</p>

ISSUE	DATE	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	Non-responsive
ISS02796921	01/09/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	<p>Exemption 6</p> <p>Stated the sandwiches that they had ordered were frozen. States they did not report this issue and just took the bread off of the sandwich and ate the meat.</p>
ISS02793599	01/12/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	<p>PAX STATES WHEN HE PURCHASED A HOT DOG ON THE TRN, IT WAS MICROWAVED SO LONG THAT BUN BECAME HARD AND HE COULD NOT EAT IT.....PAX WIFE ASKED FOR A CARTON OF MILK AND WHEN SHE RECEIVED THAT IT WAS ALREADY EXPIRED BUT SHE DID NOT REALIZE THIS UNTIL SHE WAS HALF WAY FINISHED.</p>

Stated the sandwiches that they had ordered were frozen. States they did not report this issue and just took the bread off of the sandwich and ate the meat.

Non-responsive

ISS02786921	01/09/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY
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PAX STATES WHEN HE PURCHASED A HOT DOG ON THE TRN, IT WAS MICROWAVED SO LONG THAT BUN BECAME HARD AND HE COULD NOT EAT IT.....PAX WIFE ASKED FOR A CARTON OF MILK AND WHEN SHE RECEIVED THAT IT WAS ALREADY EXPIRED BUT SHE DID NOT REALIZE THIS UNTIL SHE WAS HALF WAY FINISHED.

Non-responsive

ISS02783598	01/12/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY
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						<p>—Original Message— From: [REDACTED] Date: 1/15/2014 2:08:24 PM To: [REDACTED] Subject: Other Source: Member Web Member Number: [REDACTED] Name: [REDACTED] Respond Via Email: Yes Subject: Other Comments: I do not understand - why - again on ACELA - NYC to DC on Monday so many items missing from food availability - this is happening constantly - this was 3 p.m. train</p>
ISS02799580	01/13/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>Exemption 6</p>
					Non-responsive	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>—Original Message— From: [REDACTED] Date: 4/15/2014 2:26:12 PM To: [REDACTED] Subject: Amtrak Guest [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED] the club car had limited if anything to eat or drink. [REDACTED]</p>
ISS02844258	01/14/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	
					Non-responsive	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
ISS02796384	01/16/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	<p>Also stated the lounge car closed at 11p and the dining car was closed at boarding.</p>
					Non-responsive	<p>[REDACTED]</p> <p>[REDACTED]</p>
ISS02814855	01/16/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	<p>... if i would have know that the food was soooooo high i would have brought my own and even when i was going to purchase something all you guys had left was just pork products which a lot of the customers including me do not eat</p>

					Non-responsive	<p>PNR [REDACTED]</p> <p>--Original Message--</p> <p>From: [REDACTED]</p> <p>Date: 1/30/2014 3:00:56 PM</p> <p>Exemption 6</p> <p>Message:</p> <p>[REDACTED]</p> <p>[REDACTED] the dining car crew on this particular trip was not as pleasant as other crews.</p> <p>Also, I want to mention that the quality of the dinner seems to have declined. There are fewer snacks placed out for guests as well. [REDACTED]</p>
ISS02815703	01/18/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD SELECTION	
					Non-responsive	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
ISS02799406	01/19/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	<p>pax said he had to pay a lot of money for terrible crappy food</p>

[illegible]

[illegible]

					Non-responsive	[REDACTED]
					Non-responsive	[REDACTED]
					Non-responsive	[REDACTED]
					Non-responsive	[REDACTED]
ISS02805557	01/24/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	<p>[REDACTED]</p> <p>FAX STATES ALL CARS HOT, EXCEPT CAFE</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>Cafe WAS CLOSED SHORTLY AFTER IT OPENED .. FREQ BREAKS FOR CREW / HRS NOT GOOD IN CAFE</p>
					Exemption 6	
					Non-responsive	<p>Message: [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED] I was told that there would be no internet as the router is in the cafe car, and the cafe car was removed on this train. It was not explained why the cafe car was removed or why it was not being replaced. [REDACTED]</p>
					Non-responsive	[REDACTED]
ISS02811640	01/24/2014	COMPLAINT	TRAIN	EQUIPMENT	UNAVAILABLE - LOUNGE	[REDACTED]
					Non-responsive	[REDACTED]
					Exemption 6	<p>[REDACTED] THEN</p> <p>TOOK A WHILE FOR THE LOUNGE TO RESTOCK ONLY TO FIND THEY HAD CHEESE & CRACKERS, HOTDOGS, AND BURGERS...NOT MUCH ELSE</p> <p>—Original Message—</p> <p>From: [REDACTED]</p> <p>Date: 1/24/2014 8:43:58 PM</p> <p>To: [REDACTED]</p> <p>Subject: Employee Praise/Compliment</p>
					Non-responsive	[REDACTED]
					Non-responsive	[REDACTED]
ISS02813418	01/24/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD SELECTION	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED] we waited while the dining car attendant "restocked". Not sure what he was restocking because when we got to the counter we were told all he had left was microwaved hot dogs and hamburgers along with a couple of little snacks. It's smack in the middle of lunch on a full train and that's all you have to offer?! I'm not 5 so I declined the burger or hot dog and got cheese and crackers. When I sat down to eat I noticed it consisted of cheddar cheese and lots of saline crackers. Seriously? I'm not expecting a gourmet meal but come on. We would gladly brought our own lunch if we hadn't been told there was a variety of food to choose from. [REDACTED]</p>
					Non-responsive	[REDACTED]
ISS02800015	01/26/2014	COMPLAINT	TRAIN	EQUIPMENT	UNAVAILABLE - LOUNGE	<p>[REDACTED]</p> <p>[REDACTED] NO CAFE CAR AVAILABLE</p>

					Non-responsive	<p>Exemption 6</p> <p>FOOD WAS UNSATISFACTORY.</p>
ISS02804706	01/28/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	<p>Non-responsive</p> <p>NO ALCOHOL OFFERED TO ANYONE DUE TO ANOTHER UNRULY PAX</p> <p>Exemption 6</p> <p>~Original Message~ From: [REDACTED] Date: 1/28/2014 8:46:22 PM To: [REDACTED] Subject: Travel Feedback</p> <p>I went to get my first beer 4 hours into the 7 hour journey. I was informed that the train is not serving beer due to an unruly guest that is somewhere on this huge train.</p>
ISS02814946	01/28/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD SELECTION	<p>Non-responsive</p> <p>PAX SWAPPED TO ANOTHER TRAIN WITHOUT A SNACK CAR</p> <p>Exemption 6</p> <p>~Original Message~ From: [REDACTED] Date: 1/28/2014 8:08:38 PM To: [REDACTED] Subject: Travel Feedback</p> <p>The dining car on the second train was closed and, therefore, many passengers including myself could not get food or liquids, despite the fact that it was early evening and we were starving due to the delay.</p>
ISS02814967	01/28/2014	COMPLAINT	TRAIN	EQUIPMENT	UNAVAILABLE - LOUNGE	

					Non-responsive	E-MAIL LOGGED PAX UPSET BECAUSE THE LOUNGE CAR WAS NOT OPEN Reservation Number: Date of Incident: 01/28/2014 Time of Incident: 7:55 am Message: No announcement was made that I heard of the cafe car being opened or closing. I went for coffee an hour or more into the trip and found the snack bar locked. I went to the dining car and a rather unfriendly person told me it should be open--maybe the attendant's in the bathroom & there will be an announcement when it reopens (there wasn't). The dining car person didn't offer a coffee alternative and in fact told me the car would close soon--by 11, a shocking lack of concern for passenger comfort given the train wasn't due in Chicago until 2:30. Later, in the cafe car, I was surprised that staff had put bags and other items on every table so no passenger could sit there--I've NEVER seen the cafe car turned into a crew only space before.	Exemption 6
ISS02820536	01/28/2014	COMPLAINT	TRAIN	EQUIPMENT	UNAVAILABLE - LOUNGE	Non-responsive	
					Exemption 6 Non-responsive	PNR PAX FURTHER STATES HE AND HIS GIRLFRIEND ARE NOW THROWING UP AND IT MAY BE SUSPECTED FOOD POISONING..... Non-responsive	
ISS02801140	01/29/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD POISONING		

					Non-responsive	<p>[REDACTED]</p> <p>It was freezing on the train and they were out of hot chocolate. [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
ISS02815912	01/31/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
					Non-responsive	<p>DINER CLOSED UPON BOARDING. [REDACTED]</p> <p>—Original Message—</p> <p>From: [REDACTED] Exemption 6</p> <p>Date: 2/13/2014 8:03:58 PM</p> <p>To: [REDACTED]</p> <p>Subject: General Inquiries</p> <p>.... [REDACTED]</p> <p>[REDACTED] we had planned to have breakfast in the dining car as specifically listed in the amenities for that service. Had we known there would be no breakfast service that day, and that the dining car would not open until after 12:00 noon, we could and would have purchased food in town prior to boarding the train. If [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
ISS02824338	01/31/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>

					Non-responsive	PNR [REDACTED] --Original Message-- From: [REDACTED] Date: 2/3/2014 6:17:09 PM Exemption 6 Message: [REDACTED] [REDACTED] From Chicago to Indianapolis took 8 hours, on a train with no food compartment and dixie cups at a water fountain, [REDACTED]
ISS02815949	02/02/2014	COMPLAINT	TRAIN	EQUIPMENT	UNAVAILABLE - LOUNGE	[REDACTED]
ISS02806804	02/04/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	pax stated angus burger tasted spoiled....undercooked. [REDACTED]
					Non-responsive	[REDACTED]WATER FROZEN CLOSED THE CAFE CAR.
ISS02806140	02/05/2014	COMPLAINT	TRAIN	EQUIPMENT	UNAVAILABLE - LOUNGE	[REDACTED]
					Non-responsive	[REDACTED] States they were not serving food on board the train at the time of boarding.
ISS02807728	02/05/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	States that [REDACTED] had the crew on board pass out cookies to all of the passengers due to the dining car not being open.

