

Route	Train	Recorded	Origin	Dest	Nature	Category	Group	Reason	Case Description	Comment Text
Lake Shore Limited	48	01/02/2019	CHI	NYP	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	Great staff, very helpful and friendly. Very disappointed that the dining car is not available for coach. May reconsider future travel if it is not available any more. The service on the train was good but the food was not good. The service on the Lake Shore Limited train is a disappointing turn for Amtrak. I traveled the Southwest Chief during this trip, and the meals and meal choices on that train were quite good. Ironically, the Lake Shore leg of the trip cost hundreds of dollars more than the Southwest Chief, for the same length of travel. Amtrak is charging premium prices for a sub-par travel experience. I have to add that the quality of the boxed meals is inconsistent. On the west-bound train, the yogurt was packaged separately from the granola, but on the east-bound train the granola was dumped into the granola and was soggy. The east-bound train's meal also had literally half as much fruit. Again, that may sound trivial, but it shows that Amtrak is not just cutting corners it is cutting corners on the corners, making a disappointing meal a genuinely bad meal. Comfort is the only advantage train travel has over air travel. Business and measure travelers can fly to any destination in the US much faster and for much less money. Amtrak needs to be making train travel more comfortable, not less.	-Pax email states: Very disappointed that the dining car is not available for coach. May reconsider future travel if it is not available any more. Business and measure travelers can fly to any destination in the US much faster and for much less money. Amtrak needs to be making train travel more comfortable, not less.
Lake Shore Limited	49	01/02/2019	ROC	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	Complaint: Passenger is very unhappy with the box meals. She has been taken this train ride for years. She said the dining car was nice. When received the boxed meals was disgusting, was high in sodium. She had the eggplant wrap was 1000mg of sodium, was like shoe leather. NO warm breakfast. WAS going to take the train but now she is taking a car. So disappointed. PLEASE CHANGE BACK!! It is the meals is what make it. NO white tablecloth. *****Offered ETV for \$75.00 but is refusing due to she will not be taking the train again !!! they love the OLD way!!! Source/Member Web Member Number: Name: Respond Via Email:Yes Subject:Tell us what you think Comments: The management of Amtrak is cutting costs that make train riding less enjoyable. The sleeping car benefits, have been cut back. The lounge car has been eliminated what a mistake that was. And your call-center is now moved to Florida eliminating jobs and lowering morale of Amtrak. Poor management of an important American tradition. I used to love taking the lake shore limited because lack of TSA groping, and the sit down food service in a civilized dining car. Since Amtrak took out dinning on lake shore in an attempt to save money and offers boxed food now, I see no reason to take Amtrak twice yearly to my World Trade Center medical appointments back in nyc.	Complaint: Passenger is very unhappy with the box meals. She has been taken this train ride for years. She said the dining car was nice. When received the boxed meals was disgusting, was high in sodium. She had the eggplant wrap was 1000mg of sodium, was like shoe leather. NO warm breakfast. WAS going to take the train but now she is taking a car. So disappointed. PLEASE CHANGE BACK!! NO white tablecloth.Undo
Lake Shore Limited	48	01/02/2019	CHI	ALB	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION		
		01/02/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		
		01/02/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		
		01/02/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	I was sorely disappointed to find that one of the things I was really looking forward to on this trip was removed! The hot meal served graciously in the dining car is gone! YIKES!!! WHY would you do that?? This was really nice to sit at a nice table with a tablecloth and real china and metal flatware, and meet fellow travelers over a yummy hot meal. I met lots of nice people over the years this way, exchanging views, travel experiences, and then retiring to the privacy of my sleeper car roomette. --- Well heck we might as well be riding on the TransSiberian express in Russia now. No hot meals there either. -- Now here in the USA we have cold-dinner-in-a-box. NOT GOOD!! -- Please bring back the dining car and the gracious hot meal by next Christmas when I make this trip again! Thank you for listening. my daughter and I were looking for the dining car for breakfast and we were shocked and dismayed to find none. I am very disappointed to learn that you have cut the dining car off of the Lake Shore Limited. This is the train I take most often, and I always look forward to having eggs or french toast in the morning. We will be taking the sleeper back home (Res:) and are sad that we won't be able to have a hot, sit-down meal included in that fare. I have two requests/recommendations: 1) RETURN THE DINING CAR to that train, restoring employees' jobs and giving customers an amazing and memorable dining experience; and if you cannot or will not do this, 2) WARN customers who are considering taking the sleeper that although they are still being charged the same steep price for their sleeper, they will not be offered dining service but will instead be handed a cardboard box. Then prepare to deal with appalled people.	Email says: my daughter and I were looking for the dining car for breakfast and we were shocked and dismayed to find none. I am very disappointed to learn that you have cut the dining car off of the Lake Shore Limited. This is the train I take most often, and I always look forward to having eggs or french toast in the morning. We will be taking the sleeper back home (Res:) and are sad that we won't be able to have a hot, sit-down meal included in that fare. I have two requests/recommendations: 1) RETURN THE DINING CAR to that train, restoring employees' jobs and giving customers an amazing and memorable dining experience; and if you cannot or will not do this, 2) WARN customers who are considering taking the sleeper that although they are still being charged the same steep price for their sleeper, they will not be offered dining service but will instead be handed a cardboard box. Then prepare to deal with appalled people.
Capitol Limited	29	01/02/2019	WAS	CHI	COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Your food on Capitol Limited is horribl	
		01/03/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	change in food on long dissonance train	pax has food allergy and now with the box food she not able to eat any of it and it not fair to pay for rooms and not get the to experience the dining car and eat the food. She requested to get a the kids box due to it have a few thing sh can have. Not happy with the CEO making the changes on the train like the airlines. Pax stated that tables in dining car were sticky & dirty because there was only one women in the car to pass out boxed lunches. Pax also stated that the box lunches are horrible & he was advised buy train staff that Amtrak has made cut backs & they are understaffed.
Capitol Limited	30	01/04/2019	CHI	WAS	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	Accommodation unsatisfactory Food complaint Website complaint	
		01/04/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Just completed travel from BOS to NOL using LSL, and CONO. I have been travelling Amtrak for 25 years and have seen many changes. I am extremely disappointed in the removal of Baggage service out of BOS on the LSL. I enjoy the first class service but without checked baggage this will be impossible to deal with. I am also severely disappointed in the downgrading of the dining services on each of these trains. The cost of these tickets have not gone down but the food options certainly have. One of the best parts of the travel had been eating in the dining car-meats in the morning, burgers at lunch, and the steaks at dinner time, replaced by what? box lunch- such a shame. Brand new dining cars but a real disappointment. The service recieved by the crews was very good but a bit confused- one leg we were offered complimentary alcohol on the LSL each meal, but on the return only one drink served at 9:30 PM. I understand the need to cut costs but there are better ways- for instance- Last year we were on the LSL with a connection for the SWC, six hour window should be ample, wrong! We pulled in five minutes after the scheduled departure time for the SWC- anyone with a fiscal responsibility would have held that train for 15 minutes to allow the hundred or so passengers make the connection. Not Amtrak- they would rather spend the money to provide hotel rooms, food and taxi service at a cost of who knows how much. If you are going to continue to cut services than let it reflect in cutting the price of these trips	unhappy with the baggage policy out of BOS for LSL and also with the food changes on the LSL.

Capitol Limited	30	01/07/2019	CHI	WAS	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	Complaint odor and rough ride. Not happy with the food service had wonderful food. Now is box food. Under staffed. Going to the boxed meals was a bit of a disappointment, however they were of very high quality. Please keep the quality up, and don't reduce it to something like you get on airlines. I would recommend that you add another hot entree, especially during the winter time.	Not happy with the food service use to have wonderful food. Now is box food. Under staffed. Email Said: Going to the boxed meals was a bit of a disappointment, however they were of very high quality. Please keep the quality up, and don't reduce it to something like you get on airlines. I would recommend that you add another hot entree, especially during the winter time.
Lake Shore Limited	449	01/08/2019	FRA	CHI	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD SELECTION	have purchased many sleepers from Amtrak and have traveled many times with my family (10 or more) throughout the country. However, I will rethink this. I was so disappointed. The cabin attendant was surly and basically none existent. I only saw him twice throughout the trip. The worst disappointed was the food. He asked what I wanted and told me that there was no longer in Hot food service on the train. He showed me a menu of limited selection and then brought it to me in a shopping bag and told me that I could keep the bag. The pot roast, baked potato and even the roll were all cold and served in an aluminum container; the baked potato and roll were frozen. He brought me a muffin, yogurt and fruit for breakfast, none of which I could eat since I am diabetic. The aluminum container reminded all of us in the sleeping compartments of utensils used to feed animals, not people. Who could have thought that an aluminum container was a good idea? It was a take it or leave it situation. What has happened to the service on the train. Every seat was filled and has been since I have been traveling on the train, yet service continues to deteriorate. If this is an effort to duplicate the horrible food and service that his foisted on passengers on planes, then you have succeeded. The nature of train travel and the time that it takes to get from one site to another should dictate hot food rather than leftovers from Fido. Passengers deserve better than this.	The worst disappointed was the food. He asked what I wanted and told me that there was no longer in Hot food service on the train. He showed me a menu of limited selection and then brought it to me in a shopping bag and told me that I could keep the bag. The pot roast, baked potato and even the roll were all cold and served in an aluminum container; the baked potato and roll were frozen. He brought me a muffin, yogurt and fruit for breakfast, none of which I could eat since I am diabetic. The aluminum container reminded all of us in the sleeping compartments of utensils used to feed animals, not people. Who could have thought that an aluminum container was a good idea? It was a take it or leave it situation. What has happened to the service on the train. Every seat was filled and has been since I have been traveling on the train, yet service continues to deteriorate. If this is an effort to duplicate the horrible food and service that his foisted on passengers on planes, then you have succeeded. The nature of train travel and the time that it takes to get from one site to another should dictate hot food rather than leftovers from Fido. Passengers deserve better than this.
Capitol Limited	29	01/09/2019	WAS	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	dinner on train-lake shore ltd. on sat, 12/28/was abysmal. the so called modern dining was a boxed lunch-mystery meat with dead green beans-concrete like polenta a small salad and a cookie like desert-this food is disgusting. for the price of a first class ticket customers deserve a real dining car meal. no one in the new dining car liked this food-even the kids thought that McDonalds food was better. Whose idea was this? Maybe you should find someone to run your trains who knows what makes travel by train better than flying. Your attendants seemed actually embarrassed to serve this stuff. No breakfast meals were delivered-so the attendant did his best to serve what was on hand. You would build your business by capitalizing on the best parts of train travel-and not by cutting your staff.	
Lake Shore Limited	49	01/10/2019	NYP	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	letter rec'd dated 11/13/18...attached	Pax claims that her breakfast bowl was the worst offering she has ever had in her life.
Capitol Limited	30	01/10/2019	CHI	WAS	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	the transition to pre-packaged meals on the sleeper car accommodations is unfortunate. The former dining service was better, even though it took a bit more planning. The hot dinner choice was of good quality for prepackaged food. However, the all-or-nothing box meals for breakfast are quite wasteful if one doesn't eat yogurt or the sugary granola that comes with it. Additionally, the breakfast contained a 'granola bar' that was also very sugary. With the diner service that existed before, one could order things better suited to one's health and preferences without the unfortunate waste of half the contents or more.	change in food service disappointing
Lake Shore Limited	449	01/10/2019	BOS	CHI	COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	letter rec'd dated 11/27/18...attached	pax states she did not enjoy the food
Lake Shore Limited	48	01/15/2019	CHI	SDY	COMPLAINT	TRAIN	DINING SERVICES	FOOD UNSATISFACTORY	no diner on train	disappointed no diner /
Lake Shore Limited	449	01/15/2019	CHI	SDY	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	no red cap service / or people mover	the change from dining car to boxed food was disappointing comparing to dining experience.
Capitol Limited	29	01/16/2019	WAS	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	Me and a friend traveled on the capital limited train number 29 on Jan 9th to Jan 10th from Martinsburg WV to Chicago. I was helping out a friend get to Chicago using my guest rewards points, and when we got to Chicago on Jan 10th my plan was to drop him off and head right to the airport and fly right back home. I just want to start by saying , the onboard staff on that train was nothing short of amazing. There customer service was above and beyond. But I wanted to address some concerns that I had about the provisions and dining service aboard this train. We boarded in Martinsburg and was informed that there is no longer a dining car on this service, which took me by surprise and was extremely disappointing because I wanted to show this off to my friend, which was his first time traveling in a overnight first class sleeper. When we got to the cafe car to get our new boxed meals, (only 30 minutes after we boarded) we were informed that only 1 option was available from the 4 options on the menu. I find this catering and provisioning pretty unacceptable especially when traveling in first class sleeper accommodation. When we woke up for breakfast the same thing happened! We were extremely disappointed, and I was very much annoyed that my friends first time on the train didn't get the experience that I've had before. Another issue that I had, was when I dropped him off in Chicago, I went right to the airport to fly back to Washington DC, Regan Airport, but due to weather in Chicago the plane needed to be deiced and we were delayed about an hour. My plan was to land at Regan Airport at 3pm and then catch a very quick Uber over to DC Union station to catch Amtrak 29 back to Martinsburg on Jan 10th. my reservation number for that trip was [REDACTED]. By the time we landed in Regan airport, I was running late and I had missed the 405pm departure on train number 29. The ticket counter staff was able to give me a refund minus a \$5 cancellation fee, and then ticket me on the commuter slower MARC train to Martinsburg. I feel like the \$5 fee that I was stuck with is not fair due to my circumstances. I hope that someone can help with these two issues. Thank you for your help. My Amtrak quest rewards number is [REDACTED]. Thank you [REDACTED]	Pax only had one option for dining out of the 4 choices. Noth in dinner and breakfast. Unhappy with the new dining service
Capitol Limited	29	01/16/2019	MRB	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD DEPLETED		

						For nearly 20 years I have taken a sleeper on the Lake Shore Limited between Boston Massachusetts and Toledo Ohio and return. It has been a very pleasant way to travel, and the agents in both stations have been very helpful. I check my luggage for several weeks, relax in the compartment, and enjoy the trip. However, when I went to book a room from Chicago to Boston at the end of this month as the final leg of a long anticipated cross country trip, I had an unpleasant surprise - there is no checked baggage to and from Boston on the Lake Shore Limited. I am a senior citizen have been a loyal rider of trains all my life. Please reverse this change as it will make it impossible for me to use Amtrak on these trips in the future. I live in New Hampshire and occasionally traveled out of Worcester. However, several years ago checked baggage was discontinued there, leaving only Boston. Recently, dining service was discontinued and replaced with boxed dinners. Are you gradually decreasing amenities in order to kill off passenger service? :-)	
	01/17/2019		COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	
						CHANGE IN SERVICE	
	01/17/2019		COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	dining car changes
	01/17/2019		COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	
	01/18/2019		COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	
	01/18/2019		COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	PAX UPSET ABOUT CHANGES TO CAPITOL LIMITED BAGGAGE AND DINING CARTS
	01/18/2019		COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	change in food service disappointment

Capitol Limited	29	01/21/2019	WAS	CHI	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	we were very impressed with the great service we received from our (the client give us his last name) and the staff in the dining car. Exemption 6 The food was great. We were not impressed with the food or service that we got on the trip both from Chicago to D.C. and D.C. to Chicago. The food was horrible. If we wanted to travel on an airplane, we could have. I think it was a big mistake to take away the dining car experience that is on both routes for Train #7 & 8. I've traveled on Via Rail in Canada and thank goodness they haven't made the mistake you did in taking away the dining room experience. If the CEO you hired from Delta was responsible for the decision that was made on the route from Chicago/D.C., he needs to go back to the airplane and leave the train experience the way it was.	We were not impressed with the food or service that we got on the trip both from Chicago to D.C. and D.C. to Chicago. The food was horrible. If we wanted to travel on an airplane, we could have. I think it was a big mistake to take away the dining car experience that is on both routes for Train #7 & 8. I've traveled on Via Rail in Canada and thank goodness they haven't made the mistake you did in taking away the dining room experience. If the CEO you hired from Delta was responsible for the decision that was made on the route from Chicago/D.C., he needs to go back to the airplane and leave the train experience the way it was.
Capitol Limited	29	01/22/2019	WAS	CHI	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	Internal log: From: Exemption 6 Sent: Friday, December 14, 2018 9:54 AM To: Exemption 6 Customer Relations <Relations@Amtrak.com> Subject: Shelley Brown (#7014025469) Hello! Please start a file. Member Exemption 6 Exemption 6 Reason Redemption - Travel Comments at Exemption 6 - 12/14/2018 08:48am CT 8A5101 - Mbr is in the middle of Travel - 98 ORL-WAS 12DEC MD H 9810 29 WAS CHI 13DEC HD H 2900 on train now 421 CHI-SAS 14DEC ED 006 2130 called to point out her pnr was not booked w/ a connection thru NYC as she requested back in AUG - she didn't like her 9 hr delay in Was DC - I asked her if she spoke to a tix agnt in Was upon arrival to see if we could accommodate her w a connection thru NYC - she said no my train left - as I was explaining the alternate connection to answer her question she cut me off & asked for points as compensation - as I began to explain my denial - she disconnected. Thank you! Exemption 6	passenger not happy with the dining service boxed meals
Capitol Limited	29	01/22/2019	WAS	CHI	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	Internal log: From: Exemption 6 Sent: Friday, December 14, 2018 9:54 AM To: Exemption 6 Customer Relations <Relations@Amtrak.com> Subject: Exemption 6 Exemption 6 Hello! Please start a file. Member Exemption 6 Exemption 6 Reason Redemption - Travel Comments Exemption 6 - 12/14/2018 08:48am CT 8A5101 - Mbr is in the middle of Travel - 98 ORL-WAS 12DEC MD H 9810 29 WAS CHI 13DEC HD H 2900 on train now 421 CHI-SAS 14DEC ED 006 2130 called to point out her pnr was not booked w/ a connection thru NYC as she requested back in AUG - she didn't like her 9 hr delay in Was DC - I asked her if she spoke to a tix agnt in Was upon arrival to see if we could accommodate her w a connection thru NYC - she said no my train left - as I was explaining the alternate connection to answer her question she cut me off & asked for points as compensation - as I began to explain my denial - she disconnected. Thank you! Exemption 6	passenger not happy with the dining service boxed meals
		01/22/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	I was Looking at booking a trip from Wilmington To Flagstaff in July and I looked at the Dinner car Menu for the Capital limited and It sucks (sorry) But it does! I have rode for many years and that makes me not want too and may not for that reason! If the menu changes please let me know so I can book my trip!	Dining menu changes for Capitol Limited.
		01/22/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	presidential letter rec'd dated 12/28/18...attached could not locate travel CHI-NYP, only could locate the first half of travel pax mentions in letter	PAX UPSET WITH DINING CHANGES ON LSL AND CL
Capitol Limited	29	01/23/2019	WAS	CHI	COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	only could locate the first half of travel pax mentions in letter four boxed breakfasts on the Lake Shore Limited was awful. I can't eat grains so all I could eat was the yogurt (after scraping off the granola) and the fruit which was so unripe and hard I didn't eat it. Processed packaged foods is not breakfast. Disposing the box in a trash can at the end of the car (which certainly spoils the look of the car) is not service. If I want no food and no service I can fly for less money and in less time. People take the train because it is a great experience or was before these changes which is making it less so. A free alcoholic drink does not make up for the lack of hot meals and dining service. The staff of the dining cars always added to the positive experience of taking a train. Getting rid of this service diminishes the experience greatly.	email logged: complaint about boxed meals
Capitol Limited	29	01/23/2019	WAS	CHI	COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	presidential letter rec'd dated 11/26/18...attached	PAX UPSET ABOUT CHANGING TO LSL AND CL DINING
Capitol Limited	29	01/24/2019	WAS	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION	Forgotten Checked Baggage I said for a roommate roommate was not working, it was tiny, the train did not have a regular dining car. Attendant had to serve us and coach passengers, so we had to eat and rush for dinner. Had to use toilets in the coach cars, which were all filthy (did not flush and sink backed up). I have to comment that the attendants Exemption 6 - car #9 and the dining person (do not know his name) were very accommodating. Our experience with Amtrak on this leg of the trip was not enjoyable. The two individuals mentioned above should be commended for going to extra mile under such stressful condition to accommodate passenger the best way possible as the situation dictates. Crossing our fingers that the return leg of this travel will be better.	PAX felt the boxed food service wasn't of any type of quality
Lake Shore Limited	49	01/24/2019	ALB	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	I booked a viewliner roomette going from NYC to Waterloo,IN. As of 8:00pm when I went to go get dinner in the dining car there were no meals available. As meals are included in the purchase of a ticket AND I expect a repeat occurrence at breakfast based on the dining car attendant's confusion about why the train was not stocked with the appropriate number of meals, I request a refund of partial or all of my ticket price.	Restroom not working in the roomettes. Pax had to use coach restrooms - dirty and backed up. No dining service (boxed lunches) Praise for sleeping attendant and dining attendant
Lake Shore Limited	49	01/28/2019	NYP	WTI	COMPLAINT	TRAIN	DINING SERVICES	FOOD DEPLETED	Train #48 - Lake Shore Limited - Dining Car Passenger states when she inquired about breakfast and dinner announcement conductor advised her dining car not available for people traveling in coach only sleeper car paxs	Pax stated "no meals were available" Unsure if only some choices were depleted or all.
Lake Shore Limited	48	01/28/2019	UCA	NYP	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	Your food menu was to be desirable for a vegetarian/ vegan now they are a real stretch. We use to travel a lot by train several times a year. The prices for sleepers and sky rocketed and we had gotten to the point that we didn't bother to go to the dinner due to the quality of food. It's like you're not interested in the customer. Exemption 6	Pax upset about dining car not being available..... Passenger states when she inquired about breakfast and dinner announcement conductor advised her dining car not available for people traveling in coach only sleeper car paxs
Lake Shore Limited	49	01/28/2019	NYP	CHI	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	We are strong against removing the dining car from the Lake Shore Limited and other lines. The dining car is a necessary part of the trip when the trip covers more than one day. It is also a very enjoyable part of the trip because of the interaction with other travelers as you never know who will be sitting with you. The last trip we took on the Lake Shore Limited in September and returning in October, there was very few breakfast items in the cafe car so basically it was going without. Amtrak is trying to attract travelers and then they remove a vital part of the traveler's experience, everyone has to eat. Thank you.	change in service very disappointing
		01/28/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		- Email logged. - Change in service complaint; Contemporary Dining.

Lake Shore Limited	49	01/29/2019	BUF	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION	The onboarding attendants in the lounge and my sleeping car were great. Very informative and helpful. I have been taking the LAKE SHORE since the 70s. I can not believe the lack of food choices we now have. Yes you promised for years you need new cars to put the dinner back on. We have it but the lack of hot food eggs bacon etc and the once great steak for dinner is horrible. A micro sandwich and Self serve for first class is embarrassing. As I am limited in mobility the attendant was kind enough to deliver my food to the table	
Lake Shore Limited	49	01/29/2019	BUF	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION	The onboarding attendants in the lounge and my sleeping car were great. Very informative and helpful. I have been taking the LAKE SHORE since the 70s. I can not believe the lack of food choices we now have. Yes you promised for years you need new cars to put the dinner back on. We have it but the lack of hot food eggs bacon etc and the once great steak for dinner is horrible. A micro sandwich and Self serve for first class is embarrassing. As I am limited in mobility the attendant was kind enough to deliver my food to the table	
		01/30/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Source:member vno member number, name Exemption 6 response via Email:Yes Subject:Tell us what you think Comments: I bought a Viewliner Roomette ticket for the first time last Christmas and I love it. I loved the privacy and that I could lay down. The attendants were some of the nicest people I have ever spoken to. Great experience. My only suggestion is to make better meals. In coach I remember having a hot breakfast and a full hot lunch. I think if a passenger is willing to shell out significantly more money for a better travel experience the food would be just as excellent, if not, better. However I was disappointed to find out that I was getting a box of cold items for breakfast (yogurt, fruit, a granola bar, no eggs! No sausage!) and an equally forgettable boxed lunch. That's really my only complaint. The meals for private room travelers needs a SERIOUS upgrade. See message on very poor dining room first class experience I already submitted also. No service at table and very poor quality food. Reminds me of a frozen dinner you buy at the grocery store. Only handed a box of such poor quality food I throw most of it away. I have traveled first class with Amtrak for the last 36 years and had always found the first class dining experience very enjoyable and the menu and food were great. This is what I have always told my friends who asked about my travel on Amtrak. Now I can only tell them how Amtrak has changed and I would suggest another form of travel.	Pax traveled on christmas and got the boxed meal she did not like it
		01/30/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Source:member vno member number, name Exemption 6 response via Email:Yes Subject:Tell us what you think Comments: I bought a Viewliner Roomette ticket for the first time last Christmas and I love it. I loved the privacy and that I could lay down. The attendants were some of the nicest people I have ever spoken to. Great experience. My only suggestion is to make better meals. In coach I remember having a hot breakfast and a full hot lunch. I think if a passenger is willing to shell out significantly more money for a better travel experience the food would be just as excellent, if not, better. However I was disappointed to find out that I was getting a box of cold items for breakfast (yogurt, fruit, a granola bar, no eggs! No sausage!) and an equally forgettable boxed lunch. That's really my only complaint. The meals for private room travelers needs a SERIOUS upgrade. See message on very poor dining room first class experience I already submitted also. No service at table and very poor quality food. Reminds me of a frozen dinner you buy at the grocery store. Only handed a box of such poor quality food I throw most of it away. I have traveled first class with Amtrak for the last 36 years and had always found the first class dining experience very enjoyable and the menu and food were great. This is what I have always told my friends who asked about my travel on Amtrak. Now I can only tell them how Amtrak has changed and I would suggest another form of travel.	poor food quality and selection
		01/30/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Source:member vno member number, name Exemption 6 response via Email:Yes Subject:Tell us what you think Comments: I bought a Viewliner Roomette ticket for the first time last Christmas and I love it. I loved the privacy and that I could lay down. The attendants were some of the nicest people I have ever spoken to. Great experience. My only suggestion is to make better meals. In coach I remember having a hot breakfast and a full hot lunch. I think if a passenger is willing to shell out significantly more money for a better travel experience the food would be just as excellent, if not, better. However I was disappointed to find out that I was getting a box of cold items for breakfast (yogurt, fruit, a granola bar, no eggs! No sausage!) and an equally forgettable boxed lunch. That's really my only complaint. The meals for private room travelers needs a SERIOUS upgrade. See message on very poor dining room first class experience I already submitted also. No service at table and very poor quality food. Reminds me of a frozen dinner you buy at the grocery store. Only handed a box of such poor quality food I throw most of it away. I have traveled first class with Amtrak for the last 36 years and had always found the first class dining experience very enjoyable and the menu and food were great. This is what I have always told my friends who asked about my travel on Amtrak. Now I can only tell them how Amtrak has changed and I would suggest another form of travel.	Pax traveled on christmas and got the boxed meal she did not like it
Lake Shore Limited	49	01/30/2019	NYP	CHI	COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	letter rec'd dated 11/23/18...attached	poor food quality and selection
		02/04/2019			COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	Source:member vno member number, name Exemption 6 response via Email:Yes Subject:Tell us what you think Comments: I am distressed that you have done away with the wonderful dining experience on Amtrak! I'm talking about the long-haul trips where there were waiters, tables with white tablecloths, real food and real utensils. We've traveled across America on the train and it was expensive but such a great experience. You have just taken away my incentive to do that again. Please put that service back! If you have to charge more, or if you have to have a first class and charge more for that kind of service, please put it back. Boxed meals don't cut it!	Pax is displeased with removal of dining car/the overall dining experience
Lake Shore Limited	48	02/04/2019	CHI	ALB	COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Late trains	Pax was very unhappy with the boxed lunches he was served.
		02/05/2019			COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD SELECTION	taken many other long distance trips on Amtrak, but when we took the City of New Orleans from Homewood, IL to New Orleans last month, we were shocked at the difference with the food served. We always have a bedroom, so always go to the dining car, and that has always been one of the highlights of our trips for us, but THIS time on the City of New Orleans, there was no longer a dining car with the chef cooking downstairs and the lovely aromas wafting up. NO. This time there were crappy sandwiches and crappy microwave food warmed by the one person working in the car and served in a half cafe like car. It was TERRIBLE. It was such a huge disappointment that we will likely never take another Amtrak trip, even though over the years of our marriage we have probably taken Amtrak long distance trips to various places out east, our west, south, at least twenty times and always look forward to them. Whoever made these decisions, you may have saved a little money short term, but you have also totally ruined the reason people like us pay more to travel on Amtrak rather than fly. You have ruined what used to be a wonderful experience. We're done. I'm hoping you will realize your grave mistake, apologize, and change course back to the way it used to be on Amtrak. If not, I will continue to seek out places like Tripadvisor to warn folks that Amtrak long distance trips are no longer worth the price.	
Lake Shore Limited	48	02/07/2019	CHI	NYP	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	no running water no dining car	- Email loaged. - Change in service complaint; Contemporary Dining. pax stated that she was not made aware that there is not a dining car on the train Pax stated that she is a vegan and was only able to eat some stale fruit

		02/08/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	I am very disappointed in the food service on the Lake Shore Limited. As a sleeping car passenger whose fare has not been reduced even though the dining car is no longer a source of fresh food, I am discouraged. The other passengers (there were not many this trip) were equally displeased with the food situation. Twenty hours is too long a trip to not have the option of fresh cooked food. Part of the pleasure of train travel is joining new people in the dining car for meals - not really an option now on this train. The airline type microwave food offered at this time is only slightly better than the attractively boxed but unacceptable food provided last year. And there are no options for anyone with allergies. The cost of the trip is excessive for the service provided. And, even worse is the fact that after Albany, we travel another 3+ hours with no food, no beverage, no hot water available. Amtrak service was improving the last few years but now, for at least a year, it seems to be going downhill again.	email logged- pax unhappy w/boxed meals on lake shore limited
		02/11/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	I don't care for the snack car concept. The hard cooked eggs taste terrible. The ciabatta sandwich tastes pretty good. Please bring back the full dining car--I prefer to eat scrambled eggs and bacon or a ham and cheese omelet. Thanks for your consideration.	Unhappy with the dining service on Lake shore limited. Pax stated to bring back the dining car States why are they serving boxed food? They need to go back to dining car service.
		02/11/2019			SUGGESTION	POLICY	SALES	CHANGE IN SERVICE	praise for sleeper att	
		02/13/2019			INQUIRY/REQUEST	POLICY	SALES	CHANGE IN SERVICE	Pax inquiring of bringing back dining car Source/Member Web Member Number [REDACTED] Respond Via Email:Yes Subject:Tell us what you think Comments: Please restore. Full dining car services on CAPITAL LTD AND LAKE SHORE ASAP NEEDED BADLY . on first leg of my trip in December 21, 2018 from NY to Chicago, I had the green meals, horrible and cold; hate cold breakfast and most of the food I cant eat, eg fruits, yoghurt. there was no water waiting in my room, steward disappeared after doing a water run through; did not explain the first class amenities; did not help with bags; disappeared upon deboarding in Chicago, another engineer had to wait with me for a redcap over 20 minutes. I am a senior and resented having to drag my own bags to the door to disembark(I had had redcap service in NY). due to the long wait, I did not have much down time to purchase lunch outside the Chicago lounge area, since they did not allow outside food.	Pax asking for full dinning car service restored to silver star trains 91/92
		02/14/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Passenger states the moral of the crew has went down as well. . on first leg of my trip in December 21, 2018 from NY to Chicago, I had the green meals, horrible and cold; hate cold breakfast and most of the food I cant eat, eg fruits, yoghurt. there was no water waiting in my room, steward disappeared after doing a water run through; did not explain the first class amenities; did not help with bags; disappeared upon deboarding in Chicago, another engineer had to wait with me for a redcap over 20 minutes. I am a senior and resented having to drag my own bags to the door to disembark(I had had redcap service in NY). due to the long wait, I did not have much down time to purchase lunch outside the Chicago lounge area, since they did not allow outside food.	unhappy with the lacking of dining service on the lake shore limited and the capitol limited
Lake Shore Limited	49	02/15/2019	NYP	CHI	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD SELECTION	Passenger states the food on the Capital limited is horrible, states the service has dropped. States the food selection is horrible, states the prices for the sleepers are still high but the food service is not worth what your paying for the room. Passenger states she noticed the moral of the crew has went down as well. . on first leg of my trip in December 21, 2018 from NY to Chicago, I had the green meals, horrible and cold; hate cold breakfast and most of the food I cant eat, eg fruits, yoghurt. there was no water waiting in my room, steward disappeared after doing a water run through; did not explain the first class amenities; did not help with bags; disappeared upon deboarding in Chicago, another engineer had to wait with me for a redcap over 20 minutes. I am a senior and resented having to drag my own bags to the door to disembark(I had had redcap service in NY). due to the long wait, I did not have much down time to purchase lunch outside the Chicago lounge area, since they did not allow outside food.	Passenger states the food selection is horrible on the capital limited. States the food is not good, not worth the money you have to spend for the sleepers.
Capitol Limited	30	02/15/2019	CHI	WAS	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION	Passenger states the moral of the crew has went down as well. . on first leg of my trip in December 21, 2018 from NY to Chicago, I had the green meals, horrible and cold; hate cold breakfast and most of the food I cant eat, eg fruits, yoghurt. there was no water waiting in my room, steward disappeared after doing a water run through; did not explain the first class amenities; did not help with bags; disappeared upon deboarding in Chicago, another engineer had to wait with me for a redcap over 20 minutes. I am a senior and resented having to drag my own bags to the door to disembark(I had had redcap service in NY). due to the long wait, I did not have much down time to purchase lunch outside the Chicago lounge area, since they did not allow outside food.	
Lake Shore Limited	449	02/15/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Dining car service on train 449	Pax states cafe car food offerings are not good enough for a long distance train.
Lake Shore Limited	449	02/20/2019	SPG	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	Dining car service on train 449	Pax unhappy with full dining car service on the lake shore limited.
Capitol Limited	29	02/21/2019	PGH	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION	food service was not good and room was chilli.	PAX IS UPSET THAT FOOD SERVICE ON THE TRAIN IS NOT GOOD. WANTS TO TO BRING BACK GOOD FOOD SERVICE.
Capitol Limited	29	02/21/2019	WAS	CHI	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	late train lack info no dining car	pax upset that there is no dining car on train 29/30 pax stated that she was constantly raving about the dining car to have a microwaved meal
Capitol Limited	30	02/21/2019	CHI	WAS	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	Contemporary meals/ late train my husband and I just returned from a trip to Montreal and talked to a conductor about future travel plans. We had planned to travel to Chicago from Albany. We live in Pittsfield MA. We traveled last year from Seattle to Chicago and enjoyed it very much. We had a bedroom sleeper. We learned that the train to Chicago no longer has a dining car? Since dining and meeting other passengers is one of the reasons we take the train we are changing our plans. The train experience includes the joy of dining in the dining car and watching the world go by as you enjoy a delicious dining experience. Who decided eliminating that was a good idea? Some out of touch executive who only cares about saving money? If you change the train experience you will see a decrease in riders. People that ride the train do so for a reason. Its more than getting from point A to point B. If we wanted a box lunch we would take a plane. Please reconsider. Thank you	Pax unhappy with contemporary meal service on train 30
		02/21/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Complaint	Complaining about the change in meal service on the Capitol and lake Shore Limited trains
		02/22/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Complaint	City of NOL states he will never take that train again it did not have full dining service only boxed meals
		02/26/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	I travel across country, from Boston to New Mexico, once or twice a year. I usually take Amtrak, and it is almost always a delight! So it was with great dismay that I heard the dining car was being discontinued on the Lakeshore Limited, but I figured I would continue taking the train when possible anyway. When I booked this trip, though, I was unaware that the baggage room at South Station had been closed--another hassle making the trip less of a leisurely pleasure. So I arrived at the station with two suitcases to check, plus a smaller carry-on bag, and then discovered I'd be responsible for them through to Albany. For a single, able-bodied person, it's an inconvenience--but for someone with a disability, or traveling with young children, or anything like that, it could be a dealbreaker! And even for me, if my partner had been able to come on this trip, the two of us would not be able to fit comfortably in the roomette with even one large suitcase. As it is, staff kindly allowed me to leave one of my suitcases in a room that won't be used before Albany, but they shouldn't have to do that! It's also an additional physical burden for the car attendant, who is not and should not have to be a baggage handler helping passengers with large, heavy suitcases. In short--bring back the checked baggage service at South Station! And the diner on the Lakeshore Limited, too, in an ideal world. :)	pax unhappy about the dining car removal on the lakeshore limited and the change in baggage check from BOS to ALB
		02/26/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Late train	Pax wanted to enter a complaint on the change in food service on the long distance train. She stated that this will have her rethink her travel & also that hot food should be available.