[illegible]

						3 CREW MEMBERS TAKING UP 3 TABLES TO THEMSELVES IN CAFE...LOUD WALKIE TALKIES...RAN OUT OF SANDWICHES --Original Message-- From: [REDACTED] Exemption 6 Date: 2/6/2014 2:50:31 PM To: [REDACTED] Subject: Travel Feedback
ISS02818120	02/06/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	Non-responsive FOOD DEPLETED	[REDACTED] [REDACTED] [REDACTED] the cafe car ran out of sandwiches BEFORE noon...how can this happen? [REDACTED] [REDACTED]
ISS02807325	02/07/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	Non-responsive FOOD DEPLETED	[REDACTED] [REDACTED] [REDACTED] NO WATER AVAILABLE FOR SALE
ISS02807725	02/07/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	Non-responsive FOOD DEPLETED	[REDACTED] LOUNGE RAN OUT OF FOOD/WATER
ISS02808720	02/07/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	Non-responsive FOOD DEPLETED	[REDACTED] [REDACTED] the dining car caught on fire which rendered it unavailable. Stated the passengers were not made aware of that situation. Therefore, only the lounge was available to purchase food which sold out rather quickly according to the passenger. Stated the crew had got "Church's Chicken" for the sleeping car passengers but did not ask the coach passengers if they wanted to purchase any food. States he was only able to eat 1 muffin from SAS-MRC. Stated a crew member on board had said that food is not guaranteed.
ISS02846232	02/07/2014	COMPLAINT	TRAIN	EQUIPMENT	Non-responsive UNAVAILABLE - LOUNGE	[REDACTED] pass upset that only 1 table was available, which the conductor was at that the table
ISS02848159	02/07/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	Non-responsive Exemption 6 FOOD UNSATISFACTORY	[REDACTED] ...BAD PIZZA --Original Message-- From: [REDACTED] Date: 4/11/2014 3:52:20 PM To: [REDACTED] Subject: Travel Feedback [REDACTED] [REDACTED] but the worst thing was the food you served at the station...terrible, most people had one bite and thru them out... next time i suggest you just order pizza or get a new caterer. [REDACTED]

					Non-responsive	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>Stated the lounge was depleted of food. Only soda, tea, coffee, and candy were available. Stated he was told the food is not refurbished in EUG. Stated the food is stocked in SEA and is supposed to make it to EUG and back before it is restocked in SEA.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
ISS02815004	02/10/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	
					Non-responsive	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>—Original Message—</p> <p>From: [REDACTED]</p> <p>Date: 2/11/2014 10:17:52 AM</p> <p>To: [REDACTED]</p> <p>Subject: Travel Feedback</p> <p>Reservation Number: [REDACTED]</p> <p>Date of Incident: 02/10/2014</p> <p>Time of Incident: 12:15 pm</p> <p>Message:</p> <p>[REDACTED]</p> <p>[REDACTED] Half the food was gone when we got on the train. [REDACTED]</p> <p>[REDACTED]</p> <p>Exemption 6</p>
ISS02822295	02/10/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	

						<p>Exemption 6</p> <p>RES: [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>PAX CLAIMS ALMOST ALL FOOD WAS DEPLETED IN LOUNGE CAR. PAX STATED ALL THEY HAD WAS DONUTS AND SHE DIDN'T WANT THAT AT 10PM. [REDACTED]</p>
ISS02809430	02/11/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	
					Exemption 6	<p>pax email</p> <p>--Original Message--</p> <p>From: [REDACTED]</p> <p>Date: 2/28/2014 10:23:05 AM</p> <p>To: [REDACTED]</p> <p>Reservation Number: [REDACTED]</p> <p>Date of Incident: 02/13/2014</p> <p>Time of Incident: 09:20 am</p> <p>Message:</p> <p>howerall if'good, but the cafeteria is very bad, your personnel back of conter is very very not happy, no smile notting, POKER FACE . a better food it n??cessaire for the 12 hr trip. tanks (sorry for my english)</p>
ISS02835469	02/13/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	
					Non-responsive	<p>PAX STATES THE TRN RAN OUT OF MOST OF THE FOODS ON THE MENU</p> <p>[REDACTED]</p>
ISS02810186	02/14/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	

						INTERNAL;;; RESV [REDACTED] From: [REDACTED] Sent: 7/27/2014 11:19 AM To: [REDACTED] Subject: train 95	Exemption 6
					Non-responsive	[REDACTED]	The cafe was closed within one stop of getting on the train which would be the Fredericksburg VA stop, and prior to that they would not accept credit card which is an inconvenience for travelers. Myself as well as two other people in line were turned away from having credit cards.
ISS02810197	02/14/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	PNR [REDACTED] : THE TRAIN RAN OUT OF FOOD	Exemption 6
ISS02812295	02/14/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	-Original Message- From: [REDACTED] Date: 2/16/2014 2:45:51 PM	beverage in Albany telling people to go into Station to buy supplies; [REDACTED]
ISS02822169	02/14/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	[REDACTED]	#HOT DOG ROLL WAS VERY HARD
ISS02809902	02/15/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	[REDACTED]	

					Non-responsive	Exemption 6 [REDACTED] [REDACTED] [REDACTED] they could not eat because they could not cook food on the train. Stated when they had passed TOL the train picked up McDonalds sandwiches. [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
ISS02811955	02/15/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	[REDACTED]
[REDACTED]	15/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	PAX STATED THT THEY PAID \$19 FOR 2 HOT DOGS AND DRINKS...FOOD HIGH IN LOUNGE/CAFE ...PAX'S HUSBAND IS DIABETIC AND THEY BROUGHT SNACKS BUT THOSE WERE DEPLETED...
					Non-responsive	[REDACTED] NO DRINK/FOOD AVAILABLE IN LOUNGE...INTERIOR DIRTY [REDACTED] -Original Message- From: [REDACTED] Date: 2/15/2014 2:21:15 PM To: [REDACTED] Subject: Program Information [REDACTED] [REDACTED] I went to the food car for a drink to calm my nerves but there was nothing available! I still remained calm and understanding! But when I was told that there was also no food on the train [REDACTED] [REDACTED] [REDACTED] [REDACTED]
ISS02824793	02/15/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	[REDACTED]

						<p>PNR: [REDACTED] Exemption 6</p> <p>PAX SAYS FOOD WAS DEPLETED IN THE CAFE CAR.</p> <p>--Original Message-- From: [REDACTED] Date: 2/18/2014 11:12:31 AM</p> <p>Reservation Number: [REDACTED]</p> <p>Date of Incident: 02/15/2014 Time of Incident: 06:15 pm</p> <p>Message: When we boarded train 566 to San Diego, I inquired about food service in the Cafe Car on our return trip. After checking the menu, which I was assured would be in service, we decided to eat dinner on the train on our return. When we boarded train 591 for the return trip, we received our complimentary snacks and wine in the Business Car, but, when we went to the Cafe Car, there was NO food to be found, only two outdated yogurt cups, and a handful of cold drinks. When I asked about the menu, I was told they had run out of everything, and the cashier could have cared less. At 6:15 at night, food service should be available. Instead, we had a child that was hungry and had to wait until about 9:00 to eat. Not good service. There should be some compensation for failure to serve your clients. Thank you.</p> <p>***UPDATED PAX CALLED BACK 4/3/14, STATED FOOD WAS LIMITED AND THE FOOD THEY HAD WAS EXPIRED YOGARTS ONLY 6 SODAS LEFT, THEY WERE TRAVELING WITH A 9 YEAR OLD WHO DIDNT RECIEVE FOOD UNTIL LATER THAT EVENING.**</p>
ISS02824814	02/15/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	
						<p>EMAIL LOGGED</p> <p>RESV. [REDACTED]</p> <p>Exemption 6</p> <p>--Original Message-- From: [REDACTED] Date: 2/17/2014 1:59:38 AM To: [REDACTED] Subject: Amtrak Guest Rewards</p> <p>Reservation Number: [REDACTED]</p> <p>Date of Incident: mm/dd/yyyy Time of Incident: hh:mm am</p> <p>Non-responsive</p> <p>Message: [REDACTED] to complain bout food cart problem. Took my grandson with me! boarded bakersfield and did not get a drink or food to put in his (grandson)somach,fill we were between fresno and madera. by then he threw up. due to lack of drink and food. [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]</p>
ISS02825840	02/15/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	

					Non-responsive	
						pax wanted dinner in room, but room attendant told them that it would not be allowed.
ISS02804631	02/16/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	Exemption 6
					Non-responsive	
ISS02811427	02/16/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	PNR [REDACTED] THE PAX IS DIABETIC AND WAS HAVING AN ATTACK
					Non-responsive	
						pax wrote a letter stating:
						Once all were boarded, a speaker announcement that the snack car was not open. Yet when I asked the ticket conductor where it was and when it would open, I was assured that of course it was open.....Despite having the most passengers, the Macomb car was the furthest from the snack car.
ISS02818237	02/16/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	
					Exemption 6	--Original Message-- From: [REDACTED] Date: 2/17/2014 8:21:34 PM To: [REDACTED] Subject: Travel Feedback
					Non-responsive	The cafe cart was down and therefore the Wi-Fi was also not working. I paid \$108 for a 4 hour ride on a train with no refreshments and no internet, both of which were advertised as being available.
	16/2014	COMPLAINT	TRAIN	EQUIPMENT	UNAVAILABLE - LOUNGE	

					Non-responsive	<p>[REDACTED]</p> <p>NO WATER...NO LOUNGE AVAILABLE</p> <p>Exemption 6</p> <p>--Original Message--</p> <p>From: [REDACTED]</p> <p>Date: 2/17/2014 1:48:31 PM</p> <p>To: [REDACTED]</p> <p>Subject: Travel Feedback</p> <p>[REDACTED]</p> <p>[REDACTED] Then after boarding the passengers and leaving we were informed that this train had no cafe or drinking water.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
ISS02826737	02/16/2014	COMPLAINT	TRAIN	EQUIPMENT	UNAVAILABLE - LOUNGE	
ISS02810474	02/17/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	Non-responsive FOOD DEPLETED	PAX STATES THERE WAS NO FOOD ON THE TRAIN.
					Non-responsive	[REDACTED]
ISS02810670	02/17/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	<p>[REDACTED] THE AGENT IN THE LOUNGE CAR QUOTED HER THE WRONG PRICE AND WOULD NOT HONOR IT...SHE WAS TOLD SHE HAD TO TAKE THE SANDWICH BECAUSE IT WAS ALREADY HEATED UP.</p> <p>[REDACTED]</p>
					Non-responsive	<p>[REDACTED]</p> <p>LOUNGE FOOD DEPLETED</p> <p>[REDACTED]</p>
					Exemption 6	<p>--Original Message--</p> <p>From: [REDACTED]</p> <p>Date: 2/20/2014 10:06:26 AM</p> <p>To: [REDACTED]</p> <p>Subject: Travel Feedback</p>
					Non-responsive	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED] the food ran out on the cafe?? car</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
ISS02827113	02/18/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	[REDACTED]

						<p>--Original Message-- From: [REDACTED] Date: 2/19/2014 12:00:51 PM To: [REDACTED] Subject: Employee Praise/Compliment Subject: Employee Praise/Compliment Nature of Comment: Reservation Number: [REDACTED] Date of Incident: mm/dd/yyyy Time of Incident: hh:mm am Message: The food counter experience was the worst ever on any train ride I've ever been on. First time I stood at the counter looking at the menu for an uncomfortably long time, the food server and I were the only people there, she finally acknowledged me with "I ain't open". I felt I was bothering her to do her job. The second trip up, an hour later, she took several people out of turn and when we finally got a chance to order she said "we're out of it" to half the menu selections. It appears hot dogs, soda and chips are it. Guess if we do this again, we will bring our own food.</p>
ISS02627762	02/19/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>Exemption 6</p>
					Non-responsive	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>SNACK CART CLOSED 45 MIN FOR ATTD BREAK.. [REDACTED] ..DINER ATTD RUDE ABOUT THE SITUATION</p> <p>[REDACTED]</p>
					Exemption 6	<p>--Original Message-- From: [REDACTED] Date: 2/24/2014 6:43:38 PM To: [REDACTED] Subject: Employee Praise/Compliment</p>
					Non-responsive	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
					Exemption 6	<p>The snack cart operator was on his 45 minute break so I went to the dining cart to ask for some juice. I was told I would have to wait 45 minutes for the snack cart to open. When I tried to explain the Dining Cart waiter [REDACTED] I think his name was) Stood up straight and got in my face and told me I was getting an attitude and needed to sit down. [REDACTED]</p>
					Non-responsive	<p>The Dining cart staff would not let me explain and told me to go sit down. I am appalled by the treatment I received [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
ISS02629611	02/20/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	

						<p>EMAIL LOGGED FOOD UNSATISFACTORY/NO WIF</p> <p>—Original Message— From: [REDACTED] Date: 2/27/2014 7:15:28 AM To: [REDACTED] Subject: Wi-Fi Service</p> <p>Reservation Number: [REDACTED]</p> <p>Date of Incident: mm/dd/yyyy Time of Incident: hh:mm am</p> <p>Message:</p> <p>[REDACTED] the food was terrible and you make us pay extra for it? The quality was not worth it. It's the type of stuff I'd find on the Staten Island Ferry. [REDACTED]</p> <p>[REDACTED]</p>	Exemption 6
ISS02830869	02/20/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY Non-responsive		
ISS02813112	02/22/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	PAX SAYS THE CAFE CAR RAN OUT OF FOOD	
					Non-responsive		
					Exemption 6	<p>[REDACTED] RAN OUT OF ALL FOOD EXCEPT JUNK FOOD...</p> <p>—Original Message— From: [REDACTED] Date: 2/27/2014 7:48:45 AM To: [REDACTED] Subject: General Inquiries</p> <p>Subject: General Inquiries</p> <p>Nature of Comment: Complaint; Train</p> <p>Reservation Number: [REDACTED]</p> <p>Date of Incident: 02-22-2014 Time of Incident: 11:50 am</p> <p>Message:</p> <p>[REDACTED]</p> <p>[REDACTED] the workers on the train did nothing but sit in the lounge car and talk to each other the whole time sitting in the seats that we needed to sit in. [REDACTED] They ran out of food in the cafe the morning of the 23rd all they had were soda and junk food. The restaurant was full and the food was extremely overpriced!! It cost a family of six 45\$ to eat and we had to share three meals because of the cost. The workers were rude not helpful at all and did nothing but sit in the lounge car and talk. [REDACTED]</p>	
ISS02831906	02/22/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED		

					Non-responsive	<p>Exemption 6</p> <p>NO POWER, OR FOOD AVAIL...</p>
ISS02814288	02/23/2014	COMPLAINT	TRAIN	EQUIPMENT	UNAVAILABLE - LOUNGE	<p>Non-responsive</p> <p>Stated he could not eat meals when he was supposed to as he is diabetic and has a heart condition.</p> <p>Stated an inspector came on board at the border into South Carolina and stated they had to dispose of all the food due to possible issues with refrigeration. Stated they picked up some Kentucky Fried Chicken several hours later.</p> <p>11.</p> <p>12</p> <p>13</p> <p>14</p>
ISS02814377	02/23/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	

ISS02819766	02/26/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	Non-responsive SLOW SERVICE	RES [REDACTED] LOUNGE CAR ATTENDANT WASN'T "KID FRIENDLY". ASKED PAX TO PUT BOX BACK ON TABLE THAT HELD THE SNACKS FOR OTHER PAX.
						Exemption 6 pax email As for the lady that was working in the snack car downstairs, she is the laziest person ever. On the first day we boarded the train in fort madison, on Feb 26th, I had to tap her on her shoulder to wait on me. She was sitting in a booth listening to a show on her phone. She laughed and told me she was listening to a show on her phone. Then the second day she just let me stand there and said "oh I'm sorry I'm taping a dollar bill that got ripped" and I'm just standing there, really? tape the dollar bill after you don't have customers! Maybe she isn't all there? She wasn't mean but she was NEVER at the snack station, everytime i went down the silver thing was pulled down and she was no where to be found. [REDACTED]
ISS02835482	02/26/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	Non-responsive HOURS UNSATISFACTORY	[REDACTED]
						[REDACTED]
					Non-responsive	[REDACTED]
					Exemption 6	-Original Message-- From: [REDACTED] Date: 3/5/2014 6:23:58 PM To: [REDACTED] Subject: Travel Feedback Reservation Number: [REDACTED] Trip/Event Date: 02/27/2014 Message: [REDACTED]
					Non-responsive	[REDACTED]
ISS02822334	02/27/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	[REDACTED]
ISS02816029	02/28/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	PAX CALLING FROM TRAIN AND STATES THE CAFE CAR HAS RUN OUT OF MOST SELECTIONS AND THE TRIP IS ONLY HALF WAY TO OKJ/CREW IS VERY NICE AND HELPFUL

ISS02830629	02/28/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	<p>Non-responsive</p> <p>FOOD UNSATISFACTORY</p>	<p>COULD NOT FILL PLASTIC COFFEE MUG...HAD TO WASTE PAPER CUP AND REPOUR</p> <p>Exemption 6</p> <p>--Original Message--</p> <p>From: [REDACTED]</p> <p>Date: 2/28/2014 1:30:02 PM</p> <p>To: [REDACTED]</p> <p>Subject: General Inquiries</p> <p>Amtrak is not so green I just asked the Cafe Car Clerk to put my purchased coffee directly into my travel mug. He said he had to give me a paper cup so that amtrak can track the number of coffees sold. REALLY??</p>
ISS02835505	02/28/2014	COMPLAINT	TRAIN	EQUIPMENT	<p>Non-responsive</p> <p>Exemption 6</p> <p>UNAVAILABLE - LOUNGE</p>	<p>[REDACTED]</p> <p>I BELIEVE PAX IS TRYING TO INDICATE THAT THE LOUNGE CAR WAS UNAVAILABLE DUE TO REFRIGERATOR BROKEN, AND THE DINER WAS TOO PRICY TO BUY FOOD</p> <p>--Original Message--</p> <p>From: [REDACTED]</p> <p>Date: 3/12/2014 8:35:58 PM</p> <p>To: [REDACTED]</p> <p>Subject: Travel Feedback</p> <p>[REDACTED]</p> <p>During the train ride the lounge car lost refrigeration and the bathroom on our car was closed down due to pipe/water issues. As we were expecting to be off of the train well before lunch time we did not plan for a meal. The lounge car was closed and we were unable to purchase snacks/beverages. The dining car was not an option as it is rather pricey for a single mother.</p>