Lake Shore Limited	449	02/28/2019	BOS	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	CHI. During this trip I was disappointed that the meals have been replaced with TV dinners. Overall the rest of the portion of the trip was great. On Feb 15 I departed Chicago on the California Zephyr to Emeryville. Overall the service on this trip was exceptional considering all of the issues we encountered. Just list the issues below. Departed Chicago 2 hours late due a mechanical issue with lounge car. Power issues meant that throughout the majority of the trip we would lose power whenever slowing down or stopping. Climate control issues lead to the first day being frigid inside my train car. The second day the heat was fixed and for the next 8-12 hours the car was sweltering hot, luckily the lounge car available. Three of the four bathrooms in our car filled up with sewage and were not usable and all of the bathrooms in the other sleeper car were unavailable. Our stop in Salt Lake City was delayed 2 hours because the fuel truck was MIA. We had an hour delay near Denver for a mechanical issue with the breaks. Another delay along the tracks for a mechanical issues with the friction generator. Delayed for 2+ hours in reno while we waited for a Union Pacific Locomotive to come assist us with the remained of our trip. One of our locomotives was not working. Delayed near Truckee due to frozen track switch (I can understand this delay) Delayed in Sacramento waiting for a new crew, our crew/train operator ran out of hours. Delayed some more in sacramento because were 24 hours since the last locomotive inspection so this needed to be accomplished. Arrived in Emeryville 9 hours late.	Mr. Maxwell was not happy to find meals were replaced with microwave meals.
		02/28/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Exemption 6 Exemption 6	
Lake Shore Limited	449	03/01/2019	ALB	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD DEPLETED	nie I went in with an open mind by the time I got there they were out of all the food that I would eat, and it was only 8PM. Very limited menu items, eating out of a box, microwaved in front of the guest. It all makes for a TERRIBLE experience. When you are traveling a 16hr trip for \$900 round trip this is not the way to treat customers. The old menu was barely tolerable, however, this one is over the top. Rail travelers are going for experience and this will encourage more of us to travel via other modes if the experience is no longer there. Perhaps raise the ticket price \$20 and provide a better meal. We just completed an ALB to CHI trip on the lake shore limited. It was horrible. Dining car was out if food before we could get there. Menu looks poor to begin with. Bed was broken in two places. Sink clogged. Room dirty. Breakfast was pathetic. I did this trip several years ago. Sad to see it deteriorated.	It was horrible. Dining car was out if food before we could get there. Menu looks poor to begin with. Breakfast was pathetic. I did this trip several years ago. Sad to see it deteriorated.
Lake Shore Limited	49	03/01/2019	NYP	CHI	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	food service being discontinued complaint	Passenger is upset at the food service that is being offered on the Lake Shore Trains. He states, now that the full dining service is no longer available it takes away the train experience especially when traveling in first class. The passenger states he hopes Amtrak considers bringing the full dining service back.
Capitol Limited	30	03/01/2019	CHI	WAS	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	Meals/late train/freezing	Pax wants to put in a complaint about the food service of train 30. She says the train would be a lot more fun and desirable if real food was provided not packaged junk. The packaged food has a lot of preservatives and they don't eat that kind of food. She was only told the menu was changed not that they would only have boxed meals provided. There was no decent food.
		03/05/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Just want to express my deepest feeling on the reduced personnel and staff that we had on the Empire Builder from SEA to MSP. This was my wife and I's 8th long distant train, we love the train. However, there were only 2 people working the dining car during out entire trip. Exemption 6 did an amazing job for the two of them. We were in the transition car for sleeping. Exemption 6 did a great job. She had the 12 passengers in our car plus the entire sleeping car behind us. Staffing cuts are not the right choice. I have heard from other passengers that Amtrak might eliminate the dining car full service meals from all long distance trains and go to box lunches. Please do not do this. You will lose thousands of long distance riders. My wife and I would not take the train anymore. As 1st class passengers, that is one of the many/ main reason we do this. The food on board is very very good. By over working a short staff, you will not be able to retain high quality staff. They will burn out and quit. Please do not eliminate the dining car and short staff the dining car. Please, invest in additional staff and newer cars and equipment. As always we truly enjoyed our trip and look forward to our next.	--Pax does not want dining services to change on long distance trains. --Pax does not think we should eliminate personnel / overworked --Pax thinks we should invest in upgrading equipment
Lake Shore Limited	49	03/06/2019	ALB	CHI	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	i appreciate Amtrak trying new things, but your new dining menu on the Lake Shore Limited is a swing and a miss. No Amtrak signature steak? Food now served in sustainable boxes that are packed with non-essential items that will just get thrown away anyway? One poor server trying to run around to microwave everyone's food and serve them, only to have those flimsy new boxes break and have the food fall on the floor? Bring back the staffing and bring back the regular menu. Why is your president, someone that has never worked on a train, making these changes? Why doesn't he come on board and try to work using these changes? Also, when is the AAA discount returning? It's ridiculous that you took that away.	
Lake Shore Limited	449	03/06/2019	BOS	CHI	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	Late train	- Food was horrible -Menu on the train was the same on all train.
Lake Shore Limited	49	03/07/2019	CLE	CHI	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	The arrival at the Cleveland train station at approximately 2:30pm on our departure to Chicago. We soon found out the train was delayed for one hour. Departed Cleveland around 5:20am. Once on the train we decided to go into the dining car to get a bite to eat. We sat down awaiting assistance, nobody came to us. After about 10-15 minutes we went to our sleeper car to get some coffee. At that time our attendant saw us and we told him there was no one in the dining car. As he looked into the dining car he said the guy sitting in the first booth was the one who worked there. This worker was sitting there the entire time not once concerned with our needs!! He then was irritated when we told him what we wanted as he had to get up and get the food. When bringing the food to our table he pretty much demanded we tell him our room number and name. By the way, the food was very undesirable. So, looking forward to getting off the train and getting some grub in chi town, we were hit with a huge delay due to a power outage!!! It is now going on 3 hours over the original arrival time and here we sit in our sleeper car, instead of doing the plans we had set for our short stay in Chicago. Yes things happen beyond our control but we deserve a Reimbursement for lost things we had planned to do. Give Me My Money BACK...	

Capitol Limited	29	03/12/2019	WAS	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	<p>tood service unsatisfactory william bennett on train 29 great very neiprui - car 2900 room B (dirty pax had to wipe everything down himself employees in the cafe car seemed they were smoking there was a very strong smell of smoke pax was told he could get dinner between 5-8 he went to dining car and spoke to Misha - and she told him to come back she was to busy very unfriendly and a bit hostile food was terrible - new meal service sucks it taste like a cheap frozen dinner from a discount store the food was so much better before the roomette had a touch control and you are unable to turn down the public address pax said the condr woke him up with an announcement about quiet time breakfast just ok</p> <p>remedy the problem. I recently took a trip from Miami to Charlotte. Usually when I travel out of Miami I take the Silver Meteor because it has a dining car but for this trip I had to take the Silver Star because it goes to different stations than the Meteor. The train was clean and the employees were friendly but my trip was a little disappointing due to the fact was the Silver Star does not have a dining car. My trip took over 20 hours and pizza and sandwiches from the cafeteria car only goes so far. The reason people take the train over the airplane or driving is the service that Amtrak provides that can't be matched by other forms of transportation. Sleepers and dining car are at the very top of that list. I've been traveling with Amtrak since 2004 when I took my first trip from Miami to Boston. Since then I have never taken a plane or a long distance bus. I've been to Boston, New York, D.C, Charlotte, Orlando and Kissimmee all on Amtrak and I have always enjoyed my trip. I am also planning future trips to Chicago and Seattle. Please bring back the dining car on the Silver Star it is too long of a trip to be without one and it is a very important route because it offers additional options to the Meteor and it travels to other places as well. Thank you</p>
		03/14/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	
		03/14/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	<p>I have taken many trips on Amtrak including many into America by Rail. I was recently on an America by Rail trip which used the City of New Orleans, Silver Meteor, and Capital Limited. I was in a roomette on all of the trains. The trains were great and the staff was wonderful. HOWEVER the food was just not acceptable. Please please please bring back the cooked meals. I paid a lot for the trip and for being in a roomette. The microwaved food was just not palatable. And it caused a lot of paper box, and other trash. I recommend Amtrak to a lot of people, but cannot recommend getting a roomette and having these types of meals. The cooked meals were well done, nicely prepared, and something to look forward to. You are not going to encourage people to buy the food nor to get roomettes-bedrooms if this is the type of food to expect. Please go back to what was served before. I like Amtrak but will have to strongly consider whether to take a train East if this is what I have to look forward to.</p> <p>Chris says: I have taken many trips on Amtrak including many into America by Rail. I was recently on an America by Rail trip which used the City of New Orleans, Silver Meteor, and Capital Limited. I was in a roomette on all of the trains. The trains were great and the staff was wonderful. HOWEVER the food was just not acceptable. Please please please bring back the cooked meals. I paid a lot for the trip and for being in a roomette. The microwaved food was just not palatable. And it caused a lot of paper box, and other trash. I recommend Amtrak to a lot of people, but cannot recommend getting a roomette and having these types of meals. The cooked meals were well done, nicely prepared, and something to look forward to. You are not going to encourage people to buy the food nor to get roomettes-bedrooms if this is the type of food to expect. Please go back to what was served before. I like Amtrak but will have to strongly consider whether to take a train East if this is what I have to look forward to.</p>
		03/14/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	<p>my main issue is with the train, it was unreasonable in my sleeper car on the way home, no issues as asked conductor but only worked for about one minute at a time. Bigger issue is changes you are making. You are charging more money but taking away benefits. Getting rid of the Dining car was biggest mistake on this route, dining car was one of the reasons I took the train. Also charging more money for sleepers, sometimes just ridiculous amounts and as a single Grandma, you making me now pay adult fare for a child when I have my 2 Grandsons with me! Where is the incentive to make me want to take the train??? You are making me pay more, especially with my Grandkids who absolutely loved their first train ride. However by charging me an adult fare for a 9 or 11 year old and raising sleeper prices you are making it difficult to afford nowadays. They keep asking to go again, loved the sleeper and the dining char, but not sure when I will be able to take the on a trip again! Very disappointed and frustrated with all these new rules!!!</p> <p>Chris says: my main issue is with the train, it was unreasonable in my sleeper car on the way home, no issues as asked conductor but only worked for about one minute at a time. Bigger issue is changes you are making. You are charging more money but taking away benefits. Getting rid of the Dining car was biggest mistake on this route, dining car was one of the reasons I took the train. Also charging more money for sleepers, sometimes just ridiculous amounts and as a single Grandma, you making me now pay adult fare for a child when I have my 2 Grandsons with me! Where is the incentive to make me want to take the train??? You are making me pay more, especially with my Grandkids who absolutely loved their first train ride. However by charging me an adult fare for a 9 or 11 year old and raising sleeper prices you are making it difficult to afford nowadays. They keep asking to go again, loved the sleeper and the dining char, but not sure when I will be able to take the on a trip again! Very disappointed and frustrated with all these new rules!!!</p>
		03/14/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	
Lake Shore Limited	448	03/15/2019	TOL	BBY	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION	<p>from Toledo, Ohio to Boston, Massachusetts (January 28, 2019/February 8, 2019). These non-refundable tickets were purchased on November 28, 2018 with checked baggage service available indicated on the reservation. I have a disability which precludes me from heavy lifting and carrying. On December 13, 2018, I received emails from Amtrak indicating that checked baggage service would not be available on either leg of the round-trip reservation. We were forced to carry all of our extensive baggage on board both legs of the trip without baggage assistance. Additionally, on both legs of the trip, most of the menu selections were not available in the dining car for purchase (outbound) or for meals included with the Roomette (return). We were left to select menu items from the cafe car - certainly not the level of dining experienced on previous Amtrak trips. On the morning of February 8, 2019 (less than four hours prior to the return trip), I was notified by Amtrak by phone that there were mechanical problems with the train's sleeping car and that a Roomette as reserved would not be available from Boston to Albany on the return trip. Once we reached Albany, we had to again move our luggage to another train car with great effort. I certainly have not experienced such major inconveniences in Amtrak travel on past trips and we both were highly unsatisfied with the experience. I request that Amtrak refund my expenses of \$508.00 to my credit card or provide comparable satisfaction in the form of Amtrak vouchers. Thank you in advance for your consideration of this request.</p>

Lake Shore Limited	449	03/15/2019	BBY	ALB	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION	from Toledo, Ohio to Boston, Massachusetts (January 28, 2019/February 8, 2019). These non-refundable tickets were purchased on November 28, 2018 with checked baggage service available indicated on the reservation. I have a disability which precludes me from heavy lifting and carrying. On December 13, 2018, I received emails from Amtrak indicating that checked baggage service would not be available on either leg of the round-trip reservation. We were forced to carry all of our extensive baggage on board both legs of the trip without baggage assistance. Additionally, on both legs of the trip, most of the menu selections were not available in the dining car for purchase (outbound) or for meals included with the Roomette (return). We were left to select menu items from the cafe car - certainly not the level of dining experienced on previous Amtrak trips. On the morning of February 8, 2019 (less than four hours prior to the return trip), I was notified by Amtrak by phone that there were mechanical problems with the train's sleeping car and that a Roomette as reserved would not be available from Boston to Albany on the return trip. Once we reached Albany, we had to again move our luggage to another train car with great effort. I certainly have not experienced such major inconveniences in Amtrak travel on past trips and we both were highly unsatisfied with the experience. I request that Amtrak refund my expenses of \$508.00 to my credit card or provide comparable satisfaction in the form of Amtrak vouchers. Thank you in advance for your consideration of this request.	
		03/15/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Next day service from New York to Chicago train was first thing we noticed no kleenex (I had a cold). Ask porter and he said they didn't have any, but finally found a box. Went to use bathroom in our compartment and the shower continued to drip soaking the floor. Porter got towels for the floor but, of course, they got soaked. Next morning wife tried to take a shower, but no water pressure. Porter sent her to public shower. After undressing she found no water pressure there. Redressed and porter sent her to the other shower which had standing water in it. So, no shower. No water at sink because there was no pressure in that car. This car, according to porter, just came out of the yard. Also, we didn't expect boxed food. Needless to say we were very disappointed on this leg of our trip. We pay a lot of money for what should be a first class compartment and really don't expect this type of service. Needless to say, we will probably give this a lot of thought when we again make travel plans. Thank you, Exemption 4	Email about not expecting boxed meals for the dining service Pax called in to make a formal complaint on the change in food on the long distance train. Pax stated that she is disappointed in the change to boxed lunches & also the selection.
Capitol Limited	30	03/18/2019	CHI	PGH	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	Food complaint *train 338 was running late, busses were provided to make conn in CHI *rude customer service in CHI station - everytime pax asked a question they answered condescending *train 30 no dining car (pax said it doesnt say that online) *train 30 - water was warm *train 30 - lights were really bright at night in aisle *super friendly staff in PGH, big diff from CHI, very welcoming, helpful *train 42 was clean, big diff from train 30 *super nice at HAR station, very cool station The car attendant and dining car attendant were very professional. Great service! Breakfast on the LSL is garbage. Breakfast in the diner on the LSL is garbage. All carbs or a nasty sandwich.	*train 30 no dining car (pax said it doesnt say that online)
Lake Shore Limited	49	03/20/2019	NYP	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION	Breakfast on the LSL is garbage.	breakfast was terrible
Lake Shore Limited	49	03/20/2019	NYP	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	Breakfast in the diner on the LSL is garbage. All carbs or a nasty sandwich.	
Capitol Limited	29	03/20/2019	WAS	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD DEPLETED	Food complaint Food suggestion Dear Amtrak, I am writing this to complain on your service on the main corridor. 1. Why did you take away the full service dining cars on the lake shore limited and the capitol limited. The boxed meals look awful even if heated, and the full service dining cars are what separates trains from air travel. But now that you've taken away the dining cars on the lake shore limited and capitol limited, I'm starting to think maybe flying would be a better option the next time I go to Chicago. Please, I want the full service dining cars back on those trains! 2. You retired the HHP-8s WAY to soon. The AEM-7s have seen over 30 years of service, and the newer HHP-8s get half that? I know they were having mechanical issues, but so what? Couldn't you have just refurbished them instead? MARC has been refurbishing their HHP-8s so why can't you do the same? I want to see my favorite amtrak locomotives on the northeast corridor again. 3. Will you please consider running more trains to/from major cities that aren't heavily served or not served at all by intercity rail? i.e. Minneapolis/St. Paul MN, Nashville TN, Phoenix AZ, Louisville KY, Dallas TX, Madison WI. 4. Can you please add some kind of food service to the keystone service trains that run between NYC and Harrisburg. 5. Could you make the cafe car menu on your corridor trains more like the National cafe car menu? 6. Will you please consider bringing back your heritage budd diner?	Pax is vegan & stated that only 4 vegan meals were on train & the meals was gone at the began of the trip (WAS).
		03/20/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	change in food service on the capitol limited and lakeshore very disappointing	
		03/20/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	CHANGE IN SERVICE / BOX FOOD IS HORRIBLE	PAX UPSET WITH THE CHANGE WIT THE FOOD THE BOX FOOD IS HORRIBLE AND NEED TO BRING BACK TO DINING CAR
Capitol Limited	30	03/20/2019	CHI	WAS	COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	CHANGE IN THE FOOD IS HORRIBLE	PAX UPSET WITH THE BOX FOOD SAID IT ABSOLUTELY HORRIBLE AND WHO EVER MADE THIS DECISION SHOULD CHANGE IT BACK
Capitol Limited	30	03/21/2019	CHI	WAS	COMPLAINT	TRAIN	DINING SERVICES	FOOD DEPLETED	Pax complaining about the BOX meals they are getting now - and fares are higher food selection seating arrangement praise	Pax complaining about the BOX meals they are getting now - and fares are higher pax does not like the box lunches
Capitol Limited	30	03/22/2019	CHI	WAS	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION	presidential letter rec'd dated 2/28/19.. attached	PAX UPSET ABOUT DINING CHANGES ON LSL AND CL
Capitol Limited	30	03/26/2019	CHI	WAS	COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	We just took the Empire Builder (train #1) departing Chicago on 3/17 to Seattle. It was a fantastic trip. We particularly wanted to praise our lead dining car attendant Exemption 5 and our car Exemption 5 . Both were fantastic, but the dining car made the trip. I hope Amtrak continues to offer dining car service on its cross-country train routes! I know we will make further long distance train trips if it does, but cutting food service would make the trip far less pleasant. I pay \$500 round trip on the Capitol Ltd sleeper every month. Been doing this since 2012. The meal service is now so screwed up beyond recognition. For \$6000 a yr to be so disappointing is really an unwanted surprise. Half the time, I just skip the meal that I paid for. I am writing this while waiting in the clustercrap line that youve created.	pax is concerned we will be eliminating full service dining on our LD trains
		03/27/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		

										my husband Graham and I recently completed a train journey across Canada from Vancouver to Halifax and then took Amtrak from Montreal back to Seattle. We used several trains to do this and I have to say the least pleasant experience was probably on Train 69 Adirondack from Montreal to Schenectady. The boxed lunch was adequate but was a far cry from the excellent food we had been used to on the Canadian VIA trains. It was very confusing to order and get the food, though I cannot fault the staff. Apparently there used to be a real dining car on board and it's very unfortunate that is no longer in use. I would recommend going back to having a real dining car available. Another issue was the announcement system which was not audible in our car and we were very concerned about missing our stop, though the conductor [REDACTED] (don't know his last name) took good care of us and ensured that we didn't.	
		03/27/2019			PRAISE	POLICY	SALES	CHANGE IN SERVICE			
		03/28/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	I am a travel agent and I am trying to promote rail travel. Changing the dining experience so that coach guests can't use the dining car is not going to help!!!! Please reconsider.	I am a travel agent and I am trying to promote rail travel. Changing the dining experience so that coach guests can't use the dining car is not going to help!!!! Please reconsider.	
		03/28/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	I purchased a business class ticket for my family, we are on a 7.5 hour ride and my family was looking forward to the dining car. The chef made breakfast was always such a special part of our trip! I am told only sleeper cars can use the dining and I am also told that the chefs are gone. The dining service is boxed microwave food. We take the train often because of the experience. I am beyond upset that this option is no longer available. At this point I might as well fly or drive! Very unhappy!!! I would also like to comment about business class. My seat's reclining option didn't work. This has been the most uncomfortable ride ever. The lights were never dimmed so sleeping was near impossible. When we finally gave up being comfortable and tried to make reservations for the dining car that no longer exists, I wasn't happy. I will no longer recommend Amtrak to my friends and colleagues as I have in the past. Very disappointed.		
Capitol Limited	30	04/01/2019	CHI	WAS	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	Hello... I traveled from Little Rock to DC March 20/21 2019. Just wanted to let you know that the trip was great! Station, lounge/dining, and car attendant staff were all very friendly and helpful. The roomettes were clean comfortable and quiet... very relaxing experience. The metro lounge in Chicago is a great place to wait for connecting trains. The food on the Texas Eagle was very good. The Capitol Limited... well... let's just say it is very much in need of a dining car. In my opinion, limited choice boxed dinners aren't really what we're looking for. This is the second time in the last few months I have made this trip [REDACTED] and the service has been great for both trips. Thanks! [REDACTED]	The food on the Texas Eagle was very good. The Capitol Limited... well... let's just say it is very much in need of a dining car. In my opinion, limited choice boxed dinners aren't really what we're looking for.	
		04/01/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Pax is upset regarding the dining car being removed from trains #91 & 92. Also states her return trip was 6 hrs late.	Pax states the dining car back. States that is to long of a trip to not have it.	
Capitol Limited	29	04/04/2019	WAS	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	I am writing to give my feedback on your new cold box meals served on the Capitol Limited. I traveled over the Christmas holidays in a sleeper car & got to experience the new menu. It was terrible. My antipasto plate was dried out & my son's cesar salad was a piece of chicken on a pile of lettuce. I love to travel Amtrak & will be traveling significantly this year. If this is the food you are serving - I will opt to fly. Airplane food is better than what I ate on the train & it gets me there faster. Bring back the dining car or partner with a chef to create a menu customers will enjoy. Nobody wants cold or microwaved food.		
Capitol Limited	29	04/04/2019	WAS	SOB	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	shorten trip / food horrible	pax if a formal employer and said the change to the food was horrible and don't know who or why they would change food is substandard nothing like it use to be an the passenger pay premium prices for the tkt	
Lake Shore Limited	48	04/05/2019	CHI	NYP	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	Late	Food is still full of carbs and not god for a diabetic. Pax stated it has slightly improved but still needs work.	
Lake Shore Limited	448	04/05/2019	CHI	SPG	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION	Train 448 room dirty and did not like the food	Train 448 food selection food was microwaved she was very disappointed she says they paid a lot of money she says the empire builder was much better	
		04/05/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	I grew up riding in sleeper cars with my family, and I really preferred the hot food service over the new boxed dining. I love for it to return to that program instead of this one.		
Capitol Limited	29	04/09/2019	WAS	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD DEPLETED	Boarding 2900 E sleeping car, next to a room with a constant baby screaming and crying. Food selection limited. Ran out of beef dinner only had 8. Had to choose between Antipasto Asin Noodles, or Chicken Penne Alfredo, maybe the kids meal. None was suitable. If I had known this I could have brought meal from Union Station. This is a major disappointed start. [REDACTED] the car attendant said he had no control. It's Amtrak new dinner policy. This is my last trip. Major bad impact my relationship with Amtrak. Flying is cheaper and faster. It's evidence Amtrak don't care to provide quality service.		
Lake Shore Limited	49	04/09/2019	NYP	ROC	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	I am on train 49 heading north/west from NY. All information in schedules and website indicated some kind of food service, TWO in fact (diner and cafe), but these have been discontinued without notice. Could there at least have been an announcement at Penn Station so that passengers would know and be able to get food & drink? We were informed just as the train was leaving the station. Can't even drink water - no cups. Nothing until after 7:00 when the train leaves Albany (hopefully).		
		04/09/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Boarding 2900 E sleeping car, next to a room with a constant baby screaming and crying. Food selection limited. Ran out of beef dinner only had 8. Had to choose between Antipasto Asin Noodles, or Chicken Penne Alfredo, maybe the kids meal. None was suitable. If I had known this I could have brought meal from Union Station. This is a major disappointed start. [REDACTED] the car attendant said he had no control. It's Amtrak new dinner policy. This is my last trip. Major bad impact my relationship with Amtrak. Flying is cheaper and faster. It's evidence Amtrak don't care to provide quality service.		

		04/11/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	I was not aware that my 47 hour sleeping car trip from Chicago to NYC with children had NO Dining Car. I purposely took the train again for the first time in 12 years because someone had raves about the food. I read online about it and ppl's reviews seemed to concur! I am tired of flying & had an extra day which rarely happens for me, so I took the train. When I got onboard I heard the friendly attendant talking to other passengers about the lack of dining car. They seemed surprised as well. To make matters worse, out of Chicken Bites he entire trip!!!! I don't eat hot dogs! Out of Regular potato chips as well. I was advised that in Washington they would try to get more chicken bites. Not only did that NOT happen, but no Chips (regular Lays potato chips I might add) either. What is happening? Who's running this operation? Government, NOT someone who is watching customers for satisfaction, or sales in the dining car, because it simply doesn't matter. No need to drive bottom line, no need to satisfy guests. The taxpayer can step in if need be. It's horrible. The last rail service to cross the country and the one thing ppl rave about is the dining experience. So take that away, that makes sense. I'm very disappointed and frustrated. But I imagine this will fall upon deaf ears. Signed, Starving!!!! Haven't eaten in 20 hours...	
Lake Shore Limited	49	04/16/2019	NYP	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION	2019 1:46 PM To: Exemption 6 Subject: Problems with Amtrak trip Example You asked me to send you some info on the problems with our Amtrak trip. Here goes: Chicago to NYC- 1. shower broken and leaking (could not use it at all) a. wet towels on floor was a remedy b. sink clogged c. room always hot. Heat set at lowest, outside vents open, fans on, door open. d. the community shower had barely a trickle of water and it was cold. New York to Chicago- 1. Shower door would not stay closed, when we closed from outside, it would secure from inside. a. secured door between luggage to keep door open, leaving us with "difficulty" entering and exiting. 2. Speaker was broken, could not hear announcements. Food- Chicago to New York a. no soda first night to replace alcoholic free drink. New York to Chicago a. non alcoholic drink was available b. Boxed food was awful. First class+boxed food!!!! Service a. Excellent service throughout trip, and staff was very apologetic for fiasco's. Thanks for your help with communicating our unhappiness to Amtrak. I believe should provide a refund for the difference between roomette and bedroom for the trip to NY since we did not have a working shower. Exemption 6	pax is unhappy with the loss of dining service on Capitol Limited and the change of cooked meals to boxed meals
Lake Shore Limited	449	04/17/2019	BOS	EKH	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	letter rec'd dated 4/9/19...attached Exemption 6 SCA, provided excellent service. Boarded train in Elkhart at 12:35 am and beds were made up and ready for us. She provided room service for those of us on the Boston sleeper. Not her fault the food was far, far too salty. This is the fault of your executives and Exemption 6 executive chefs who apparently do not understand food preparation! My general experience of my 3-day trip was positive, and made especially so by the friendly and helpful Amtrak staff on the trains. However, on the Lakeshore Boston to Chicago, the sleeper car was immediately behind the engine, and we had the first couchette on the car. So all night we were disturbed by the engine noise and the train's hooting. I understand that usually there is a luggage car between the first sleeper and the engine. Also the shower was not working. The boxed meals on the Lakeshore were not of the same quality, and offered very limited choice, compared with the meals served in the dining car on the Empire Builder.	Food is too salty
Capitol Limited	29	04/23/2019	WAS	CHI	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	Passenger upset at ACN Message for possible sched change demanding to get upgraded to sleepers due to problem with foot and and husband is military	pax is upset that there is no dining services available on rain pax stated that those box meals were horrible
Lake Shore Limited	49	04/24/2019	NYP	CHI	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	Passenger train was delayed and went to snack car and was told out of food. Went to dining car and was told that she could not get food due they did not have a sleeping car seat. Only had enough for sleeping.	Pax states she was told they had dining car on the train & was alarmed that it did not
Lake Shore Limited	48	04/25/2019	ERI	NYP	COMPLAINT	TRAIN	DINING SERVICES	FOOD DEPLETED	I believe you could do better on the breakfast, the breakfast was a microwaved sandwich. No egg just sausage and cheese. Two options for breakfast really, I hope the dinner on the way back is not a TV dinner microwaved. The trip was great and the porter was excellent. English muffin, egg and sausage in microwave I believe would have been better, then a microwave dry biscuit. I know food on a train is hard to do. But three or so years ago, I had a steak and it was perfect. I know you are trying to save money, but somethings are not worth cutting corners on.	food depleted in snack and no food in dining car as well
Capitol Limited	29	04/26/2019	WAS	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	coach on Delta that I purchased. I purchased sleeper accommodations and the Amtrak schedule book stated quality food. That is so far from the truth I can only laugh. For dinner, I selected the beef Provençal. It was extremely salty, the creamy mashed potatoes was more of the consistency of cream than potatoes. The blonde brownie was of poor quality. It was not of a smooth consistency. For breakfast I selected the ham, egg and cheese on a roll. The roll after heating was gummy and tough. The cantaloupe was hard in the seasonal fruit cup. I have had better meals at McDonald's, than what I had on the capital limited. I could not eat it all and threw some away in the trash. How can an airline provide better quality food with their limited spaces? That and has anyone from upper management actually sampled the food that is provided on the train and on the train? I expected better food on this trip, at least as good as what I have had flying with delta in first class, and yes I was a diamond and platinum member of their frequent flyer program for many years before I retired. Microwave food we get from our local grocery store is better than what I was served. I hope Amtrak makes some major improvements in their food service on the capital limited very soon as paying for a roomette with advertised quality food is what I expect before I take another trip on the capital limited or similar trains. As least let me know why the food offerings are so inferior	change in food service is unsatisfactory
Capitol Limited	30	04/26/2019	CHI	WAS	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION	seat broken	pax states the selection of food on this train was poor.
Lake Shore Limited	448	04/26/2019	CHI	SPG	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	accommodation	Again the food was unsatisfactory, just not good at all.
Lake Shore Limited	449	04/26/2019	SPG	CHI	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	accommodation	Food was inadequate at best, very poor.
Lake Shore Limited	448	04/29/2019	CHI	BOS	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION	Complaint Misinformation Suggestion - Baqqaq Car Train #448	Lousy - not much wife could eat in lounge/dinner car Rice Noodles were horrible -

Lake Shore Limited	48	05/09/2019	CHI	NYP	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	I love the train ride on the Lake Shore limited. Train#49, provides good service, with excellent scenery to Chicago. I must voice 1 complaint. Please return the full service dining car to this train. Loved the experience of dining with a relaxed full dinner & breakfast in the am. Cafe/snack car is nice. Friendly staff, but on an overnight train, you took away 1 of the finest amenities that was offered. Please return it if possible. Thank you.	email logged: pax upset full dining service no longer offered....wants it brought back
		05/09/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	very disappointed the dining car no longer is in place and the menu is so poor. The food is not good. The sleeper car experience is very diminished.	
		05/09/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Dining car removal I have taken this trip once or twice a year for a long time. I was shocked to find the diner shut down. This train leaves at 6:40 from chgo. union station. You need to be there by 5:00 to 5:30, which means you have not had dinner yet. We got a picnic lunch in a box and find your own seat. It was terrible. There was only one item I would eat on the menu. it was not good, Potatos were like soup. A roll with no butter, a salad without choice of dressing, in a small but deep cup, no way to cut large pieces. so-so beef and a few vegetables. Dessert was a brownie, not good either. I did not see anything I wanted on the breakfast menu, so I went to the lounge car and got and paid for an angus burger, chips and a soda. I was hungry, burger very good. When you are on a train for 17-19 hours you should get at least one decent meal. I will not be taking this trip anymore, at least not on Amtrak. Very disappointed. [redacted]	pax is very disappointed in the change in food service on the Capitol Limited Pax called concerning the removal of the dining car on the Lake Shore Limited, pax states he is a loyal Amtrak rider for years, he has a res booked for December 2019 on [redacted], he said that will be his last time traveling on Amtrak
		05/13/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Train #49 Complaints No Dining Car - Misinformation Unhelpful/Rude! conductor Fare Increase Pax is disabled with one arm - traveled with service animal	--If a dining car is not added, pax states she will not travel again --Its unfair to passengers
Lake Shore Limited	49	05/14/2019	NYP	TOL	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	Train #49 Complaints No Dining Car - Misinformation Unhelpful/Rude! conductor Fare Increase Pax is disabled with one arm - traveled with service animal	--Pax upset because menu is different for coach passengers than it is for passengers in sleeper car --Stated she had to buy from cafe car only because she was traveling in coach
Lake Shore Limited	49	05/14/2019	NYP	TOL	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD SELECTION	Is it possible that there is no longer food service on any train when travelling from New York to Chicago? 18-20 hours on the train without a dining car? Picking up west bound trains from Chicago you are forcing us to fly to Chicago? [redacted]	
		05/14/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	[redacted] Amtrak frequent traveller [redacted] Exemption 6 Exemption 6 [redacted] I was very disappointed to board the train and see the lovely new dining car without any cooked meals. I wanted to give it a chance however the breakfast options were very disappointing and not having a lovely meal to share with passengers is very sad. I believe you have taken away a very special program and have disappointed many loyal customers. Please reconsider bringing back cooked meals in the dining car.	
Lake Shore Limited	449	05/15/2019	ROC	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	We had coach seats from Buffalo, NY to New York City. Were very disappointed that we had no access to the dining car.	
		05/15/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Dear Amtrak People, I am devoted to Amtrak travel and I appreciate the service and the staff very much. I travel long-distance several times a year using the sleeper cars. For the most part, the staff I have the pleasure to know are hard-working, friendly and service-conscious. I appreciate this! This last trip, [redacted] was great! Also I think it was [redacted] on the Capitol Limited. I have also had great service from [redacted] on the Cardinal, from Gul and [redacted] on the Empire Builder recently. I would like to say that having full meal service on long-distance trains makes for a much more pleasant and enjoyable trip. Please keep the full meal service on the Empire Builder, and consider adding it back to the Capitol Limited! The Cardinal meal services as a sort of middle road are more acceptable than the (my opinion) rather terrible box dinners on, say, the Capitol Limited. I appreciate the costs of providing full meal service as opposed to box meals. Personally, the box meals on the Capitol Limited are not very good; also despite the environmentally-friendly language, large bamboo-type boxes I find to be incredibly wasteful in terms of solid waste. I also do not understand why Amtrak cannot provide basic recycling services, although I suspect this is due to staffing issues, costs and perhaps local limitations on recycling options during lost distance rides. I would also like to add that I feel Amtrak could capitalize much more on being an environmentally friendly transportation choice! To that end, however, some changes might need to be made, such as offering basic recycling services on trains. Thank you for reading and for letting me share my suggestions and opinions! Thank you for your service!	
		05/15/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	I was very disappointed to board the train and see the lovely new dining car without any cooked meals. I wanted to give it a chance however the breakfast options were very disappointing and not having a lovely meal to share with passengers is very sad. I believe you have taken away a very special program and have disappointed many loyal customers. Please reconsider bringing back cooked meals in the dining car.	Pax wants the full dining car back on lake Shore Limited
		05/15/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		

Lake Shore Limited	49	05/16/2019	ALB	BUF	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION	<p>see how Contemporary Dining Services can be more sustainable than a dining car. Please explain to me how freshly prepared food that has less packaging is less sustainable than hundreds of thousands of individually packaged pre-prepared food items? Where is the waste savings there? A hot prepared meal is more sustainable to the body than a pre-prepared, pre-packaged, microwave-heated ÅÅshackÅÅ meal. If I were a sleeping car customer I would be beyond irritated at no dining car. I understand that sleeping car passengers have their own lounge car with some greater dining choices than the coach passengers. Those dining choices SHOULD be offered to the rest of the passengers as well (for a fee). Once again I would like to hear back from you with answers to my questions. Please bring back the dining car on ALL long routes! Best regards, Exemption 6</p> <p>Dear Exemption 6 Thank you for your recent contact. Last summer, Amtrak introduced our Contemporary Dining service on the Capitol Limited and Lake Shore Limited. This dining service aims to provide a sustainable approach that produces less waste while maintaining the quality that our passengers have come to expect. Customer feedback plays a critical role in how Amtrak chooses to offer our services and we continue to monitor comments and feedback from our customers about our Contemporary Dining service. Thank you for taking the time to write to us and we hope to see you on board soon. Sincerely, Exemption 6 Amtrak Customer Relations Case ID: Exemption 6 Please be advised this email address does not accept attachments. Amtrak.com Stations Routes Deals Plan a Trip Help Amtrak is a registered service mark of the National Railroad Passenger Corporation. ref: 00D0bRJDS_5000b1Ru0Z8:ref</p>	unhappy with contemporary dining service
Capitol Limited	30	05/16/2019	TOL	WAS	COMPLAINT	TRAIN	DINING SERVICES	FOOD DEPLETED	<p>ref: 00D0bRJDS_5000b1Ru0Z8:ref</p> <p>I had planned a previous trip to Orlando, Florida for my son's birthday at Disney world. The train ride from Toledo to Washington was not a pleasant experience. My son and I did not receive any food that I had paid for within my roundtrip tickets. I had to spend over \$80 on the menu at the cafe cart. Which I should not have had to spend that much to eat three meals with my son. An attendant told me that there would not be any lunch and dinner served. Due to the train being delayed, in Toledo to Washington D.C. Is there something that can be done to fix this issue? This trip was my first vacation from my job. Which was used to plan a great birthday trip and Mother's day trip for my son and me?</p>	
		05/16/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	<p>Dear Sirs, just wanted to comment on the above Amtrak employee who I have met and been served by on a number of train trips at this time. On this particular occasion I was attended by Exemption 6 on both trains 29 and 30 on the same day, May 10, traveling from Toledo to Chicago and back again. In spite of the fact that his workload was doubled this day (serving two sleepers instead of just one), he remained cheerful, energetic and helpful throughout both trips. The thing that Exemption 6 and I both lament is the loss of the full diner on trains 29 and 30. You see, I first met Exemption 6 in the diner a year or more ago. And everytime I traveled I always hoped that I would catch up with him again when I traveled between Chicago and Washington, DC. So my hope is, in addition to giving Exemption 6 some praise for his over-the-top service, and maybe some more meaningful recognition, that you give serious consideration to returning the full service diner to the Capitol Limited and Lake Shore Limited at your earliest opportunity. It's really what makes train travel the most enjoyable way to go places, sharing stories and life experiences with fellow passengers who want to do the same. Thank you for this opportunity to recognize Exemption 6 and speak about what I believe will determine the long term viability of Amtrak. I'm traveling First Class in a sleeper and I'm very disappointed that you have eliminated any decent wine in both the dining car and the cafe car. I travel long distance trains several times a year and always looked forward to a bottle of Nikki Hahn Cabernet and now all that's available is lousy low grade Woodbridge. I'd gladly pay for quality but you don't even make it available. That's LOW class.</p>	change is food service on the Capitol Limited very upsetting Email says: I'm traveling First Class in a sleeper and I'm very disappointed that you have eliminated any decent wine in both the dining car and the cafe car. I travel long distance trains several times a year and always looked forward to a bottle of Nikki Hahn Cabernet and now all that's available is lousy low grade Woodbridge. I'd gladly pay for quality but you don't even make it available. That's LOW class.
Capitol Limited	29	05/20/2019	WAS	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION	Rowdy Children	Pax was upset that there was no dining car on his train
Capitol Limited	29	05/20/2019	WAS	TOL	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED		
Capitol Limited	29	05/21/2019	WAS	CHI	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	<p>We traveled from Birmingham to DC on the Crescent. DC to Chicago on the Capitol Limited. Chicago to Salt Lake City on the California Zephyr. We were very disappointed the traditional dining car was removed from the Capitol Limited. It was a highlight on both the Crescent and the Zephyr. We did not take the train to save money, we took the train for the experience. The Dining Car is a huge part of the rail experience. Please do not remove the Dining Cars. Thank you Exemption 6</p> <p>I'm not happy with having to sit over 30 minutes outside the Chicago depot because of signal issues. What service options are you offering? No breakfast, no snacks, nothing!</p>	Pax unhappy with the removal of the dining car from the Capitol Limited
Capitol Limited	29	05/21/2019	PGH	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY		Pax claims there was no breakfast/ food service on train 29 (17MAY)
Lake Shore Limited	48	05/22/2019	ROC	CRT	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	Praise report	Pax stated that she was not happy with the food. Rugs were dirty
Capitol Limited	30	05/22/2019	CHI	WAS	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	Charger outlet is not available	Pax stated that she rather have the a full course meal then a box lunch
									Complaint about the box meals and no dining car Pax likes to mingle with others and also the sit down dining meal experience.	
Lake Shore Limited	448	05/22/2019	CHI	SPG	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	<p>Complaint about the box meals and no dining car Pax likes to mingle with others and also the sit down dining meal experience. I traveled by Amtrak between May 5th-7th and returned May 13th-15th between Denver and Springfield, MA with reservation Exemption 6. I have enjoyed the trip in the past but found the Lake Shore Central portion of my travel not as enjoyable this time. The car attendants were helpful and the roomette was comfortable but the dining experience was very disappointing. Part of the 'train experience' that I so valued was meeting people in the dining car, being served in a restaurant setting and enjoying conversation as the scenery passed by. Also, the food served in the box was unevenly heated and not very satisfying or appealing. I am extremely saddened by this change. Is this a trend that will continue throughout the Amtrak routes? That will affect my choices in the future. I am sure this has been done for economic reasons but it certainly diminishes the charm of rail travel.</p>	Complaint about the box meals and no dining car Pax likes to mingle with others and also the sit down dining meal experience.