						<p>email logged:</p> <p>From: [REDACTED] Date: 3/14/2014 2:23:07 PM To: [REDACTED] Subject: Travel Feedback</p> <p>Subject: Travel Feedback</p> <p>Nature of Comment: Complaint; Train</p> <p>Name: [REDACTED] Email: [REDACTED] Address1: [REDACTED] Address2: [REDACTED] City: [REDACTED] State: [REDACTED] Zip/Postal: [REDACTED] Country: [REDACTED] Phone Number: [REDACTED] - home Amtrak Guest Rewards #: [REDACTED]</p> <p>Reservation Number: [REDACTED]</p> <p>Trip/Event Date: 02/28/2014</p> <p>Message: We ate lunch on the train and we did not like it. I had a hamburger. We had planned on bringing a lunch from home but we forgot it in the fridge. We skipped supper rather than face the cafe car again. A microwaved hamburger is a let down. By contrast [REDACTED] I suggest better bread for the bun (like [REDACTED]), and toast it. Only microwave the meat. The train trip itself was pleasant. I would take it again, but pack food.</p> <p>Non-responsive</p>	Exemption 6
ISS02843718	02/28/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY		
ISS02816594	03/01/2014	COMPLAINT	TRAIN	EQUIPMENT	Non-responsive UNAVAILABLE - LOUNGE	The cafe car was not available on board the train. [REDACTED]	
					Non-responsive	[REDACTED]	
ISS02817318	03/02/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	PAX SAYS THE CREDIT CARD MACHINE IN THE CAFE CAR WASN'T WORKING.	
ISS02823865	03/02/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	Non-responsive FOOD UNSATISFACTORY	PNR [REDACTED] .. [REDACTED] THE PAX SAID THAT THEY DID NOT EVEN GIVE FOOD AND WATER TO THE PAXS	

[illegible]

						RES#	Exemption-6
ISS02817248	03/05/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	PAX ORFDERED BRAKFAST WASNT WARM MADE HIM FEEL ILL NOW WANTS REFUND / DECLINED ADVISE MUST ADDRESS ONBOARD	
					Non-responsive		the lounge car has run out of food & the dining car is too expensive for them to go to.
ISS02818479	03/06/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED		
					Exemption 6		-Original Message-- From: Date: 3/9/2014 11:53:44 PM Reservation Number: Trip/Event Date: 03/09/2014 Message: the dining car is running out of food.
					Non-responsive		
ISS02834549	03/06/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED		

					Non-responsive	<p>the cafe car was not in service. When we asked about the cafe car, we were told repeatedly that it would open soon. But, that never happened by the time I departed the train at Philadelphia PA.</p> <p>Name: Email: Address1: Address2: City: State: Zip/Postal: Country: United States Phone Number: home Amtrak Guest Rewards #: Reservation Number:</p> <p>Exemption 6</p> <p>Trip/Event Date: 02/27/2014</p> <p>Message:</p> <p>the cafe car was not in service. When we asked about the cafe car, we were told repeatedly that it would open soon. But, that never happened by the time I departed the train at Philadelphia PA.</p>
ISS02846556	03/06/2014	COMPLAINT	TRAIN	EQUIPMENT	UNAVAILABLE - LOUNGE	
					Non-responsive	<p>CAFE CAR WAS UNAVAILABLE ///</p> <p>CREW MEMBERS WERE GOOD ///</p> <p>RES FE0// PAX CLAIMS FOOD RAN OUTPAX CLAIMS THAT THEY GAVE JIMMY JOHNS TO SOME AND NOT ALL PAXS //PAXS WERE STARVING//RAN OUT FOOD BEFORE TRAIN EVEN STARTED THE DELAYDINING CAR WAS GIVEN TEENS 3 OR 4 MUFFINS INSTEAD OF TRYING TO RATION THEM OUT..</p> <p>RES</p> <p>NO AMENITIES, NO WINE, CHEESE, CRACKERS, VEGGIES, DIP IN SLEEPER LOUNGE CAR. RAN OUT OF WHITE WINE 30 MINUTES OUT.</p> <p>1 DINING CAR SHARING WITH SEVERAL COACHES. NOW APROX 500 PAX TO SHARE A 60 SEAT LOUNGE. OVERFLOW PAX SEATED IN LOUNGE WAITING TO GO TO DINER.</p>
ISS02819044	03/08/2014	COMPLAINT	TRAIN	EQUIPMENT	UNAVAILABLE - LOUNGE	
ISS02819156	03/08/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	Non-responsive FOOD DEPLETED	
					Non-responsive Exemption 6	
ISS02824674	03/08/2014	COMPLAINT	TRAIN	EQUIPMENT	UNAVAILABLE - LOUNGE	

					Non-responsive	<p>Exemption 6</p> <p>RES/ [REDACTED] NO AMENITIES, NO WINE, CHEESE, CRACKERS, VEGGIES, DIP IN SLEEPER LOUNGE CAR. RAN OUT OF WHITE WINE 30 MINUTES OUT. [REDACTED] 1 DINING CAR SHARNG WITH SEVERAL COACHES. NOW APROX 500 PAX TO SHARE A 60 SEAT LOUNGE. [REDACTED] OVERFLOW PAX SEATED IN LOUNGE WAITING TO GO TO DINER. [REDACTED]</p>
ISS02824674	03/08/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>TRAIN WAS 6 HR 58 MIN LATE...MISSED CONA 337. [REDACTED]</p>
					Non-responsive	<p>[REDACTED]...PAX ARE ONE OF THE FIRST TO BREAKFAST AND ARE BEING TOLD THAT THERE IS HARDLY ANYTHING LEFT TO EAT NOR DO THEY THINK THEY HAVE ENOUGH FOR [REDACTED] THEY RAN OUT OF ALCHOL AND OTHER FOODS IN THE DINER/LOUNGE</p> <p>.....Throughout all of this, the three crew members were wonderful [REDACTED] in the Dining car, and [REDACTED] (?) were always very courteous.....</p> <p>—Original Message— From: [REDACTED] Date: 3/19/2014 8:33:00 PM To: [REDACTED] Subject: Travel Feedback</p>
					Exemption 6	
					Non-responsive	<p>[REDACTED] The first day goes well. [REDACTED] food is good. [REDACTED] the last seating for the evening meal is 9:30pm!! [REDACTED]</p> <p>[REDACTED] While we sit, breakfast is served. Meal selection consists of scrambled eggs with a biscuit, or, cereal and yogurt, very little milk, coffee or juice. Everything else is gone because the train is so full, and we're some of the first to be seated! The servers don't know if there will be enough food for lunch, and don't know what they'll do for an evening meal that is now apparently going to be necessary. So we eat, then sit some more. We get rolling and all seems ok. [REDACTED]</p>
ISS02838891	03/08/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	
					Exemption 6	<p>PNR [REDACTED]</p>
					Non-responsive	<p>PAX WAS NOT OFFRD BUSN CLASS SERVC ON EITHER TRVL. PAX SAID THEY HAD PASTRIES & COFFEE ON THE TRN BUT THEY WERE WAITING FOR SOMEONE TO COME OVER TO ASK FOR THERE BEVERAGE & SNACK [REDACTED]</p>
ISS02819587	03/09/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	

					Non-responsive	<p>RES# [REDACTED] Exemption 6</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>PAX ATE A SANDWICH THAT SHE STATES GIVE HER FOOD POISONING WANTING HER MONEY BACK</p> <p>Non-responsive</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
ISS02822980	03/09/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD POISONING	<p>[REDACTED]</p>
					Exemption 6	<p>Nature of Comment: Complaint, Other</p> <p>Name: [REDACTED]</p> <p>Email: [REDACTED]</p> <p>Reservation Number: [REDACTED]</p> <p>Trip/Event Date: 03/11/2014</p> <p>Message: Had excellent coffee on the 176 coming up on Friday. On the 171 now. Got some Coffee out of NYC. Attendant said it was fresh, but seemed burnt or old. Took me 7 Creams and 4 sugars to tone it down I usually use 2 and 2. Talked to the attendant and she did not seem to care. A little Disappointed [REDACTED] Exemption 6</p>
ISS02826888	03/10/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	
					Non-responsive	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
ISS02821387	03/15/2014	COMPLAINT	TRAIN	EQUIPMENT	UNAVAILABLE - LOUNGE	<p>[REDACTED]</p>

					Non-responsive	<p>NYP</p> <p>PAX ALSO UPSET THE TRAIN WAS PRACTICALLY DEPLETED OF FOOD.</p>
ISS02821692	03/16/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>Exemption 6</p> <p>PNR [REDACTED] THE AGENT IN THE LOUNGE CAR HAD A BAD ATTITUDE... HE SAID HIS FOOD WAS COLD...</p>
ISS02822535	03/16/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>Exemption 6</p> <p>PNR [REDACTED] THE AGENT IN THE LOUNGE CAR HAD A BAD ATTITUDE... HE SAID HIS FOOD WAS COLD...</p>
ISS02822816	03/16/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	<p>Exemption 6</p> <p>PNR [REDACTED] THE AGENT IN THE LOUNGE CAR HAD A BAD ATTITUDE... HE SAID HIS FOOD WAS COLD...</p>
ISS02834842	03/16/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>--Original Message--</p> <p>From: [REDACTED]</p> <p>Date: 3/16/2014 4:08:24 PM</p> <p>Reservation Number: [REDACTED]</p> <p>Trip/Event Date: 03/16/2014, 18:00</p> <p>The amenities on the train were not up to standards: 1) Ordered two glasses of red wine for first beverage service (upon leaving Penn Station) - we were informed that there was no more red wine since the supplies were not refilled. 2) My companion and I ordered steak as our meal - we were informed that there was no more steak available. Opted for the vegetarian meal (grilled vegetables) since we do not eat pasta/seafood (the other option) 3) Requested white wine and was not served until I reminded the attendant (~ 20 min after first request). I do not feel that I received the value from my first class ticket or the same level of service that I have often experienced when taking Amtrak first class.</p>