Capitol Limited	29	05/23/2019	MRB	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD DEPLETED	like to communicate my complaints: OUTBOUND: Martinsburg to Chicago [Capitol Limited, Train 29] 1. We were informed that they were COMPLETELY OUT OF DINNER BOXES (even though dinner was included in our fare!). Our only option was a microwaveable hamburger, hotdog, or pizza from the Cafe car...which is far from the Dinner Menu options that were communicated ahead of time. This was a huge upset to me. 2. The temperature in my roomette was not able to be controlled and it was HOT. The only way to get some relief was to have the door to the car open all night long. It was very uncomfortable. 3. My child tried to turn off the reading light and BURNED HIMSELF! Those lightbulbs are very hot and are not covered at all. They seem unsafe! RETURN: Chicago to Martinsburg, WV [Capitol Limited, Train 30] 1. The bathroom was FILTHY and smelled terrible. There were stains (cigarette burns?) on the toilet seats and everything was dirty. The toilet seat definitely needed to be replaced. 2. There was a STRONG SEWAGE SMELL in my car, and the smell was even stronger when traveling between my car and the dining car. Considering the Chicago station was at the beginning of the trip, shouldn't the sewage have been dumped? 3. The train stopped multiple times for SMOKE BREAKS! (This was even communicated over the loud speaker as an announcement when we were getting ready to leave the station.) I'm not sure if this is normal, but I didn't realize three additional stops (aside from the regular stops) for smoke breaks was normal? It caused us to arrive late!	Passenger states dining car ran out of dinner boxes. Passenger states they could only chose hamburgers, hot dogs, or pizza Per email: I traveled on a sleeper for round trip from DC to Chicago. I want to comment on food selections. For dinner the selections were fine. I appreciated the asian Noodle bowl which suits my vegan diet. However the breakfasts were not satisfactory. You offered no non-dairy milk so I couldn't eat cereal. I would have been content with whole grain toast (or a bagel) with peanut butter, but that was not offered.
Capitol Limited	29	05/23/2019	WAS	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION	I traveled on a sleeper for round trip from DC to Chicago. I want to comment on food selections. For dinner the selections were fine. I appreciated the asian Noodle bowl which suits my vegan diet. However the breakfasts were not satisfactory. You offered no non-dairy milk so I couldn't eat cereal. I would have been content with whole grain toast (or a bagel) with peanut butter, but that was not offered.	Pax was upset about the food selections
Capitol Limited	30	05/23/2019	CHI	WAS	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION	age Smell Pax was our sleeping car attendant on our return trip from Chicago to Albany on the Lake Shore Limited. He was friendly and courteous at all times, and very helpful. He did his job in a professional manner, going above and beyond his regular duties. He insisted on bringing our morning coffee to us in our bedroom. When we got off the train in Albany he helped us with our bags to the station, which was quite a walk. We think he did an outstanding job and wanted Amtrak to be aware of his efforts.	Pax unhappy with the boxed meals in dining car on Lake Shore Limited...wants more choices and real food, not boxed meals...wants tablecloths and the full dining experience
		05/23/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		
		05/23/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	presidential letter rec'd dated 5/18/19...attached	PAX UPSET AT DINING CHANGES ON LSL AND CL Change in meals is unacceptable Sack Lunches are not 1st Class & they pay a lot of money for hot meals If they are not going to serve Hot Meals then they should lower the fares All three meals were Box meals -Use to get Pancakes & eggs, Hamburgers, Hot Meals etc Breakfast* Yogurt, Something Sweet in a Cup, Breakfast Bar, Danish Lunch*Sandwich Dinner* Microwaved Steak/Beef, salad Pax stated the box meals were not up to the 1st class standards that they expected They feel they should be offered lower rates if they are not provided stellar hot meals they have become accustomed to bec they are avid Amtrak travellers
Lake Shore Limited	48	05/28/2019	CHI	NYP	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	Change in meals is unacceptable Sack Lunch is not 1st Class & they pay a lot of money for hot meals	
Lake Shore Limited	49	05/28/2019	NYP	CHI	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD SELECTION	Box meal selection is unacceptable Received email from tour operator Exemption 6 Exemption 6 There is another reservation associated with group with 20 additional pax. Exemption 6	
Capitol Limited	30	05/29/2019	COV	WAS	COMPLAINT	TRAIN	DINING SERVICES	FOOD DEPLETED		
Capitol Limited	30	05/29/2019	CHI	WAS	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	WAS to ORL the lights kept flickering on and off for hours food service was terrible on the capital limited So, not only did you remove the real dining car from the Lakeshore Limited, but I am going without dinner because you ran out of what I can eat. Great start to a week on Amtrak.	Group states food ran out...(the always request extra food/breakfast in cafe car, terrible food service, people were called by room number to get a bag of food then find a seat to eat. very unorganized and inconvenient
Lake Shore Limited	49	05/30/2019	NYP	CHI	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	I was traveling from Pittsburgh to Washington and we arrived 1.5 hours late due to freight train interference. I know this is out of the train's control but it is still an inconvenience. Also food service was not that great and there should be more options. They were already out of the breakfast sandwiches when I went to get one. Other than that I had an enjoyable journey with friendly people and I look forward to my return journey this afternoon.	
Capitol Limited	30	05/30/2019	PGH	WAS	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	-Horrible odor in sleeper car (pax states it smelled like sewage) -rude station personnel -injured her right leg while on train -Horrible food selection	food selection is horrible didn't have anything on the menu that pax could eat. Pax states the food either had wheat which she doesn't eat or took much sugar.
Capitol Limited	30	05/30/2019	CHI	PGH	COMPLAINT	TRAIN	DINING SERVICES	FOOD DEPLETED	I recently took the Lake Shore Limited to and from Cleveland to return station. I've taken this train several other times. I was EXTREMELY disappointed to find out that you have discontinued the dining car for coach passengers and on top of that the cafe car is not available after Albany! On the return trip, I had a roomette and was even MORE disappointed at the microwave TV dinner and plastic silverware! I expected much better food than this! Last year I took the Southwest Chief to Flagstaff and had wonderful meals both ways. I normally recommend Amtrak to friends but now will be hesitant. I will be sure to check on food availability before I book another trip!	
		05/30/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Food Service - Sleeper Class Lake Shore Limited - Train #448 & 449 INTERNAL RECEIVED FROM OIG FOR CALLBACK: (See attachment letter addressed to Richard Anderson) - This came after case was already resolved. --Pax unhappy with the decline in food service on the Lake Shore limited. --Vegetation Options depleted on outbound service --Breakfast was hardly cooked oatmeal and a rotting banana (both outbound and return) --Pax was not happy that we are promoting alcohol by getting issued "Free Alcoholic Beverage" coupon	Semi cooked oatmeal and rotten bananas
Lake Shore Limited	448	05/31/2019	CHI	BOS	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	Food Service - Sleeper Class Lake Shore Limited - Train #448 & 449 INTERNAL RECEIVED FROM OIG FOR CALLBACK: (See attachment letter addressed to Richard Anderson) - This came after case was already resolved. --Pax unhappy with the decline in food service on the Lake Shore limited. --Vegetation Options depleted on outbound service --Breakfast was hardly cooked oatmeal and a rotting banana (both outbound and return) --Pax was not happy that we are promoting alcohol by getting issued "Free Alcoholic Beverage" coupon	
Lake Shore Limited	449	05/31/2019	BOS	CHI	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	No dining car BOS - ALB portion - paxs were expected to eat in their roomette and stated that two boxes cannot fit on the foldout table in the room.	

Lake Shore Limited	449	05/31/2019 06/03/2019	BOS	CHI	COMPLAINT COMPLAINT	TRAIN POLICY	DINING SERVICES SALES	FULL DINING SVC NOT OFFERED CHANGE IN SERVICE	Food Service - Sleeper Class Lake Shore Limited - Train #448 & 449 ===== INTERNAL RECEIVED FROM OIG FOR CALLBACK: (See attachment letter addressed to Richard Anderson) - This came after case was already resolved. --Pax unhappy with the decline in food service on the Lake Shore limited. --Vegetation Options depleted on outbound service --Breakfast was hardly cooked oatmeal and a rotting banana (both outbound and return) --Pax was not happy that we are promoting alcohol by getting issued "Free Alcoholic Beverage" coupon Late train	Pax is concerned about steady decline in food service represents a new low Shortage of vegetarian options - Semi cooked oatmeal and bananas on their way to being rotten email: the food was prepackaged, frozen, and dreadful.
Lake Shore Limited	48	06/05/2019	SYR	NYP	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	I have not received credit for this trip on my Amtrak Guest Rewards account # 488 9973. I do not believe that the conductor came through and the sleeping car attendant was indifferent. I also have several complaints: the train arrived very late in Syracuse. When I boarded the sleeper the attendant told me that my room, #1, was not ready. I asked him how long it would take him to get it ready. He said five or town minutes. I asked if there were another room I could sit in while he prepared the room. His answer was NO. I waited over ten minutes and asked again when I could enter my room. He said I could enter even though he had been standing on the platform all this time and had not done anything. When I entered the room I saw that it was in good condition with no need at all for me to wait. In addition there were many empty rooms, despite what he had said. Why did he hold me up? It made no sense. Food: disappointing. There is a dining car that dispenses airline food. Chicken was undercooked and bland. I do not recall a conductor coming through for tickets. My trip appears not to have been credited to mu account.	Chicken dinner taste horrible -- pasto was not good either -- taste like chemicals tried beef dinner for return and it was a little better -- the breakfast was small and did not taste good
Lake Shore Limited	49	06/06/2019	SDY	CHI	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	food not good	Passenger complained the food quality was horrible and there were a lack of healthy gluten free options
Capitol Limited	29	06/06/2019	WAS	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	Passenger complained of sleeper car	Complain about dining care that were removed it's very inconvenient.
Lake Shore Limited	448	06/06/2019 06/06/2019	CHI	BOS	COMPLAINT COMPLAINT	TRAIN POLICY	DINING SERVICES SALES	FULL DINING SVC NOT OFFERED CHANGE IN SERVICE	LATE TRAIN Complain about baqaqae and dinning that were removed change in service	pax is unhappy about dinina car is no longer on the train
		06/07/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Two weeks ago I asked why there are no real dining cars on overnight trains out of Boston or New York City or Washington DC to Chicago nor on the Chicago to New Orleans route. And why are only sleeper car passengers offered a hot meal on the NY and Boston to Chicago run. So far I have not received a reply. While our train was three hours late once we finally boarded, my friend and traveling companion [Exemption 6] and I had a lovely trip thanks to [Exemption 6] with no help of the AMTRAK ADMINISTRATION. Lack of a proper dining car, without being advised where [Exemption 6] signed us up for this trip, lack of proper food, passengers sharing our meals, etc. it was totally unprofessional of AMTRAK. Luckily the on board staff who was practically on their own, and remained happy and kind, with no forward thinking from admin.. it was all very bizare.	Pax unhappy with food offerings on long distance trains: 29/30, 48/448/49/499, 58/59
Capitol Limited	30	06/10/2019	CHI	WAS	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	odor smell in room	pax unhappy with the food selections , its been the same for years
Capitol Limited	30	06/10/2019	CHI	TOL	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD SELECTION	apparently I have many requests: [Exemption 6]@amtrak.com> Sent: Monday, June 10, 2019 6:28 PM To: OCR <OCR@Amtrak.com> Cc: [Exemption 6] [Exemption 6] [Exemption 6] [Exemption 6] This is a request for reimbursement of \$245.35 in Hotel expenses incurred as the result of AMTRAK train 8909, Empire Builder from Seattle arriving 4 hours and 48 minutes late on May 23, 2019. The late arrival resulted in a missed connection onto train 30, Capitol Limited. AMTRAK did not provide a room as customary because "all rooms were booked because of a convention". We found a room within 5 minutes of being told this. Attached is the appropriate documentation. Please advise if any future information is required to process the request. [Exemption 6] Complaint had to pay out of pocket due to service disruption, and was told in CHI that they could not get a room for passengers. Passenger's are 74 years old and would like to be compensated for it.	
Capitol Limited	30	06/10/2019	CHI	WAS	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY		Did not like the new meals service would like it the old way. Pax stated he was offered a blonde "ltd snacks" there was no food offered after am transfer on school busses to TOL where they boarded new train They were served box lunches which were very limited They ran out of food & were served Subway Sandwiches & cake They do not eat that junk nor expect that type of service
Lake Shore Limited	48	06/11/2019	CHI	NYP	COMPLAINT	TRAIN	DINING SERVICES	FOOD DEPLETED	Late	

									<p>Good afternoon Please find below a complaint received from our clients: -----</p> <p>We have just returned home from our holiday and there we're several concerns we had which resulted in our holiday being a disappointment. I spoke to your colleague [REDACTED] yesterday who advised I send an email to yourselves. Just to say there were no problems on our journey on Queen Mary or the ship to shore transfer and the reverse shore to ship transfer you organised 1: The food on Amtrak limited and there was no sugar free or alternative at any meals despite being told there would be as my husband in diabetic. This meant his menu was extremely limited. I would have expected the train to at least begin the journey with the full choice of food they offer on the menu. 2: On arrival at the station on May 11th we were informed we would be transferred to Houston by bus to catch our train due to flooding. Whilst I appreciate no one can control the weather bus travel is the last form of transport I would choose as it makes me travel sick. However be that as it may the bus was one step up from a school bus very uncomfortable and basic. The journey took 6 hours during which time we were given meat sandwiches (no alternative), I am a vegetarian!! And again nothing my husband could have. Taking into consideration we missed breakfast and lunch due to this journey on the bus. I spent the whole journey with a carrier bag on my knee as I felt so ill 3: On arrival at Houston there were no facilities other than toilets and we had a wait of nearly 4 hours for the train. We were advised by staff at Houston that we could go and get a drink at a local cafe across a busy dual carriageway but they didn't advise it. The staff also told us they were not expecting three bus loads of passengers!! I looked on Amtrak website at Houston and it appears they knew about this problem on the evening of May 10th but did not inform their own staff at Houston or us passengers. Also this gave Amtrak plenty of time to find a bus appropriate to that length of journey 4: when we finally boarded the train (10 hours later) there was no WiFi, this meant we could not order our taxis on Uber for our next stop.Again there was an extremely limited menu and no alternative for my husband. The dining room staff were abrupt to the point of rudeness . Just what I needed to round off a completely rubbish day. 5: On arrival at Los Angeles it cost us \$50 each way to and from our hotel as it was so far and we couldn't access Uber on the train . I am disappointed and surprised that as a company you did not recognise you had others on the same train and could not have organised a group transfer. I would not have been averse to paying for that service. It would have been useful at every stop 6: The train to Chicago , No WiFi, No sugar free or alternative even the natural yoghurt was sweetened. The train ride</p> <p>Good afternoon Please find below a complaint received from our clients: -----</p> <p>We have just returned home from our holiday and there we're several concerns we had which resulted in our holiday being a disappointment. I spoke to your colleague Gemma yesterday who advised I send an email to yourselves. Just to say there were no problems on our journey on Queen Mary or the ship to shore transfer and the reverse shore to ship transfer you organised 1: The food on Amtrak limited and there was no sugar free or alternative at any meals despite being told there would be as my husband in diabetic. This meant his menu was extremely limited. 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Lake Shore Limited	48	06/12/2019	CHI	NYP	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD SELECTION		<p>1: The food on Amtrak limited and there was no sugar free or alternative at any meals despite being told there would be as my husband in diabetic. This meant his menu was extremely limited. I would have expected the train to at least begin the journey with the full choice of food they offer on the menu</p>
Lake Shore Limited	48	06/12/2019	CHI	NYP	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD SELECTION		<p>7: The train from Chicago to New York was even worse with snack style meals which the lone dining car attendant had to microwave. Another bad tempered Amtrak employee. Another uncomfortable night with no sleep the train again as before going so fast rocking and rolling, me being sick .</p>

Lake Shore Limited	49	06/12/2019	NYP	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION	I have been traveling on Amtrak for over 30 years and seen my share of outstanding service. The dining service on #48 is not one of them. First my sleeping car attendant [redacted] provided outstanding customer service to his passengers. He was very attentive and took care of each passenger. Also good move on taking one step forward with bringing back complimentary beverages and amenity kits. This are items which should never have been removed. The food service is terrible. I am on a restricted food plan which your menu left me with very few if any options to eat. I had to bring my own food for breakfast. High carb, low protein does not work for everyone. Dinner choices were at best mediocre again with limited selection, high carb, high sodium. Why is it that VIA Canada can provide better catered food on their overnight trains and Amtrak can not. Acela type meals are another option. even better bring back better food service and use the tax payer funded diners as intended. The set up also was difficult and confusing with garage at one end looking like a college dorm party. One attendant is not sufficient to provide decent service. And pity coach passengers who are discriminated from a full meal and have even less options available. Mr Anderson has destroyed this train's food service. We need better train service not worse. It's one thing when critics attempt to destroy rail service it's another when it's an inside job. I would like to request a refund for the poor food service experience I encountered. thank you.	Passenger states the food was terrible, and did not have a good selection. Passenger states better food service is needed.
Capitol Limited	30	06/13/2019	CHI	WAS	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	meals unsatisfactory late train and my wife [redacted] have taken many Amtrak train trips (New Orleans, Boston, Seattle, San Antonio, Grand Canyon). One of our big reasons for taking the train is the dining car service. It's such a special experience to eat a cooked meal in the dining car as the scenery goes by. Even though we had coach on the Empire Builder we enjoyed a fine meal in the dining car on the way to Chicago. Our complaint is about the reduced dining car service on the Lake Shore Limited. We did eat in the dining car, but the microwaved food was served in boxes with plastic plates and 'silverware'. That type of service is ok for short haul trains such as the Hiawatha, but your long distant trains need to have full dining room service. One of the big elements that sets Amtrak apart from driving, flying or bussing is your full dining car service.	Passenger states better food service is needed. box lunches were given and they were not prepared for box lunches she thought they were sit down meals
Lake Shore Limited	449	06/18/2019	BOS	ALB	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	I AM AN 20 YEAR OLD GUEST REWARD MEMBER AND STRONG AMTRAK SUPPORTER FOR MANY YEARS. I ARRIVED FROM LAX ON Train #4 WHICH was more than 4 hours late before arriving in Chicago after 7 pm. Dinner was not scheduled so it was not served. I WAS EXHAUSTED AND HUNGRY. Then I learned that my connecting train 48 was to be delayed nearly 4m3 hours before departing at 12:15 am. Altho passengers on another delayed train were offered Dinner, those if us on 48 were not. Meanwhile the staff in the metropolitan lounge was not pleasant or helpful. After this experience as well as the disgusting boxed meals on the lake shore ktdcabd capitol ltd, this us the last time I wikk use Amtrak travel. Ir recommend it.	pax unhappy with lack of dining car service
		06/18/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	my dining service was [redacted] we took the coast through in the summer of 2017 and the Capitol Limited in the spring of 2018. We decided to take the Capitol Limited again on June 9, 2019 because our prior experiences were so good. A big part of our prior experiences was the food. My kids loved the food on prior trips and described it as a reason to take the train. Imagine our disappointment when our bistro bag arrived last night. It was not just disappointing, it was also sad. The food was not good and the experience was bad. We will not take the Capitol Limited again because of the food. If we consider long distance train travel in the future we will clarify the food situation in advance and will not book any trips where the bistro bag has replaced real food. I know Amtrak is struggling and imagine this change comes with cost savings. But it also guts the magic of train travel and will further erode customer loyalty. I'd be happy to pay \$50/person more for the food I enjoyed on prior trips. Short of that, I will save hundreds of dollars and fly. This train will be at least 4 hours late. There is no observation car. The wi-fi doesn't work. All of this is disappointing, but manageable. The food situation is unforgivable. Exemption 6 Lifelong Amtrak Passenger Washington, DC	Email says: After this experience as well as the disgusting boxed meals on the lake shore ktdcabd capitol ltd, this us the last time I wikk use Amtrak travel. Ir recommend it.
		06/18/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	The meals on the Capitol Limited the say the kindest are very poor, when compared with other trains I was on during my grand tour of the US. In fact they are not worth even eating. This comment was said by nearly all of the other passengers on my trip. Other than the above, my trip was very enjoyable and your staff on the trains were of the highest quality, Gold Stars for all of them. NOW FIX THE DINING ON THE CAPITOL LIMITED. Your Loyal Kind Humble Curmudgeon [redacted] Exemption 6	food on the Capitol Limited is unacceptable praise to the crew and the rest of the trip
		06/20/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	when you restore the full service diners on the Capitol LTD, and [redacted] are and improve the meals on the existing diners west of Chicago, my wife and I would like to travel again to visit the grandchildren out west. Also, running anywhere near on-time would be a plus. Amtrak has really reduced all the services it once had and that has been really disappointing to us. We could not currently recommend travel by Amtrak to any of our friends or family, as once we had. Been riding trains since before the birth of Amtrak and have seen all the changes over the years-always hoping for improvement. Sadly, things have gotten much worse since your new CEO took over. He seems intent on doing away with nationwide travel by train. We do not fly-could not, would not-nor do we wish to drive long distances. Amtrak is the only option for us, as it is for many nationwide. Fix it! Exemption 6	

											freshly made meals anymore on all trains with a sleeper car which I am taking. Though I believe this will not apply to my upcoming trip for dinner only, it appears that you no longer serve a fresh breakfast and lunch...so much for Texas french toast and eggs. I finally convinced my sister to take a train trip with me this upcoming Fall but when I told her about the dining situation, she declined to join me. As for myself, the dining experience was part of the whole experience that I looked forward to...and paid for. Cutting back on such things as getting out of your room and meeting people over a nice meal is not the way to go. It's unlikely that I will ever recommend train travel as I have in the past nor will I want to travel myself without the dining experience. I also want to mention that it would be great if you could improve the Wi-Fi situation. I'd like to hear back from you re my comments. Oh, I noticed a vegetarian option on the menu of a veggie/noodle bowl; I'm looking forward to that as I'm not much of a meat eater and in the past there were few options other than cheesy pasta options. I hope you bring back a bona fide dining car option. A boxed lunch is not what I expect from Amtrak travel...what's next? crackers and Velveeta? Peanut butter and jelly on white bread. Don't cheapen the experience. I'm not the only person complaining about it. Thanks for listening. ===== schedule change		
		06/21/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE			Boxed meals		
		06/21/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE			PAX IS DISAPPOINTED IN CONTEMPORARY DINING CHANGES ON LSL AND CL		
		06/24/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE					
		06/24/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE					
Capitol Limited	30	06/25/2019	CHI	WAS	COMPLAINT	TRAIN	DINING SERVICES	FOOD DEPLETED	008 Reservation Number [REDACTED], made around March 10, 2019. We were advised shortly after leaving the station that only Vegan meals were left. If I wanted a Vegan meal I would have requested it when I made my reservation. The staff and stewards appear to be doing their best to manage a disaster that has transformed our entire sleeping car into gusts that are extremely upset and irritated. Some guests thought that the problem would be remedied when we pulled into South Bend. I'm sure that will be the case. I first experienced your novel Contemporary Meal program last year and wrote a commendation. This debacle absolutely ruined my whole trip. You have fallen far short of even my most meager expectations! I left wondering the following: How many of each variety did you stock? Was that PAR based on empirical data or how was that number forecasted? Why did you not ask for my dinner preference at or shortly after I made my reservation a fairly simple exercise? What checks and balances within your functional flow have you designed to avoid these serious errors? Without question, this oversight should have been obvious, or it was clearly an act of wanton disregard. This problem should have been corrected by your train staff and attendants when it was discovered long before we left the station at Chicago. It's obvious that you have not empowered your staff to perform their job. They said there was nothing that they could do. I expect some form of immediate compensation, my preferred meal delivered to the train, or a refund for this careless but avoidable situation. I also would like for you to make sure that I have the beef Provençal for my trip on Saturday, June 22. Please contact me immediately on [REDACTED].				
		06/27/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE			food changes are unsatisfactory		

Lake Shore Limited	49	06/28/2019	NYP	CHI	COMPLAINT	TRAIN	DINING SERVICES	HOURS UNSATISFACTORY	My train from New York to Chicago arrived OVER 3 HOURS LATE! It made me late to a very important interview. Eventually the dining car closed during the trip, so I was unable to eat for the last 8 HOURS of the trip. I left my train tired, hungry, late, and angry. I am inclined to NEVER take Amtrak again and tell everyone I know of the DEPLORABLE experience I had. I expect a FULL REFUND for this trip.	
Lake Shore Limited	49	06/28/2019	ALB	CHI	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	Late train, climate rise. I haven taken amtrak often in the past few years, as an inexpensive option to travel from Chicago to Ohio. I've even been thinking of a trip to Montana. Not after the past few trips however. My experience has been worse and worse. More delays, grumpy service, and this latest trip... Well a delay of 2 hours will make me angry. Also the fact that IAAm told there will be no cafe or dining car. With trains delayed this often people need access to food and beverages. This is an absolute joke. I would like a refund, for the inconveniences your services have caused me, due to its extreme inconsistency. Otherwise I will find other suitable means of travel in the future. Thank you, Exemption 6	Pax was upset there was no full dining car
		06/28/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		Also the fact that IAAm told there will be no cafe or dining car. With trains delayed this often people need access to food and beverages. This is an absolute joke.
Capitol Limited	30	07/01/2019	CHI	WAS	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	FOOD SERVICE IS TERRIBLE - PAX HAS TRAVELED ALL OUR TRAINS MORE THEN ONCE - AND CANNOT BELIEVE WHAT HAS HAPPENED TO THE CAPITOL LIMITED THE PERSONAL IN THE DINING CAR ARE UNPROFESSIONAL AND NOT NICE THEY CALLED EVERYONE TO THE DINING CAR AT ONCE late train, due to late train the hotel they had gave away their room, door between cars rattled all night long, sewage coming up in shower, car attendant was unhelpful, no wake up call (for smoke breaks)	
Capitol Limited	29	07/02/2019	WAS	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD DEPLETED		Dining car ran out of kids turkey sandwich. However, attendant allowed a comp meal for lounge food.
		07/02/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Late change in service	Pax stated he missed the little flower on the table which added ambiance
		07/02/2019			INQUIRY/REQUEST	POLICY	SALES	CHANGE IN SERVICE	No directions or gate information posted at the stations and no one to assist you this happened in CHI an WAS...A lot of attitude from crew members on board	Strawberry Sauce for the Cheesecake pax wants to see the dining car back on
Capitol Limited	30	07/03/2019	CHI	WAS	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	Attendant complaint	Feels on long distance train should have more full dining service ..very little to eat offered on the cafe menu
Capitol Limited	29	07/03/2019	WAS	TOL	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION	Attendant complaint	Passenger has traveled extensively , and there is a lack of options in terms of meal selections and healthy eating - please bring back the dining car !
Capitol Limited	29	07/09/2019	WAS	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	transferred to the Capital Limited for Chicago. I was very satisfied with the journey from BWI to WAS. The Capital Limited much less. I booked sleeper service. That I have done many times over many years. The car attendant was most welcoming in car 2900. He did everything possible to make the journey good. I thought he took care of the car well. He went out of his way to provide service. What was a terrible disappointment was dinning. End of the formal dinning car was disgraceful. Passing a box lunch off as quality did not match the cost of the ticket in dollars or points. Amtrak sleeper service is an experience in quality with a premium price. It should not be a duplication of poor airline service at an upscaled price. My overall rating of this trip from from BWI to CHI is 6 from 10. Worth repeating I think questionable. And yes I have traveled extensively the entire Amtrak and ViaRail network. I sincerely hope Amtrak will reconsider its new sleeper service in routes such as the Capital Limited. Yours, Exemption 6	Pax unsatisfied with lack of formal dining in the dining car
Capitol Limited	29	07/09/2019	WAS	CHI	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	transferred to the Capital Limited for Chicago. I was very satisfied with the journey from BWI to WAS. The Capital Limited much less. I booked sleeper service. That I have done many times over many years. The car attendant was most welcoming in car 2900. He did everything possible to make the journey good. I thought he took care of the car well. He went out of his way to provide service. What was a terrible disappointment was dinning. End of the formal dinning car was disgraceful. Passing a box lunch off as quality did not match the cost of the ticket in dollars or points. Amtrak sleeper service is an experience in quality with a premium price. It should not be a duplication of poor airline service at an upscaled price. My overall rating of this trip from from BWI to CHI is 6 from 10. Worth repeating I think questionable. And yes I have traveled extensively the entire Amtrak and ViaRail network. I sincerely hope Amtrak will reconsider its new sleeper service in routes such as the Capital Limited. Yours, Exemption 6	Pax unhappy with the lack of fresh prepared meals on the train
Lake Shore Limited	49	07/09/2019	NYP	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION	beef - it looked like dog food in a dog dish) breakfast was all carbs, unhappy that its microwaved, unappetizing, not diabetic friendly train 421 - 3hrs 30mins late into LAX train 421 - compliment for Exemption 6 in dining car - gave great service & had a great sense of humor train 421 - compliment for Exemption 6 - great job, great service, announcements had everyone laughing train 421 - compliment for Exemption 6 - train mngr great service CHI-SAS train 14 - compliment to Exemption 6, ran dining car, excellent service train 14 - compliment to the chef - steak was like butter & the seafood cake was sauteed - juicy & delicious train 14 - upset they got rid of the pacific parlour car (no where for sleeper paxs to go, because the other lounge car is full of coach paxs) train 6 - late 4hrs 46mins train 6 - door kept falling off track in sleeper, pax was trapped in his room at one point, the attendant came by and stated he did report it on the outbound but they obviously didnt fix it. train 6 - door lock was hard to use, metal didnt fit right, dangled, door kept opening in middle of night train 6 - compliment to Exemption 6 in dining car, great service, great hospitality train 6 - compliments to chef - steak was like butter & the seafood cake was sauteed - juicy & delicious train 50 - not happy w/dining experience (diner like?) train 50 - compliment to Exemption 6 for making the food the best she could, presentation, etc (especially the cheesecake) train 50 - compliment to Exemption 6 - sleeping car attendant, shes a legend, oozes w/hospitality, shes the best (said she has won awards) train 50 - compliment for conductor (not the one w/the beard) very helpful, came back to get pax when a dining seat opened up, also made announcement in the sleeping car to let everyone know Exemption 6 won a medal train 50 - compliment to conductor who was announcing the sites (New River Gorge bridge)	train 49 - not happy w/contemporary dining food (ordered beef - it looked like dog food in a dog dish) breakfast was all carbs, unhappy that its microwaved, unappetizing, not diabetic friendly
Lake Shore Limited	48	07/10/2019	BUF	NYP	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	How many hours before arrival is it suggested one visits the cafe car? We are three hours away from our destination at NYP and the cafe is completely out of food. Is this standard Amtrak practice? Should we plan on bringing our own food from now on because the cafe is not adequately stocked and the dining car is fully occupied all the time? It will help me plan in the future to know say, 5 hours before a destination one must buy food. Thanks.	Cafe car ran out of options

Capitol Limited	29	07/10/2019	WAS	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION	Passenger called to complain about delayed train travel. Passenger also wanted to complain about his travel experience.	Passenger stated that the box meals are horrible and that Amtrak should be ashamed of themselves for serving it.
Lake Shore Limited	48	07/10/2019	CHI	NYP	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	Passenger called to complain about delayed train travel. Passenger also wanted to complain about his travel experience.	Passenger stated that the box meals are horrible and that Amtrak should be ashamed of themselves for serving it.
Capitol Limited	29	07/10/2019	WAS	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	Passenger called to complain about their travel and experience. Passenger stated that she does not like the box meals.	Passenger stated that the meals served were horrible.
Capitol Limited	29	07/12/2019	WAS	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION	Late Train - Climate Control	Food selection was horrible BEEF TIPS WERE SHREDDED IN SAUCE WAS HORRIBLE / MASH POTATOES BROWN THE EGG SHE HAD IN MORNING WAS NOT A REAL AND COOKED IN MICROWAVE . SHE REQUESTING BRING BACK COOKED FOOD ON TRAIN .NOT MICROWAVE AND BOXED FOOD .
Capitol Limited	30	07/17/2019	CHI	MRB	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	FOOD / BEEF Hello -- I love traveling by train on Amtrak. I have taken trains many many times over the years, including the Lakeshore Limited. However, this time I was shocked to find that there was no formal seating and service in the dining car. Considering the cost of a roomette, I have always appreciated the sit-down dining car experience. Imagine my utter surprise to find a few tables to sit at, some boxes of cereal and muffins laid out for the taking and a limited microwaved menu of boxed items. What happened? It is my hope that this may be the only line that you do this on. It certainly diminishes the elegance of train travel via sleeper car. Needless to say, I was disappointed.	dining change
Capitol Limited	30	07/17/2019	CHI	CUM	COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Hello, I was a passenger on your Capitol Limited train leaving Chicago on Monday July 1, 2019. I have a couple of issues with the trip, first of all I was not aware that the dining car for this train is no longer in service! This information was never provided to me (or any other travelers on this train that I met). It was an inconvenience because again I was not aware of it and secondly I had planned on dining on the train all day, I had arrived in Chicago on the Southwest Chief and skipped a noon meal because I only eat twice a day, also the Southwest Chief was 2 hours and 45 minutes late! I'm not concerned about the lateness of the arrival but it did add to the overall frustration of the day. Interestingly enough while sitting in my seat there was an announcement prior to leaving CHI that someone would be coming around to take reservations, however once we departed there was another announcement that the dining car is no longer in service on this train, the Capitol Limited. The only option is the CafÃ© Car, though it does provide food it is woefully understocked and with only one person working there can be considered understaffed, he had to prepare anything that had to be heated, package any items purchased and handled the exchange of money. I would like to pass along my praise for the CafÃ© Car attendant, he does his job with a positive outlook even though he could use some help. What the CafÃ© Car is stocked with is not conducive to an what people would consider a good evening meal. And with so many people having to count on it what ever the CafÃ© had was gone very quickly leaving many without much of an option on the train. People expect your trains to have a dining car, its been a part of train travel for many many years as I'm sure you know! And if you're not going to have a dining car the options for your passengers that have to rely on the CafÃ© Car need to be better and nutritious!	-Pax email states: Hello, I was a passenger on your Capitol Limited train leaving Chicago on Monday July 1, 2019. I have a couple of issues with the trip, first of all I was not aware that the dining car for this train is no longer in service! This information was never provided to me (or any other travelers on this train that I met). It was an inconvenience because again I was not aware of it and secondly I had planned on dining on the train all day, I had arrived in Chicago on the Southwest Chief and skipped a noon meal because I only eat twice a day, also the Southwest Chief was 2 hours and 45 minutes late! I'm not concerned about the lateness of the arrival but it did add to the overall frustration of the day. Interestingly enough while sitting in my seat there was an announcement prior to leaving CHI that someone would be coming around to take reservations, however once we departed there was another announcement that the dining car is no longer in service on this train, the Capitol Limited. The only option is the CafÃ© Car, though it does provide food it is woefully understocked and with only one person working there can be considered understaffed, he had to prepare anything that had to be heated, package any items purchased and handled the exchange of money. I would like to pass along my praise for the CafÃ© Car attendant, he does his job with a positive outlook even though he could use some help. What the CafÃ© Car is stocked with is not conducive to an what people would consider a good evening meal. And with so many people having to count on it what ever the CafÃ© had was gone very quickly leaving many without much of an option on the train. People expect your trains to have a dining car, its been a part of train travel for many many years as I'm sure you know! And if you're not going to have a dining car the options for your passengers that have to rely on the CafÃ© Car need to be better and nutritious! Pax stated that she was advised by Amtrak employees on board that the the food was not worth the price. Pax stated that the prices for food are too high.
Capitol Limited	30	07/18/2019	CHI	CUM	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	Passenger state she was booked the wrong date	food was very unacceptable. I have food allergies and had a difficult time finding a meal (other than breakfast) that I could eat. I feel for the amount of money that I paid for my sleeper accomodation (which is supposed to include meals) that I was grossly overcharged.
Lake Shore Limited	49	07/18/2019	NYP	SKY	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION	I was on the train on my way from Spokane, WA and returned on June 7th to Everett, WA and returned home to Spokane, WA on June 14th. I have been traveling on this route for about 20 plus years. I usually enjoy my trip immensely (even with the delays), the crew is usually very helpful and the food is great. On this last trip the food on the train between Chicago, IL and Washington DC was very unacceptable. I have food allergies and had a difficult time finding a meal (other than breakfast) that I could eat. I feel for the amount of money that I paid for my sleeper accomodation (which is supposed to include meals) that I was grossly overcharged. I usually have good meals on the train but this particular section of the train trip was bad. There were only 3 or 4 choices for lunch and dinner, most of them had some allergy items in them. I finally settle on the roast beef dinner, however I then spent the next day with a large stomach upset, (spending most of the trip to Everett, WA in the bathroom). Because of this when we arrived in Everett, my daughter and I could not go forward with the plans that we had made for that day. I realize that I am older and cannot fly so the train is my only way to visit my grandchildren. Sincerely, Exemption 6	food was very unacceptable. I have food allergies and had a difficult time finding a meal (other than breakfast) that I could eat. I feel for the amount of money that I paid for my sleeper accomodation (which is supposed to include meals) that I was grossly overcharged.
Capitol Limited	30	07/19/2019	CHI	WAS	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION	Late	Pax stated the food selection availability should be commensurate with the amount they are paying - Premium Fares = Premium Dining Experience. They will not travel on any train that does not provide True Dining Experience for the Amount they Pay
Capitol Limited	30	07/19/2019	CHI	WAS	COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Late	poor selection - very disappointing dirty tables. Passenger states the food was poorly packaged and tasted bad. Quality of the food needs to be better. issued comp as a courtesy
Lake Shore Limited	49	07/22/2019	ALB	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION	Complaint Letter	