					UNABLE TO PRODUCE COFFEE IN LOUNGE...NO AMENITIES IN B/C....DIRTY TABLE TRAYS
					-Original Message- From [REDACTED] Date: 3/16/2014 8:25:44 AM To: [REDACTED] Subject: Travel Feedback Exemption 6 Feedback from frequent traveler.....disappointing to travel (especially early a.m.) to find that the cafe cannot provide coffee due to a "value" issue nor cold bottled water due to a "cooler" issue since "last night". Boarded in Ann Arbor which makes me think this should have been reported and resolved prior to this trip. In addition although I asked if the Wi-Fi was working I've not yet been able to connect.... Perhaps a reset would help? Disappointing to pay for business class service and not receive the amenities that should go along with it. Once last comment/suggestion.....from a person in healthcare and one believes that the drop down trays shouldn't be dirty and gross, assuming the trains are cleaned/maintained..make cleaning these a priority, they typically are disgustingly dirty. Just being brutally honest because this travel could/shoudl be a better experience as all of these issues could be remedied, unlike the delays due to weather. Thank you. EMAIL LOGGED
ISS02836857	03/16/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED
					Exemption 6 -Original Message-- From [REDACTED] Date: 3/18/2014 12:18:45 PM To: [REDACTED] Subject: General Inquiries 5 Reservation Number: [REDACTED] Trip/Event Date: 03/16/2014 Message: [REDACTED] the cafe car literally ran out of all food (except for chips). [REDACTED]
					Non-responsive
ISS02837250	03/16/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED
					RES. # [REDACTED] PAX STATED THAT HE GOT DOOF POISONING FROM A BRIZILIAN NUT SANDWICH. PAX STATED HE STARTED GETTING SICK COMING INTO VNC & WHEN HE GOT HOME BE GOT SICKER, HE DID NOT TELL ANYONE BECAUSE HE DID NOT GET SICK UNTIL HE WAS ALMOST OFF & WAS NOT SURE ABOUT IT.
ISS02824111	03/17/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD POISONING

[illegible]

					Non-responsive	<p>Exemption 6</p> <p>Original Message- From: [REDACTED] Date: 3/26/2014 4:21:27 PM To: [REDACTED] Subject: Travel Feedback</p> <p>Subject: Travel Feedback</p> <p>Nature of Comment: Complaint; Train</p> <p>Reservation Number: Trip/Event Date: 03/21/2014</p> <p>Message: [REDACTED] [REDACTED] [REDACTED] The food was way too expensive and the cold sandwiches from the car?? were water logged and very soggy. [REDACTED] [REDACTED] [REDACTED]</p>
ISS02834831	03/21/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	Non-responsive
					Exemption 6	<p>Original Message- From: [REDACTED] Date: 3/21/2014 7:48:18 PM</p> <p>Reservation Number: [REDACTED]</p> <p>Non-responsive</p> <p>[REDACTED] [REDACTED] [REDACTED] The cafe cart was closed earlier than announced. [REDACTED] [REDACTED] [REDACTED] [REDACTED]</p>
ISS02835095	03/21/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	Non-responsive
					Exemption 6	<p>PNR [REDACTED]</p> <p>Non-responsive</p> <p>[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]</p>
ISS02826037	03/23/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>RAN OUT OF FOOD.</p>

[illegible]

Case Number	Date	Complaint	Train	Equipment	Issue	Response
ISS02841275	03/25/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>Non-responsive</p> <p>Non-responsive</p> <p>Exemption 6</p> <p>PNR [REDACTED] PAX SAID THEY RAN OUT OF FOOD IN THE LOUNGE CAR AND PAX DID NOT EXPECT TO HAVE TO BUY DINNER FROM THE DINING CAR</p> <p>Non-responsive</p> <p>THE ATTENDANT INFORMED THE PAX THAT THE LOUNGE CAR WOULD NOT BE REPLENISHED UNTIL THEY REACH CHI</p>
ISS02829706	03/26/2014	COMPLAINT	TRAIN	EQUIPMENT	UNAVAILABLE - LOUNGE	<p>Non-responsive</p> <p>ONLY SMALL BOTTLES OF WATER OFFERED TO PAX NOTHING MORE</p> <p>PAX CLAIMS THAT THE POWER WENT OUT [REDACTED] UNABLE TO ACCESS LOUNGE TO PURCHASE MEALS</p> <p>PAX PRAISES ALL THE CONDS AS THEY DID AN EXCELLENT JOB HANDLING PAX UNDER THE CIRCUMSTANCES</p>

					Non-responsive	[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] She stated in the lounge car "it was absolutely gross, trash all over the floor". Her husband wanted a hot dog and the cafe attendant stated "well i dont know how good it'll be since my microwave isnt working well". [REDACTED] [REDACTED] She stated her husband LOVES amtrak's pancakes in the morning and when it was given it didnt have fruit on the side and it was hard as a rock, and when they stated they wanted coffee and juice and the diner attendant stated "no its coffee or juice". Pax also wanted to bring to amtrak's attention the entire crew was just sitting and hanging out in cafe car with their personal stuff all over the tables and they wouldnt move their stuff for the pax to sit. [REDACTED]
ISS02829825	03/26/2014	COMPLAINT	TRAIN	EQUIPMENT	UNAVAILABLE - LOUNGE	[REDACTED] [REDACTED]
						Travel Feedback [REDACTED] / Reservation Number: [REDACTED] From: [REDACTED] Date: 3/28/2014 11:39:44 AM To: [REDACTED] Subject: Travel Feedback Exemption 6 This was my first trip by train. All of the staff were very nice helpful and accommodating on the trip except for the young woman in the cafe car. I have to say she was just about miserable. She had absolutely no customer service skills whatsoever and verged on being disrespectful. I just wanted to make you aware of this, As someone who runs a staff who need to have excellent customer service skills, I would want to know. Thank you.
ISS02841313	03/26/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	SLOW SERVICE	
						Exemption 6 [REDACTED] [REDACTED] [REDACTED] [REDACTED], RAN OUT OF FOOD IN DINING CAR NO SODA OR BOTTLED WATER.... [REDACTED] TO GET MORE FOOD AND THEY WERE DENIED .THIS WAS 2ND NIGHT ON THE TRAIN...NO FOOD EVEN IN THE SNACK BAR. [REDACTED] [REDACTED]
ISS02829306	03/27/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	

					Non-responsive	<p>EWING LOUG</p> <p>[REDACTED]</p> <p>Cafe car attendant did not open the cafe car after dealing with personal matters</p> <p>-Original Message-</p> <p>From: [REDACTED]</p> <p>Date: 3/28/2014 6:53:56 PM</p> <p>Reservation Number: [REDACTED]</p> <p>Trip/Event Date: 03/28/2014</p> <p>Message:</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> 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[illegible]

[illegible]

					Non-responsive	<p>PNR [REDACTED] Exemption 6</p> <p>--Original Message-- From: [REDACTED] Date: 3/31/2014 3:17:23 PM</p> <p>Message: [REDACTED] [REDACTED] [REDACTED] the high cost of snacks and beverages, I am awed that Amtrak would wonder why people opt not to take the [REDACTED] [REDACTED] [REDACTED] [REDACTED]</p> <p>CHI [REDACTED]</p>
ISS02834514	03/31/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	PRICING	
					Exemption 6	<p>PNR [REDACTED]</p> <p>--Original Message-- From: [REDACTED] Date: 3/31/2014 2:37:43 PM</p> <p>Message: Subject: Jumbo size Twix and Snickers: While I understand your need for ever greater revenue, I am disappointed with your introduction of double size candy. So many retailers no longer stock standard sizes as a consequence. I don't want or need 4 twix bars. Two are sufficient. So I either buy the big one and throw half out or I go without, I don't like waste so I remain without. Is it just about revenue for you? Now I am hungry and annoyed, but I am not wasting food for your convenience. Sincerely, [REDACTED]</p>
ISS02834530	03/31/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD SELECTION	
					Non-responsive	<p>[REDACTED] [REDACTED] Then he went to cafe lounge and its been closed for over 2 hrs and 40mins into the trip so he cant even get a soda or a snack. Also stated train is freezing cold and train is running very late [REDACTED] [REDACTED]</p>
ISS02831050	04/03/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	
					Non-responsive	[REDACTED]
ISS02832158	04/05/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD POISONING	SANDWICH GIVEN TO HER FOR DELAY BUT THE SANDWHICH MADE HER SICK

[illegible]

						<p>████████████████████</p> <p>—Original Message— From: ████████████████████ Date: 4/10/2014 9:38:28 PM To: ████████████████████ Subject: Travel Feedback</p> <p>Subject: Travel Feedback</p> <p>Nature of Comment: Complaint; Train</p> <p>Name: ████████████████████ Email: ████████████████████ Address1: ████████████████████ Address2: ████████████████████ City: ████████████████████ State: ████████████████████ Zip/Postal: ████████████████████ Country: United States Phone Number: ████████████████████ - home Amtrak Guest Rewards #: ████████████████████</p> <p>Reservation Number: ████████████████████</p> <p>Trip/Event Date: 04/08/2014, 07:00</p> <p>Non-responsive</p> <p>Message: ████████████████████ I went to the dining car at 9:00am and asked for a glass of ice water. There had been an announcement that the dining car and the snack area would be serving till 11:00am. There were 4 workers sitting at the tables in the dining car and it looked like they were on break - they were not eating. A man who I believe is named ████████████████████ told me that I'd have to get the water from the snack area. I told him the snack area was closed, even though there hadn't been an announcement about it closing. (Another passenger that I didn't know also was looking for</p>
ISS02844502	04/07/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	<p>Exemption 6</p> <p>PNR: ████████████████████</p> <p>—Original Message— From: ████████████████████ Date: 4/8/2014 5:34:17 PM</p> <p>Message: I am on the train from Washington DC to Norfolk and purchased the business class for the drinks and the cafe has no sodas except Sierra mist and water. We are only 45 minutes into the trip and the train is almost empty and no drinks. I think I will go back to flying.</p>
ISS02840450	04/08/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD SELECTION	