									Customer Service, Recently my wife, [redacted] and I travelled on the California Zephyr, Train #6, from Sacramento, CA to Chicago, IL. We boarded the train on June 28 and arrived in Chicago on June 30. We had booked a Bedroom for the extended trip. As we are senior citizens, we specifically chose this accommodation for the private bathroom. Unfortunately, on the second day of the trip the restrooms throughout the car were malfunctioning. The private restrooms and the facilities in the upper and lower hallways were unavailable. This required everyone to use the restrooms in the other sleeper cars and the crew car. Due to this inconvenience and discomfort, we are requesting a partial reimbursement or credit for the cost of the Bedroom. We are loyal Amtrak customers and would like to consider traveling by train in the future. If you have any questions or would like further information, we can be reached at the phone number and email below. Sincerely, [redacted]	
Capitol Limited	30	07/22/2019	CHI	WAS	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION	[redacted] 2nd Email Received: My family and I had travelled from California and were completing our train trip on the Capitol Limited. We were disappointed in the selection and quality of the food on this final leg our trip. We looked forward to a full dining service like we enjoyed on the California Zephyr. We understand economic issues are a strong determinant in food service, however we feel that a first class experience on an overnight trip deserves higher quality food. We have enjoyed the food and atmosphere in the Dining Cars across the country and would like to have them reinstated on the all overnight lines. Sincerely, [redacted]	[redacted] writes the dining experience for sleeping car passengers should be a full dining service and were not happy with the selection
Lake Shore Limited	48	07/22/2019	CHI	NYP	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	No hot water, pax got sick from pre-packaged food	Pax ordered the antipasta plate that was included with his bedroom accom, prepackaged meal, pax states he got sick with diarrhea
Capitol Limited	30	07/22/2019	CHI	WAS	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	rude / unhelpful personnel	Passenger states that the food services being offered is nasty and does not taste good. He states this is the worse that the food service has been on the trains.
Capitol Limited	29	07/23/2019	WAS	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	late train	Pax upset at the food service that is offered on board train 29.
Capitol Limited	30	07/29/2019	CHI	WAS	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD SELECTION	train 22- late train	Pax did not like the box lunches
Capitol Limited	29	07/29/2019	PGH	CHI	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	restrooms inoperable	Pax unhappy with the removal of the full service dining car off the Capitol limited
Capitol Limited	30	07/29/2019	CHI	PGH	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	restrooms inoperable	Pax unhappy with the removal of the full service dining car off the Capitol limited
									good. But the direction Amtrak is heading with the elimination of dining cars in favor of boxed meals is suicide to your bottom line. The money saved will be lost in revenue. When this downward trend first surfaced on the Lake Shore & Capitol Limited I was not pleased. But from a business standpoint I can understand, two meals over a 16-18 hour journey. But to push the envelope and move forward with this on all eastern long distance trains is ridiculous! I myself would rather fly and be there in 2-3 hours (and first class on a plane is cheaper) than to have to eat a boxed meal for three meals, maybe four on the Crescent. Sleeping car passengers pay a lot of money for those rooms, we deserve better. And what about the wasted money for those new dining cars that will not be used to their full potential. I am hoping that this decision can be reversed and Amtrak will come to its senses. I look forward to your response, thanking you in advance. Regards, [redacted]	
		07/30/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	[redacted] writing about Amtrak's plan to expand the contemporary dining to all east coast trains effective October. This is not the way to move Amtrak's finances to a sound footing if anything it will continually deteriorate the level of service on your East Coast long-distance trains which will in turn decrease ridership. Amtrak used to be one of my first travel options but since this dining option was introduced on the Capitol and Lake Shore Limited I have avoided those trains. And with the hefty price we pay for sleepers this will definitely not increase ridership. I realize this message will only fall on mute ears as Amtrak has proceeded to implement this on more trains. Trains are a choice passengers make, we are on here for a lot more hours than an airplane. Moving the dining options towards the airlines model will definitely not bode well for Amtrak in the long run.	Pax called in to voice his concerns about the changes in food service for long distance trains.
		07/30/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	employee praise	pax is unhappy that there are boxed lunches on the lake shore limited.
									see that. Recently we took a trip on the City of New Orleans and were as always glad to use the restaurant for some of our meals as we don't really like snack bar food all that much. Then we took yet another trip on the Capitol Limited to and from Washington DC with our granddaughter starting on the 5th of June this year. We had promised her a great trip ride and one of the things that she and we were looking forward to was eating in the dining car. Well that feature has been cancelled on the Capitol Limited even though it is an overnight ride east west as the City of New Orleans is an overnight ride north south. We asked why the service was cancelled and all we heard was that the new CEO of Amtrak is a former CEO of Delta Airlines and what should we expect? Not a ringing endorsement of your service. Our granddaughter was heartbroken about not getting the chance for elegant dining on board the Amtrak. We would appreciate some sort of remuneration in the way of a gift card that we can use on future trips (as there will be future trips) and a professional explanation as to why this sort of special Amtrak feature was cancelled. We are travelling again in Sep 2019 to Boston and back and yet again with another grandchild to D.C. and back in Aug of 2020. We would like to hear from you about this serious matter. Sincerely, [redacted]	
Capitol Limited	30	07/31/2019	CHI	WAS	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	Reporting 5 hr late train ...on budget...cafe car ran out of food...planned on getting food and personal food items at CHI	Passenger states he is upset that the full dining car is no longer available on the capitol limited.
Lake Shore Limited	448	07/31/2019	CHI	BOS	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	Dining Car food complaint	Passenger states need more food choices ..dining/ cafe car service unacceptable
Lake Shore Limited	49	07/31/2019	NYP	TOL	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	late train	Passenger is not happy with the Box meals offered on train 49. Passenger states the food was not good, he said it reminds him of airline food. He states for first class, the food can be better.
Capitol Limited	29	08/01/2019	WAS	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION	late train	PAX said the box meals for 1st class is horrible.
Capitol Limited	30	08/01/2019	CHI	WAS	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION	late train	Pax said the box food selection is horrible.

Capitol Limited	29	08/01/2019	WAS	CHI	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	<p>email rec'd 8/1: Good Morning. My family and I took a round trip train from Chicago to Washington DC under reservation [redacted] and returned yesterday. I must tell you that the experience was poor and not the "First Class" experience that was advertised. The only thing first class was the so called priority boarding and lounge. The rooms were ugly, poor quality, old and cramped. The bathrooms were like being in a box and anyone would find it difficult to take a shower. The meals were served in a plastic container instead of receiving a professional prepared meal that I expected. The quality was poor regardless of what we tried and thrown away. There was not a formal dining car where meals would be prepared and served. Instead you pickup your meal that is served in a plastic container. It was like receiving a boxed lunch that is served to the needy. Everything was advertised differently and not until we got on the train did we find out that things were not going to be the first class experience we expected and paid for. Some neighbors who took a train to New Orleans recommended that we go with a sleeping car so we upgraded from coach to first class by reserving two sleeping cars since I wanted to treat my family to a unique experience. The accommodations and meals felt less than "second class" to us. If we would have known we would have received such inadequate accommodations for our \$3300+ dollars we would have taken another form of transportation. Seats and carpeting should feel plush and comfortable instead of worn and lacking cushioning. The rooms should at least have shiny metal wherever it exist and items replaced when they are worn. Bathroom seats and floors should look new in each bathroom even if they can't be made larger. AC should allow rooms to be kept cool instead of stuffy. The narrow first class hallways should be immaculately maintained instead of looking dirty and needing care. Windows inside and outside of the rooms should be cleaned. Also, I specifically requested rooms where we could open the door to the shared doors to rooms but that wasn't even possible. This was a specific request I made at the time I booked the trip and was assured it would be the case. Outside of the friendliness of "most" staff and the observation car (with dirty windows) there wasn't anything else that was positive about the train trip. We shouldn't have charged anything close to what we were for the accommodations and services that we received. Sincerely, [redacted]</p>	<p>passenger said that he was not expecting to have a plastic food wear to be served with food said because he paid so much for trip he should have gotten more then that</p>
Capitol Limited	30	08/02/2019	CHI	TOL	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	<p>Sleeper car did not have an attendant, it was very hot with very little to no cool air, they were running low on meal and only a few had desserts. This is my 3rd time doing this route and this was the worst. Also, wifi is useless. I was unable to get any work done. [redacted] Sent: Friday, July 26, 2019 10:40 AM To: [redacted] > Subject: Complaint For PNR: [redacted] Good morning, [redacted] reached out to his travel agent after he returned from his trip on July 11th regarding his trip. [redacted] did not clarify which leg of the train he experienced the issues but according to him, he was on the train for 40 hours straight. The train ran out of food at one point and he had to eat tiny kid sized pancakes. He also ran out of his medication. The train had to stop every 12 hours so that they could change staff because the staff were working 12 hour shifts. [redacted] 4499. If he does not answer, his travel agent [redacted] is also aware of the situation. [redacted] Thank you. [redacted] they do not have a sleeper car. the first leg on the Southwest Chief was great, the second leg on the Capitol Limited I did not care for, did not like a toilet in my room and the food was horrible no dining car. the third leg of my trip was on the Silver Star this leg was the worst no dining car and I had to pay for my food which was disgusting. The fourth leg was on the Pennsylvanian was in business class and this portion was ok. the Next leg was on the Northeast Regional this part was ok, the next leg was on the capitol Limited and again this portion was ok but the food was horrible. My last leg home was on the Southwest Chief was very good and they had a dining car. I understand that Amtrak is getting rid of the dining cars, if this is so since I don't fly I will start driving to my destination and will never ride Amtrak again.</p>	<p>Pax unhappy with the meal offerings on the train</p>
Capitol Limited	29	08/02/2019	WAS	CHI	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	<p>[redacted] is also aware of the situation. [redacted] Thank you. [redacted] they do not have a sleeper car. the first leg on the Southwest Chief was great, the second leg on the Capitol Limited I did not care for, did not like a toilet in my room and the food was horrible no dining car. the third leg of my trip was on the Silver Star this leg was the worst no dining car and I had to pay for my food which was disgusting. The fourth leg was on the Pennsylvanian was in business class and this portion was ok. the Next leg was on the Northeast Regional this part was ok, the next leg was on the capitol Limited and again this portion was ok but the food was horrible. My last leg home was on the Southwest Chief was very good and they had a dining car. I understand that Amtrak is getting rid of the dining cars, if this is so since I don't fly I will start driving to my destination and will never ride Amtrak again.</p>	<p>There was not enough food onboard the train. When he asked for the pancakes they were given to another customer instead of him.</p>
Capitol Limited	29	08/05/2019	WAS	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD DEPLETED	<p>I want to complain about my recent trip. I paid good money to go in a sleeper car. the first leg on the Southwest Chief was great, the second leg on the Capitol Limited I did not care for, did not like a toilet in my room and the food was horrible no dining car. the third leg of my trip was on the Silver Star this leg was the worst no dining car and I had to pay for my food which was disgusting. The fourth leg was on the Pennsylvanian was in business class and this portion was ok. the Next leg was on the Northeast Regional this part was ok, the next leg was on the capitol Limited and again this portion was ok but the food was horrible. My last leg home was on the Southwest Chief was very good and they had a dining car. I understand that Amtrak is getting rid of the dining cars, if this is so since I don't fly I will start driving to my destination and will never ride Amtrak again.</p>	<p>Train 30, NO dining car (pax had to pay for meals) - food terrible Train 91, NO dining car Same as train 30 - Train 29 - NO dining car bad meals Pax feels that the food was very badly Pax had 5 sleepers and was unhappy with the changes on Dining Cars</p>
Capitol Limited	30	08/05/2019	CHI	WAS	COMPLAINT	TRAIN	DINING SERVICES	FOOD DEPLETED	<p>I want to complain about my recent trip. I paid good money to go in a sleeper car. the first leg on the Southwest Chief was great, the second leg on the Capitol Limited I did not care for, did not like a toilet in my room and the food was horrible no dining car. the third leg of my trip was on the Silver Star this leg was the worst no dining car and I had to pay for my food which was disgusting. The fourth leg was on the Pennsylvanian was in business class and this portion was ok. the Next leg was on the Northeast Regional this part was ok, the next leg was on the capitol Limited and again this portion was ok but the food was horrible. My last leg home was on the Southwest Chief was very good and they had a dining car. I understand that Amtrak is getting rid of the dining cars, if this is so since I don't fly I will start driving to my destination and will never ride Amtrak again.</p>	<p>Train 30, NO dining car (pax had to pay for meals) - food terrible Train 91, NO dining car Same as train 30 - Train 29 - NO dining car bad meals Pax feels that the food was very badly Pax had 5 sleepers and was unhappy with the changes on Dining Cars</p>
Capitol Limited	29	08/06/2019	WAS	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	<p>wifi not working</p>	<p>the box lunches are horrible</p>
Capitol Limited	29	08/06/2019	WAS	TOL	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION	<p>Train #29 - Family Room Sleeper - Late #30 - Restroom - Sleeper Unhelpful - Red Cap - unhelpful - asked for a tip Food - unsatisfactory</p>	<p>Food was not satisfactory in the dining car Had to get food from the Cafe Car</p>

									<p>email rec'd 8/6: I have contacted Amtrak Guest relations about reservation [redacted] and [redacted] which I [redacted] made for my companion [redacted] and his son [redacted] to travel with us from Chicago to Baltimore beginning July 29 and returning Aug 6. This email pertains to the return trip from Baltimore, through DC, to Chicago today. The initial trip had issues as well- with the train almost 3 hours late, etc. There were several issues that I would like to see addressed that amount to more than the \$150 voucher I was offered: FIRST For this reference number [redacted] I had purchased two sleeping rooms on the Capitol 30- in addition to the business class tickets for the 178 and hiawatha 338 to MKE. Beginning in DC- from the Acela Lounge, we requested boarding assistance as [redacted] had sprained his ankle and we had quite a bit of luggage. The staff in the lounge were nice and assured us we would have transportation to the sleeper car with a red cap. We were escorted out into the platform area where several people pushed in front of us. I stopped an employee for help and he assured me [redacted] would be right back to get us. No [redacted] ever came. As time ticked by- we stopped another employee who asked what train we were on, I told him we were waiting for [redacted] to take us to a sleeper and he said he would help. He grabbed our luggage on a cart and told us to start walking. Another woman joined us who had pushed her way through lines and talked with him all the way to track 15 - he would not listen to me. He stopped at coach and I informed him again we needed to go to 2901. He looked at me in disbelief and said "Why didn't you say so?" I told him I had and he just grunted and shoved our luggage down the path, knocking some off. We got to the sleepers and he hurriedly and haphazardly shoved all of our luggage into the family bedroom and then stood with his hand out. Charles shook his head no. The man said "You got to be kidding me. You not gonna help me with lunch or supper?" I told him that no, he was not getting a tip, he could perhaps find the woman who pushed her way in front of us or even find [redacted] who was supposed to be helping us. He muttered "Can't believe you gonna screw me over someone else's mistake" - Not only was he being rude and unprofessional, in this case, the mistake was his own. Whoever [redacted] was or whomever was supposed to help us on the long trek to the sleeper dropped the ball. I usually tip quite well but not when I'm being bullied and not in a case like that. SECOND The food was unacceptable. Not just bad, not edible. While I have suffered through recent dining changes over the last few years, I understand trying to cut costs but the offering is ridiculous. The same 3 choices over and over. Heated up microwave</p>	Food was not satisfactory -
Capitol Limited	29	08/06/2019	WAS	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION		
		08/06/2019			SUGGESTION	POLICY	SALES	CHANGE IN SERVICE	<p>email rec'd 8/6: Dear Corporate:Please see case [redacted] regarding bad experience on train trip.Feel like We should get much more of reimbursement than what was offered of \$400.00.Thank you [redacted] Dear Amtrak: Very bad train ride 1st train was late to Washington was missed family member. 2nd Train down on 23rd appr.4hr 3rd Could not sleep a/c rm very hot and smelly toilet had to go to lounge train down. 4th was told medical emergency around 2:30am which I can understand this. 5th Last but not least was told that the Diner cart will be leaving in Oct.Which is one of the best experiences of the train with chefs and waiter with friends. So can I have my Refund?Thanks Ps[redacted] did not get to Orlando til 8hr later[redacted] my wife and I enjoyed a wonderful vacation in Williamsburg, VA, which included taking Amtrak from Chicago to Washington DC, a regional to Williamsburg, and our return. We love traveling by train and wish that we could do it more often. At our age, we definitely ride the sleepers and in recent years reserve a bedroom. We had excellent attendants in both directions, and enjoyed the trip in spite of a three hour delay going into Washington, DC.; which caused us to miss our connection to Williamsburg. However the staff was reassuring and helpful and we arrived in Williamsburg via a regional to Richmond, then a taxi to our destination. Well, we mostly enjoyed it. All except for the diminished food service. When I reserve a bedroom in a sleeper I expect a good, hot, fresh meal prepared on board and served by a staff of trained professionals. In fact, in long distance travel this has always been one of the best perks of rail travel. In recent years it has lacked the fine dining quality of the pre-Amtrak days, but dining with other passengers has always proven to be a highlight of our previous trips. This time we had frozen, pre-prepared meals that were microwaved and served in very wasteful boxes along with throwaway packaging. The servings were very below par for dinner, and breakfast was even worse. Any bread that was served, especially the breakfast sandwich, was very tough from having been microwaved. Further, when the Chicago to DC train #30 was delayed three hours from its noon arrival time, there was no provision for lunch for anyone on the train until it arrived around 3:00 p.m. When we went to the dining car for our dinner on the way back to Chicago, the attendant had been hurrying to get the meals prepped and into green fabric-like tote bags. They were lined up on a counter with notes about which party had ordered them. Ours was waiting for us, and when we ate it, it was tepid, not even warm. The meal had once been warm, I could tell because it had been set on the butter for the roll, which was now melted. On the trip to Washington the attendant heated the meals when they were requested and though the food wasn't very good, it was at least warm. The boxes and the green bags were terribly wasteful. If the bag was used for 10 minutes I would be surprised, and most people left the bag in the dining car and it was immediately thrown away. What a waste!! This is a poor substitute for the meals we've enjoyed on the California Zephyr, the Coast Starlight, and the Empire Builder. I had read that Amtrak originally removed the dining cars from the New York and Washington D.C. runs, but this was the first time that we had experienced it. I'm glad that the dining car has been returned to service, but unfortunately, the expected Amtrak dining experience was completely lost. And no, I'm not going to tip -late train -Pax is very upset about Food menu changed to boxed lunches - No assistance with luggage in WAS - pax states he also missed meals due to the train being late or coming in early.</p>	passenger said that he was told that we was getting ride of the dinning car on some trains and that we will be serving box lunches passenger said that this is the reason why people travel to experience the ride and hot food said that this will make people want to fly and not take train.
		08/06/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		
Capitol Limited	29	08/07/2019	WAS	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY		I also know that Amtrak wishes to increase ridership, renew it's aging equipment, and to maintain if not expand its current routes. To cut the dining car experience is counter to that goal. One of the perks of riding a sleeper is that it included a first class dining experience for breakfast, lunch and dinner. Please consider returning to a full dining car service on the New York and DC routes.
		08/07/2019			COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY		Pax is very upset about Food menu changed to boxed lunches

						and had a wonderful dining experience with my entire family and we were looking forward to doing so again on the Capitol Limited. No other form of travel can compare to it [well, maybe except for a luxury cruise ship]. However, we were informed that it wasn't going to be a true dining experience because the meals were all pre-packaged, in the box. That was such a disappointment to all of us. It didn't impact the outstanding service provided by the Capitol Limited team, but it certainly changed the travel experience a bit. The food was okay, but it was more formal dining experience that really suffered. Meeting people from all walks of life, ages, nationalities, reason for travel, etc. That's what makes traveling on an Amtrak train special. You engage in dialogue with other people and learn from the experience. I humbly request that you bring back the full-service dining on the Capitol Limited from Washington to Chicago. Make this a marquee of travel, again. Don't succumb to airline-type service just to cut a few corners. I'd pay more for that, definitely. There are some really dedicated people on the Amtrak team and they need to keep making the experience a reason to travel by train. Let people learn to communicate and get to know other people they've never met; let children and adults experience what first class service really means; let people from everywhere mingle and meet. I think we've lost some of that ability in the digital age of information, social media and immediate gratification. Relearning that could make the world a little better, really.	feels the full dining experience should come back t all long distance train . that part to the reason people take train and not plains
	08/13/2019		SUGGESTION	POLICY SALES	CHANGE IN SERVICE		
	08/13/2019		COMPLAINT	POLICY SALES	CHANGE IN SERVICE	BECAUSE APPARENTLY AMTRAK ITSELF IS KEEPING ITS AGENTS IN THE DARK about the upcoming Eastern Train food downgrades and service eliminations in the Dining Cars, effective October 1st. Horrible, on all accounts! I am writing to ask you (or for you to ask the powers-that-be) to reconsider this devastating change, this extreme move. I don't have to verbalize here (again) about how meal time is a much-anticipated event for passengers. We have already happily committed to spending the time and money for this travel and are certainly deserving of properly-cooked and served breakfasts, lunches and dinners throughout the trip. Full Service. And ALL of the passengers should always be welcomed to experience The Dining Car! Please Please Please do not allow a modification to the current level of food offerings/service happen. The look, the feel, the food, the waiters, the conversations and the people in The Diner are all an integral part of the ride. Important components. Call me for conversation any time of the day, any day. I am available for your call 24/7. My Exemption B - is the best way to reach me. Sincerely, Exemption B - long-time patron and supporter of Amtrak Dining Meal Changes Effective October 2019	complaint regarding the as of yet unannounced change in dining service.
	08/13/2019		COMPLAINT	POLICY SALES	CHANGE IN SERVICE	change in service	Pax stated she is very upset about the change of service regarding meals
	08/13/2019		COMPLAINT	POLICY SALES	CHANGE IN SERVICE	Passenger calling to complain about new dining service on the Lake Shore LTD	Passenger calling to complain about new dining service on the Lake Shore LTD Need to put dining car back on the train ..this is part of the experience when taking the train
	08/14/2019		COMPLAINT	POLICY SALES	CHANGE IN SERVICE	I am very disappointed to find out from the RPA about the decision to expand the Contemporary Dining. The dining car has always been a staple of train travel. And I feel for all those who are going to not have a job on October 1st. I will continue to complain to Amtrak and Contact my Senators about this Subject. This is America's Railroad funded by Taxpayers, start listening to your Customers!!! THIS IS NOT AN AIRLINE, STOP TRYING TO MAKE IT INTO ONE!!!!	dining changes
	08/14/2019		COMPLAINT	POLICY SALES	CHANGE IN SERVICE	being a bedroom. We love the train...until this trip. What in world are you doing serving gas station food now? We are appalled. The preservatives listed in the meal was so long. Poor quality of food. Plastic silverware. The list of potential contaminants meant we couldn't eat due to our allergies. What are you thinking taking away the very essence of Amtrak...hot meals with service...which were excellent while dining/ talking with other travelers? You've successfully brought the level of Amtrak travel DOWN! Why not concentrate on the cleanliness of the trains... and bring it up a level? It is disgusting to see this change. We got off the train at 1:20 today after having instant oatmeal and the last of the yogurt and old bananas...really?????? No lunch. The dining car is now the inside of a gas station with less food selection and albeit less quality. We have to go back to flying if the Board of Directors don't seriously open their eyes and reverse the decisions of this CEO. We convinced friends to travel with us to Tucson in February 2020 based on our rave reviews. Now we start looking at how to get out of this travel. Please look at how you're bringing down the travel appeal of Amtrak. It's lost its gleam. It's lost so much....so very sad for Americans. The push should be to elevate... Time for a new leadership team. Thank you, Exemption B	change in food service is terrible

		08/16/2019			COMPLAINT	POLICY SALES	CHANGE IN SERVICE	my wife and I have tried to use Amtrak for regional and long-distance travel whenever possible over the last 10-15 years, including some very beautiful cross-country experiences; as well as common travel on the northeast corridor for visiting family. We are discouraged by the policies involving the new dining cars. The reduced dining service on the Lake Shore Limited and other lines was bad enough for years. We were optimistic about the new dining cars reviving that portion of the experience. However the inability of coach passengers to visit the new dining cars, and the stewards/policies encouraging sleeper passengers to eat in their rooms is highly discouraging. This is a stark contrast to the experiences we enjoyed over the years on long distance and regional lines with great, fresh, and regional food. The experience of dining with strangers/other travelers in the shared experience was great -- and this is being eroded by the new policies.	- Email logged. - Change in service complaint; Dining experience on Lake Shore and Capitol Limited service.
		08/16/2019			COMPLAINT	POLICY SALES	CHANGE IN SERVICE	station in the bedroom for ice/water etc.... was not in his car, he had to go to another car to get it	pax not happy with dining change.... also pax std that the ice was not available on his car....
		08/19/2019			COMPLAINT	POLICY SALES	CHANGE IN SERVICE	change in service -Alternate transportation provide d	Passenger calling due to the change in service and having to board a bus for a portion of the travel
Capitol Limited	29	08/20/2019	WAS	CHI	COMPLAINT	TRAIN DINING SERVICES	FOOD DEPLETED	Hi there, This train ride has been an awful experience. I convinced my family members to take the train due to the ease, convenience and amenities that Amtrak offers. The majority of the food on this ride is out of stock, there is no wifi on this train unlike what is advertised, and we stopped for almost 7 hours overnight say I'd have now lost our whole day with a 2pm arrival vs an 8am. I can't honestly say I'd ever recommend another train ride to anyone unless this experience improves. I have been a regular user of Amtrak for many years. I previously complained about the enhanced dining package included in my first class ticket (sleeper) for the Capitol Limited. Then I read that you were going to improve it by adding a hot meal option that would be heated in a regular oven (not microwave). Well, I took another trip in the Capitol Limited and tried the Beef provocale, and though it was some improvement over the boxed meal I had the last time, it was still very unsatisfactory. The breakfast was also a cruel joke. You had first class passengers waiting in line at the kitchen with many nearly losing their balance as the train moved and falling all over one another trying to get to the cereal or the plastic-ware. I wouldn't mind paying more for first class service, but I want first class service, which should include a meal made to order on a covered table in the dining car... that is a good part of what attracted me to train travel. If this isn't put back like it was, I intend to fly and save my money. Please take this complaint seriously. Every fellow passenger I have spoken to expresses the same feelings. This is just plain not good enough and WRONG!	
Capitol Limited	30	08/21/2019	CHI	WAS	COMPLAINT	TRAIN LOUNGE SERVICES	FOOD UNSATISFACTORY	I ne tood on the capitol limited is awful. the whole experience was awful. the environmentally friendly boxes led to more waste and caused the trash can to overflow. The presentation of the food is reminiscent of an airline, which is what the British tourists sitting across from us remarked. I've ridden long distance trains and know what it compares to, and the full dining experience is far superior. Amtrak will be losing my business as they implement this asinine model to the rest of my trains, which may just be your desired result?	
Capitol Limited	29	08/21/2019	WAS	CHI	COMPLAINT	TRAIN DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	I've been a regular user of Amtrak for many years. I previously complained about the enhanced dining package included in my first class ticket (sleeper) for the Capitol Limited. Then I read that you were going to improve it by adding a hot meal option that would be heated in a regular oven (not microwave). Well, I took another trip in the Capitol Limited and tried the Beef provocale, and though it was some improvement over the boxed meal I had the last time, it was still very unsatisfactory. The breakfast was also a cruel joke. You had first class passengers waiting in line at the kitchen with many nearly losing their balance as the train moved and falling all over one another trying to get to the cereal or the plastic-ware. I wouldn't mind paying more for first class service, but I want first class service, which should include a meal made to order on a covered table in the dining car... that is a good part of what attracted me to train travel. If this isn't put back like it was, I intend to fly and save my money. Please take this complaint seriously. Every fellow passenger I have spoken to expresses the same feelings. This is just plain not good enough and WRONG!	The food on the Capitol Limited is awful.
		08/21/2019			COMPLAINT	POLICY SALES	CHANGE IN SERVICE	My wife and I were disappointed with the new dining car service on the Lake Shore Limited. I am not objecting to the individual crew person who did his very best to serve us, however. As sleeping car passengers, we just want the traditional service to be returned. We were always greeted at the entrance and shown a table and eventually served. Why the change? The new dining car was beautiful, by the way.	email sent: disappointed with the new dining car service on the Lake Shore Limited. As sleeping car passengers, we just want the traditional service to be returned. We were always greeted at the entrance and shown a table and eventually served. Why the change?
Lake Shore Limited	48	08/22/2019	CHI	SYR	COMPLAINT	TRAIN DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	My wife and I were disappointed with the new dining car service on the Lake Shore Limited. I am not objecting to the individual crew person who did his very best to serve us, however. As sleeping car passengers, we just want the traditional service to be returned. We were always greeted at the entrance and shown a table and eventually served. Why the change? The new dining car was beautiful, by the way. I plan to eliminate the dining car service on trains 97 & 98. The dining car, is one of the very few pleasant experiences one has on the trip, for sleeping car customers. Already having made the 91 & 92 trip unbearable at 29 hours minimum and no dining car, at least having the dining car on 97 & 98 at a minimum of 25 hours is palatable for the those of us who choose to travel this way. For the record, I don't mind the cost, so don't sell me on the sleeping car accommodations being less expensive wit no diner, it will never be cheap enough to justify this nonsense. It's truly a disgrace that the nations railroad system is run slightly better than that of a 3rd world country. With the exception of the dedicated men and women who are employed on the trains, all of which who are courteous, professional and caring. It's a shame that along with the sleeping car customer public, these dedicated workers will have to suffer because of this misguided typically bean counting ways of the current Amtrak management. The outside of the cars are filthy, they have not seen a hose and soap in probably 20 years, there's no pride in your organization, it shows everywhere, you may as well just close up shop, and go home. And take your bottom line with you! Once frequent 97/98 customer	Pax unhappy with the possible decision to remove dining service off of 97/98 upset all diners are being removed
		08/22/2019			COMPLAINT	POLICY SALES	CHANGE IN SERVICE	NO AIR. PNR	
		08/22/2019			COMPLAINT	POLICY SALES	CHANGE IN SERVICE		

Lake Shore Limited	49	08/23/2019	BUF	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	we were disappointed on train 49 from buffalo ny to chicago first the car attendant was rushing us into our sleeper not giving me time to get settle in then in morning looking forward to breakfast it was microwave food and cold cereal then 421 from Chicago to la we were 8 hours late missed my appointment I had But when we woke up at 600am our sleeping car was locked the conductor had to wake car attendants up at 630am I never been locked in before I think that was safety issue On a good note the first car attendant from chicago to san antonio his name from Riccardo he was the best from those points after him terrible This was our special trip we were celebrating on 30th wedding anniversary we saved our reward points for this trip thank you My wife and I recently traveled to New York on the Lake Shore Limited. we were very disappointed, regarding our meal choices on this train. We have been on several train trips, including the Southwest Chief, Coast Starlight and the California Zephyr. We look forward to the dining experience on Amtrak, especially the Southwest Chief, (chicken, steaks and hamburgers). Why, would you get rid of the excellent dining experiences on Amtrak? I do not eat frozen dinners at home, why would I expect to eat multiple frozen dinners on Amtrak? I hope, this will not continue!! These kind of dinners, should not be tolerated or offered on long distance trains. Looking forward to hearing from Amtrak soon.	Passenger not happy with food served. morning looking forward to breakfast it was microwave food and cold cereal.
Capitol Limited	29	08/23/2019	WAS	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	My husband and I recently traveled to Washington, DC on the Capitol Limited. we were very disappointed, regarding our meal choices on this train and the meal choices on the Lake Shore Limited. We have been on several train trips, including the Southwest Chief, Coast Starlight and the California Zephyr. We look forward to the dining experience on Amtrak, especially the Southwest Chief, (chicken, steaks and hamburgers). Why, would you get rid of the excellent dining experiences on Amtrak? I do not eat frozen dinners at home, why would I expect to eat multiple frozen dinners on Amtrak? I hope, this will not continue!! These kind of dinners, should not be on long distance trains. Looking forward to hearing from Amtrak soon.	Pax unhappy with the meals served on this train
		08/23/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		- Email loaged. - Change in service complaint; Contemporary dining.
		08/26/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	While we've been long-time Amtrak supporters, our recent trip from Pittsburgh to Chicago was incredibly disappointing. The lack of air conditioning in our sleeper car made us feel claustrophobic most of the night. The fan was on but air circulation was still very poor, and we sweated all night long. The doorstop in our room was broken, so we were unable to prop our door open for circulation without it slamming shut as the train moved. The outlet in our room was incredibly poorly placed, in the middle of the wall, with nowhere to rest a phone for recharging. It was disappointing not to have a dining car, and the cafe car's hot food was just bad. I've had much better microwaved sandwiches. Our porter was surly and unapologetic about the room's air conditioning, and generally wasn't to be found, because he was doing double duty in the cafe car. Instead of someone making up our room while we were eating, he had to kick us out of our room after we were done eating and he was done working. If service and maintenance continues to degrade, we're going to switch to airplanes. They're uncomfortable but cheaper, and at least flights are short.	
		08/26/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	2 emails rec'd 8/19 w/3 attachments. Paxis also sent email to amtrak.com, which is case #Exemption 6 w/identical email. Case #Exemption 6 To Whom it may Concern: Exemption 6 Reward # Exemption 6 This a request for total reimbursement for our trip on 7/23/19 \$640.00 approximat In addition, attached are documents of \$73.78 in cash.Cab ride and difference in rate for car rental. Downtown Orlando was closed and could not pick us up. This was directly due to 7.5 hrs late. Check the link below. Also, we checked in the Quality Inn and Suites at Coco Beach at 10:45 pm. We were supposed to arrive at 12:49 pm. We arrived at 8:56 pm. We were deprived of days of vacation due to this late arrival. I value this time at \$125.00 If you can not comply with all these reasonable refunds call me before it is valued differently. Exemption 6 \$ 400.00 is not enough.Please refund the cash paid by CC. in Addition to vouchers,out of Pocket.And A whole day Vacation on our Wedding anniversary! The added 7hrs on the Train took a toll on me Physically be a Disabled person. https://asm.transitdocs.com/train/2019/07/23/197 is it true that the Silver Meteor is losing the dining car on October 1st? I have seen nothing announced on the Amtrak website, but the forums are swirling with rumors and the phone representatives present minimal information. Please provide more information. I also saw "vandalism" on a poster when I ate in the dining car of both the Silver Meteor and Lakeshore Limited trains earlier this month (see attached photo). From talking with employees, service cuts (or rumors of service cuts) have taken a blow on employee moral.	Per pax email: "...We will continue to and hope for a better experience unless your CEO (RHA)for the sake of revenue to discontinue the dining car and chef., This was a topic of discussion on both legs of travel by all passengers. This in part is the choice we travel by train..."
		08/26/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	The southwest chief on my trip was 17 hrs late after the locomotive got on fire but that was not as bad as the food on the capitol limited! Please bring back full dinning car where you can meet fellow travelers and have a good meal because that is what made the train my way to travel, I may stop riding because of this! Tell Anderson to go back to the airlines!	PAX INQUIRING ABOUT POTENTIAL DINING CAR ELIMINATION ON SILVER METEOR
Capitol Limited	30	08/27/2019	CHI	WAS	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION		Passenger states to being back the dining car feature on the train.