					Non-responsive	[REDACTED]
					Exemption 6	<p>CAFE CLOSES AT MIDNIGHT (BUF BOARDING IS 11:59 PM) BUT IS USED TO THE TRAIN DPTING 10 MIN EARLY AND THE CAFE STILL IS OPEN...FEELS THE CAFE SHOULD HAVE STAYED OPEN UNTIL DPTING BUF LIKE NORMAL.</p> <p>—Original Message— From: [REDACTED] Date: 4/12/2014 12:33:42 AM To: [REDACTED] Subject: Travel Feedback</p> <p>[REDACTED] since your cafe closes at 12 midnight there would be some type of courtesy to say hey, since we were late we're extending the cafe hours for an additional hour for those who was expecting to board at least 10 minutes early as usual. No I didn't expect it for free, I was going to pay for it. Or some type of courtesy snack food would of been appreciative.</p>
ISS02844598	04/08/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	[REDACTED]
ISS02851077	04/08/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	<p>FISH WAS DRY !!!</p> <p>THE PAX IS BOOKED IN BUSINESS CLASS AND STATED HE HAS YET TO RECEIVE HIS BEVERAGE. STATED HE WENT TO THE LOUNGE CAR, HOWEVER, IT WAS CLOSED. STATED HE SAW THE CONDUCTOR EATING AND DRINKING.</p> <p>STATED HE SPOKE WITH AN ATTENDANT IN THE LOUNGE CAR WHO STATED IT WAS CLOSED AND IT WOULD NOT BE OPEN FOR HOURS. STATED HE DID NOT SPEAK WITH THE CONDUCTOR.</p>
					Non-responsive	[REDACTED]
ISS02834480	04/10/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	[REDACTED]
					Exemption 6	PNR [REDACTED]
					Non-responsive	[REDACTED]
						[REDACTED]
ISS02839595	04/10/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>FOOD WAS DELPETEDTHEY RECEIVED WATER ONLY</p> <p>PAX STATE HE IS VERY UPSET ABOUT THE LOUG CAR BEING TAKEN AWAY, PAX STATE THEY HAD TO WALK BETWEEN THREE CARS JUST TO GET TO THE LOUG CAR AND WHEN THEY GOT THERE YOU HAD TO WAIT IN LONG, PAX STATE THE FOOD IN THE LOUG CAR WAS DEPLETED IN 45min, PAX STATE THAT WAS AFTER WAITING IN A LONG LINE, [REDACTED]</p> <p>[REDACTED] PAX STATE THE TRAIN PERSONEL WAS GREAT THROW OUT THE</p>
ISS02839623	04/10/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	WHOLE TRAIN

					Non-responsive	<p>Exemption 6</p> <p>EMAIL LOGGED: -SNACKS SOLD OUT -MENU NEEDS UPDATING,</p> <p>--Original Message-- From: Date: 4/24/2014 3:40:48 PM</p> <p>Message: As a Type 1 diabetic, I usually carry snacks. I was very disappointed to learn Amtrak did not send me an update to their discontinued snacks (dried munchies and fruit). Fortunately I was able to have a 5:00 dinner seating. Dinner took close to 45 minutes before being served with only bread, butter and water available. Wine has also been discontinued. Spring break, your train should have ample supply to accommodate all age appetites. Within the hour after departing the Lorton, VA station, the pizza & snacks from the bar car was sold out of everything, n'l snacks, this was poor planning.</p> <p>Non-responsive</p>
ISS02858426	04/10/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	

ISS02848237	04/12/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	<p>Non-responsive</p> <p>Exemption 6</p> <p>--Original Message-- From: [REDACTED] Date: 4/14/2014 5:32:54 PM To: [REDACTED] Subject: Travel Feedback</p> <p>Subject: Travel Feedback</p> <p>Nature of Comment: Complaint; Train</p> <p>Name: [REDACTED] Email: [REDACTED] Address1: Address2: City: State: Zip/Postal: Country: United States Phone Number: [REDACTED] - mobile Amtrak Guest Rewards #: [REDACTED]</p> <p>Reservation Number: [REDACTED]</p> <p>Trip/Event Date: 04/12/2014, 09:00</p> <p>Message: [REDACTED] [REDACTED] I placed an order for a fruit plate soon after leaving DC, but wasn't served until we were nearly to Wilmington after speaking up when I saw passengers who boarded in Baltimore being served before me. [REDACTED] [REDACTED]</p>
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ISS02802408	04/13/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	Non-responsive [REDACTED]
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					Non-responsive	[REDACTED]
						[REDACTED] Exemption 6 [REDACTED]
ISS02834738	04/13/2014	COMPLAINT	TRAIN	EQUIPMENT	UNAVAILABLE - LOUNGE	[REDACTED]
					Non-responsive	[REDACTED]
ISS02836740	04/13/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	[REDACTED] the cafe had no water and no snacks for her to purchase for her children.
					Non-responsive	[REDACTED]
ISS02836740	04/13/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD SELECTION	[REDACTED] the cafe had no water and no snacks for her to purchase for her children.
					Non-responsive	[REDACTED]
ISS02836771	04/13/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	Also stated that due to the delay the food in the lounge car was depleted and he was only able to have a bag of chips on board the train.

					Non-responsive	<p>RES. # [REDACTED]</p> <p>Exemption 6</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>FOOD SELECTION OUT OF:</p> <p>PAX STATED THAT MOST OF FOODS WERE SOLD OUT BEGALS , HOT DOG...</p> <p>[REDACTED]</p>
ISS02837459	04/13/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD SELECTION	[REDACTED]
					Exemption 6	<p>EMAIL LOG</p> <p>*Pax was given a plastic cup that had a large slice through the bottom of the cup, spilling the contents over. Pax req. \$7 voucher.</p> <p>—Original Message—</p> <p>From: [REDACTED]</p> <p>Date: 4/13/2014 3:35:48 PM</p> <p>Reservation Number: [REDACTED]</p> <p>Trip/Event Date: 04/13/2014</p> <p>Message:</p> <p>I recently purchased a drink on board and was given a plastic cup. Upon pouring my bottle of jack Daniels into my cup I discovered that there was a large slice through the bottom of the cup, spilling the contents over myself and the seat. I returned to the cafe car and requested a new drink but was told that it was against amtrak policy to do that. I fully understand, but the fact remains that I spent 7 dollars for a drink that I couldn't consume due to a faulty cup. Since I use amtrak so frequently, I would like to request a 7 dollar voucher that I could put towards my next purchase. Thanks you [REDACTED]</p>
ISS02850222	04/13/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	[REDACTED]

					Non-responsive	<p>CAP? RAN OUT OF FOOD DIABETIC PAX WHO ACCESS TO PURCHASE FOOD CAR BEHIND CAFE</p> <p>ADV AMTRAK HAS NO CONTROL OVER REQUESTS MADE BY BORDER PATROL OFFICERS TO THROW AWAY FOOD OR REMOVE PSGRS, APOL</p>
					Non-responsive	<p>Exemption 6</p>
ISS02840173	04/14/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>EMAIL LOGGED FOOD: OLD AND STALE</p> <p>—Original Message— From: [REDACTED] Date: 4/18/2014 2:58:59 PM</p> <p>Message: I purchase a roasted turk & swiss sandwich from train 176 from your cafe car. The sandwich costs \$8.50 and was awful. The lettuce was dead, the roll was stale and there was mold growing on the bottom of it even though the sandwich was dated for April 15th. Totally inedible. The [REDACTED] I am a frequent traveler on Amtrak but will not be purchasing any more food from your cafe car,</p>
ISS02852440	04/14/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	
ISS02835194	04/16/2014	COMPLAINT	TRAIN	EQUIPMENT	UNAVAILABLE - LOUNGE	<p>is not PLEASED WITH THE ONE LOUNGE CAR # [REDACTED]</p>

					Non-responsive	<p>[REDACTED] the cafe attendant is extremely rude unprofessional and disrespectful. Talking to her that hes not going to serve her because he dont like her. [REDACTED]</p> <p>UPDATE 4/16/14 945P Pax calling back stating the same thing she said she hasn't eaten because the cafe attendant will not serve her food. *Pax described cafe attendant as short chunky hispanic* Cant get his name because he told her to leave his cafe.</p> <p>UPDATE 4/17/2014...THE PAX SAID THE AGENT CLOSED THE LOUNGE AND SHE COULD NOT GET SOMETHING TO EAT..</p>
ISS02837312	04/16/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	
					Non-responsive	<p>[REDACTED] when going to purchase food the cafe lounge was closed and later on he tried to purchase and credit card machine was down.</p>
ISS02838038	04/17/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	
					Non-responsive	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>FOOD AND WATER BOTTLES IN ALMOST ALL OF THE SEATS LOUNGE/ CAFE CAR UNAVAILABLE THE ENTIRE TRIP</p> <p>—Original Message— From: [REDACTED] Date: 4/18/2014 10:28:08 AM</p>
					Exemption 6	
					Non-responsive	<p>Message:</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED] We were all a bit hungry and were told there was a cafe car on board. So the plan was we would just get our 3 children a little snack on board. While boarding, I asked the gentleman if the "train serves liquor" he responded "yes". I thought to myself "nice can get a drink in since this is an hour and a half ride" My wife agreed. [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED] I had back and they say</p> <p>"Sorry Closed until we get to Canada".</p> <p>[REDACTED]</p> <p>[REDACTED] Clearly wasn't all the staff standing around in the "Cafe cars" job, lastly the widows.. [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
ISS02853890	04/17/2014	COMPLAINT	TRAIN	EQUIPMENT	UNAVAILABLE - LOUNGE	
					Non-responsive	<p>[REDACTED]</p>

					Non-responsive	<p>EMAIL LOGGED:</p> <p>[REDACTED]</p> <p>- DINNER SERVICE DELAYED OVER 30 MINS IN DINING CAR.</p> <p>- DINING CAR ATTENDANT COMPLAINING ABOUT COMPANY CUTBACKS AND STAFFING.</p> <p>--Original Message--</p> <p>Exemption 6</p> <p>From: [REDACTED]</p> <p>Date: 5/1/2014 4:37:36 PM</p> <p>Message:</p> <p>[REDACTED]</p> <p>[REDACTED] The individual working in the lounge car was far from pleasant and seemed to be totally devoid of any interest in customer satisfaction. Fairly early in the trip he was out of various supplies as well. Secondly, the dinner service was delayed by over 1/2 hour. The really wasn't the end of the world but service was unnecessarily further delayed by the diatribe of the individual in charge blaming the delay on management cutting back staff and adding passengers which speech, I gather, was delivered to each of the three dining cars separately.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
ISS02858502	04/17/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	
					Non-responsive	
ISS02840059	04/16/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	SLOW SERVICE	<p>[REDACTED] the line was so long in the cafe & only 1 person working it, it took almost the whole trip to get a cup of coffee... people were leaving the line, the lady working it was overwhelmed</p>