									<p>email rec'd 8/26: 10 whom it may concern: I never been more disappointed in a rail trip. My husband and I are both frequent Amtrak travelers and are part of the reward program and Amtrak charge card. I also have a trip booked in January to Florida just from rewards points. We are faithful customers. I booked a trip from New York to Seattle leaving August 12th. I first booked the trip just for my mother and I. We booked the handicapped room as she is elderly and I am on disability for various health conditions. A few days after booking the trip my husband decided to come with us. It seemed to be a monumental problem as no one knew quite what to do to add him to our trip. The first customer service rep said she fixed the issue and he could stay in our room with a ticket that would crossover, after a 40 minute phone call I thought the issue was rectified. When I got the e-mailed ticket it was for a coach ticket. I thought it looked strange as I have traveled many times on Amtrak, nowhere was it mentioned that he would be in the room with us. So I called back again and a another long phone call later, I thought the problem was rectified. Only I never received an e-mail verification of this new ticket. The next day I call back again and get a manager involved. She informs me my the room to Chicago can accommodate three people but the room to Seattle can only accommodate two people. Okay now I book a roomette from Chicago to Seattle for my husband since he can't stay in the room with us. AT this point I'm aggravated and praying that everything is correct. This is three long phone calls later. At no point in this conversation was I informed of the new meal change. The box food that was served to us to Chicago was a disappointment to say the least. My husband is a diabetic and that food was awful. If I had known I could have brought something more appropriate for a diabetic. Very upsetting as he could have gotten ill. My Mother and I got to our accessible room from Chicago and settled in the room, it was filthy. I had cleaning wipes and had to clean the whole room. The carpet and upholstery were disgraceful. After that the toilets got stopped up and were unusable in our whole car, we had to climb stairs and go to another car to go to the bathroom, which very difficult for an elderly person and me with a heart condition who needed to be near a bathroom. We were promised by staff that the plumbing would be fixed in Montana. The worst problem was that we were occupying a room that raw sewage from the hall bathrooms backed up into our toilet, right out in the room with us. It was horrible never mind a health issue as we were breathing in raw sewage. We were told the toilets would be fixed in Montana. Unfortunately they were unable to fix the toilets. Our porter comes and tells us that they can't fix the toilets we still have to use</p>	
Lake Shore Limited	49	08/28/2019	NYP	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY		Pax was not told of no dining car on the train wondering why we want to remove the dining car from Crescent service- was told this was happening beginning October 1, 2019 by a waiter on board their recent travel on the Crescent, advised we cannot officially confirm this change yet. pax said all employees were very nice.
		08/28/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	letter rec'd dated 4/1/19...attached My husband and I took train 52 from WVK to WAS in a sleeper car. We were quite unpleasantly surprised when we boarded and were told there was no dining car. When we booked the trip there was no indication of the lack of a dining car. Just the standard indication that booking a sleeper included free meals in a dining car. We had to settle for the "snack bar" and were quite disappointed since we had to pay (and the fare did not appear to be reduced). The food in the snack bar is mostly frozen and heated in a microwave. I wish we had been informed about this when booking.	
		08/28/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		
		08/28/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Pax states she is upset regarding no dining car on train. Pax states she was asking for a cheaper fare. Pax states that diabetics can not eat junk. email rec'd 8/24: 10 whom it may concern, it has come to my understanding that Amtrak will be changing the offerings in the dining car, which includes trading fresh, chef prepared, hot meals to boxed- type, perhaps microwaveable food. We are avid travelers and Amtrak fans. The dining car makes our experience not only unique enjoyable and healthy, but is ultimately the deciding factor for our train travel. Regretfully, we will no longer be interested in train travel with Amtrak if this disappointment comes to fruition. Please note that many others within our travel circles share the same sentiment. I look forward to your response. Sincerely, [REDACTED]	pax was unaware the silver star did not include meals and no dining car anymore. Apologized and advised her concerns will be sent. She states that diabetics can not eat junk.
		08/28/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Exemption 6	PAX UPSET AT PROSPECT OF DINING CAR CHANGES
Lake Shore Limited	49	08/30/2019	NYP	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION	<p>Hello, We are experienced travellers on Amtrak but living in the UK. Our last trip detailed above from NYC to Vancouver was six hours late into Chicago ... a derailment delayed us. OK We get that. However our issue is with your sleeper car food which was lamentable and potentially dangerous. My husband is a celiac and so he chose the Asian Noodle Bowl as it stated 'rice noodles'. It was after eating some that we queried the meal and read the ingredient sheet stating the noodles were durum wheat! My husband doesn't get immediate pain on eating wheat, but it affects him later. It was a most worrying and unsatisfactory experience. Some people could have a big reaction with wheat and you should look at the menu asap. We have been travelling since then hence the delay in writing to you. The whole dining experience was really poor in comparison to previous journeys. The Empire Builder still has a reasonable menu but really, the Lakes Shores Limited is, well, as its name suggests and worse! Thank you Exemption 6</p>	Pax unhappy with the limited menu options and the potentially dangerous offerings on this train
Lake Shore Limited	49	08/30/2019	NYP	CHI	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	<p>Hello, We are experienced travellers on Amtrak but living in the UK. Our last trip detailed above from NYC to Vancouver was six hours late into Chicago ... a derailment delayed us. OK We get that. However our issue is with your sleeper car food which was lamentable and potentially dangerous. My husband is a celiac and so he chose the Asian Noodle Bowl as it stated 'rice noodles'. It was after eating some that we queried the meal and read the ingredient sheet stating the noodles were durum wheat! My husband doesn't get immediate pain on eating wheat, but it affects him later. It was a most worrying and unsatisfactory experience. Some people could have a big reaction with wheat and you should look at the menu asap. We have been travelling since then hence the delay in writing to you. The whole dining experience was really poor in comparison to previous journeys. The Empire Builder still has a reasonable menu but really, the Lakes Shores Limited is, well, as its name suggests and worse! Thank you Exemption 6</p>	Pax unhappy with limited and low quality meal service

Capitol Limited	29	09/10/2019	CLE	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	food	pax unhappy about the way the food service is set up ..he said nobody greets him at the dining car . pax also unhappy with the selection pax std that he will go to the media and everyone he can reach out to to have Mr. Anderson stop changing the meals on the trains.. pax std he is a long time traveler and will stop riding if the box lunches continue to be served... pax std is a lobbyist and will not stop until you bring back the real meals on board
Capitol Limited	29	09/10/2019 09/11/2019 09/12/2019	WAS	CHI	COMPLAINT COMPLAINT COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION CHANGE IN SERVICE	dining change Complaints suisse Dear Exemption 6 I have ridden the trains since the sixties. I will not ride the Lake shore Limited anymore to Chicago from NY penn because you eliminated freshly prepared food in the dining car. In Oct. Trains magazine Amtrak is planning on doing the same thing to the Crescent and the Silver Meteor effective Oct 1,2019. If this happens I will never ride these trains again and I will encourage my fellow rail fans not to ride them also. I will go to NY Penn station with signs and leaflets and hand them out to everyone. I want you to respond immediately. Exemption 6 to	unhappy with box lunch//unable to eat onions Pax disappointed dining services are going to be terminated on East Coast travel EMAIL SENT : Pax said they are a long time train rider. will not ride Lake shore Limited anymore to Chicago from NY penn because you eliminated freshly prepared food in the dining car. Not happy with the up and coming change to the Crescent and the Silver Meteor effective Oct 1,2019. If this happens I will never ride these trains again and I will encourage my fellow rail fans not to ride them also. I will go to NY Penn station with signs and leaflets and hand them out to everyone. I want you to respond to me immediately.
		09/13/2019			COMPLAINT				Had a problem in my travel called to talk about it. Exemption 6 got my call a another person who was terrible. Exemption 6 was polite and business like friendly and professional. I am very upset about what happened on the train it was made much better by Octavia's calm professional attitude the complaint # for the first operator I think is Exemption 6. The voucher is so restrictive it's hardly worth it. Get ride of those box lunches and bring back the dining cars. The people that work on the train are mostly great but the Chicago people in the lounge think your customers are cattle and get annoyed if you don't follow directions	
Capitol Limited	29	09/16/2019	WAS	CHI	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED		Pax unhappy with lack of full dining service on train 29 Pax asked questions about the boxed meals in their letter. Advised of the new flexible dining service. Pax stated that these are tv dinners and not acceptable for first class. There is not enough choice. Pax upset about change in flexible dining service Traveling on USA rail pass 8 segments over 15 days ===== Pax stated if this continues he will no longer travel with Amtrak.
		09/16/2019			INQUIRY/REQUEST				letter rec'd dated 8/19/19...attached	
		09/16/2019			COMPLAINT				Change in meal service unacceptable.	
		09/16/2019			COMPLAINT				5007@4567-FLEXIBLE DINING SERVICE EXPANSION EFFECTIVE 1OCT. SEE ALT D_16SEP ===== THIS IS THE WORST SERVICE I HAVE EVER HAD. THE FOOD IS THE WORST I HAVE EVER HAD. THE SERVICE IS VERY BAD AND EXTREMELY WAISTFUL. Putting a card in the box describing how green the service is was insulting. The wood box was fine but ALL THAT PLASTIC AND UNWANTED MATERIALS will just be thrown away!! Amtrak must be aware of the global plastic problem. Train travel is unique on long overnight routes, one can get off to get something to eat, you must eat what is available. With a lot of retirees entering this travel segment Amtrak is going in the wrong direction!!! There is no way I would be stuck on an overnight route again with that type of food. We have given up on our planned month long travel around the US on the train next year. Overnight train travel is expensive and time consuming. Throwing seniors with the time and money to travel to the side and focus on young overnight travels is absurd..... some may have the money but I can't believe they have the time. I personally am rethinking any government subsidizing of Amtrak with thus type of thinking..... it's just not good business.	
Capitol Limited	29	09/17/2019	PGH	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY		very disappointed
		09/17/2019			COMPLAINT				I traveled from Boston to Chicago in a roomette/sleeper car leaving on 4th Sept. arriving on 5th.Sept. there was no dining car. For lunch we were given a choice from a menu. I chose the chicken Penne Alfredo. It arrived barely warm, but the dish had very little sauce, the roll was microwaved and I could not take off the plastic wrap as it was stuck to the roll. No pepper or salt were given and the dish was bland, chicken tough. After Albany we could go to the dining car. It was bare tables, one attendant who was surly, perhaps due to being overwhelmed with passengers. I waited 15 minutes before he acknowledged me and I had to ask for the menu twice. I expected to see the usual dining menu but was surprised to receive the same one we had at lunch. Learning my lesson with the chicken I ordered the Beef Provencal. It came with the sauce burned onto the plate, I could not even cut the beef it was so dry, again the roll was attached to the plastic and the vegetables were stringy and dry. Not edible at all. Breakfast was worse. People were lined up past the third row of tables to order food. Again the attendant was overwhelmed and surly. People had to carry hot coffee and dodge around passengers standing in line to order. We had to wait at least 15 min for a new pot of coffee to be made. Choices of cereal, fruit and yogurt ran out. It took over ten minutes to get milk for the cereal. I have taken Amtrak several times and the dining car, menu, food, attendants and service was excellent. However this was a true disappointment. If this had been the first time I had paid for a room/sleeper I would never take Amtrak again - a VERY poor showing of amenities. sincerely, Exemption 6	very poor food selection poor service
Lake Shore Limited	449	09/17/2019	BOS	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION		
		09/17/2019			COMPLAINT				I traveled from Boston to Chicago in a roomette/sleeper car leaving on 4th Sept. arriving on 5th.Sept. there was no dining car. For lunch we were given a choice from a menu. I chose the chicken Penne Alfredo. It arrived barely warm, but the dish had very little sauce, the roll was microwaved and I could not take off the plastic wrap as it was stuck to the roll. No pepper or salt were given and the dish was bland, chicken tough. After Albany we could go to the dining car. It was bare tables, one attendant who was surly, perhaps due to being overwhelmed with passengers. I waited 15 minutes before he acknowledged me and I had to ask for the menu twice. I expected to see the usual dining menu but was surprised to receive the same one we had at lunch. Learning my lesson with the chicken I ordered the Beef Provencal. It came with the sauce burned onto the plate, I could not even cut the beef it was so dry, again the roll was attached to the plastic and the vegetables were stringy and dry. Not edible at all. Breakfast was worse. People were lined up past the third row of tables to order food. Again the attendant was overwhelmed and surly. People had to carry hot coffee and dodge around passengers standing in line to order. We had to wait at least 15 min for a new pot of coffee to be made. Choices of cereal, fruit and yogurt ran out. It took over ten minutes to get milk for the cereal. I have taken Amtrak several times and the dining car, menu, food, attendants and service was excellent. However this was a true disappointment. If this had been the first time I had paid for a room/sleeper I would never take Amtrak again - a VERY poor showing of amenities. sincerely, Exemption 6	
Lake Shore Limited	449	09/17/2019	BOS	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY		pax states that she is diabetic and was unable to purchase food due to the attendant being on break...
Capitol Limited	29	09/17/2019	WAS	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	Letter received dated 09/11/19...attached	

		09/17/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Evedently having booked my first class trip to Atlanta for October 7th I will miss the privilege of having a full dining car experience. How much longer do I have to book a trip to the west coast before I lose the dining cars on those trains? I just want to register my strong disapproval of the new menu program. The dining car is one of the highlights of Amtrak travel—a three-times-a-day break with enjoyable conversation (including meeting people across socio-economic divides, which your isolation of coach travelers reduce). The dining car experience, with fresh-cooked meals, needs to be enhanced, not degraded. If you continue to degrade the dining experience to match the airlines, then I may as well fly. I booked Christmas travel for 3 families on the California Zephyr this year, all in sleeper class. If you didn't offer the dining car service we are used to, I would never have booked the trip. As it is, the new menu/service will ensure that I don't use Amtrak on eastern trains like the Cardinal anymore.	passenger comment:Evedently having booked my first class trip to Atlanta for October 7th I will miss the privilege of having a full dining car experience. How much longer do I have to book a trip to the west coast before I lose the dining cars on those trains?
		09/17/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Sleeper car attendant was overwhelmed. Sleeping car attendant apologized. Pax stated food was not as good as it use to be.	Pax stated food was not as good as it use to be.
		09/17/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Are you sitting down? This is a message PHAISING Amtrak. I rode 449 on 9/13 from BOS to ALB and 448 on 9/15 from ALB to BOS. I was in Business Class both ways. Both trips were relaxing and on time, even a little early. The caFAA@ car attendants were pleasant and the free iced tea was delicious. Thank you! ----- 2nd Email received regarding same trip: The CafAA@ was out of most items when it opened after ALB on 448 on 9/15/19. But the sleeping car attendant paced back and forth with green bags for the sleeping car passengers and refused to allow me to heat up the meal I had. Thus, no food for me. Does anything that have to do with Amtrak dining service have an atom of appeal? Then there's this: WASHINGTON A&A:When the New York-Miami Silver Meteor and New York-New Orleans Crescent become the last single-level long-distance trains to offer cooked onboard dining car meals to both sleeping car and coach passengers on Sept. 30, the pre-packaged replacements dispensed in the trainsA&A Viewliner II diners the next day wonA&A be the same A&A contemporaryA&A fare now being served on the New York/Boston-Chicago Lake Shore Limited and Washington-Chicago Capitol Limited. Other trains affected by the Oct. 1 changeover are the City of New Orleans and Cardinal, which today offer sit-down meals to both coach and sleeper passengers in a separate dining area, but the limited menu is pre-prepared and heated on board. The service model is similar to the one utilized on the Capitol and Lake Shore: sleeping car travelersA&A meals and one alcoholic beverage are included in the ticket price, while coach passenger access and dining options are limited to whatA&A available in each trainA&A: cafe car. But at a presentation and tasting for the media on Washington Union StationA&A Track 30 aboard Viewliner II diner Tallahassee last Friday, Vice President, Product Development and Customer Experience Peter Wilander and Executive Chef David Gottlieb outlined how they believe the new menu would improve mealtime for all six trains. For presentation the balsawood box and green bags are out, replaced by a tray holding the main dish and a salad. A&AThe box itself had an unanticipated consequence of service degradation.A&A admits Wilander, who displayed examples of the old and new packaging and food items next to each other. As for the trays, A&AWeA&A are starting with an off-the-shelf design that will allow us to progress to the next iteration (creating) our own molds to do something different.A&A,he says. Unlike the boxes and their contents which generated mountains of trash despite being touted as a A&Asustainable choice A&A the new trays are washable and reusable.	
Lake Shore Limited	448	09/18/2019	ALB	BOS	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	associated with this message, but it might save time and effort to say it here) an overnight round trip booked on the Crescent in November, and I found today that the new menus for its dining car are on your website now. If this is not the channel I should be sending questions about onboard food service through, I would ask that you please let me know where these questions ought to be sent. If it is, however, or if you forward this message directly: Do you know when Amtrak Food Facts (http://www.amtrakfoodfacts.com/) might be updated to reflect the new menu situation? Failing or in addition to that, are you able to tell me or to direct me to someone who could tell me which entrAA@es, if any, include oregano? And is the the breakfast menu available all the time, or only during the breakfast dining period? I'm a bit concerned I may end up relying on just it and perhaps some food bars from my luggage, due to unfortunate intersections of my various dietary complications with the main menu items (a state of affairs I was able to avoid with what will after this month be the Crescent's old menu; this trip was booked before I was informed through the NARP/RPA of the change). While I do still expect to enjoy other aspects of my trip, potential food issues are a significant concern to me. This is actually the second time I've found new reason to be concerned about it, too, since I'd originally expected I could eat without concern of problems the asian noodle bowl, based on its description on the Lake Shore Limited menu, but now see that the rice noodles have been swapped for wheat noodles in the new menu. Looking at this menu I at first thought that the red wine braised beef or the creole shrimp & andouille might work, but I'm not sure the polenta, andouille, and/or creole sauce don't contain oregano. Thank you for your time and potential help here, sorry about the bother, and I hope you have a good week. Quite hoping something can be worked out here. View photo	Passenger is concerned about the following Do you know when Amtrak Food Facts (http://www.amtrakfoodfacts.com/) might be updated to reflect the new menu situation? Failing or in addition to that, are you able to tell me or to direct me to someone who could tell me which entrAA@es, if any, include oregano? And is the the breakfast menu available all the time, or only during the breakfast dining period? I'm a bit concerned I may end up relying on just it and perhaps some food bars from my luggage, due to unfortunate intersections of my various dietary complications with the main menu items (a state of affairs I was able to avoid with what will after this month be the Crescent's old menu; this trip was booked before I was informed through the NARP/RPA of the change). While I do still expect to enjoy other aspects of my trip, potential food issues are a significant concern to me. This is actually the second time I've found new reason to be concerned about it, too, since I'd originally expected I could eat without concern of problems the asian noodle bowl, based on its description on the Lake Shore Limited menu, but now see that the rice noodles have been swapped for wheat noodles in the new menu. Looking at this menu I at first thought that the red wine braised beef or the creole shrimp & andouille might work, but I'm not sure the polenta, andouille, and/or creole sauce don't contain oregano.
		09/18/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		

									PNR NO LONG ACTIVE I wanted to write about an experience that I find to be unacceptable. The more time has passed the more I have wanted to not travel Amtrak ever again. I will start with I am an Executive member. I travel on the northeast corridor constantly from Philadelphia to Washington. In a recent survey I had gotten from Amtrak assessing a Washington to Philly train that was one hour late it asked me how many one way trips you have travelled in the last 12 months - my answer was 175 - but I could not enter that because the survey was capped at 100 - so I am very familiar with Amtrak. The issue at hand is, when we needed to travel with our friends to Chicago and looked at timing we decided to take a train from Paoli to Pittsburgh and the Capitol Limited from Pittsburgh to Chicago. The train departed Paoli on time. It arrived in Pittsburgh over an hour late. Therefore significantly impacting our dinner plans in Pittsburgh. We expected to get on the Capitol Limited at midnight and get some sleep and arrive in Chicago on time at 8:45 am in order to make it to an appointment in Milwaukee at noon. The train was delayed until 4:00 am. We slept on the floor of the train station. The train didn't show up until after 5. Understanding that there was a derailment that impacted the movement of this train this sucks but what are we going to do? We get on the train and then it continues to be delayed getting to Chicago. by 6 hours now - plus add the hour from the previous train. Nearly one entire working day was taken from me by Amtrak. Additionally, as a way to make up for it the train staff made all food and beverage free. Nice, right? No there wasn't enough food on the train for that!! So the first rounds of people that took all the food and left an option of a hot dog for us was not cool - especially since we were in the bedroom cars. Also, that meant that my vegan wife was unable to eat because if the full menu was available she would have had some excellent options. The giant rub comes as we get to Chicago and the conductor explains that they are so very very sorry for all the misinformation passengers were being given by Amtrak customer service about trains being held for them in Chicago (not my problem because Chicago was my destination) but that significantly impacted people because of gross incompetence by management at Amtrak. Additionally, we were told that there were miscommunications in Amtrak operations about what train should be coming and in fact we could have left far sooner but people were sitting around not knowing what to do. Please refund my points that I used to pay for this. I will likely NEVER set foot on a non-Northeast	
Capitol Limited	29	09/19/2019	PGH	CHI	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	Today you sent me the e-mail below. I'm an experienced, savvy Amtrak traveler who knows quite a bit about railroading, rail travel, dining cars, sleeping cars. You insulted my intelligence by telling me that replacing hot meals served in a dining car with a cold box meal is an upgrade. It isn't even close. We're not all ignorant fools. Amtrak is becoming no better than the airlines, and slower. Perhaps its time to rethink my Amtrak Guest Rewards card. ----- Amtrak Customer Notification <amtrak.alert@acn.amtrak.com> To: [redacted] Exemption 6 [redacted] Sep 16 at 4:19 PM RESERVATION [redacted] Hi Exemption 6 We have exciting news to share about your upcoming trip Train 20 the Crescent from Clemson, South Carolina on 10/13/2019. Starting October 1, we will be debuting a new dining experience aboard your train. Made exclusively available for Sleeping Car customers. Here is what you can expect when you are onboard: A new dining menu with hot, ready-to-serve choices for breakfast, lunch and dinner A wide selection of wine, beer and spirits (the first one is on us), plus unlimited soft drinks throughout your journey Complimentary room service provided by your Sleeping Car attendant Exclusive onboard lounge space for Sleeping Car customers to dine and socialize 24x7 Flexible dining times without the need for reservations Sample menus can be found at Amtrak.com/flexdining. Information on special dietary requirements, including kosher meal requests, can be found at Amtrak.com/dining. To review your reservation, visit Amtrak.com. We look forward to seeing you on board. The most up to date arrival and departure times are available on Amtrak.com, our free mobile apps or by calling 1-800-USA-RAIL (1-800-872-7245). Join us on facebook.com/Amtrak Follow us on twitter.com/Amtrak	RAN OUT OF FOOD WAS ONLY GIVEN A HOT DOG AND WIFE COULD NOT EAT DUE TO VEGAN. WAS BOOKED IN BEDROOM.
		09/19/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Please provide a decrease in my fare because of the downgrade in meal service. I am really upset. Still rethinking my travel plans. Just so angry. ----- Email sent by 2nd PAX [redacted] Just found out that my wife and I will be receiving TV dinners on our upcoming trip. I am very disappointed and upset. One of the positive things about train travel is the dining experience. That was a big part of our decision to travel by rail. If Amtrak continues to cut corners by eliminating good food and good service it is surely a recipe for failure. Whoever made this decision was not interested in the future success of long haul trains on Amtrak. Amtrak executives are not thinking about the future. The baby boomers are just starting to retire. Many will have the time and money to enjoy a rail adventure. I am saddened by this news. HATE that you are changing the dinner on the Crescent.. Why change it?? We had this on our trip to Chicago and hated it!!!!!! You are ruining the experience of traveling by train!!!!!! I can't believe your doing away with the dining car on the silver meteor. It was one of the highlights I looked forward to every year taking the train. It will cause me to reconsider train travel in the future. Bad move Amtrak.	pax is not happy with the new meals on the Crescent
		09/19/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Change In Service - Dining - Cardinal Train #50 we have traveled with Amtrak for 30 years and always enjoyed the good service, meals and camaraderie in the dining car where we would be seated with strangers to share travel experiences. We booked this trip clear back in April expecting the same level of service that brought us to AMTRAK in the first place. Only to be told just days before departure that the excellent dining car experience we have always enjoyed is being replaced by basically box lunches! This is unacceptable! We know the stooge, Anderson is behind this so, by reducing staff and service his bonuses will increase. Last year we suffered one of these terrible box meals on the Lakeshore Ltd which made my wife ill! We could have flown first class for the price of these tickets which we will do henceforth! But not before making our elected representatives aware of the destruction you have done on what was a national treasure! SHAME ON YOU!!!	pax upset about the menu change on the CRESCENT
		09/19/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		Pax upset about dining service on the Cardinal - Train #50 --Does not address food allergies --Very distasteful - meals
		09/20/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		

		09/20/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Inquiry Dining Experience - Flexible Dining Car Service Expansion Effective 01 OCT 19 FYI- The agent who ran this must have made a mistake. The campaign is for the sleeper car passengers only. Pax advised of same; agent apologized for the mistake	Inquiry - Train #58 & 59 Dining Experience - Flexible Dining Car Service Expansion Effective 01 OCT 19 FYI- The agent who ran this must have made a mistake. The campaign is for the sleeper car passengers only. Pax advised of same; agent apologized for the mistake
		09/20/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	email rec'd 9/20: To Whom It May Concern: I will be travelling round trip to Winter Park, FL from New York Penn next week (Reservation [REDACTED] in a roomette, as I have done many times in the last couple of years. I have had a difficult time in past trips, choosing a meal that I can eat in the dining car due to my allergy to black pepper. The chef is as helpful as possible, but explained to me that most of the food is previously prepared and does contain black pepper. I am aware that the menu is changing and it looks as though the choices are more "spiced up", according to the email about the change that I have received. I would like to request a credit for the meal portion of my ticket or at least a credit towards the snack bar, as I mostly will have to spend additional money and purchase food items in there. I appreciate your consideration in this matter. Sincerely, [REDACTED] Exemption 6	Pax requested a partial refund due to the new flexible dining service. Pax stated that she can not eat pepper and she will bring her own meals.
Lake Shore Limited	48	09/23/2019	CHI	NYP	COMPLAINT	TRAIN	DINING SERVICES	FOOD DEPLETED	Change In Service I am traveling from nyc to Chicago in a [REDACTED] before 8am. I came to the dining car and they are out of the breakfast sandwich already. Was it not planned for by counting the number of people on board. Plus, what made it extra nice was the same attendant in the dining car simply looked up at me briefly and said [REDACTED] are out [REDACTED]. Then looked back at her papers. This trip has been very sub par. Dining car attendant was very unapproachable and rude. Plus, running out of food??	
Lake Shore Limited	48	09/23/2019	CHI	NYP	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	full dining service not provided	Pax states that he is unsatisfied with the lack of full dining service on the lake shore limited and capitol limited. Pax would like to see full traditional dining services restored to these trains.
Lake Shore Limited	49	09/23/2019	NYP	CHI	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	full dining service not provided	Pax states that he is unsatisfied with the lack of full dining service on the lake shore limited and capitol limited. Pax would like to see full traditional dining services restored to these trains.
		09/23/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	I just heard and read about the new dining options for some trains. The way I heard about it was on a forum of many people complaining. I am on the City of New Orleans route. I have looked at a sample menu of the new service. It is going to be hard to justify the cost of a train trip when there is nothing on the menu that looks very appetizing. That is part of the experience of train travel. Good food, steak, seafood, even a burger. It is hard to justify a \$1200 train trip and you don't plan on eating anything on the menu. I traveled before to New Orleans and it was great eating a nice steak in the dining car. A fan of Amtrak, and understand they need to attract new business, but they need to be adding menu items, not taking away.	
		09/23/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	round trip to New Orleans scheduled for October 21-25 of this year. I scheduled this trip to take my 19 y/o granddaughter on what I thought would be a wonderful unforgettable trip on your City of New Orleans train. We have been talking about this shared adventure for a couple of years and I found your sale on sleeper car accommodations and thought it was perfect. The whole experience of the meals on the train and spending the night were within reach. Years ago I had a similar experience where I was able to enjoy the fine dining and it really made a big impression on me and I wanted her to know and experience what I had and build a shared memory she would have forever. The whole package, we've been talking about it since booking and then the email came the other day that no more dining car. I have called and there is no mistake. Surely this was known when I bought my tickets. Why wouldn't there be a message stating of the change after Oct 17? So I could have looked at other options for her. The lady I spoke with was very nice and said she would refund my tickets, but I have to speak with my granddaughter first. I am really really disappointed. She said there weren't any other places I could exchange for (due to price). I think it is so sad for us now. I just feel our trip is going to be missing an element I was counting on for her. I am not sure what to do. I understand things change and we are not changing anyone's mind, but I want to let you know how this affects one grandma and one very special granddaughter. Sincerely, [REDACTED] change in service unacceptable	pax is upset about the change in dining service
		09/23/2019			SUGGESTION	POLICY	SALES	CHANGE IN SERVICE	dining experience	Pax wants to know what is going on, and who thought of this that only millennial's are the only one they are looking at. To change food service like this is so wrong, for so many reasons. This is very unfair to take away the dining experience for pax customer is very upset because of Amtrak are getting rid of the dining car she said that people look forward to get a hot meal for a long distance train and not a cold lunch box for a 30 hr train ride. Also said that Amtrak over charge for sleeper car and now that they are getting rid of that they will lose a lot of money because it's not perk in getting them any more
		09/23/2019			INQUIRY/REQUEST	POLICY	SALES	CHANGE IN SERVICE	box lunches	Pax's travel on the Crescent and enjoy having the dining experiences. Is not happy with the dining car not being there.
		09/23/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Pax states he and his wife travel with Amtrak and love it. States the change in the dining service on the Crescent is very disappointing!	
		09/23/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Complaint regarding the meals on train # 448 & return 449. States that for the price of the ticket they need to do better.	States that both going and returning on trains 448/449 the food was disgusting! States Amtrak needs to do better for these prices
		09/23/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	dining complaint.	complaint on the change in meals and dining service
Lake Shore Limited	448	09/24/2019	CHI	BOS	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	I loved the food on the California Zephyr. It was well cooked and delicious. The food on the Lake Shore limited is to put politely not near the as high quality, and to put it bluntly is like eating hot garbage especially the breakfast. Please return to serving the food on the overnight trains (especially those who frequent sleepers) the high quality meals that are available on the other long distance trains. I look forward to those meals.	Pax unhappy with the changes to the dining car and the loss of traditional dining car service. Pax would like to see the return of true dining car experience on board trains.
Lake Shore Limited	449	09/24/2019	BOS	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	Please continue serving the gourmet meals on the long distance trains. Those of us who are on the train for 2 or 3 days very much like the nice food and experience of the dining car. The limited selection for breakfast and dinner, especially like those on the lake shore limited are sub par...actually they are terrible. I do not look forward to that food and actually bring food from home in my bag to avoid it even though its free in the sleepers.	[REDACTED] writes the food selection was terrible

									-----Original Message----- From: Exemption 6Exemption 6 Sent: Tuesday, September 24, 2019 8:18 AM To: Anderson,CEO, Richard <Richard.Anderson@amtrak.com> Subject: Amtrak/Capital Ltd. My wife and I recently took the Capital Limited from Washington to Chicago. To say it was a disappointment would be not quite accurate. The staff did a wonderful job, as always. Most notably, the new dinner in a box meal service is less than stellar. Going out (9/10-11), supplies were limited and the chicken entree was not available from early on. The morning service for breakfast brought long lines with only one attendant in the club car (that is NOT a dining car!). Coffee quickly ran out, but thankfully the pots are still in the sleeper car. Needless to say, there were many complaints, all concerning the service, not the staff. Two outcomes I noticed from this change compared to previous trips on the Capital Limited was the loss of community from not dining with others and a need for more cleaning in the sleeper compartments since people took their meals back to their rooms. Service seemed better on the return trip (9/20-21), and we had plenty of time to observe it being over three hours delayed. The insert says the effort is done to be green. The commingling of all waste does not seem to be environmentally sound when all forms of recyclables are combined with food in the trash. We have been, and continue to be loyal Amtrak customers, but we have decided that the Capital Limited route is one we will forgo in the future due to these changes. I no longer consider this first class, but truly a limited experience. I would urge you to look at the demographics of the people riding in the sleeper accommodations. A recent article about these changes (The Washington Post The end of an American Tradition: The Amtrak Dining Car) indicates that Millennials do not want communal dining. The main patrons on the trips I have taken have not been Millennials, true. But the older patrons do use the sleepers and dining. Also, don't write off the next generation of travelers. Interestingly enough, the Post article indicates the cut in dining car service will begin October 1. Were we among the best group? If so, record us as unhappy. Sincerely, Exemption 6Exemption 6Exemption 6	
Capitol Limited	29	09/24/2019	WAS	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION	Pax called to upgrade from YB-EB sleeper from CHI-WAS. Fare increased. Agent quoted wrong fare numerous times. Pax finally booked at Station higher fare ...	dinner in a box less than stellar
Capitol Limited	30	09/24/2019	CHI	WAS	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION	Agent ERROR. I received an interesting being served to the table when you sent an email announcing (in your opinion) an exciting new dining process. WELL==I am Gluten Intolerant and after careful reading, I realize there is only ONE OPTION -- some sort of bowl of Polenta? some bits of beef and greenbeans? available to me. However, my trip starts in Chicago to DC then DC to Greenville, SC. My return (not yet booked) will be Charleston SC to DC to Chicago. Therefore, I will be on the train for at least 4 entree mealtimes with ONLY ONE CHOICE. OH BOY--4 of the same meal which, to me, is quite unappealing. What happened to the Signature Steak? Or why are there no other menu options? Whose brilliant idea was this? Also it appears there is no dining venue just some sort of lounge and the obviously microwaved food that is served on PLASTIC which from the photo sits on on one's lap -- yeech. For breakfast, I get maybe fruit cup and potentially yogurt. No oatmeal nor grits nor eggs? Is there lunch? I wonder how many of your first class/sleeping room passengers are over 60 and older? These menu options are the kind of food that may appeal to younger folks -- not to me and many of my peers. WHY DID YOU DO THIS? I am very unhappy with this turn of events on Amtrak. Amtrak has usually been our travel option whenever possible. You are not serving us well.	Pax states food selection was very bad - boxed dinners. pax paid for upgrade to sleeper ..food very bad
		09/24/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Very very upsetting to hear Amtrak is doing away with the dining cars. This is one of the attractions to a long distance train ride. Too bad. It will push us to more awful plane travel	--Pax unhappy with the dining car changes on Cap. Limited
		09/24/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	I do a long overnight trip each year on Amtrak. The news of the cancellation of the dining cars in the East is unacceptable. Fresh hot food for overnight trains is required.	Very very upsetting to hear Amtrak is doing away with the dining cars. This is one of the attractions to a long distance train ride. Too bad. It will push us to more awful plane travel
		09/24/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Trains need to have CocaCola on board. This is a really big deal for those who despise Pepsi products to have to endure 3 days with no Coke. Also the top beds in the roomettes are the worst. Never slept more than 2 hours a night on the entire journey. Car attendant [REDACTED] on the Capital Limited was top notch. He went above and beyond to make sure our first trip was perfect.	I do a long overnight trip each year on Amtrak. The news of the cancellation of the dining cars in the East is unacceptable. Fresh hot food for overnight trains is required.
		09/24/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Shame on you, Amtrak, for your new proposed changes to the dining car service. It's bad enough that you have been using disposable plastic plates and bowls, now you want to switch to pre-packaged meals!!!	PAX UPSET ABOUT FLEXIBLE DINING CHANGES
		09/24/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	I just read the article online from the Washington Post regarding a decision to end the dining car experience on your trains. My fondest memories are riding the train and going to the dining car. It was an opportunity to have a nice meal and meet new people. We didn't mind eating with people we didn't know, and it was a great experience. We also enjoyed the fine people who work for Amtrak. One particular conductor we would see on our trips to Chicago. I believe we were on his last trip before he retired. We have pictures of him and remember him fondly as well. I read in the Washington Post that you are discontinuing dining car service. Initially it is to be discontinued in the east and eventually everywhere. As a regular, if not frequent rider of overnight trains, I think this will detract from my experience and would be a mistake. Trains arent airlines and serving airline food would be a tragedy. My request is that you reconsider this cost saving idea. Serving airline food on the train to New Orleans would be a tragedy and the punchline of a sad joke.	Unhappy with the changes to the dining menu
		09/24/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		dining change
		09/24/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		

						on the east coast. This is a big disappointment to me. I wanted to write and let you know that the dining car was one of my favorite parts of riding the train. In fact, at this point, the tickets are more expensive than my gas to drive the same route, and the train takes longer. I go from NC to DC at least once a month, but can only afford to take the train twice a year. If the ticket prices were more comparable to my gas costs, I would take the train much more frequently. But, back to the point of this note - having dinner with fellow passengers on a Friday night on my way home to NC or breakfast on Monday morning as I traveled back to DC was wonderful. I usually use the club car to sleep in (because at night it is quieter than the coach class cars, and the booths are more comfortable), and I always prefer to have dinner and breakfast in the dining car. For your reference, I am a millennial, which is the group you referenced in your decision-making and I am not in favor of removing the dining car, and I vehemently oppose your choice to use prepackaged meals. More plastic and packaging is the opposite of what we need in this world. I also really enjoy the waitstaff and appreciated the fact that there were actual cooks involved in preparing the dining car meals. Good jobs are always better than one person running a microwave. Finally, I would suggest that instead of taking away the dining car, you help people understand how to use it. The trains don't readily have information available about how to access the dining car, get a seating time, or how dining on the train works, in general. I think if you explained this, especially in coach (where I have to sit because you rarely have business class seats available on the Crescent or Carolinian) that people would take advantage of the dining car.	
	09/24/2019		COMPLAINT	POLICY SALES	CHANGE IN SERVICE	Sincerely, [REDACTED]	dining change
						My wife and I love to travel by train. One of the highlights is the dining service. I like the opportunity to sit with other travellers, share stories and get to know new people, while having fresh cooked to order meals is wonderful. The service is one of standouts that is so much better than air travel. Now I read in the news that Amtrak is going the way of airlines for meals. That is serving pre-packaged food, taking away the place settings and table cloths, even removing booths. Please reconsider removing kitchens and fresh cooked meals. The prepackaged meals can still be offered for those interested in a less formal service.	dining changes
	09/24/2019		COMPLAINT	POLICY SALES	CHANGE IN SERVICE	I just read you're getting rid of diner service! No. Not happy about this. I'm rethinking my travel plans!	dining changes
						from Toledo. I got the roomette which I shared with my companion and was looking forward to Amtrak's excellent food service for their sleeper car passengers. However, the food service was horrible. The attendant was excellent but every single meal was disgusting and all of the packaging was horrifically wasteful while calling itself sustainable. Sustainable was how Amtrak used to serve meals: on dishes that were washed, not thrown away. All of us in the dining car were commiserating about how horrible this "contemporary" change was. So, today when I was reading the Washington Post, I couldn't believe that Amtrak is planning on rolling this out for all long-distance train lines east of the Mississippi. Train is by far my favorite way to travel for both short and long-distances, but given the amount that we pay for sleeper cars, to then have disgusting food in incredibly wasteful packaging, will make me re-think booking a sleeper car. This is a horrible decision that you all are making and I hope that you re-consider it. And, by the way, I am a millennial and part of the fun of taking the train is talking to strangers and not staying in my compartment on my phone and eating by myself. Millennials are turning away from flying in part because it's literally one of the worst things that you can do for the climate, and the younger you are the worse consequences you will face from climate change. There is a business opportunity in that for Amtrak, but not if you emulate all of the worst things about flying, including the horrible food and general wastefulness of everything associated with it. Going back to real china and cloth napkins and, yes, talking to strangers is part of the appeal of the sleeper cars, which we pay a lot of money for.	
	09/24/2019		COMPLAINT	POLICY SALES	CHANGE IN SERVICE	https://www.washingtonpost.com/local/trafficandcommuting/the-end-of-an-american-tradition-the-amtrak-dining-car/2019/09/21/d63cca3a-d888-11e9-bfb1-849887369476_story.html So sad but no criticism since Amtrak still runs in the red. With your permission though I would like to ask that you consider some ideas. Keep the Dining Car on each overnight train without waiters and cook staff. Keep white linens and flowers etc for a true upscale experience for those that want it. I suggest that reservations be made for seats but not tables so there is still the chance that people sit with other people they do not know. A golden treasure of the Amtrak experience. If people want an entire table you might consider a fee of \$50 or \$100 for the entire trip. There are so many people over 60 that love to train across America on the various lines that I really think this will be a winner. Now about the younger people that seem to want additional privacy - - - well they do eventually age and in that time of their life they will treasure the experience that was the past of deluxe rail travel. We have done several Amtrak trips. Some on the spur of the moment and one through the Amtrak reservation service and the agents I had were excellent. We still talk about it 20 years later. Anyway just a thought. Sincerely, [REDACTED]	Pax unhappy with the changes to the dining car and the loss of traditional dining car service. Pax would like to see the return of true dining car experience on board trains.
	09/24/2019		COMPLAINT	POLICY SALES	CHANGE IN SERVICE	[REDACTED] do not do away with the dining car, as reported in the Washington Post. That would be such a shame, and a disservice to a very long standing tradition. Many people, including myself really love and value the experience and feel of the classic more traditional way of doing things. I understand that changes happen, however, the Train ride has not changed, and the experience should not change either. Coke, changed once about 30 years ago from its longstanding tradition. Thank goodness, they saw the light. Thank you [REDACTED]	Pax unhappy with the changes to the dining car and the loss of traditional dining car service. Pax would like to see the return of true dining car experience on board trains.
	09/24/2019		COMPLAINT	POLICY SALES	CHANGE IN SERVICE		