					Non-responsive	<p>Email Logged:</p> <p>Exemption 6</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>Food Depleted</p> <p>—Original Message—</p> <p>From: [REDACTED]</p> <p>Date: 4/30/2014 4:55:19 PM</p> <p>To: [REDACTED]</p> <p>Subject: Travel Feedback</p> <p>Message:</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED] there was very little left in terms of food available at the snack car. We were "fortunate" to get what was left - a hot dog. In order to "make up" time lost the conductor decided not to replenish with the snack car or wagon with food at Albany.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
ISS02859045	04/18/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	
					Exemption 6	<p>RES. # [REDACTED]</p> <p>PAX IS CALLING COMPLAINING THAT SHE PURCHASED SOMETHING IN THE CAFE CAR & WAS CHARGED A EXTRA \$7.00 FOR SOMETHING SHE DID NO PURCHASE.</p> <p>PAX STATED THAT SHE PAID WITH CASH & WHEN SHE FOUND THAT OVERCHARGE THE CAFE CAR WAS CLOSED & SHE WAS ABOUT TO GET OFF THE TR.</p> <p>PAX STATED SHE PURCHASED A SMALL BOTTLE OF WINE & WAS CHARGED FOR A LARGE BOTTL OF WINE.</p>
ISS02835525	04/19/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	PRICING	

					Non-responsive	<p>[REDACTED]</p> <p>FOOD DEPLETED</p> <p>FOOD EXPENSIVE</p> <p>FOOD UNSAVORY</p> <p>[REDACTED]</p> <p>Exemption 6</p> <p>--Original Message--</p> <p>From: [REDACTED]</p> <p>Date: 4/19/2014 8:52:42 PM</p> <p>Message:</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED] Food ran out and with no additional provisions we were forced to purchase unsavory and expensive food.</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
ISS02853592	04/19/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	
					Non-responsive	<p>[REDACTED]</p> <p>FOOD DEPLETED</p> <p>FOOD EXPENSIVE</p> <p>FOOD [REDACTED]</p> <p>[REDACTED]</p> <p>--Original Message--</p> <p>From: [REDACTED]</p> <p>Date: 4/19/2014 9:52:42 PM</p> <p>Message:</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED] Food ran out and with no additional provisions we were forced to purchase unsavory and expensive food.</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
ISS02853592	04/19/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	

					Non-responsive	<p>Exemption 6</p> <p>FOOD DEPLETED FOOD EXPENSIVE FOOD UNSAVORY</p> <p>—Original Message— From: [REDACTED] Date: 4/19/2014 6:52:42 PM</p> <p>Message:</p>
					Non-responsive	<p>Food ran out and with no additional provisions we were forced to purchase unsavory and expensive food.</p>
ISS02853592	04/19/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	PRICING	
					Exemption 6	<p>PNR: [REDACTED] EMAIL LOGGED</p> <p>PAX UPSET TRAIN RAN OUT OF FOOD,</p> <p>—Original Message— From: [REDACTED] Date: 4/28/2014 12:14:13 PM To: [REDACTED] Subject: Travel Feedback</p> <p>Message: Hi, I was disappointed that half way through the trip Amtrak ran out of food. All that was left was soda and peanuts and in the dining car, there was only chicken and no dessert. How can food run out especially since I know all the tickets were sold out? Me and my family were very hungry. Online it said all the tickets were sold out so more food should have been provided.</p>
ISS02859506	04/19/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD SELECTION	

					Non-responsive	<p>CAFE CLOSED DURING THE DELAY NO FOOD OR WATER</p> <p>Exemption 6</p> <p>...Original Message...</p> <p>From: ... Date: 4/22/2014 6:24:14 PM Trip/Event Date: 04/20/2014</p>
					Non-responsive	<p>...the cafe was closed down halfway through the delay so s/he did not have access to food or water, ...</p>
ISS02856497	04/20/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	
					Non-responsive	<p>Reservation Number: ...</p> <p>... food depleted in lounge</p>
					Exemption 6	<p>From: ... Date: 4/21/2014 8:05:53 PM To: ... Subject: Travel Feedback</p>
					Non-responsive	<p>... I got up to go get me something to eat and they had ran out of just about every thing that I asked for ...</p>
ISS02856851	04/20/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	
					Non-responsive	<p>FOOD DEPLETED</p>
					Exemption 6	<p>Original Message</p> <p>From: ... Date: 4/26/2014 8:21:39 PM</p> <p>Message: My 2 young children and I had a horrible experience on train #92 from Fort Lauderdale to NYP. The dining car did not have enough food or the correct food on the menu or the amount to accommodate the passengers. They ran out of children's meals by 12:30 when lunch started at 12:00. The cafe car ran out of food as well.</p>
					Non-responsive	
ISS02853817	04/21/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	

ISS02855765	04/21/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	PAX WAS DISSATISFIED WITH THE CHICKEN, DINING CAR ATTENDANT DIDNT HAVE ANYTHING ELSE THAT WAS APPEALING TO PAX. PNR [REDACTED] Exemption 6
					Non-responsive	EMAIL LOGGED--FOOD/SLEEPER ANEMETIES Exemption 6 From: [REDACTED] Date: 5/5/2014 1:55:10 AM Message: Overall experience was acceptable. Only concerns were: 1. lack of fresh fruit in sleeping car (daily room allotment ?) [REDACTED] [REDACTED] Lack of menu options for kids in cafe/lounge car [REDACTED] [REDACTED] [REDACTED] [REDACTED] Our overall experience was quite satisfactory. I know our children had an experience they will remember for the rest of there lives.
ISS02859523	04/23/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD SELECTION	
					Non-responsive	[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] PAX CALLING TO REPORT MALE. CAFE CAR ATTND (SAID CANNOT HAVE FOOD IN CAFE CAR DUE TO REGULATIONS) ASKED CONDUCTOR SAID CAN HAVE AT SEAT ONLY.....GIRLS HAVE ALLERGIES...BROUGHT SNACKS FOR GIRLS WENT LOUNGE CAR..PUT FOOD AWAY AND WAS PLAYING CARDS WITH FAMILY WOULD HAVE PURCHASED DRINKS..ATND CALLED FAMILY OUT STATED OVER P/A SYSTEM SEATS FOR PAX'S PURCHASING FOOD ONLY.. [REDACTED]
ISS02840949	04/24/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	
					Non-responsive	- Food selection is not satisfactory to pax [REDACTED] [REDACTED]
ISS02841146	04/25/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD SELECTION	
ISS02845937	04/25/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	PAX REPORTS SHE HAD LAMB FOR HER MEAL ON THE TRAIN AND NEXT 3DAYS SHE WAS VOMITTING. PNR [REDACTED] Exemption 6
ISS02857833	04/25/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD POISONING	pax stated she got food poisoning on train pax had lamb for dinner and sick for two days after and wanted this noted

						Exemption-6
						BOTH SNACK AND DINING CAR WERE CLOSED...ONLY ANNOUNCEMENT MADE WAS FOR THE SNACK CAR BEING CLOSED --Original Message-- From: [REDACTED] Date: 4/25/2014 3:06:42 PM The train closed the snack car after announcing it would close for an hour starting at 2:20 p.m., however the restaurant car made "no" announcement. My family and I went to the restaurant about 2:45pm.. We were told by the female Amtrak employee that they were as of the minute we arrived closed. I said you made no announcement of your closing. She said yes we did, I asked my wife if she heard anything. Obviously, she didn't. The female Amtrak employee said we made several announcements that the restaurant was open. I said we just got on the train in Winter Haven, and that is what we heard. I said you do understand that "open" means "open", but the female Amtrak employee said we are closed. I noticed that the kitchen was already being cleaned. It is my opinion these Amtrak employees were shutting down early so they (there were several Amtrak) employees could have the restaurant for their enjoyment and not the traveler. So my family with kids 7 & 8 are left with no place to get food or drink. Why would Amtrak allow both places to be closed at the same time? The female Amtrak employee needs an English lesson!
ISS02858306	04/25/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	Exemption 6
ISS02843343	04/26/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	PNR [REDACTED]...THE PAX SAID THE AGENT WAS NOT THERE FOR THE LOUNGE CAR...SHE SAID THIS KEEPS HAPPENING..AN ANNOUNCEMENT WAS MADE THAT THE AGENT MISSED THEIR TRAIN AND THERE WAS NO LOUNGE CAR AVAILABLE...
ISS02844107	04/27/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	TOOK LOUNGE OFF IN SPK PASSENGER IS UPSET WITH THAT WANTED TO SIT IN DINER THEY WERE TOLD NO
						EMAIL LOGGED --Original Message-- From: [REDACTED] Date: 5/13/2014 9:58:52 AM Message: [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] When I went into the lounge car, there was a sign that the counter was closed for 30 minutes. I thought I would wait and sit by the window in the lounge since I did not have a window seat of my own. There were no table seats available as 2 of the 6 lounge tables were being occupied by the employees of the train, including the Conductor. The food in the lounge was unappealing. [REDACTED] [REDACTED] [REDACTED]
ISS02853811	04/27/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	Non-responsive