							Hi there, I've just read in the Washington Post that Amtrak is planning to remove its dining cars from service, and with them the onboard kitchen, apparently in order to appeal to millennials. I am a millennial. Like most millennials, I am terrified about the impending climate crisis. As part of my commitment to fight climate change in every way I can, I recently committed to traveling by train whenever I can, instead of by air. And I was delighted to find that, not only is traveling by train beautiful and relaxing compared to air travel, it is convivial and friendly, and the food is good. I enjoyed meeting fellow travelers in the dining car, it's part of what made the trip pleasant. I'm writing to you today, as a millennial, to ask you to keep the on-board kitchens and dining cars on Amtrak trains. Don't turn trains into slow planes. Make them good at what they're good at: beauty, grace, conviviality, and good food.	
	09/24/2019		COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	I just read the article or now the dining room is changing, and it makes me sad. That is a major important part of the experience of riding the train that I always enjoyed. From making the reservations, until they seat you was part of the fun. If Amtrak is losing money I wish they would just add an increase to the fare. Speaking for myself I would rather pay more and keep the dining as it is, than lose out on the fun of meeting and dining with people that you have just met and sharing stories. I was sorry to see the wine and cheese go, but losing the dining experience is just a lousy deal. Thanks for your time. [Redacted]	Pax lobbying to keep the dining cars on all long distance trains
	09/24/2019		COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Amtrak's decision to modify (read, remove) its dining options on long-distance trains, which is set to be implemented on October 1st, and I believe that Amtrak should not proceed with it. I took the Crescent last Spring (twice) between Birmingham and New York, and meals were the highlight of my experience, going a long way to justify paying nearly three times as much as it would have been to fly. Cost-cutting is "not" a top reason why people decide to travel with Amtrak over long distances. Comfort is. It's hard to imagine that stupidity alone can lead a transportation company to destroy its distinctive character and competitive advantage in such a way. The only logical explanation for this decision I could come up with is that the person in charge of this decision is angling for a job at an airline company, and intent on damaging rail travel before they leave. Seriously. Please reconsider. Sincerely [Redacted]	dining changes
	09/24/2019		COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Dear Amtrak, I am disappointed to learn that Amtrak is planning to discontinue meals in the dining car. Are you sure you understand why people choose to take the train? If I wanted to stay in my seat and eat rewarmed food out of a cardboard box, I would fly. Please reconsider this decision, which will not be good for Amtrak in the long run. Sincerely [Redacted]	Pax unhappy with the changes to the dining car and the loss of traditional dining car service. Pax would like to see the return of true dining car experience on board trains.
	09/24/2019		COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	I just retired. [Redacted] I'm planning for years to take more long distance trips than we were able to before I retired. We've taken 5 or 6 overnight trips and loved them. Now I hear that Amtrak is getting rid of the dining car! Well, we'll start taking our trips next year west of the Mississippi but the East coast overnights are off our list. If the West coast dining cars are removed, we'll stop overnight Amtrak trips completely. What a shame. It is the best part of the trip. To relax with friends or new people you've met and watch the world go by while having an A+ meal. Don't cater to the millennials - I raised three of them - they don't take the train overnight and already make arrangements for their meals. You're cutting out your best, and most loyal customers. What a bad idea.	
	09/24/2019		COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	We just read that you are changing the dining vehicles on some of your routes. This is very disappointing. Why would you encourage seclusion? Millennials are not the only people in the world. This is part of the problem with our society today, no one wanting to engage or get involved. It's becoming an all about me society. I've had the pleasure of taking a trip a couple of years ago from Houston to Los Angeles to Chicago back to Houston solely for the purpose of enjoying the experience of train travel. I still think back with pleasure of the memories this created and people we met. We were treated like we were special. The enjoyment of dining in the dining car was special to me. What if we got rid of all the upper scale restaurants and activities just because an age group thinks their way is better? If we keep going that way there will be nothing of value left. Morals will be tossed aside soon if we let this happen. It's a real shame you are choosing to move forward in this direction. I was about to plan another trip like the last one I took but will be re-thinking this. I don't foresee any use of your transportation for me. You have become just one step above a bus trip, what a shame.	Complaint about the new dining service.
	09/24/2019		COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Once I traveled Amtrak a great deal. Lately I haven't been able to travel as much, but look forward to being well enough to do so in the near future. I just read that Amtrak is doing away with diner cars on some trains. Please don't do that. Diner cars are part of the train travel experience. I've met so many interesting people—the artist from New York and the couple from Australia stand out—at dinner. And the food has been so good. One of my fondest memories is the mist in the trees during breakfast on the way to Denver. I don't need a white tablecloth or fine china. And you might be able to cut costs by taking reservations in advance over the internet. But please keep the dining cars.	Pax unhappy with the changes to the dining car and the loss of traditional dining car service. Pax would like to see the return of true dining car experience on board trains.
	09/24/2019		COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Please do not get rid of dining cars on long distance Amtrak trains. Terrible idea and one the all of your actual customers would reject. Dining car is one of the things that makes train travel special.	dining change
	09/24/2019		COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Why are you apparently trying to invest your selves or passenger service? I use the trains several times a year, from Greenville to Atlanta and From Greenville to Alexandria. The trains are convenient(when on time) and arrive at convenient locations for pickup . When you decide to not have an agent in Greenville you created a mess for both boarding and leaving the train, not to mention package shipping. To now be removing the dining car is just ridiculous. The dining car is one of the best features of the train. You need to fix the tracks and restart the route to Jacksonville Florida and then from Jacksonville to New Orleans to accommodate all the people who want to Travel to NORTH Florida and lower Alabama. Some of us really do not prefer to fly. Please have someone older than 30 do a feasibility study on increasing your ridership. Sincerely a senior citizen who has been riding the trains since birth.	To now be removing the dining car is just ridiculous. The dining car is one of the best features of the train.
	09/24/2019		COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	I have been a loyal rider for years. I will no longer ride AMTRAK after reading you where doing away with the dining car and no longer cooking meals on the train. This was one of the best part of the trips. Former loyal rider [Redacted]	Not happy about the new dining service

	09/24/2019		COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	I have read that you are discontinuing the dining car and replacing it with airline style food. I have taken two long distance trips a year on the Empire Builder from several decades. I may have to stop. This is unacceptable. Send your CEO back to the subsidized airline business. What's next? Tiny, cramped seats? Disgruntled employees? Damaged luggage? I read an article that Amtrak is changing the dining car service. What a disappointment and very bad decision. It is certainly changing my mind about a cross country trip if you continue with the change. It was stated in the article it is for the millennials and costcutting. My suggestion, look for other ways to cut costs. And millennials, let them change their way for travel. Get off social media and socialize. One of my most memorable trips was a train trip from Chicago to Texas. Why, because of the dining room interaction, meetings of the greatest people. It was a great memory. Please keep the dining room and food service as it is. No pre-boxed food. We can get that on the airlines. You don't want that reputation, heaven forbid. Thanks [redacted]	I have read that you are discontinuing the dining car and replacing it with airline style food. I have taken two long distance trips a year on the Empire Builder from several decades. I may have to stop. This is unacceptable. Send your CEO back to the subsidized airline business. What's next? Tiny, cramped seats? Disgruntled employees? Damaged luggage? I read an article that Amtrak is changing the dining car service. What a disappointment and very bad decision. It is certainly changing my mind about a cross country trip if you continue with the change. It was stated in the article it is for the millennials and costcutting. My suggestion, look for other ways to cut costs. And millennials, let them change their way for travel. Get off social media and socialize. One of my most memorable trips was a train trip from Chicago to Texas. Why, because of the dining room interaction, meetings of the greatest people. It was a great memory. Please keep the dining room and food service as it is. No pre-boxed food. We can get that on the airlines. You don't want that reputation, heaven forbid. Thanks [redacted]
	09/24/2019		COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	I just read that you are discontinuing your famous food service and dining car. What a shame as this is the best reason to travel by train. I was planning on doing so, but now will not. Big mistake on your part.	
	09/24/2019		COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	I have an Amtrak number I can't find now but I wanted to express my dislike for removing the dining car. The dining car is the reason I ride the train along with the sleeper instead of flying. The personal touch of the service on the train. The joy of meeting new people and gazing out the window while I eat. I can't believe you would take that all away for a bunch of people who stare at their phones all day!! These young people do not value the train for the sleeper car or dining car. Why should I have to give up what I love about the train experience for a bunch of spoiled, unappreciative people. Now I can't ride the train any longer and will opt to drive so I can stop along the way and enjoy a restaurant with people and tables, along with a hotel. DUMB DUMB DUMB DUMB! Whoever came up with this idea - FIRE THEM!!	- Email logged. - Change in service complaint; Dining options complaint.
	09/24/2019		COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Positives: 1) [redacted], our sleeping car attendant on car 5900: What a nice man. He does his job very well, cares about people, and was the shining star of this trip. 2) Metropolitan Lounge in Chicago: Efficient, spacious, beautifully decorated. Nicely done! 3) Timing: I know that when your trains operate over freight railroad tracks, you only have so much control over keeping up with the schedule. Still, our train left on-time and arrived early. Announcements were punctual too. I appreciate all that. Negatives: 1) The Dining Car Food - IT SUCKS. It's barely a step above vending machine food. You should be ashamed. It's also a stretch to say you offer hot choices. There was no hot choice for my breakfast. There was ONE hot choice for lunch. All that babble on the website about the so-called dining experience is nothing but political spin. 2) Sleeping Car/Flexible Dining: The website clearly states (see below) that we could have one complimentary adult beverage. We were told without apology, 'Not on this train'. As an exclusive and complimentary offering for Sleeping Car customers, flexible dining service on the Capitol Limited, Cardinal, City of New Orleans, Crescent, Lake Shore Limited and Silver Meteor includes: A menu with hot, ready-to-serve choices for breakfast, lunch and dinner. A wide selection wine, beer and spirits (the first one is on us), plus unlimited soft drinks throughout the journey. Complimentary room service provided by the Sleeping Car attendant. 2) The Dining Car: It was clean and modern but we felt like cattle being herded in and out as quickly as possible, as if we were an inconvenience. 'We're closing now. Get out.' It's clear you don't care about the customer's dining experience. 3) The Sleeping Car: a) Our car could use a deep cleaning. Do you understand what I mean by that? b) My love for trains notwithstanding, there are many, many grade crossings in the South. The horn blows often. Sleeping cars should be at the end of the train vs. at the front behind the engine. 4) The Lounge Car: Seats are not comfortable. Coach passengers were sleeping in the car, each of them taking up multiple seats. I may or may not take another overnight trip. Paying for accommodations should result in a truly upgraded experience. Except for [redacted] and I just saw that Amtrak is playing with getting rid of the formal dining car... So don't!! I had the absolute pleasure of riding the Empire Builder a couple years ago and I treated myself to the dining car twice while on the journey. I traveled alone and met AMAZING new people over dinner. It was fantastic being 'forced' to sit with strangers and hear new stories. I get that you are trying to lure a younger crowd, but don't forget that one day they too will grow up and enjoy dining car as well! I will soon be traveling again on the Empire Builder and would hate to not have the opportunity to sit with strangers and share an amazing meal... Please DO NOT KILL THE DINING CAR from the Rocky Mountains to the West Coast. Sleeper car travelers (most people in the dining car) are taking Amtrak for its incredible experience. We think of it as a rolling B&B! At a shared dining car table we meet SUPER-INTERESTING PEOPLE. The conversation is always excellent. Long-distance western trains are not filled with 'millennial' passengers. Please study the demographics. There are the coach customers who are taking the train for economy, and the sleeper car customers who are there for the experience. The dining car customers are mostly sleeper car passengers who want the lovely experience of a dining car. Thank you.	- Email logged. - Dining complaint; Change in service unacceptable.
	09/24/2019		COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	YOU SHOULD BE ASHAMED OF YOURSELF YOU'VE TAKEN AWAY THE DINING CAR SERVICE ON EVERY LAST LONG DISTANCE TRAIN IN THE EAST COAST. YOU AND YOUR AIRLINE LOVING, TRAIN HATING, EXCUSE OF A CEO ARE THE WORST!!!!!!! I HATE YOU	
	09/24/2019		COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	The dining car customers are mostly sleeper car passengers who want the lovely experience of a dining car. Thank you.	Pax unhappy with the current changes being made/considered to the dining car. Pax would like to see the traditional dining car service restored/retained on Amtrak.
	09/24/2019		COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Passenger is upset that most of the dining service for long distance trains are gone.	

							I have traveled by train long distance several times and find it to be a relaxing, enjoyable experience. One of the highlights of any long distance trip is the dining car. Dinner in the dinner, nothing could be finer. I had planned to travel over the entire Amtrak system over the next few years. If your current management eliminates dining car service I WILL NOT TRAVEL BY TRAIN!! You will loose my business forever. DO NOT ELIMINATE THE DINNING CAR!!		
	09/24/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		Not happy with the change in dining car service
								i received an email from Amtrak stating the unexpected and unwelcome cus made to my trip. When I made my reservations I had a choice of two trains on my intended route one with standard dining and one with cafe service only I chose the full dining option. Now that I have paid for the more expensive route and my trip is close at hand I find out Amtrak has charged me for a service they will not provide. I did not expect a bait and switch from this service and request that Amtrak simply refunds the difference in price between what I was sold and what they will deliver. I was planning another trip on the zephyr in may but now Im sad to say I dont trust that any future plans I make will be honored. Thanks for your attention to my request I appreciate it	Pax unhappy with the changes to the dining car and the loss of traditional dining car service. Pax would like to see the return of true dining car experience on board trains. Pax states paid for trains 97/98 for the full service dining car and now is asking for a partial refund for the loss of the service.
	09/24/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	I just read an article that Amtrak will be piloting a new meal program and plans to do away with the dining car. I want to say that, as a repeat Amtrak passenger, reading this upset me very much. My husband and I love taking the train all across the country and one of the best parts is meeting strangers and sharing a meal, a connection that is hard to make in the fast paced world we live in today. The train is special and the dining car is a part of that experience. We are young, in our early thirties, we want to continue to explore the U.S. and share in the experienced we have come to love on a Amtrak train. Please, do not phase out the dining car.	Pax unhappy with the changes to the dining car and the loss of traditional dining car service. Pax would like to see the return of true dining car experience on board trains.
	09/24/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	How long is the 'airline food' on long-distance trains going to last for? When are you going to bring back the full dining car service? I want a direct answer NOW! Congratulations, Amtrak! Your decision to slowly eliminate the dining car is a great step towards Amtrak's march towards irrelevance and extinction. I've enjoyed rides in roomettes on the Coast Starlight and the California Zephyr and the communal dining was memorable on these trips. Compared to air travel, the ample space and superior dining are two main reasons why I enjoyed my trips over taking a flight. If you decide to eliminate the dining car on more routes than you currently have, you have made my mode of travel decision much simpler. I'll book the next flight on a 737 MAX.	Pax unhappy with the changes to the dining car and the loss of traditional dining car service. Pax would like to see the return of true dining car experience on board trains.
	09/24/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	do to your trains. For long haul trips, the only activity offered is to slow down and enjoy the service and fresh food meals in the dining car. This is an integral part of upgrading and paying for sleeper cars. You do not offer a gym activity (consider putting in this type of coach on your trains) or other activities. You already offer airplane food in the first class car for millennials and it is the same quality as airline foods - on plastic, covered in plastic and awful. We will not pay the high price of upgrade to eat plastic food. Most people including millennials want fresh farm to table meals, no preservatives etc. not airline food. This will backfire on you, since the cost of air travel is cheaper and goes to more locations than the Amtrak trains do. What is the draw to go slower and do nothing and eat airline food? Suggestions: Plan events on the train, add activities such as cultural or historical experts in the viewing car, clean your cars, upgrade sleepers. Train your employees to treat your customers well (you have a long way to go there). Glad that we can still travel in Alaska, Canada and Europe by rail with extremely good service and good fresh food service. ***** Most of us are looking for an Experience in all we do: shopping, eating, entertainment, travel. What are your plans to deliver an experience (ie, Nordstrom, Pack & Go Surprise Travel, farm to table, interactive theatre etc) How will you deliver an experience to draw all of us(young, families, seniors, train buffs, millennials) to Amtrak? Certainly not with airline prepackaged foods.	Pax unhappy with the changes to the dining car and the loss of traditional dining car service. Pax would like to see the return of true dining car experience on board trains.
	09/24/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	I read an article that said you were getting rid of the dining car. I am so disappointed. I realize you may be having declining ridership and increased costs, but instead of taking away from the experience of riding a train, maybe you should add to it. People love the train for the experience. If you take away the experience, you take away peoples passion for trains. But then maybe it's time for another company to move people on the rails. I hope you reconsider.	PAX UPSET AT NEW FLEXIBLE DINING
	09/24/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	you about amtraks dining cars but please hear me out. My mom and i ride the crescent every year to south carolina and the number one thing we look forward to is having dinner in the diner. that is the hallmark of our trip from DC to Spartanburg whether it be dinner going or breakfast coming back. I know most millenials would rather have something on the go almost as if fast food while traveling but all the times i traveled on Amtrak the dining car was always packed full of people enjoying wonderful food while exchanging stories with others about where they are going or why they are going. Dining cars have almost been a main stay in not only the rail industry but also american history with the pullman companies magnificent palace dining cars and kitchen cars. Your probably thinking hes just another save the dining cars kid but i do know a great deal about business and economics. i know it may not be cost effective to use dining cars and cheaper to use the cafe car by means of pre packaged food and less staff. Maybe this could be a solution, have you thought of the idea of a half cafe half diner car since amtrak already has a large amount of existing dining cars. Is there any way I could save the dining cars for a little bit more time, some of my fondest moments were made on them from when i was little to now. I want my kids to be able to to experience the same thing. Im asking this from the bottom of my heart please save the dining cars is there anything i can do. I will do anything to keep them in service for as long as possible.	Pax unhappy with the changes to the dining car and the loss of traditional dining car service. Pax would like to see the return of true dining car experience on board trains.
	09/24/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		PAX UPSET ABOUT FLEXIBLE DINING SERVICE

										Please reconsider the decision to eliminate the dining cars on the overnight trains. My family has traveled on Amtrak many times and the experience in the dining cars was one of our most memorable. The staff were always very friendly and you could feel a connection to the history of that type of work. The food was also superb, and the thought of a pre-made box meal sound a lot like airplane food to me. We always considered our time on Amtrak as part of the vacation experience, not just a means to an end. In our modern world of constant screen connection, sitting down to dine with strangers can be an amazing experience. Millennials need that more than ever. Thanks	Pax unhappy with the changes to the dining car and the loss of traditional dining car service. Pax would like to see the return of true dining car experience on board trains.
	09/25/2019		COMPLAINT	POLICY	SALES	CHANGE IN SERVICE				I just read on the news that Amtrak is planning on removing some or their dining cars because millennials don't want to sit with people they don't know. Can't you just redesign the dining car to have a few tables that have 2 seats and maybe one long table that would allow more than 4 people by turning the table and making a bench seat by the window with two chairs in the isle or something like that. One of the reasons I like to travel by train is because of the dining car. My favorite train to ride is the Crescent to New Orleans. I am planning a trip for 2022 and was planning to take the Silver Service back from Florida to New Jersey just so I could experience that dining car. If there's no dining car why bother taking the train.	
	09/25/2019		COMPLAINT	POLICY	SALES	CHANGE IN SERVICE				I have read that you are getting rid of the dining car service. What are people supposed to do on long trips across country - eat pre-packaged JUNK food for days - I would rather FLY and be exposed to JUNK food for a much shorter time. Also, on long overnite trips will you allow people to bring large coolers to provide themselves with DECENT food?Will you also provide them with ice along the trip to keep their GOOD food cold on a long overnight trip?Who cares if Millenials don't like talking to people??	pax very upset with the change in service on the LD trains
	09/25/2019		COMPLAINT	POLICY	SALES	CHANGE IN SERVICE				After reading that Amtrak is supping its classic dining car service, my wife and I who are about to retire have revised our plans to travel the USA in 2020,2021 and 2022 extensively on Amtrak.We will seek other modes of travel in the future. As a one time professional transportation planner and research in my youth, I just 'smell' that some consulting firm told some senior executive at Amtrak what they wanted to hear to implement the change. Whomever made the decision on that no doubt, crappy data is an idiot.I had lunch with a bunch of people the other day, some in the 60 to 80 range and some in the 30 to 50 range. They all thought it was a stupid idea. Too bad as over the last 40 years I road Amtrak many times and it was the 'forced' companions in the dinning car that made the trips memorable.I will also be writing my Congress members that I do not anymore want my tax dollars supporting anti-social hide in the room long distance trains. You have screwed up [REDACTED] [REDACTED] San Francisco.	Pax unhappy with the changes to the dining car and the loss of traditional dining car service. Pax would like to see the return of true dining car experience on board trains.
	09/25/2019		COMPLAINT	POLICY	SALES	CHANGE IN SERVICE				[REDACTED] so sorry that students traveling to and from school don't have enough room to 'talk'. But it is ok I no longer get the great food, amenities, and service Amtrak provided in the past. Service I am willing to pay for. Fire Richard Anderson. He ran Delta into the ground and now he is running Amtrak off the tracks. Amtrak has an opportunity to profit from the large numbers of retiring baby boomers. Richard Anderson does not know how to market the great American tradition of long distance train travel to older people. Fire Richard Anderson. Amtrak needs a more forward thinking leader. Amtrak needs a leader who respects the traditions of the past and can take Amtrak towards a better future. Get rid of Anderson. Anderson needs to go, somewhere, anywhere away from Amtrak. He is a destructive human (or maybe he is not human).	Pax unhappy with the changes to the dining car and the loss of traditional dining car service. Pax would like to see the return of true dining car experience on board trains.
	09/25/2019		COMPLAINT	POLICY	SALES	CHANGE IN SERVICE				Why am I paying a premium price for fare and getting TV dinners? My fare should be reduced due to the down grade in meal service. Please tell me why I do not get a refund for the downgrade in service. Fire the president and CEO of Amtrak. He is a clear and present danger.	Pax unhappy with the changes to the dining car and the loss of traditional dining car service. Pax would like to see the return of true dining car experience on board trains.
	09/25/2019		COMPLAINT	POLICY	SALES	CHANGE IN SERVICE				Trying to get a message to Richard Anderson about how I have watched the quality of service deteriorate during his tenure as CEO. I travel frequently, in general, and had been planning on increasing the amount of Amtrak travel. However, the last few trips that I have been on have involved marginally clean trains, dirty stations in not great repair, and the last trip felt like I was riding in a wagon on a dirt road. I just saw that you have now decided to do away with dining service, just as I'm planning an extended trip with my 82 yo mother for next year. Overnight travel on Amtrak is extremely expensive as it is, compared to flying and hotels, and I'm not interested in subjecting her to the equivalency of airline food. I also saw that you are planning on serving these prepackaged meals in reconfigured cars without table service, or even tables. No thank you-why would I pay more for substandard service? Train travel is supposed to be a relaxing experience-not a fast food sellout. I fear the eventual demise of rail travel altogether. The only thing I can hope is that once it happens, someone with the know-how to set up a world-class system comes along.	
	09/25/2019		COMPLAINT	POLICY	SALES	CHANGE IN SERVICE				My wife and I are Baby Boomers and train enthusiasts. We just read that you will no longer operate your traditional dining cars in deference to young people's lack of social skills and desire to remain aloof. (and, to save money)Neither of us will, in future, travel cross country, nor book cabins on your trains. Alas, you have caved to the millennials and we have lost interest with the waning of tradition.	My wife and I are Baby Boomers and train enthusiasts. We just read that you will no longer operate your traditional dining cars in deference to young people's lack of social skills and desire to remain aloof. (and, to save money)Neither of us will, in future, travel cross country, nor book cabins on your trains. Alas, you have caved to the millennials and we have lost interest with the waning of tradition.
	09/25/2019		SUGGESTION	POLICY	SALES	CHANGE IN SERVICE				Good evening, today I received an email regarding the change in the dining experience on the Silver Meteor from a true dining experience to the 'flexible dining.' In addition to be disappointed in this change, I'm wondering (hoping) if we are going to get a partial refund on our fare. When we booked several months ago the Silver Meteor was more expensive than the Silver Star since it included the full meal service. Now that the meal service has been reduced it seem that we are no longer getting what we paid for. Please advise on how we might go about getting compensated for this reduction in the product offered. Thank you.	In addition to be disappointed in this change, I'm wondering (hoping) if we are going to get a partial refund on our fare. When we booked several months ago the Silver Meteor was more expensive than the Silver Star since it included the full meal service. Now that the meal service has been reduced it seem that we are no longer getting what we paid for. Please advise on how we might go about getting compensated for this reduction in the product offered. Thank you.
	09/25/2019		COMPLAINT	POLICY	SALES	CHANGE IN SERVICE					

							it is with a great deal of trepidation that i read that you are doing away with the dining car. let me be perfectly clear ,if it goes i go. this the kind of bonehead decision that has created havoc in the airlines. whats next excessive baggage fees, charges for changes in trips , and all that airline inspired crud. precisely why i dont use the airlines. if you want to use the european model you need to be adding not removing. in very country with good train service it is subsidized, for heavens sake the government builds roads for cars trucks and buses, airports for the airlines dock facilities for the maritimers is rail travel the red haired stepchild of transportation? the people of amtrak are great,courteous, knowledgable and extremely competent. but it appears that upper management has taken a brain vacation.	dining change
	09/25/2019		COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Hi, I read today that you plan to end dining car service on long-distance trains. Please don't do this! The dining car is great. Also my son has been looking forward to his first long trip and especially the dining car since he was tiny. I think its terrible that the dining cars are being changed. Its part of the train experience. My wife & I love them!! Please reconsider this horrible decision!! Just to save 2\$million, who made this dumb decision?? We love meeting new people on our trips. To say nothing of the many jobs that will be lost. Those folks are some of your greatest ambassadors. Keep the dining cars as is!!!	Pax unhappy with the changes to the dining car and the loss of traditional dining car service. Pax would like to see the return of true dining car experience on board trains.
	09/25/2019		COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Amtrak is planning to eliminate dining car service on its overnight runs. I am a longtime customer and fan of Amtrak. For decades I have traveled the Capitol Limited between Washington DC where I live and Chicago where I was born and raised. I tried out your box dinners shortly after they were inaugurated. I admit the quality of the food was ok but everything else was wrong. I had the dinner delivered - it was 45 minutes after the time i had requested and it was cold. the tray in the roomette of course does not pull up to the seat (as it does on a plane) and one must sit on the edge of the seat without being able to rest along the back of the seat. it was extremely uncomfortable eating. if you want pre-made meals and eliminate the kitchen fine. deliver or pick up meals if you like - fine. but keep the dining room - it is civilized and it is what train travel is about - meeting and mingling with people is part of the experience. i am not a very social person and i love it. there are very few young people in the sleepers. why cater to what you fantasize their wishes are. why not cater to the oldies like me. the next time i traveled that route i chose to fly instead. i still have a few routes i want to take in other parts of the country, but will abandon those plans, if i must eat with a box on my lap. you will lose your ridership. you will not be saving any money at all.	
	09/25/2019		COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Our family travels on Amtrak trains frequently on vacation either on the east coast or across country. We love the sleeper cars.Most of all we LOVE the dining car experience. The food is extraordinary !!! The dining car is 50% of our enjoyment on a vacation. It brings back what leisure and relaxation is all about. Meeting new people and chatting with your charming employees, enjoying good food!! - No airline can provide that. Be sure NEVER to give up the dining cars.Don't EVER give up the dining car experience.	diner change -Pax email states: Our family travels on Amtrak trains frequently on vacation either on the east coast or across country. We love the sleeper cars.Most of all we LOVE the dining car experience. The food is extraordinary !!! The dining car is 50% of our enjoyment on a vacation. It brings back what leisure and relaxation is all about. Meeting new people and chatting with your charming employees, enjoying good food!! - No airline can provide that. Be sure NEVER to give up the dining cars.Don't EVER give up the dining car experience.
	09/25/2019		COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	I have taken several long-distance Amtrak trains, and the dining car is one of my favorite parts of the travel experience. Even though I'm an introvert, I enjoy talking to the people I meet in the dining car. I like the balance of having interactions with others at mealtime and then going back to the quiet of my Roomette. I would hate it if meals were just delivered to the rooms; who wants to sit all by herself for two days straight? The dining car setup, unlike the less-formal arrangements Amtrak seems to be planning, encourages people to stop staring at their phones and actually interact with each other. During meals on the train, I've met people from all over the country as well as China, Japan, and England, and have cherished these encounters. I think the dining car has a civilizing effect; it encourages us all to take an interest in our fellow passengers. As a secondary note, Amtrak's food is terrific, and I hate to think of you going to pre-packaged meals. Whenever I tell people about the train and encourage them to try it, I always mention how good the food is. I urge you to reconsider the proposed changes. I have a feeling I'm only one of many train "regulars"-- your loyal customers--who wants to see the dining car service and fresh meals continue. Sincerely, [REDACTED]	Amtrak is planning to eliminate dining car service on long-distance trains east of the Mississippi. I have taken several long-distance Amtrak trains, and the dining car is one of my favorite parts of the travel experience. Even though I'm an introvert, I enjoy talking to the people I meet in the dining car. I like the balance of having interactions with others at mealtime and then going back to the quiet of my Roomette. I would hate it if meals were just delivered to the rooms; who wants to sit all by herself for two days straight? The dining car setup, unlike the less-formal arrangements Amtrak seems to be planning, encourages people to stop staring at their phones and actually interact with each other. During meals on the train, I've met people from all over the country as well as China, Japan, and England, and have cherished these encounters. I think the dining car has a civilizing effect; it encourages us all to take an interest in our fellow passengers. As a secondary note, Amtrak's food is terrific, and I hate to think of you going to pre-packaged meals. Whenever I tell people about the train and encourage them to try it, I always mention how good the food is. I urge you to reconsider the proposed changes. I have a feeling I'm only one of many train "regulars"-- your loyal customers--who wants to see the dining car service and fresh meals continue. Sincerely, [REDACTED]
	09/25/2019		COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		

										Hi there! To start I'm someone who LOVES the train and takes them alot. (NYC, Disney World, New Orleans, Washington DC, Portland, Seattle, etc) I love that Amtrak is reinventing its dining service!!!! I was never a fan of the dining cars. In fact even though the meals are included with your ticket price for the sleepers I still brought my own food on the train. And had quite a few unpleasant experiences with sleeper attendants acting like it was a hassle to bring food to a room. I didn't like the communal seating because the tables are so small and I usually travel alone. And while I've had wonderful conversations, I've also had really uncomfortable experiences. (Would anyone enjoy being sat at a 4 top in a restaurant with strangers?) The servers often seemed like they didn't want to be there, and the food wasn't very good. (Sorry) I've tried the new 'box dinners' and really liked them. Plus they've brought in a private lounge car for the sleepers now where you can eat your meal if you'd like alone, or share with others if you're looking for that experience like the old dining car. On top of it that private car is open much longer hours serving free soda's and coffee! Plus your first cocktail or wine is free! I do think it would have been a smarter move though to plan this change at the same time as a refresh on the 'lounge' style cars. If there was a bright shiny new place to eat in the loss of the dining cars wouldn't hit people so hard. Maybe they could partner with someone like Starbucks and have a Starbucks lounge. Some of the new stores they've been opening here and around the world are beautiful. From a PR standpoint and in training your attendants I think its important to push these positive things. It's not getting rid of something, it's improving it for today's tastes! It's kept the best of the past in that you can still dine with others if you wish in the communal area's like the lounge cars, or you can spend some private time alone enjoying that free glass of wine watching the scenery go by. Now that the attendants are required to ask about bring food to the room my experiences have changed from something I dread to now having to worry about asking. Lastly I've had a couple experiences with my attendant where the change was not only not explained well, it was explained in a way where they were trying to get me to be upset about the changes. I wanted to say actually I like them, but felt too uncomfortable to do so. I think some training for the staff on how to explain would benefit everyone! Just some feedback. Thanks for your time! I capture some of my Amtrak pics on my Exemption 5 to eliminate dining cars from all long distance Amtrak services. It was the remaining rationale for choosing Amtrak over flying (the bus service of the air) or taking the bus (the bus service of the ground). I will continue to travel on Amtrak for the midwest corridor services & perhaps for eastern seaboard routes but will not be considering any others. I hope rational decision making returns and the dining car service will be reinstated but I don't have any unrealistic expectations.	
		09/25/2019			PRAISE	POLICY	SALES	CHANGE IN SERVICE			
		09/25/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE			
		09/25/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE			
Capitol Limited	30	09/26/2019	CHI	WAS	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY		change in dining service complaint. -Late train - Cold breakfast and no lunch was served. -Toilets didn't work in bedroom (pax had to go to another car just to used the restroom) -Broken seat in bedroom -No hot water in bedroom had to take cold shower I have travelled by Amtrak and by far this crew was the best. In fact the Empire Builder has always been the friendliest crew of any of the Amtrak trains we've rode on. Exemption 5 our car attendant in car 2830 should give a clinic as to how to treat first class passengers. In fact this whole crew should. We had a great time and the food was superb. We have heard about rumors of removing the dining cars from the long distance trains. That would be a travesty. My goodness. Why remove an asset like dining on the train? This is very short sighted to be sure. Riding across the great plains, eating a box lunch doesn't sound first class to either my wife nor myself. Looking at the \$\$\$ and not the customer is what this looks like to me. Whomever is thinking about doing this, please take a ride from Chicago to Seattle and try eating in the diner. Maybe that will open your eyes. There has gotta be other ways to save a few \$\$\$. Try eliminating a few upper management and see how the bottom line looks then. Removing the diner, my goodness. I'm disgusted that this is even being thought of.	
		09/26/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		pax is very upset that amtrak will be removing dining car on some routes.	
		09/26/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		-Pax email states: Hello ! I am very upset that you Amtrack people are getting rid of a diner car. I was really looking forward to traveling by train next summer with my mom and her friend. They are senior citizens. It was going to be a fun trip and I only agreed to go because it was going to include a di er car. I always wanted to have 'dinner in the diner'. When I was a little girl I got to be in a school musical and played one of the Andrew Sisters from the World War II era, and I loved the song about the chattanooga Choo Choo and I always wondered what it was like to dine at a train diner. I was going to get that chance next summer, but you folks are going to take away that dream. It is really mean of you and my mom and friend are not impressed. We are now trying to figure out how we are going to eatgood food on the train. We wanted the experience of being in the diner car, meeting other travelers, and interacting with people. Amtrack is not going to be a very fun ride. I will go on the trip but I am already not looking forward to meal time. I am going to bring some cans of beans with me and maybe if I am fortunate I will meet some real hobos. I hope there are some still sneeking on the trains. I think it would be interesting to spend time sharing beans with hobos than eating at a stupid grab and go spot on Amtrack. Hobos may have stories to tell and may even know where one can get some good food while traveling. Obviously, I can't count on Amtrack to care about a quality meal experience. I will have to contact a major canned bean company and tell them to start a marketing campaign encouraging Amtrack customers to buy canned baked beans for long haul trips. A look at hobo culture is sounding more and more interesting. If Amtrack is going to get rid of diners, the least they can do for me on my trip is see that there are hobos for me to talk to and share beans with!	
		09/26/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		-Pax email states: Hello ! I am very upset that you Amtrack people are getting rid of a diner car. I was really looking forward to traveling by train next summer with my mom and her friend. They are senior citizens. It was going to be a fun trip and I only agreed to go because it was going to include a di er car. I always wanted to have 'dinner in the diner'. When I was a little girl I got to be in a school musical and played one of the Andrew Sisters from the World War II era, and I loved the song about the chattanooga Choo Choo and I always wondered what it was like to dine at a train diner. I was going to get that chance next summer, but you folks are going to take away that dream. It is really mean of you and my mom and friend are not impressed. We are now trying to figure out how we are going to eatgood food on the train. We wanted the experience of being in the diner car, meeting other travelers, and interacting with people. Amtrack is not going to be a very fun ride. I will go on the trip but I am already not looking forward to meal time. I am going to bring some cans of beans with me and maybe if I am fortunate I will meet some real hobos. I hope there are some still sneeking on the trains. I think it would be interesting to spend time sharing beans with hobos than eating at a stupid grab and go spot on Amtrack. Hobos may have stories to tell and may even know where one can get some good food while traveling. Obviously, I can't count on Amtrack to care about a quality meal experience. I will have to contact a major canned bean company and tell them to start a marketing campaign encouraging Amtrack customers to buy canned baked beans for long haul trips. A look at hobo culture is sounding more and more interesting. If Amtrack is going to get rid of diners, the least they can do for me on my trip is see that there are hobos for me to talk to and share beans with!	
		09/26/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		I was truly dismayed and saddened when a friend told me of Amtraks plan to end traditional meal service. One of the great pleasures of rail travel for me has been meeting people from all over the world at mealtimes. No one on Amtrak is in a huge hurry, otherwise they would have flown instead. I took an eastbound train Indianapolis to New York 2 years ago and got microwaved eggs with a plastic fork. I vowed not to take that route again, thinking it was a fluke. If Amtrak persists with this routine, I feel I will no longer wish to travel via rail. Thank you for your attention.	
		09/26/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		- Email looged. - Change in Service complaint; Dining; New Service.	

						his becoming ceo during the anti-government, anti-rail trump administration, to his decreasing car and seat availability to his recent comments, he is not someone who should lead amtrak. 1. Interstate routes are 'problematic because only hobbyists and those enjoying train experiences' take them. This is not correct. Both groups are more loyal than those going to in n out or sonic. Don't people take cruises or golf or go to Starbucks in part due to the specific EXPERIENCE? Hence, this bourgeois hogwash is demonstrative of his apparent agenda to destroy Amtrak and look foolish. He was at delta who had a drawn-out merger with northwest. Many of us from the midwest would say Northwest was the better airline. Who does he expect Amtrak to merge with? Or is that the point? His task is to end amtrak. Has he told the chambers of Commerce in kingman, bakersfield, Maccomb and elsewhere? Those at the tourism board in Albuquerque? Instead of removing cars and window dressing, he needs to increase the frequency of these routes based on more efficient locomotives and additional rolling stock. This in and of itself will be a boon to regional and the national economy. Especially since he was in aviation, I must mention that Amtrak staff are 100 times nicer than airline staff. His decision to close a California reservation center was a slap in the face to both the staff and the state that contributes close to the highest amount of any state that collaborates with and supports Amtrak. Disdain, empty speeches and poor decisions have ruined many a company. Please don't let mr anderson ruin America's railroad. Every civilized nation has high quality rail. If amtrak goes, we're third rate and third world. I've copied my Member of Congress as unlike mr anderson, amtrak is important to both of us.	PAX UPSET WITH RECENT AMTRAK CHANGES. BELIEVES CEO IS TRYING TO DESTROY AMTRAK.	
	09/27/2019		COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		
							I want to take the train from NYC to FIM 1/4/20 in a roomette. One train (Silver Star) costs \$393.50, while another (Silver Meteor) costs \$567.50. How do you justify the \$174. Someone told me that the more expensive train features a full service dining car with sit-down meals prepared on board while the other features a caf with sandwiches. Does the dining car justify the \$174 additional cost? In addition, I've read press releases saying that the more expensive train (Silver Meteor) will dispense with the dining car effective next month, opting for something horrifying called "flexible dining" where one eats pre-cooked meals nuked on-board either in one's room or at a table (no tablecloth, no silver where, no fellow passengers to meet) in a lounge. Do you think I should still take the more expensive train? Should I fly Jet Blue and dine when I arrive at Fort Myers? Why are you curtailing dining cars, one of the few things that made train travel unique? I felt it worthwhile to point out that your dining car service was exactly one of the features of your service I valued over other modes of travel. It, along with your sightseer lounges are what I mention to others to demonstrate rail travel is a superior way to go. Additionally, I'm not buying the anti millennial rubbish in your pr statement. It's a service reduction pure and simple. Your business and you can do that, and seems you are. Still, you're giving us less reason, not more, to choose rail over cars and planes. Let's see how that works for Amtrak in the long run.... I haven't traveled Amtrak for a while, but decided that since im older and I remember the wonderful times I had on Amtrak, that I would start back riding the train. My trip was over night and I was so looking forward to dinner on the train, only to find out it had been discontinued. I had to share my disappointment. At the same time I want to express my gratitude to the staff for making my trip a pleasant one, Hurry to the team!!!!	
	09/27/2019		COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		
							Passenger comments below : I haven't traveled Amtrak for a while, but decided that since I am older and I remember the wonderful times I had on Amtrak, that I would start back riding the train. My trip was over night and I was so looking forward to dinner on the train, only to find out it had been discontinued. I had to share my disappointment.	
	09/27/2019		COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		
							how disappointing it is to see your new CEO dismantling the cross-country train travel experience in the name of cutting costs. It couldn't come at a worse time - with climate change becoming more important to the general public, this would be a perfect time to increase cross-country ridership on those long routes because the carbon footprint of train travel is usually much smaller than air travel. Below is a link to an article with some interesting figures about train vs plane travel. Also, shame on you for blaming millenials for the decision to cut dining car amenities. Your CEO has been quoted as saying he doesn't think long distance rail travel should even be offered, so don't try to blame it on younger people. https://www.hipmunk.com/tailwind/plane-or-train?utm_source=marketing&utm_medium=email&utm_campaign=201909M26_Nu tshell LIVE&utm_content=Main Button	Passenger comments: Also, shame on you for blaming millenials for the decision to cut dining car amenities. Your CEO has been quoted as saying he doesn't think long distance rail travel should even be offered, so don't try to blame it on younger people.
	09/27/2019		COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		
							I rely, my name is Andrew, I am 26, which makes me a millennial. I am deeply offended by Amtrak blaming my generation on cancelling dining car service. On every trip I have taken over the past 5 years I have ridden in sleeping car accommodations and eaten in the dining car. I go for the experience. I go to meet people. If I wanted pre-packaged garbage I would fly on a plane. I do not enjoy flying because it is almost always a terrible experience. The current dining car experience is an excellent value for the ticket price. Losing the current dining car service had better have a corresponding reduction in ticket price. You are failing your customer base by changing the dining car. The biggest reason I end up not taking Amtrak is the lack of service where I want to go, and not wanting to be crammed into a bus when trains dont run on the days I have to travel. In summary, your plan is unsatisfactory. I will be writing my Senators and Congressmen about this issue. Please pass on to Mr. Anderson my displeasure. Thank You	
	09/27/2019		COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		

									Guys - I am so disappointed that you are removing the dining car option on your trains. I have always loved traveling in trains - as Ive told my family, trains are for people who can afford to fly, but have the time to not need to. Especially these days when I am switching my travel from air to rail due to environmental concerns, stripping some one of the most amazing social aspects of the rail from your trains is making me reconsider my perspective. Youre stripping out one of the main things that makes rail special. Please consider the impacts - while the rest of the world is doubling down on rail, which in many cases runs 2-3x the speed, were stripping our system down. And if you want to bend to serve millennials, perhaps make some improvements like high-speed internet and a marketing campaign around the amazing fuel economy of a passenger train.I still remember hearing that a 400-person train gets 8 miles per gallon on level terrain. Thats amazing! 2nd email from case [REDACTED]: Description Guys - I am so disappointed that you are removing the dining car option on your trains. I have always loved traveling in trains - as Ive told my family, trains are for people who can afford to fly, but have the time to not need to. Especially these days when I am switching my travel from air to rail due to environmental concerns, stripping some one of the most amazing social aspects of the rail from your trains is making me reconsider my perspective. Youre stripping out one of the main things that makes rail special. Please consider the impacts - while the rest of the world is doubling down on rail, which in many cases runs 2-3x the speed, were stripping our system down. And if you want to bend to serve millennials, perhaps make some improvements like high-speed internet and a marketing campaign around the amazing fuel economy of a passenger train.Anyway Im a huge fan of trains in general, and of the dining car specifically. Please consider what youll be stripping out if you remove this wonderful part of travel.	
		09/27/2019			COMPLAINT	POLICY SALES	CHANGE IN SERVICE			P [REDACTED] nts about flexible dining Exemption 6 regards a article stating all dining car being removed off of all the train due to the millennial not wanting to eat with other people. Passenger stated she is very upset about this. She stated this is one of the reason why she travel on the train is because of the dining experience. Passenger stated she is very disappointment
		09/27/2019			COMPLAINT	POLICY SALES	CHANGE IN SERVICE	Removed dinng car		
Lake Shore Limited	49	09/30/2019	NYP	CHI	COMPLAINT	TRAIN DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	Train 49 - Dining car food selection very bad ... Train - 421 late over 2 1/2 hrs NO AC in roomette Train ran out of food - selection was limited		Train 49 - Dining car food selection very bad ...
		09/30/2019			COMPLAINT	POLICY SALES	CHANGE IN SERVICE	Great work....cant wait until you cut the size of the roomettes in half and charge double for them. I am sure the luggage tax is coming!!!!		PAX UPSET ABOUT FLEXIBLE DINING CHANGES
								I contacted your customer service contact form that went unanswered so I hope that I might have better luck with this one. I'm writing about a trip that I booked from Fort Lauderdale, FL to Providence, RI - Amtrak/MBTA Station (One-Way) in November for four people. The dining car is very important for our travel plans, but we received a message Sept. 18th regarding the changes to Amtrak's dining that are also discussed in recent media https://www.businessinsider.com/amtrak-cutting-some-dining-car-service-millennials-dont-want-blame-2019-9 We were so excited for the traditional dining experience. It was a major factor in our trip. Will we be partially reimbursed for the unexpected change from our original booking? Are we eligible for a coupon or other compensation because of the inconvenience? Thanks for your help. Exemption 6		
		09/30/2019			COMPLAINT	POLICY SALES	CHANGE IN SERVICE	I booked a trip for 4 on the Silver Meteor a few weeks ago. My group was very excited for the traditional dining car. It's one of the main reasons for our trip. Then last week we received an email indicating changes to our dining options, and I have seen press like this https://nypost.com/2019/09/22/millennials-make-amtrak-nix-overly-cozy-dining-cars-on-penn-station-trains/Will we be compensated due to this change occurring after we already booked our trip? We won't be receiving the services we originally signed up for. Thank you.		PAX UPSET ABOUT NEW FLEXIBLE DINING SERVICE
								The food on the Amtrak is great. Like others have said the ability to eat and learn about others is a service some time it is not about Money. This is a fine way to create intergeneration, intercontinental relationships. Shame on you. And what about those who don't travel by plane. Food and music is the things that every human being has in common.		pax upset about the dining changes
		09/30/2019			COMPLAINT	POLICY SALES	CHANGE IN SERVICE	It was reported that Amtrak is going to end sit down dining car services on long distance trains. While it is described as an enhancement to accommodate the desires of younger passengers, it seems that it is also designed to save \$2M. As a long time Amtrak traveller, I would urge you to reconsider this short sighted initiative. I fly several times a month and flying becomes less and less attractive despite my elite airline status. Everyone is in a hurry and plugged into their electronics. It is a sterile, isolated experience. Several times a year I get to take the train and I relish the opportunity. Often times my peat experience is meeting and talking with other travellers in the dining car. What Amtrak offers is a unique travel experience and eating in the dining care is iconic of train travel. In an era of social isolation, Amtrak travel is the antidote. Please reconsider this wrong headed idea.		-Pax email states: It was reported that Amtrak is going to end sit down dining car services on long distance trains. While it is described as an enhancement to accommodate the desires of younger passengers, it seems that it is also designed to save \$2M. As a long time Amtrak traveller, I would urge you to reconsider this short sighted initiative. I fly several times a month and flying becomes less and less attractive despite my elite airline status. Everyone is in a hurry and plugged into their electronics. It is a sterile, isolated experience. Several times a year I get to take the train and I relish the opportunity. Often times my peat experience is meeting and talking with other travellers in the dining car. What Amtrak offers is a unique travel experience and eating in the dining care is iconic of train travel. In an era of social isolation, Amtrak travel is the antidote. Please reconsider this wrong headed idea.
								From: Exemption 6 Exemption 6 [REDACTED] Sent: Friday, September 27, 2019 9:17 AM To: Amtrak Media Relations <MediaRelations@amtrak.com> Subject: Flex Dining Traveler Question Hi [REDACTED] PIs forward this to the appropriate contact, as it is not a media relations question, however the representative I spoke with this morning was unsure, and it impacts my travel plans, and I wasn't sure which department might know the answer. Can you (or a colleague) please let me know if customers traveling coach will still have access to sit-down dining? It seems like they will not. I have to admit, I'm pretty disappointed in these changes, if they limit the ability to have a sit-down meal. That is what helps make the time pass nicely -- otherwise I would just fly (and I'm a millennial if you were wondering about my demographic.) :-). Thank you for your time and consideration! [REDACTED]		
		09/30/2019			COMPLAINT	POLICY SALES	CHANGE IN SERVICE			pax is upset about the change in food service for coach passengers
		09/30/2019			COMPLAINT	POLICY SALES	CHANGE IN SERVICE	Passenger is not happy with the change in the meals service.		Passenger is not happy with the change of service as far as meal. Does not want to eat from a box and will fly if have to. Passenger states he is not happy with the flexible dining being implemented. Passenger is not happy that hot cooked meals are being removed and replaced with microwaved meals. Passenger is not happy that the trains are being turned into the airlines.
City of New Orleans	58	09/30/2019 10/01/2019	NOL	CHI	COMPLAINT COMPLAINT	POLICY SALES TRAIN DINING SERVICES	CHANGE IN SERVICE FOOD SELECTION	Diner/Diner Food Complaint CRD QUE late train		not happy with food offered / no dining car /

							I am a travel Agent (aka Travel 4 You) specializing in Amtrak vacations. The Dining Car is one of the points that helps sell the long distance trips as well as enjoy by both my husband and I on our trips. I understand the concept of watching the bottom line but I don't see how eliminating one of the features that travelers enjoy is going to help. It is one of the features that separate rail travel from air travel. Maybe instead of white linens, which are unnecessary, follow the old fashioned Diners environment. Still good food, but not fancy. Personally, we travel out of San Antonio by rail and it is always early morning. If the Sunset Limited or Texas Eagle ever have the Dining Car service eliminated I am not sure how we would consider that trip. We enjoy eating breakfast, not muffins or egg sandwiches. Thank you for your consideration.	Pax concerned with the new flexible dining service
	10/01/2019		COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	I am very disturbed to find out that traditional dining car service has been discontinued on the Charlottesville to New Orleans train. My grandfather worked for the C&O and we have been a train family for generations. Very disturbing news. Eating on plastic is NOT pleasant nor befitting of genteel train travel. Are you trying to run off all vacation travel customers? This might be our last trip. Shame on your management. Very poor way to save money to keep Amtrak a going concern. Thank goodness I have no Amtrack stock. I would certainly sell it if I had any. Sadly,	Pax unhappy with the Flexible dining change
	10/01/2019		COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Exemption on taking a long desired Amtrak trip across country from New York to LA. I was going to start with the Lake Shore Limited. Upon doing research, I guess I had forgotten that you do not have dining cars any longer. Too bad, that is one of the main draws to traveling by train. I guess you just lost another customer by your shortsightedness. While I am not as frequent customer as you would like, now that I am retired I planned on doing more train travel, but it will now a little less than I had planned. Bad management, read The Golden Passport, perhaps you MBA types don't understand your business or clients.	change in service unacceptable
	10/01/2019		COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Dear Amtrak Like many, I was disheartened to hear of the upcoming plans to remove the dining car, as reported in the Washington Post this week. Particularly shocking was this section of the article: 'The carrier says the change, starting this fall on the one-night routes east of the Mississippi River, is driven by the desire to save money and lure a younger generation of new riders chiefly, millennials known to be always on the run, glued to their phones and not particularly keen on breaking bread with strangers at a communal table. With the transition, Amtrak is doing away with the traditional onboard kitchen, switching to serving prepackaged meals and easing restrictions on the traditional serving times. The change allows the railroad to cut costs associated with cooking aboard and keeping up with the white-tablecloth service that was once known to rival high-end restaurants and clubs. I'm a millennial myself and the idea that this change is going to be a positive for me is completely wrong. If I wanted a bad, airplane-like experience I'd just take a plane (much faster!). Anyone who is riding long-haul Amtrak is definitely "not" on the run'. Millennials like me are drawn to unique, special experiences. The dining car is one of the things that makes the experience unique. Amtrak should be leaning into it and marketing Amtrak as something special and unique, not engaging in a race to the bottom. Riding long-haul Amtrak is a lot less appealing to me after this takes effect.	upcoming plans to remove the dining car, as reported in the Washington Post this week. Particularly shocking was this section of the article: 'The carrier says the change, starting this fall on the one-night routes east of the Mississippi River, is driven by the desire to save money and lure a younger generation of new riders chiefly, millennials known to be always on the run, glued to their phones and not particularly keen on breaking bread with strangers at a communal table. With the transition, Amtrak is doing away with the traditional onboard kitchen, switching to serving prepackaged meals and easing restrictions on the traditional serving times. The change allows the railroad to cut costs associated with cooking aboard and keeping up with the white-tablecloth service that was once known to rival high-end restaurants and clubs. I'm a millennial myself and the idea that this change is going to be a positive for me is completely wrong. If I wanted a bad, airplane-like experience I'd just take a plane (much faster!). Anyone who is riding long-haul Amtrak is definitely "not" on the run'. Millennials like me are drawn to unique, special experiences. The dining car is one of the things that makes the experience unique. Amtrak should be leaning into it and marketing Amtrak as something special and unique, not engaging in a race to the bottom. Riding long-haul Amtrak is a lot less appealing to me after this takes effect.
	10/01/2019		COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Sounds like your service starting to stink...no more hot meals !!!! Then flying would be the best service...as one cold meal is the same as another. I am disappointed to hear you are getting rid of the Amtrak dining cars. In recent years I have only taken east coast day trips (variations of Boston/NYC/DC) with no dining car. But I have taken overnight trips in years past when being able to get up and sit at a full meal service was part of the experience of being on a train for days on end (Chicago/Seattle). If you want to attract new passengers, I suggest returning to actual glass and china in the dining car, which becomes part of a good tourism experience. Eating off plastic is not memorable. And eating prepackaged foods off plastic is even less so. In that case, I would plan to pack my own, and ask if there was a microwave handy...	Sounds like your service starting to stink...no more hot meals !!!! Then flying would be the best service...as one cold meal is the same as another...
	10/01/2019		COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Bad decision to remove the dining car service ... it is one of the most pleasant parts of a long cross country train trip. Generations X and Z should not dictate what makes for a good railroad!	Passenger is disappointed to hear about Amtrak taking off the dining car feature. Also states glasses and china plates should be added back.
	10/01/2019		COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	I have read that Amtrak is considering eliminating the dining car. I feel that this is a major mistake. I use Amtrak on a regular basis for long distance travel. The dining car is a necessary item and makes the train experience much more enjoyable. Please consider reversing this decision.	Passenger states Amtrak is making a bad decision removing the dining car service.
	10/01/2019		COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	I love, love, love trains. I love compartments. I love dining cars. I love slow travel. I love Amtrak staff. I have taken the Coast Starlight to Seattle or Portland many times and the Zephyr from Sacramento to Iowa several times. I have also taken the Acela on the East Coast. I refuse the concept or the reality of plane travel. Trains are the only way for me to get anywhere in the U.S. or abroad. I love the ambiance and the opportunity for brief encounters with other train-loving passengers in the dining car and in the lounge. Please, please, please, do not abandon white tablecloth dining service and real food. This would be an insane decision. That is what the trip is all about. I want my children and grandchildren to have the opportunity to experience what I have experienced. I do not think that even millennials would want to eliminate all the marvelous things about train travel. Believe me, if it is eliminated, they will suddenly awaken to the acknowledgment of a terrible loss. And Amtrak executives would awaken to the knowledge of having made a disastrous mistake.	Passenger states he states Amtrak long distances trains on a regular basis. Passenger states the dining service makes the train more enjoyable.
	10/01/2019		COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	I am about to make a reservation to take the train from Boston to Las Vegas. I was very disappointed to hear that the traditional dining service no longer exists on my Boston to Chicago leg. I hope that decision is reconsidered. The traditional dining service is one of the things that most appeals to me about train travel. I also saw that the new head of Amtrak is the ex CEO of Delta. I implore Amtrak not to make train travel like the truly awful traveling experience air travel now is. Please don't make the food all microwavable, delivered to us in our seat! Please don't make the seats smaller and smaller!! Please save train travel so that it is the reasonably civilized experience that it has remained so far!!! Please forward these observations to the appropriate department at Amtrak. I'm a loyal and appreciative customer.	Passenger states she doesn't want Amtrak to get rid of the sit down dining service and real food.
	10/01/2019		COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		Passenger wants Amtrak to reconsider taking the sit down dining service away. Passenger states the traditional dining service appealed more to her

									As a millennial and someone who has enjoyed the overnight train experience on multiple occasions I find it sad that Amtrak is cutting back the dining car. I have had meals on the train with people of all ages and walks of life and everyone loved it and noted it was a big part of what made the train trip special. However, if you must cut this service that sets the train apart from other forms of transit do not blame it on 'millennials'. Be honest and admit the real reasons. Not a good look to scapegoat potential customers. Next time I take a long trip the train might not be on my option list. Guess I will not be needing to renew my Amtrak Rewards World Mastercard next year.	
		10/02/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		
		10/02/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	presidential letter rec'd dated 9/23/19...attached	PAX UPSET ABOUT FLEXIBLE DINING SERVICE
		10/02/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	presidential letter rec'd dated 9/24/19...attached	PAX UPSET ABOUT FLEXIBLE DINING AND BELIEVES AMTRAK IS BLAMING MILLENNIALS FOR IT.
									train travel, I am pleading with you to reconsider your short-sighted decision to eliminate the dining cars on many of Amtrak's long-haul routes. I understand that these are trying times for Amtrak and that you have been woefully underfunded by Congress. I understand that this is seen as a "cost-cutting" measure and is being spun as a way to "modernize" train travel and keep up with the fast-paced life of millennials. I read the pretty words about a "variety of choices" and options to have your meal in your sleeping car. I realize that you are dealing with budget cuts and reduced ridership and you are trying to make ends meet while still attracting new customers. I am here to tell you - this is NOT the way to do it. The Amtrak dining car experience is one of the unique things about a train journey. Nobody takes the train because they want to get someplace fast. We take the train to slow down, to meet new people, to see the countryside. To learn to breathe again. And the meal service - the dining car with the fresh-cooked meals, the wait-staff, the wine list, the white tablecloths - this is what makes Amtrak so special and so different. Rather than eliminate the dining car service, why not "embrace" it? Promote the dining cars as a place to meet new people and slow your busy self down. A chance to enjoy a glimpse of the class in times gone by (with a modern twist.) Bring back the china and the silverware. Put flowers on the tables and add cloth napkins. Use the dining car as a selling point for an experience many people may be longing for, without even realizing it. Please - keep the dining cars on Amtrak trains. Thank you for your consideration.	
		10/02/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	The October 1 menu change for sleeper car dining on the Crescent line is unacceptable. Many of the other lines are maintaining the pre-October 1 menu. The Crescent line should not be reduced to this very limited menu. Please do not go to boxed meals. Keep the dining cars operational. Advertise more. This has been so such a great experience. Train was 2 hours late and I almost left the station but I stayed and waited and so glad I did. Will be planning a long distance trip soon. But without the dining car I don't know about a long trip.	PAX UPSET ABOUT FLEXIBLE DINING SERVICE
		10/02/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Change In Service	
Silver Meteor	98	10/03/2019	MIA	TRE	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	CafA@ car menu limited food options Not happy with dining changes So very, very sad to see the dismantling, not improvement, of Amtrak. Long-distance rail is so important to many parts of this country. Not everyone can or will fly. And dining cars - along with the wonderful staff, now losing their jobs - are such a vital part of the experience. I fly when I must, and it is miserable. This year, I've used Amtrak multiple times and fortunately not had to resort to flying with my schedule. Please don't let Amtrak go the way of airlines. Sincerely, [redacted]	Pax does not like the new dining experiences.
		10/03/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	I read in the NEWSHAPER today, by pure coincidence, that you had a food you will be serving to sleeper customers on the Lake Shore Limited starting this week. We booked tickets weeks ago for travel in two weeks, partly based on the experience of the traditional dining. I find it amazing that you would change it like this, with just days left to go, WITHOUT even bothering to notify us that already have tickets, and without offering any credit against the cost of the tickets for changing the service we already paid for! What are you thinking?	Long-distance rail is so important to many parts of this country. Not everyone can or will fly. And dining cars - along with the wonderful staff, now losing their jobs - are such a vital part of the experience. I fly when I must, and it is miserable. This year, I've used Amtrak multiple times and fortunately not had to resort to flying with my schedule. Please don't let Amtrak go the way of airlines
		10/03/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Menu change on sleeper car Crescent line is a bad decision on Amtrak's part. The menu was the best part of taking the sleeper accommodations on the Crescent line. Please reinstate pre October 1st menu.	Passenger comment via email: Menu change on sleeper car Crescent line is a bad decision on Amtrak's part. The menu was the best part of taking the sleeper accommodations on the Crescent line. Please reinstate pre October 1st menu.
		10/03/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	I made this reservation before dining car service was removed. Cant cancel because I have non-refundable hotel stay confirmed and family lined up to see us when were there. Is there not a credit or some other compensation available? I am writing to urge you to reconsider the announced elimination of on-board prepared meals and dining car service on long-distance trains. The dining car experience is one of the reasons that my wife and I prefer to travel by train rather than airlines when going from Denver to the West Coast. The relative leisure and interaction with other passengers from around the country and the world and the freshly-prepared food in the dining car are distinctive to rail travel, and we would not and will not pay the Amtrak fare (multiple times airfare) for the 'opportunity' to eat out of boxes or plastic containers in the isolation of our compartment for two days. My husband and I went on this trip to see if this would be something we would want to do more in the future. We enjoyed every part of it except the quality of the food that was included in the price of our sleeper. My husbands health issue are affected by the wrong food. The microwave food was such a disappointment. If we travel by rail bringing our own food defeats the extra cost for getting a sleeper. My issue now is I received a Amtrak \$50 gift card. As I do not see us using it, how do I cash it in.	Passenger comments: I made this reservation before dining car service was removed. Cant cancel because I have non-refundable hotel stay confirmed and family lined up to see us when were there. Is there not a credit or some other compensation available?
		10/03/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		pax very disappointed with the dining food selection

										Amtrak previously and that was such a nice experience; really fun part of traveling by train. The official story put out by Amtrak is that 'millennials' do not want communal dining with strangers. That is nonsense. We travel on European trains and Caribbean sailing ships where that is the norm and the guests are certainly of the 'age'. Cruise ships are one of the most growing travel options and seating at tables with new friends is the norm and it is fun. We enjoyed it and we are not old folks by any measure. We all know that Richard Anderson wants to kill off the long distance trains; the first way to do it is cut back on the amenities, thus lower ridership, and cancel the route. Does he not see that Amtrak sleepers are booked, at a very hefty cost, many months in advance? I looked at my wife and I taking Amtrak from Atlanta to New York City and it was with a sleeper more affordable to just book first class seats on Delta. Amtrak, look to VIA rail in Canada to see how it is done; my parents took the Canadian cross continent and it was the trip of a lifetime; service beyond anything what you would expect. Amtrak can do better; we all know that funding is an issue but the official press release by Amtrak was that the new dining would save 2 million a year, really? Look at Amtrak's total budget and see how significant that is. Mr. Anderson should have sufficient experience from Delta to deal with the Feds in D.C. In Europe and the U.K. we depend on the trains and they are always reliable, on time, clean, wonderful service; we never rent a car. It is sad that U.S. train service cannot be like that; we would take the train anytime we could but with the route map we just can't get anywhere from Atlanta other than NYC and the West coast. the last time we traveled Amtrak from Atlanta to Greensboro NC the train was late, hot, and spent untold periods of time parked on sidetracks. We wanted it to be good, but it was not. Only thing I would like to say was that the train conductor was so friendly and nice and helpful; went a long way to make up for the rest of it. Exemption 6	
		10/03/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE			
		10/03/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	The new dining car arraignment is very unorganized, the meals are pretty bad and the meal choices are very limited.	The new dining car arraignment is very unorganized, the meals are pretty bad and the meal choices are very limited.	
		10/03/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	presidential letter rec'd dated 9/22/19...attached	PAX UPSET ABOUT FLEXIBLE DINING CHANGES	
										Per customer letter: What a disappointment it is to hear that Amtrak will no longer serve kitchen-cooked meals aboard overnight trains. Among the pleasures that train travel offers that airlines do not is relaxing in the dining car with a genuine, delicious meal. Serving microwaved meals aboard planes is, unfortunately, the nature of the sardine environment and the need to feed a hundred or more people more or less simultaneously. Trains offer a far different experience. Good food has long been part of that experience. So, why adopt this practice (packaged meals) aboard trains now? Of course, saving money is always primary. This is the same reason why airlines pack as many seats onto planes as they do, making flying a desperately uncomfortable ordeal. But, the apparently unique primary reason that I heard from Amtrak was "Some people, especially our new millennial customers, don't like it so much." Good kitchen prepared meals, that is. Plus, sitting with strangers. How, exactly, the new environment (something like a lounge, it says here) will enhance privacy is unclear to me. I really wish you would rethink this policy and retain individually cooked meals for overnight rail travel. Unless an airline experience aboard trains is the actual goal. One I will avoid just as I do the real thing.	
		10/03/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	letter rec'd dated 9/22/19...attached		
		10/03/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Please keep the dining cars part of the train experience. It is just delightful to meet other passengers and be treated so well.		
		10/03/2019			INQUIRY/REQUEST	POLICY	SALES	CHANGE IN SERVICE	CHANGE IN SERVICE	pax is in coach she cant eat in the dining car on train 59 ,, with the new policy which started on 10*1	
		10/03/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	letter rec'd dated 9/24/19...attached	pax unhappy with flexible dining service changes also is upset that we are not using china and silverware and instead are using disposable, non-biodegradable utensils and plates/bowls/napkins	
		10/03/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	CafA@ car menu limited food options Not happy with dining changes		
		10/03/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Employee Complaint Complaint : train #448 business class while on train restroom was broken. ***** Hold Limit Date	Passenger states she is not happy with the dining being removed from the trains. Passenger states her travel on Amtrak will go down. She states the quality of the food is poor, states if this is the caliber of the food going forward, then she will not be taking the train.	
Lake Shore Limited	448	10/04/2019	CHI	BOS	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	Extension Request Pax stated she was unaware of the dining change on 97. Limited menu and selections were not good. Pax stated it is microwaved food and was terrible. Pax stated there was not enough variety. Pax had the Chicken Alfredo and she just keeps stating that it was awful. She was not happy without a hot breakfast. She would have rather eaten food from the cafe car. Pax stated that with what they pay for the bedroom service - this is unacceptable.	Food was hard as a rock and she throw it away. Purchased burger.	
Silver Meteor	97	10/04/2019	NYP	DFB	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	my wife and i are disappointed in the service we received on our trip to New Orleans on Sunday, November 3, 2019. I was charged to receive your 'exciting news' about a 'new dining experience' for our trip. May I just say that this is among the dumbest ideas I've ever heard, presumably cooked up by cost-cutting bean counters and spun by hapless marketeers. If you bothered to talk to customers, you'd know that the dining car is one of the most enjoyable aspects of long-distance train travel, offering a chance to meet people in a nice environment and select freshly prepared food from a real menu, rather than being stuck with prepackaged 'meals' designed only to save Amtrak money. In the past, the dining car was one of the few bright spots in your otherwise unremarkable service. I'm seriously considering cancelling this reservation and flying to New Orleans instead. You should take the numskull who came up with this plan out to the woodshed. With serious disappointment, Exemption 6	Passenger is upset that Amtrak is removing the dining car. Passenger states the dining car is one of the best features of the train.	
Crescent	20	10/04/2019	NOL	GRO	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	pnr booked incorrectly	pax was very dissatisfied with new dining service on this train.	
Crescent	19	10/07/2019	PHL	HPT	COMPLAINT	TRAIN	DINING SERVICES	SPECIAL MEAL NOT PROVIDED	Late train - Confirmed AR 27SEP19 6:11P E 06 HR 03 MI LATE 27SEP19 6:11P CETC Advised pax to call back after travel is complete no comp discussed.	Pax very upset train 19 & 20 does not have dining services anymore.	

Cardinal	51	10/07/2019	WAS	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	<p>DC to Chicago with our first overnight on a train. The employees are wonderful! Our attendant is [REDACTED] and she Rocks! All the other people-conductors and service people we've met have been great too! I love that they've been here a long time and seem to enjoy the passengers and are really good. I'm really disappointed though in the recent changes you've made. I was looking forward to getting a souvenir blanket but nope, they've been taken off this train. We are overnighting on a train and yes we have a roomette but I was looking forward to that. And the food... what a disappointment. I again was looking forward to having a chef and dining car or something more than barely any choices and them being the same for lunch and dinner. Also, not very varied too many dishes with pasta etc. And not having the full menu on board either and having to pay for the lesser food because you don't want the same things from the free flex menu. Sigh. No observation car either. I would understand that better if this was a train that didn't go more than a few hours each way but why not on this length? The train is pretty full from the sleeper and business class end so... I'm happy about the interactions with the people but disappointed that once again, another company gives the paying customers less for their money [REDACTED]</p>	Pax was looking forward to a Chef in the dining car. --Barely any choices. Same thing for lunch and dinner. --Not enough variety Not good for a long distance service
Lake Shore Limited	48	10/07/2019	CHI	NYP	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION	<p>[REDACTED] just had two of the worst experiences on your trains--and they occurred back to back. The first occurred in August on a trip between Greensboro, Miami and Milwaukee (Reservation Number: [REDACTED]). The second on my current trip to NYC (Reservation Number: [REDACTED]). The similarity between the two is that both involve inadequate food options. This may sound trivial to you, but not everyone's body can handle eating a diet high in fat and salt, snack foods and cold food on a trip that is more than a day long. I began writing this email Friday, October 4, 2019 around 3 or 4p while sitting on the Lakeshore Limited to Penn Station because my stomach and bowel were letting me know the food options were working. My last decent hot meal was Thursday around 3p. The train was running late (which also happened on the trip to Miami). Were it not for some hot lentil soup I found in Albany, I would have been really sick. What made matters worse is that the food offerings at the station stops on both trips are not much better than what's on the train. I understand you have to make money. I was a corporate manager and had both budget and 'how does this contribute to the bottom line' responsibilities for a consumer products company. I also ran my own business; and am the child of Depression Era parents who were very strict about managing money. I learned well from them and was able to retire at age 55 even though I never reached the senior management pay level in either my job or my business. I totally understand the need to be frugal, but I don't understand why at least some of Amtrak's offerings couldn't be prepared frozen dinners that could be nuked and include at least a poultry, and vegetarian options. As large as Amtrak is, I'm certain you could get a volume discount. I'm not the only person complaining. On both trips when I overheard people talking about problems with the food I encouraged them to let Amtrak know by writing to them. I would not be surprised if you weren't deluged with complaints. It's been my experience that people are reticent to do something like this. But whether they did or not, you should remember that consumers can and often do let their feelings be known by deciding not to purchase goods and services--and never tell the companies why they aren't doing business with them. And, they tell people about their experiences. As an avid train rider, I've tried to encourage people to travel by train more. I've heard more stories about unpleasant experiences than positive ones. In short, poor service, poor food and disgusting bathrooms (which was another issue on the New York train) is not good for your bottom line. (Briefly on the subject of the bathroom, a man coming out of the stall grumbling about the condition of the facility. I had already pointed out a relatively minor issue that the sink was clogged. I decided not to use that bathroom and coach for four people. Our roomette and dining experience on the California Zephyr was great, everything we love about train travel. The Lake Shore Limited on Business Class while comfortable, we were extremely disappointed about the meal service. One of the best things we like about train travel is the dining car. Amtrak took that away. The experience of meeting new people. Having a conversation while eating pretty good food, as you are traveling across country is now gone. The 'cafe' car has edible food, only a few tables, a very hurried but nice Amtrak person who unfortunately cannot give you the menu items because they are frequently out! I spent the extra money on business class twice with the lure of bigger seats, (they are), fewer people (seats, yes), but we are connected to the cafe car by a thin curtain. And of course my personal favorite, for any of us to use the restroom, we have to walk through the cafe car (try that when there are 15 people in line) to use the bathrooms! I paid extra money or this! Give business class its own car! We recently took Via Rail business class on this trip and there is no comparison. I will pay the rate again on Via Rail. If this is Amtrak's way of meeting the needs of millennials you will lose most everyone older. I don't like to fly because flying has turned into a sensory overload of food smells of everyone bringing in their own foods, because it isn't provided. Someone brought in Burger King last night! Do not let Amtrak become the airlines. Please rethink the dining car. I am going to rethink train travel. I can drive there faster and one-time. Which is unfortunate because I really do/did enjoy Amtrak. Thank you for the opportunity to comment.</p>	The similarity between the two is that both involve inadequate food options. This may sound trivial to you, but not everyone's body can handle eating a diet high in fat and salt, snack foods and cold food on a trip that is more than a day long.
Lake Shore Limited	449	10/07/2019	SDY	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	<p>I recently had my first train trip on an Amtrak train. For years I have been bragging to my friends about how much better train trips are than plane trips because trains offer wide seats, free WiFi, power for devices, real meals, and safe travel. I finally convinced a friend to try it. On this trip there was no free WiFi, frozen processed food, and our safe travel was marred by a fight that was caused at least partially by the amount of liquor served on the train (the liquor is still real). To use the restroom or purchase frozen food we had to climb down a tiny flight of steps and once I ended up in a room full of bikes. My friend will never ride a train again, and I expect the next time I need to travel, the seats will be little miserable plane seats three across. I am sorry that Amtrak has chosen to destroy the train experience in this fashion. I hope there is some small chance that Amtrak will reconsider this process and restore the amenities I have always enjoyed.</p>	New Dining options are not satisfactory
Capitol Limited	29	10/07/2019	WAS	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	<p>Passenger unhappy with the food</p>	