						<p>EMAIL LOGGED:</p> <p>FOOD DEPLETED/LOUNGE</p> <p>Exemption 6</p> <p>-Original Message-</p> <p>From: [REDACTED]</p> <p>Date: 4/27/2014 5:32:06 PM</p> <p>To: [REDACTED]</p> <p>Subject: Travel Feedback</p> <p>Message:</p> <p>At 6pm your Club Car should not be sold out of multiple items. I understand its been a busy day, but someone should know to have the train better stocked. No fruit? No vegetables? You are losing out on money and hungry customers are NOT happy customers!!</p>
ISS02858638	04/27/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>Exemption 6</p> <p>Non-responsive</p> <p>PNR [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
ISS02843766	04/28/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	<p>Non-responsive</p> <p>WHILE IN THE DINING CAR THE FOOD THAT WAS ORDERED WAS NOT WHAT WAS REQUESTED AND THE FOOD WAS COLD WHEN IT WAS RCVD</p> <p>[REDACTED]</p>
ISS02845770	04/28/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	<p>Non-responsive</p> <p>PAX GOT BREAKFAST FROM DINING CAR AND WANTED TO TAKE TO CAFE CAR TO EAT AND IT WAS CLOSED SO THEY HAD TO GO EAT AT THEIR SEATS AND THERE WAS NO ANNOUNCEMENTS THAT THE CAFE CAR WAS GOING TO CLOSE</p> <p>[REDACTED] WAS AMAZING AND CAME THROUGH TO SEE IF EVERYTHING WAS OK GAVE DRINKS AND WENT ABOVE AND BEYOND TO MAKE PAX HAVE A WONDERFUL TRIP</p>
ISS02843115	04/30/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	SLOW SERVICE	<p>Non-responsive</p> <p>PAX ADV CREDIT CARD MACHINE WAS NOT WORKING WHEN HE ATTEMPTED TO USE HIS DEBIT CARD TO PURCHASE FOOD</p>
ISS02844281	04/30/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD SELECTION	<p>Non-responsive</p> <p>[REDACTED] DUE TO LATE TRAIN PAX WAS GIVEN BEEF STEW OVER RICE FOR LUNCH AND THERE WAS NO BEEF IN IT</p>
ISS02845230	04/30/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>Non-responsive</p> <p>[REDACTED] CLAIMS CAFE CAR RAN OUT OF FOOD//HAD A LOAD OF 4TH AND 5TH GRADERS EATING UP ALL THE FOOD IN CAFE</p>
ISS02856971	05/01/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	<p>Non-responsive</p> <p>[REDACTED] CHICKEN SALAD BAD</p>
ISS02844707	05/04/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>Non-responsive</p> <p>[REDACTED] LOUNGE CAR OUT OF FOOD</p>

[illegible]

					Non-responsive	[REDACTED]
					Non-responsive	STATES THE FOOD/BEVERAGE BECAME DEPLETED...FELT THAT BY LAW A REQ SHOULD BE IN PLACE TO HAVE EXTRA FOOD/BEVERAGES STORED AWAY IN CASE OF CERTAIN DISRUPTIONS LIKE THIS WERE TO OCCUR AND THEY SHOULD BE GIVEN TO THE PAX FREE OF CHARGE
					Non-responsive	[REDACTED] Exemption 6
ISS02850420 ISS02854103	05/16/2014 05/16/2014	COMPLAINT COMPLAINT	TRAIN TRAIN	LOUNGE SERVICES LOUNGE SERVICES	FOOD DEPLETED FOOD UNSATISFACTORY	[REDACTED] //food in lounge was horrible Exemption 6
					Exemption 6	EMAIL LOGGED: -CAFE CAR OUT OF BREAKFAST SANDWICHES --Original Message-- From: [REDACTED] Date: 5/16/2014 8:40:11 AM Message: By 7:30 am (Ashland, Va) on train 174, the breakfast sandwiches in the cafe car were all gone. It seems the cafe car was not given an adequate supply.
ISS02859744	05/16/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	[REDACTED]
ISS02852049	05/18/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	[REDACTED] Stated lounge was always clothes, [REDACTED]
					Non-responsive	[REDACTED]
ISS02854371	05/20/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	[REDACTED] FOOD WAS HORRIBLE //FOUND HAIR IN SALAD AND CHECKEN WASNT FINISHED //RAIN OUT OF FOOD AND WAS GIVEN BEEF STEW AND RICE //CLAIMS RAN OUT OF FOOD IN DINING CAR AND LOUNGE AND RESTROOMS SMELLED BAD
					Non-responsive	[REDACTED] ...THE FOOD WAS SOLD OUT... [REDACTED] THE OTHER AGENTS ON THE TRAIN WERE EXCELLENT
ISS02855045	05/21/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	[REDACTED]

ISS02860104	05/21/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	Non-responsive HOURS UNSATISFACTORY	THE HOURS OF THE LOUNGE WERE NOT POSTED...SHE COULD NOT EVEN GET A WATER...
ISS02857080	05/22/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	PAX STATES SHE ORDERED A TURKEY SANDWICH. IT WAS FROZEN IN THE MIDDLE. SHE ASKED THE ATTENDANT TO PUT IT IN THE MICRO WAVE. IT WAS STILL FROZEN. SHE ASKED AGAIN. THE ATTENDANT TOLD HER IT WAS TIME FOR HER LUNCH AND SHE CAN NOT HEAT THE SANDWICH AGAIN. PAX STATES SHE THREW IT A WAY
					Non-responsive	-PAX EMAILED US -BAGEL ...HARD & EXPIRED [REDACTED] PAX EMAILED: -Original Message-- From: [REDACTED] Date: 5/23/2014 12:26:21 AM Message: [REDACTED] Bagel I purchased was harder than a rock, sticker says it expired September of last year. Not ok.
ISS02859325	05/22/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	
					Non-responsive	RES/ [REDACTED] [REDACTED] [REDACTED] [REDACTED] WE SHOULD SHUT DOWN THE LOUNGE CAR AT 11PM OR MIDNITE. WE STOPPED THE WINE WITH YOUR MEAL. [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
ISS02854638	05/23/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	
					Exemption 6	PNR [REDACTED]
					Non-responsive	[REDACTED] [REDACTED] [REDACTED] [REDACTED] NO FOOD WAS AVAIL AFTER 6P WHEN
ISS02855457	05/23/2014	COMPLAINT	TRAIN	EQUIPMENT	UNAVAILABLE - LOUNGE	WANT TO GET SOMETHING FOR HER CHILDREN
					Non-responsive	[REDACTED] [REDACTED] FOOD DEPLETED [REDACTED] [REDACTED] [REDACTED] [REDACTED]
ISS02855751	05/23/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	
ISS02854187	05/25/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	Non-responsive FOOD DEPLETED	[REDACTED] NO BANANNAS OR GRAPE JELLY

						email logged Exemption 6 Downeaster Promotion lounge car --Original Message-- From: [REDACTED] Date: 5/28/2014 6:38:52 AM To: [REDACTED] [REDACTED] [REDACTED] The dining car was out [REDACTED] [REDACTED]
ISS02860166	05/25/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	Non-responsive Exemption 6
ISS02858586	05/27/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	Non-responsive PNR [REDACTED] [REDACTED] [REDACTED] ONLY A HAMBURGER OR CHICKEN SANDWICH WAS AVAILABLE FOR LUNCH AND FOOD WAS DEPLETED BEFORE TRAIN REACHED SEA
ISS02857459	05/28/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	Non-responsive [REDACTED] [REDACTED] PAX STATES WHEN THEY WERE ORDERING IN THE DINING CAR, THE FIRST 4 MENU ITEMS THEY SELECTED OFF THE MENU WERE UNAVAILABLE. PAX STATES THE LOUNGE CAR WAS DEPLETED, ONLY HAD A FEW BAGS OF CHIPS, NO REDBULL AND NO SODA AT ALL. ALL THEY HAD WAS CEREAL AND WATER.
ISS02857119	05/30/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD SELECTION	Non-responsive [REDACTED] food selection in lounge car, pax on strict diet & not happy wselection, adv for future to possibly pack something pax is able to eat just in case selection not good
ISS02857492	05/30/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD POISONING	Non-responsive [REDACTED] [REDACTED] PAX STATED THAT HER AND HER HUSBAND GOT A HOTDOG FORM SNACK CAR AND HE GOT SICK SO SHE CALLED TO UPGRADE TO A ROOM BECAUSE HE WAS SICK AND SHE HAD TO GO HAVE DINNER ALONE BECAUSE HE WAS SICK AND THEY DIDNT ENJOY THE REST OF THE TRIP PAX FEELS THEY SHOULD GET COMP FOR THE MONEY THEY HAD TO PAY FOR THE ROOM [REDACTED] [REDACTED] [REDACTED]
ISS02857373	05/31/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD SELECTION	PAX STATED THAT IN DINNING CAR ONLY OFFERED PAX SOY BUGER AND HAMBURGER FOR THE LAST TWO DAY FOR LUNCH AND SHE DONT EAT THAT KINDS OF FOOD AND THERE DONT GIVE DESSERTS PAX WENT TO LOUNGE CAR TO BUY SOMETHING AND THEY RAN OUT OF FOOD TO PAX HAD TO BUY PEANUT M&MS

						<p>RES# [REDACTED] PAX STATES SHE IS AN AGR PAX ORDERED A STEAK DISH SPENT \$25.00... STEAK WAS NOT BACK GREEN BEANS WERE COLD ...TASTELESS DONT BELEIVE THEY WERE FRESH ...LOOKED LIKE THEY WERE SITTING FOR A WHILE.. SPOKE TO WAITER NOT APOLOGY.. AND SALAD..WAS LUMP</p> <p>Exemption 6</p>
ISS02859782	05/31/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	<p>NO RESPONSE...FROM WAITER...</p>
ISS02858161	06/03/2014	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD SELECTION	<p>[REDACTED]</p> <p>BOARDED AT NYP FIRST CLASS ATTND ANNOUNCED NO PORK...NEXT LASAGNE ADVSED OUT OF THAT TOO...THEN CURRY CHICKEN SALAD...DIDNT TASTE LIKE HE HAD BEEN REFRIDGERATED PROPERLY.</p>