						<p>it has become increasingly difficult to understand how you are encouraging passengers to travel via Amtrak for long distance trips. With the most recent cut to amenities provided on long distance trains (the switch to contemporary dining ((brown bag lunches)) instead of a prepared meal aboard, what has become a habitually late running system. I get it that being a guest on another company's system has its effect on ability to maintain your schedule. But how about the passengers that continue to get kicked for choosing Amtrak. I love to ride the rails but you are just making it ever difficult to choose that option. At least on some routes you had more than a microwaved meal to keep you coming back. Now you go a step further and now ONLY sleeper passengers get your brown bag special. Im not sure how you are able to make this appealing to passengers. YOU ARE NOT AN AIRLINE (who replaced meals with...snacks and nothing) YOU ARE A RAILROAD with a tradition of better service. With your on time reliability lacking how about throw your customers a bone and keep the on board dining. What has happened to Amtrak? In a very short time, this company has gone from a good means of transportation to a lousy one. I am unclear of what changes may have occurred recently in corporate leadership, but things appear to be going off the rails (no pun intended). Ok, perhaps a little pun intended. One of the biggest issues I have with the new Amtrak is the food. I routinely take train rides that can be 20 hours or longer and each time that I do, I get a sleeper car. Now, I have heard and seen recently that you no longer allow the coach passengers to dine in the dining car. This is ultimately, probably a good thing because while all sleeping car passengers meals are included in the ticket price, it would be almost criminal to charge people for what amounts to a microwaved TV dinner (at best) that is now being served dining car. At least when the dining car was open to coach passengers and they were charged for those meals, the quality of the food was much better. And on my latest train, last night, October 5, 2019, from Chicago to Pittsburgh, I was now treated to even more deterioration of the Amtrak experience. Instead of sitting at a table and ordering what is now, my microwaved meal, I and all other passengers were instructed to stand in line at the kitchen of the dining car and place our order there, to then carry our trays (perhaps you are already getting rid of the boxes already) to our seats. Amtrak feels like it is becoming an airline, and that is one of the biggest mistakes in my opinion. Because I am almost always in a sleeping car, I will limit my considerations to sleeping car passengers. I am not familiar with the coach Amtrak experience enough to comment intelligently. An Amtrak sleeping car ticket ALWAYS costs me (and presumably every other sleeping car passenger) more than a comparable airline ticket between the same 2 cities. And, Amtrak passengers are on your train for a far lengthier period longer than the time that is spent on an airplane between those same 2 cities. An example I am quite familiar with is Chicago to New York, on the Lake Shore Limited. In the most optimistic situations, the train ride can be a little more than 19 hours, while a flight takes about 2 hours. It could be argued that if you compare a sleeper car ticket price to a first class airline ticket, the train ticket may very well be less expensive. However, I consider that comparison problematic. I get a sleeper car BECAUSE I am on your trains for as long as I am, and I CANNOT sleep in a coach chair. Certainly, if the train from Chicago to NYC only took about 2 hours, I would be purchasing coach tickets, and would not have complaints about the food because I am completely comfortable not having to eat for 2 hours. The additional pampering of airline first class is entirely a superfluous luxury whereas the first class sleeper car is merely the most comfortable option on an Amtrak train. For years I have been bragging to my friends about how much better train trips are than plane trips because trains offer wide seats, free WiFi, power for devices, real meals, and safe travel. I finally convinced a friend to try it. On this trip there was no free WiFi, frozen processed food, and our safe travel was marred by a fight that was caused at least partially by the amount of liquor served on the train (the liquor is still real). To use the restroom or purchase frozen food we had to climb down a tiny flight of steps and once I ended up in a room full of bikes. My friend will never ride a train again, and I expect the next time I need to travel, the seats will be little miserable plane seats three across. I am sorry that Amtrak has chosen to destroy the train experience in this fashion. I hope there is some small chance that amtrak will reconsider this process and restore the amenities I have always enjoyed.</p>	<p>it has become increasingly difficult to understand how you are encouraging passengers to travel via Amtrak for long distance trips. With the most recent cut to amenities provided on long distance trains (the switch to contemporary dining ((brown bag lunches)) instead of a prepared meal aboard, what has become a habitually late running system. I get it that being a guest on another company's system has its effect on ability to maintain your schedule. But how about the passengers that continue to get kicked for choosing Amtrak. I love to ride the rails but you are just making it ever difficult to choose that option. At least on some routes you had more than a microwaved meal to keep you coming back. Now you go a step further and now ONLY sleeper passengers get your brown bag special. Im not sure how you are able to make this appealing to passengers. YOU ARE NOT AN AIRLINE (who replaced meals with...snacks and nothing) YOU ARE A RAILROAD with a tradition of better service. With your on time reliability lacking how about throw your customers a bone and keep the on board dining.</p>	
	10/07/2019		COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		
	10/07/2019		COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	dining changes	
	10/07/2019		COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	<p>Please say it isn't so also more dining cars on Amtrak? I must have inherited "railroad genes" from my grandfather, an engineer on the Great Northern Railway, because I've liked to travel on the train since I was a child. I recommend train travel to friends as transportation for those who enjoy the journey. I stayed with Amtrak as you hiked the price of the two-egg breakfast. I stayed with you when took away the small pillows on overnight trips. But uncouple the dining car and leave us with only junk food from the snack bar? Please don't try to disguise your cost-cutting as catering to millennials. People of all ages love eating in the dining car and watching the scenery roll by. It is the peak experience of traveling by train. This move will backfire. It is a recipe for bankruptcy and will spell the end of Amtrak.</p>	<p>Please say it isn't so also more dining cars on Amtrak? I must have inherited "railroad genes" from my grandfather, an engineer on the Great Northern Railway, because I've liked to travel on the train since I was a child. I recommend train travel to friends as transportation for those who enjoy the journey. I stayed with Amtrak as you hiked the price of the two-egg breakfast. I stayed with you when took away the small pillows on overnight trips. But uncouple the dining car and leave us with only junk food from the snack bar? Please don't try to disguise your cost-cutting as catering to millennials. People of all ages love eating in the dining car and watching the scenery roll by. It is the peak experience of traveling by train. This move will backfire. It is a recipe for bankruptcy and will spell the end of Amtrak.</p>
	10/07/2019		COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	flexible dining service complaint	
	10/07/2019		COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	<p>clr could due to new flexible dining options / as an "old timer" travels by train for the cooked meals / 4 boxed options not appealing clr is irrate about chg in meal service / he received notification / decided to "give it a try" / clms food was awful and not edible / "wouldn't feed it to a dog" / bought food from cafe instead / offered \$25 etv for each passenger / clr refused / gave email exemption 6 / claims he will be complaining over several social media platforms until someone calls him directly</p>	
	10/07/2019		COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	flexible dining option complaint	

											flexible dining complaint after calling, pax sent additional comments, case # [redacted]	
		10/07/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE			Description Case number [redacted] love AMTRAK. However, I am very upset that you have changed the quality of the meals on some of your trains replacing fine dining with pre-packaged meals. I just canceled my return trip from New York to Miami because the difference in price is not worth it at all. In fact, I am hearing stories, (I am on the northbound train as I write this) of people refusing those meals and going to the cafe for a hamburger. Why do you make yourself worse? Again, I love AMTRAK but it is not fun watching you drive yourselves off a cliff. For lovers of trains, the dining experience is a great addition to the joy of riding a train. You would be better off just not offering these types of 'meals' so the expectation of the 'Old AMTRAK' is not expected. See you at the cafe! And, you should work on improving those choices as well. Feel free to call. Exemption 6 Remember, I love your guys!!!	frequent trvr / loves dining car experience / new meals are so bad / would just go to caF@
		10/07/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE			change in dining service unacceptable	pax is very upset that there is a change in dining service on the east coast but leaving it on the westcoast.. pax feels it should be all throughout the country or nothing.
Silver Meteor	97	10/08/2019	NYP	RVR	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY			My wife and I are frequent Amtrak travelers. Our dining experience last evening on train 97 from NYP to RVR was absolutely HORRIBLE!!! Serving institutional frozen meals (worse than Swanson's) is not going to keep passengers satisfied or paying the rates you are charging. Meals served on a plastic tray with a sheet of aluminum foil... inedible, nasty, disgusting food. Whoever came up with this change in meals should be ashamed. They should have to ride the train, serve and eat the garbage they are giving to passengers. Inexcusable. You all need to rectify this ASAP or this will be a PR nightmare for Amtrak -- I can assure you of that. Not a single passenger in the entire dining car was satisfied with this 'new' plan. We are frequent travelers on Amtrak. About twice a month. Recently we have been taking the 3:15 viewliner roomette from NYP to WAS on Sundays. We have bragged to friends about how great an experience it has been. Particularly the dinner served being so much better than any airline food. The change you made to the dinner service is horrible. The meal was disgusting. The staff was truly embarrassed to serve this food. Have any of you tried it? Please return to the old meal service. No one really benefits from serving us this poor quality meal. You may save a buck but you are losing passenger goodwill. I would be happy to discuss this with you. We are booked on this train about four more times and I dread having this food thrown at me again. Sincerely [redacted]	
Silver Meteor	97	10/08/2019	NYP	WAS	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY				
Silver Meteor	98	10/08/2019	MIA	NYP	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED				
City of New Orleans	58	10/08/2019	MEM	CHI	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY				
Capitol Limited	30	10/08/2019	CHI	WAS	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION			letter rec'd dated 8/17/19 . attached	
Silver Meteor	98	10/08/2019	ORL	NYP	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED			change in dining service.	
Silver Meteor	97	10/08/2019	NYP	FTL	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION			disappointed food menu	
Lake Shore Limited	48	10/08/2019	CHI	CRT	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY			My wife and I took the Lake Shore Limited from Chicago to Chicago on the 6th with my husband and returned on the 6th. I want to make it clear this is not again the staff they were trying. Dinner was a disaster this new system. We stood on line for the food for 45 minutes. He had to take care of the room orders first. Finally we get food on those strange trays and mine was 1/2 frozen. I bring back to nice staff but we are in Albany so no power for oven. After waiting a half hour I told the man to forget it. He kindly gave me two yogurts. I was in so much back pain from standing for so long. There was an engine problem so we left over an hour late. The portions are like childrens size. Breakfast was ok.. Ok so now coming back. I asked for the kids zitli since there really isnt anything I liked. He didnt get any childrens meals delivered. We got in there right at 11:30. The staff yells at me we dont open until 11:30. I said it is 11:30. Then he yells go sit down. He table served all of us. Good I was there early because he was hustling and it took a while. I ended up with my really small portion of the fettuccini. I asked for butter for the rolls. I was. told none was delivered. BTW my husband said the Asian bowl was good. Very small portions but good. When we had breakfast on the train he ran out of oatmeal. It was really awful the food service	
Lake Shore Limited	49	10/08/2019	CRT	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY			Great trip on train PHL-MIA Very upset about potential that dinning car may be removed Dining car made his trip wonderful	
		10/08/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE				dining changes

							Just want to say that we are sad to hear the dining car experience will be changed. We have been using Amtrak to take our trips the last few years and the experience has been great. We love the chance to meet new people and chat while we eat and watch the country fly by. This is one of the best things about the train. We are also millennials and find it interesting excluding this service is something that has been determined our age group would prefer. A common stereotype of our gen is liking experiences with social connections. We hope Amtrack decides to keep the dining car service. Thank you.	
	10/09/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	pax is not happy with the recent change in service
	10/09/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	-Pax upset with changes in Dining Car -Pax email states: Since Amtrak has taken the dining cars from the customers in the sleepers and replaced them with dining cars with very few food choices and minimal serve, the fun of train travel has lost much of its appeal for my wife and I. Give us back our old dining cars and the wonderful dining experience you had. Many of our fellow sleeper car riders said the same. Your decision to get rid of the dining car service as it has been is a terrible decision and will now keep me from taking a long awaited trip by train. That was a huge reason for traveling by train. I will no longer be planning this trip.
	10/09/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Amtrak, including five overnight long distance routes like the Sunset Limited, the Empire builder, and even the Cascades. Amtrak has been my travel partner of choice for business and personal trips through the northeast corridor from Boston to DC. I have been a Guest Rewards member since 2000, and proudly carried the Amtrak credit card for years. And I have been a vocal Amtrak booster to friends, coworkers, and family to describe the uniquely American experience and exceptional service of Amtrak's long distance journeys. I believe that I fit the profile of a loyal rider. Your flexible dining plan fundamentally changes my relationship with you. Removing the dining experience (even if starting only with select routes) takes away a core differentiator of Amtrak, especially as a long distance travel option. You've now lost a key value and experience point for your service. And the loss will be felt beyond the food & losing the personalized dining service and even the communal seating now relegates Amtrak to no better than the impersonal way that cheap airline food is doled out. This was a key difference-maker and you're dropping it. I'm afraid that any cost savings will be offset by the long term loss of loyal travelers, and a next generation of travelers who won't find a reason to choose you. Feel free to reach out if you care to discuss further. As it stands, my family has already agreed that our investments in future long distance trips to explore our nation will instead be made by renting an RV. What type of customer are you seeking for Amtrak's future? I am extremely disappointed that Amtrak has closed the dining car. It is one of the highlights of train travel. I took the Sunset Limited from New Orleans to Los Angeles in September with a sleeper and cannot imagine how the trip would have been were the dining car closed at that time. This month I am on the Amtrak from New Orleans to Birmingham and they have closed the dining car. Please bring it back! No dining car means I won't be taking long trips any more on Amtrak. I love riding the train and am deeply saddened by this.
	10/09/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	complaint regarding flexible dining - no reservation
	10/09/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Passenger is unhappy with the change to dining car

									<p>One of the joys of train travel for me has been the communal dining experience when I take a sleeper. I knew the menu was to change on October 1, 2019. I didn't realize what a problem it would create for me and my husband. Although we are not vegetarians the limited options that were supposed to be better were not for us. We do not eat beef or pork. We are dairy free when possible and to stave off the possibility of diabetes we do not eat a lot of wheat products. Not even gluten free noodles work for us. Therefore not one of the four entrees would make us a satisfying dinner. We picked through the Asian noodle bowl but it was not as satisfying a meal as we have had traveling on Amtrak over the years. We were not the only passengers dissatisfied with the options and the very major change to what should have been a pleasant experience. The first drink being free was not enough to persuade me to like this menu. I asked the dining car attendant if there was a salad option such as the ones offered in the club car (the Quinoa Bowl or the Chicken Caesar Wraps). I was told I would have to purchase that. Cost cutting is one thing, inconveniencing passengers is another. Let me explain. The train from New Orleans was almost 2 hours late. That meant we had to get on board and go eat immediately. The attendant took the orders of the 11 passengers from Atlanta in order of how we came into the car. My table was served first and it was then we realized that this was not going to work for everyone because this poor woman had to take orders, make drinks, heat up food, and then serve everyone. The last table to come in got their food as we were leaving. It was not that the attendant was slow, it was proof that your attempt to cut costs left a couple with two children starving because there was only one person doing EVERYTHING. Let me add the free drink made it worse because the people at the table next to us ordered mixed drinks. Really? This is supposed to be good for your business to have people wait while the hostess/waitress/cook becomes a bartender? It did not matter to me that this dining car was now only for first class passengers. Breakfast was as bleak as dinner. The fruit cup was a major disappointment since we got five grapes, and three tiny pieces of melon. Remember my husband and I and I am sure others do not eat pork, wheat or beef. I always looked forward to the breakfast on the train. Scrambled eggs and turkey sausage were quite delicious. I understand times have changed and conservation is usually the key. But there are so many things wrong with this new formula that you are using. There are vegetarian children who cannot eat meatballs. With only four options for lunch and dinner you don't have a lot of choices. If you have full sleeper cars the dining attendant will be overwhelmed. Again dining service</p>	
Crescent	19	10/09/2019 10/10/2019	ATL	BHM	COMPLAINT COMPLAINT	POLICY TRAIN	SALES DINING SERVICES	CHANGE IN SERVICE FOOD/ SERVICE UNSATISFACTORY		<p>Passengers unhappy and dissatisfied with the new menu changes. Passenger is unhappy with the vegetarian choices. Pax unhappy that there no longer a dining car. Pax upset Pax stated he wanted a dining room with a table cloth & service not a box lunch. He feels he should have been informed in advance of his purchase of his ticket</p>
Lake Shore Limited	48	10/10/2019	CHI	NYP	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	Food Service Change is Unacceptable	
Silver Meteor	97	10/10/2019	WAS	CHS	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	<p>To whom it may concern: I enjoyed my travel on Amtrak but the food wasn't that great. The shrimp and andouille dish was too salty. The red wine beef was okay but the mashed potatoes was awful. The menu is too limited and you need tastier deserts. Sorry but the old menu was much better my wife and I are not the only people that feels that way others in the dining room said the same thing. The baby boomers are not the ones traveling in sleeping cars so don't try catering to them. Wishing you have a change of heart. Truly, Exemption 6</p>	<p>Pax stated his ticket included meals for he & his wife. Stated he was dissatisfied with food selection on both trains on his reservation. Stated food was not good. Stated food had no flavor. Stated he went to the lounge car & purchased food. Stated he was not happy he had to go to the lounge car, but the food did taste better. Stated the dining service has declined since 1972. Stated Amtrak is catering to Baby boomers. Stated he does not understand why since older people are spending the most money for train service. Stated he does not like microwaved food that was served for his dinner. Stated the flavor was not good. Stated microwave food is high in sodium. Stated there is no variety on the menu. Stated meals are the same for lunch as they are for dinner. Stated there is no variety. Stated all the trains have the same menu. Stated each train use to have it's own menu. Stated there use to be chef special. Stated Amtrak is treating its dining car service as if it were an airline. Pax stated you can't cook in the air. Pax stated Amtrak is not cooking the food anymore it's using microwave food. Pax stated dining service from the 50's & 60's was alot better. Pax stated AMTRAK needs to allow pax to complete a dining service survey. Pax stated it should be completed after pax have dined. Pax stated he saw on the flex dining an alcoholic beverage was offered, but he does not drink.</p>
Silver Meteor	98	10/10/2019	CHS	NYP	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	<p>PAX CLD TO COMPLAIN THE SLEEPER CAR KEEP MAKING A BANGING NOISE THRU THE NIGHT AND THEY COULDN'T SLEEP - DEPART/RET BATHROOM DOOR WOULDN'T STAY SHUT - DEPART PAX WASN'T HAPPY WITH NEW FLEXIBLE FOOD SERVICE - DEPART/RET</p>	PAX WASN'T HAPPY WITH NEW FLEXIBLE FOOD SERVICE
Silver Meteor	97	10/10/2019	NYP	CHS	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	<p>PAX CLD TO COMPLAIN THE SLEEPER CAR KEEP MAKING A BANGING NOISE THRU THE NIGHT AND THEY COULDN'T SLEEP - DEPART/RET BATHROOM DOOR WOULDN'T STAY SHUT - DEPART PAX WASN'T HAPPY WITH NEW FLEXIBLE FOOD SERVICE - DEPART/RET</p>	PAX WASN'T HAPPY WITH NEW FLEXIBLE FOOD SERVICE
Capitol Limited	29	10/10/2019	WAS	CHI	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	<p>I took Amtrak from Washington DC to Chicago on September 26, arriving on Sept. 27. My guest rewards number is: Exemption 6. The train ride from Washington to Chicago was a major disappointment. The train was FOUR hours late, causing me to miss my next transportation home. What made it even worse was the fact that they closed the beverage service so you couldn't even buy coffee or water or snacks at 7am and did not re-open even after realizing the delay. We couldn't purchase anything the final four hours of the trip while we barely moved behind a freight train. Four hours late is unacceptable.</p>	<p>Pax unhappy with the changes to the dining car and the loss of traditional dining car service. Pax would like to see the return of true dining car experience on board trains.</p>
Capitol Limited	29	10/10/2019	WAS	CHI	COMPLAINT	TRAIN	DINING SERVICES	HOURS UNSATISFACTORY	<p>I took Amtrak from Washington DC to Chicago on September 26, arriving on Sept. 27. My guest rewards number is: Exemption 6. The train ride from Washington to Chicago was a major disappointment. The train was FOUR hours late, causing me to miss my next transportation home. What made it even worse was the fact that they closed the beverage service so you couldn't even buy coffee or water or snacks at 7am and did not re-open even after realizing the delay. We couldn't purchase anything the final four hours of the trip while we barely moved behind a freight train. Four hours late is unacceptable.</p>	<p>Pax states food service closed while still traveling. Train 29(26SEP) arrived CHI almost 3' late but food service was closed in advance of arrival</p>

									<p>Hello Amtrak, regarding removal of dining cars, (news article recently in the Washington Post - attached below). My wife & I have ridden cross country multiple times in sleeper cars. A large part of the train experience is the dining car. If the dining cars are removed, chances are pretty good that our train travel days will end. If we want an unpleasant travel experience we can take a plane. As referred to in the news article, if you think preordering my meal when I book my travel is a good idea, you should think again on that one. As far as the article's statement on Millennials' apparent social anxiety issues with public eating being a factor in Amtrak's decisions on dining car removal, I hope your executive team can come up with a better answer than dining car removal. Perhaps a 'safe zone' in a separate car with no food service or windows? Not sure who to direct this email to, perhaps Mr Peter Wilander, vice president of product development and customer experience, or CEO Richard Anderson, or someone else. Please forward to any / all that find this customer feedback useful. News Article follows: Millennials and Amtrak Both Had a Grudge Against the Dining Car... but Who Killed It Off? by Jenny G. Zhang@jennygzhang Sep 23, 2019, 11:17am EDT Amtrak's dining cars on long-distance trains will soon be killed, the Washington Post reports, bringing to an end a decades-old American tradition of making reservations for set mealtimes, sitting down next to fellow passengers at communal tables, and receiving white-tablecloth service and freshly prepared food made in an onboard kitchen. Instead, there will be prepackaged food options such as chicken fettuccine and Creole shrimp that passengers can eat in their rooms or in a new version of the dining car that still has booths, but no tablecloths. (Amtrak told the Post that it may eventually get rid of the booths altogether for a contemporary lounge setting.) Amtrak is taking a cue from Boomers and blaming millennials for the change, citing a desire to lure a younger generation of riders who just want to look at their phones in private all day. Some people really like [the dining car] and view it as sort of a nostalgic train experience, Peter Wilander, Amtrak's vice president of product development and customer experience, told the Post. Some people, especially our new millennial customers, don't like it so much. They want more privacy, they don't want to feel uncomfortable sitting next to people. Conveniently, this change will also save the perennially financially beleaguered railroad an estimated \$2 million a year while food expenditures will be increasing, Amtrak told the Times Union. Labor and inventory costs will both be going down. With plans to allow passengers to preorder their meals when booking tickets online, Amtrak is essentially becoming more like an airline which makes sense,</p>	
		10/10/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		submitted complaint and an article re: Amtrak dining cars. Pax response appeal email: From: Exemption 6 Exemption 6 Exemption 6 Sent: Tuesday, October 08, 2019 2:55 PM To: Exemption 6 Exemption 6 Exemption 6 Subject: Re: Reply from Amtrak - Case Exemption 6 The food you are serving would not agree with me. As I stated in my e-mail, I always received complimentary room service when in a roomette so it is not additional perk. As far as the free drink, I prefer to have a meal prepared by a chef, not frozen and foods that won't agree with me. I can buy my own drinks. One of the perks being an Amtrak Rewards member was getting a roomette and being able to have a meal prepared by a chef and have a better selection of food. Now this is being taken away from loyal customers. Sent from my iPhone"
		10/10/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	OCR appeal rec'd 10/3/19 Please don't do away with traditional dining! It is such an important part of the Amtrak experience! While people may be shy, once they do engage in conversation, it makes for a memorable experience that I am sure contributes to return customers. Hot, cooked to order meals and service are a key part of the journey. Also, thank you for including vegan meals. Thank you for your consideration.	Pax unhappy with the changes to the dining car and the loss of traditional dining car service. Pax would like to see the return of true dining car experience on board trains.
		10/10/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	OCR appeal rec'd 10/8/19	pax unhappy with flex dining
		10/10/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	From: Exemption 6 Exemption 6 Exemption 6 Sent: Wednesday, October 09, 2019 10:17 PM To: Amtrak Media Relations <MediaRelations@amtrak.com> Subject: Flex meals Whoever made the decision to do away with dining cars should be horsewhipped. I read the menus. How do you compare a steak with a casserole. You've gone from a four star restaurant to fast food. Frankly, airplane food looks more interesting. What were you thinking? I sure hope you dropped the price in keeping with the new food. Exemption 6 Exemption 6 Sent from my iPad	
		10/10/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Passenger calling from the train u Original Message From: Exemption 6 Exemption 6 Exemption 6 Sent: Wednesday, October 09, 2019 10:51 PM To: Amtrak Media Relations <MediaRelations@amtrak.com> Subject: Dining Are you nuts My granddaughter and I went on a 10 days rail trip and one of the highlights of the trip was the meeting the people in the dining car We still talk about the people we met They were all great Do not take away the dining car Sent from my iPad	Passenger calling from the train unhappy with new meal service
		10/10/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	change in dining service.	pax is very upset about change in dining service. pax does not like the new flexible dining.
Lake Shore Limited Silver Meteor	48 97	10/11/2019 10/11/2019	CHI FAY	NYP DFB	COMPLAINT COMPLAINT	TRAIN TRAIN	DINING SERVICES DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY FULL DINING SVC NOT OFFERED	Passenger calling to report his dissatisfaction with the new meal service no diner	Passenger calling from train very unhappy with new dining service and selections offered...request Koshers meals for return less sodium and healthier upset that there is no longer a diner on train 97
Capitol Limited	29	10/11/2019	WAS	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	letter rec'd dated 10/7/19...attached	pax was unhappy with entree selection and dissatisfied with contemporary dining, misses the old way
Silver Meteor	97	10/11/2019	NYP	JAX	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	broken checked baggage	Pax unhappy with the changes to the dining car and the loss of traditional dining car service. Pax would like to see the return of true dining car experience on board trains.
Crescent	19	10/11/2019	WAS	NOL	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	Praise	requesting vegan meal on PNR - stated when she went to order there was no more vegan meals avail 5054@ PROBLEM- PAX REQUEST VEGAN MEALS 11OCT0665 RCF
Crescent	19	10/11/2019	WAS	NOL	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	Praise	due to no vegan meals avail pax took the chicken meal but was unsatisfied due to too much sauce on it so she didn't have lunch or dinner
Crescent	19	10/11/2019	CLT	NOL	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	Pax unhappy with dining car service Pax not provided drink service outside of meal times	Pax unhappy with the changes to the dining car and the loss of traditional dining car service. Pax would like to see the return of true dining car experience on board trains.
Crescent	20	10/11/2019	NOL	CLT	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	Pax unhappy with dining car service Pax not provided drink service outside of meal times	Pax unhappy with the changes to the dining car and the loss of traditional dining car service. Pax would like to see the return of true dining car experience on board trains.

		10/11/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Co grays to Anderson and his cronies for eliminating the last shred of civility of train travel: The dining car. Entering the dining car and being seated with strangers who became friends by the dining car host was magical for me, a train rider for over 60 years. Thanks to the NRPC, under the stewardship of Trump Stooze Anderson, that experience is now history. I understand that it us in keeping with the NRPC's mission to destroy itself.	change in service unacceptable passenger is really upset that the dining car is no longer apart of the Amtrak service/ she feels as though this takes away from the experience//
		10/11/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	very upset with the dining removed from the long distance trains Complaint about passenger being booked by agent and was told that the coach passenger would not be allowed in the roomette. She called twice about this information and was told that they are allowed to go to the room with the other two passengers. Exemption 6. The conductor Exemption 6 told the pax to call and get view liner room. Told them to get a view liner pass and he will let them back. Because the agent gave them the wrong information, she would have booked differently. This is upsetting that the agents that she spoke with are giving the wrong information. This group is a debate team and they did not want to cause problems with other problems. Normally they book in coach and meet in cafe car. but with all of the changes with Amtrak this causing problems.	
		10/11/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		Not happy with the change in the dining service. Would like more information that what the agent are aware of. Pax wrote letter to UCR. States the dining aboard the Lake Shore Limited is dreadful. The meals are an embarrassment to Amtrak and we mask the service with a cosmetic term (contemporary dining) while claiming that the millennial age group is what wants this low grade food and it's a fallacy of giant proportions. States also there was not one person in the dining car younger than 60 years of ago. There was a long wait for the food. The server Exemption 6 was working hard to keep up with feeding everyone. States he knows about the new dining service starting 10/1/19 and he saw the menu. Too bad Amtrak is still purporting that millennial are driving this.
Lake Shore Limited	49	10/14/2019	NYP	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	letter rec'd dated 9/30/19...attached I am severely disappointed and upset with the direction Amtrak is going with their meal changes that occurred on Oct 1st 2019. I have been taking Amtrak trains since I was in middle school to visit my relatives a few times every summer. Today, I tried to take my fianc to experience the fun and joy of the Amtrak trains and it has changed for the worse. I couldnt show her the nice observation car (gone). I couldnt take her to eat the delicious freshly cooked meals in the caf car (gone and replaced with crappy airplane tasting microwaved meals), and the same meals for lunch and dinner, really? Shame on Amtrak for penny pinching and killing the Amtrak experience. I will no longer support Amtrak, and will ensure my friends and family do the same unless Amtrak rights the wrongs and restores the glory of the old days of freshly prepared meals. Signed by a millennial that enjoys talking to others and having the old fashion food service Exemption 6	I am severely disappointed and upset with the direction Amtrak is going with their meal changes that occurred on Oct 1st 2019. I have been taking Amtrak trains since I was in middle school to visit my relatives a few times every summer. Today, I tried to take my fianc to experience the fun and joy of the Amtrak trains and it has changed for the worse. I couldnt show her the nice observation car (gone). I couldnt take her to eat the delicious freshly cooked meals in the caf car (gone and replaced with crappy airplane tasting microwaved meals), and the same meals for lunch and dinner, really? Shame on Amtrak for penny pinching and killing the Amtrak experience. I will no longer support Amtrak, and will ensure my friends and family do the same unless Amtrak rights the wrongs and restores the glory of the old days of freshly prepared meals. Signed by a millennial that enjoys talking to others and having the old fashion food service
Cardinal	51	10/14/2019	NYP	CHI	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	presidential letter rec'd dated 10/3/19...attached	compared meal service to McDonalds feels it is a theft of service
Capitol Limited	30	10/14/2019	CHI	MRB	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION	Richard Anderson, Amtrak President "Richard, this is our 4th long distance train trip in 3 weeks and we were very disappointed in the food service on the Capital Limited. The system puts one of your staff in the unenviable position of distributing all the food to every one in the sleepers! I would like to see you do this! It's a crazy system and extremely wasteful in the plastic trash it produces! The food was good but you have taken away what make meals on Amtrak special, meeting people and enjoying a meal together while watching the scenery! I can't believe you are so uninformed? Have you ever traveled on a long distance train? I hope you reconsider this on 30 and certainly do not expand it to the rest of the system. Sure the old system needs refining but not eliminating! Did it ever occur to the geniuses at Amtrak to survey long distance travelers about their meal preferences, such as dining car, caf, both, before ditching the diner and, specifically, the diner host? Comments from a couple of millennials such as, 'We don't want to sit with people we don't know' are not only inane, they reflect either a nonexistent or idiotic company business plan, devoid of anything approaching customer service, and indicative of a corporation whose mission is to put itself out of business. As one sociologist put it, 'Millennials ruin everything they touch.' Take a look! I am SO looking forward to my annual journey to Florida and enjoying the sit-down table service and dining on meals prepared on board in the fabulous new dining cars!! As the stewards of passenger rail travel, thank you, Amtrak, Mr. Anderson, and everyone for carrying on this wonderful tradition!!http://blog.amtrak.com/2016/12/sneak-peek-of-new-dining-cars/	This is our 4th long distance train trip in 3 weeks and we were very disappointed in the food service on the Capital Limited. The system puts one of your staff in the unenviable position of distributing all the food to every one in the sleepers! I would like to see you do this! It's a crazy system and extremely wasteful in the plastic trash it produces! The food was good but you have taken away what make meals on Amtrak special, meeting people and enjoying a meal together while watching the scenery! I can't believe you are so uninformed? Have you ever traveled on a long distance train? I hope you reconsider this on 30 and certainly do not expand it to the rest of the system. Sure the old system needs refining but not eliminating! Did it ever occur to the geniuses at Amtrak to survey long distance travelers about their meal preferences, such as dining car, caf, both, before ditching the diner and, specifically, the diner host? Comments from a couple of millennials such as, 'We don't want to sit with people we don't know' are not only inane, they reflect either a nonexistent or idiotic company business plan, devoid of anything approaching customer service, and indicative of a corporation whose mission is to put itself out of business. As one sociologist put it, 'Millennials ruin everything they touch.'
Capitol Limited	30	10/14/2019	CHI	WAS	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	Did it ever occur to the geniuses at Amtrak to survey long distance travelers about their meal preferences, such as dining car, caf, both, before ditching the diner and, specifically, the diner host? Comments from a couple of millennials such as, 'We don't want to sit with people we don't know' are not only inane, they reflect either a nonexistent or idiotic company business plan, devoid of anything approaching customer service, and indicative of a corporation whose mission is to put itself out of business. As one sociologist put it, 'Millennials ruin everything they touch.'	-Pax email states: Take a look! I am SO looking forward to my annual journey to Florida and enjoying the sit-down table service and dining on meals prepared on board in the fabulous new dining cars!! As the stewards of passenger rail travel, thank you, Amtrak, Mr. Anderson, and everyone for carrying on this wonderful tradition!!http://blog.amtrak.com/2016/12/sneak-peek-of-new-dining-cars/
		10/14/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Take a look! I am SO looking forward to my annual journey to Florida and enjoying the sit-down table service and dining on meals prepared on board in the fabulous new dining cars!! As the stewards of passenger rail travel, thank you, Amtrak, Mr. Anderson, and everyone for carrying on this wonderful tradition!!http://blog.amtrak.com/2016/12/sneak-peek-of-new-dining-cars/	
		10/14/2019			PRAISE	POLICY	SALES	CHANGE IN SERVICE	You dumped my points. Makes me so mad. Why should I you Amtrak. Service is down, point disappear, food is not up to par. We will drive in the future.	
		10/14/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Exemption 6	
		10/14/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	My wife and I have chosen Amtrak for our travel for the last 15 years. We took this trip back to California for our 50th wedding anniversary. The Amtrak personnel were mostly very friendly and competent. A real asset to your service. My chief complaint was there was no Wi-Fi service except for the station in Chicago. I was led to believe there would be Wi-Fi on the train for the entire trip. Talking to other passengers I was not the only one with that impression. I had even purchased a new laptop computer to use on the trip. It was a real disappointment. Suggestion: On the return trip I had to take a shuttle bus from Riverside CA to Fullerton CA. I was not sure where to catch the shuttle bus in Riverside. The ticket only said 'Riverside Downtown'. I could not get a hold of anybody to find out where it actually was located. When I went to the station I had to ask several people if they knew. Finally I saw a single sign about 8'X12' at the end of a walkway. There needs to be more information on the eTicket or bigger signs around the station. The service on the last return leg of the trip from Chicago to Pittsburgh (Train #30 on 9-5-19) was less than I expected. Supper was hastily served out of microwave while we stood in line to order from the menu. The food was adequate but the service and presentation was not up to Amtrak standards I am used to. Thank you for your attention Exemption 6	disappointed in the food changes
		10/14/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	pax said on the return trip - problem with other pax their phone kept going off and no one said anything food selection on train 98 -new service is unacceptable Train 29 AUG 21 Not happy with box meal Would like partnership with White Castle to sell meals at WAS & STL station platforms Sink water at CHI station (Metro Lounge) is very hot Would like the sink water to be extended little bit longer on handicap room Praise Amtrak in general	very disappointed about the change in food selection and service
		10/14/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		

		10/15/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Dear Mr. Anderson, my name is Exemption 6 and not only am I a consistent rider on Amtrak, I enjoy it. My first train ride was in the summer of 1944 with my grandmother traveling from Hearne, Texas to Chicago, Ill. I remember the stops in blacked out towns to take on troops and waking the next morning sharing a seat with a soldier and the ladies around us sharing their boxed lunches (Fried Chicken, biscuits and canned fruit). This began a life long affair of traveling cross country with my children and dining on the immaculately dressed tables in the diner car. Things have changed now and I want you to know how it saddens me and my husband to no longer have hot meals on the Schenectady to Chicago, Lake Shore Limited. Last winter we were served cold sandwiches, wine and chips. Again in January, 2020, we will be on that run again as we travel from Montreal, Canada to Temple, Tex. Please bring hot meals back.	my name is Jessie Cooperwood and not only am I a consistent rider on Amtrak, I enjoy it. My first train ride was in the summer of 1944 with my grandmother traveling from Hearne, Texas to Chicago, Ill. I remember the stops in blacked out towns to take on troops and waking the next morning sharing a seat with a soldier and the ladies around us sharing their boxed lunches (Fried Chicken, biscuits and canned fruit). This began a life long affair of traveling cross country with my children and dining on the immaculately dressed tables in the diner car. Things have changed now and I want you to know how it saddens me and my husband to no longer have hot meals on the Schenectady to Chicago, Lake Shore Limited. Last winter we were served cold sandwiches, wine and chips. Again in January, 2020, we will be on that run again as we travel from Montreal, Canada to Temple, Tex. Please bring hot meals back.
		10/15/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	No food Change in service complaint	Pax is disappointed in the change in dining service. Pax stated that this has ruined the travel experience.
		10/15/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	all trans	pax does not want to loose the dining car on the train
Capitol Limited	29	10/16/2019	WAS	CHI	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD SELECTION	Do not like the book on my travels that I wrote again from how to write my stories. I also have another Exemption 6 . During my travel I once again had to clean my roomette. The food company has been changed supposedly for better quality and, now it is even worst. The chicken in my pasta had a very weird color. I was not able to eat my meals. The breakfast was also not appealing. The prices to travel Amtrak have gone up excessively n yet the service is worst. I know Amtrak shares rails with freight trains, the delays on both trips were frustrating, especially when you have commitments. I know things happen but as a frequent traveler of Amtrak, these delays are way to often. I had commitments that I was late to. As much as I was looking forward to my trip and my relaxing time, I may choose to do some driving in the future and, not recommend Amtrak as a traveling option to others. I am sure that many other travels are also not pleased. Since there was so much promotion that things were going to improve, I hope you can understand my concerns/issues and compensate me for traveling in the future if need be.	-Pax email states: The food company has been changed supposedly for better quality and, now it is even worst. The chicken in my pasta had a very weird color. I was not able to eat my meals. The breakfast was also not appealing. The prices to travel Amtrak have gone up excessively n yet the service is worst.
Capitol Limited	30	10/16/2019	CHI	WAS	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD SELECTION	late train	pax stated the selection for vegetarians is slim to none, this needs to be addressed
		10/16/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	I do not agree with your removal of the dining car from Amtrak 9/ - The Silver Star as well as from the Crescent. The northeast corridor provides you significant income and to eliminate your new dining car is a bad decision. People still want nice experiences, and you have opted to remove the best you had from the northeast corridor. If I were your President, this would never have happened. I would also have restored your full dinner service on the Silver Star. Cheapening your service is NOT the way to go. You are going to lose some of your repeat customers Exemption 6	-Pax email states: I do not agree with your removal of the dining car from Amtrak 9/ - The Silver Star as well as from the Crescent. The Northeast corridor provides you significant income and to eliminate your new dining car is a bad decision. People still want nice experiences, and you have opted to remove the best you had from the northeast corridor. If I were your President, this would never have happened. I would also have restored your full dinner service on the Silver Star. Cheapening your service is NOT the way to go. You are going to lose some of your repeat customers Exemption 6
		10/16/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	CG 1111 for follow up: Dear Sirs: I have not heard back from you in regards to my case. Thank you for your time. Exemption 6 Exemption 6 Exemption 6 and Exemption 6 were very helpful and Exemption 6 whom I called after finding we'd been lied to was wonderful. Too bad the person who booked this trip did everything wrong. I have a 2 page letter to send to customer service but I can't get it transferred here. I don't know the address for customer service. It was the worst trip of my life. I explain it all in a 2 page letter but don't know where to send it. email rec'd 10/14 with letter below attached: Dear Sir, I am attaching a letter explaining my horrible trip with Amtrak. When the girl booked it, she told me the room had a bathroom, but no shower. I assumed that I had the Disability/accessibility room but we had a roomette with no bath. I can't believe these tickets cost me \$638.00. The complaints lady gave me a voucher for \$50.00. Big Deal! Exemption 6 Amtrak Att: Customer Service Dear Sirs: I went to Champaign/Urban IL, from Hammond, LA, on Oct 1 and returned on Oct. 6. It was the worst trip of my life. When I booked the trip I asked for a disability accessibility room with a bath on the lower level. She told me she put us in a room on the lower level and that it had a bath, but no shower. I said, "fine". I told her that I can't walk without a rollator/walker and that I can't go up stairs. Then when I get there I find that we had a roomette without a bath. She had assured me that it had a bath, but it didn't. My walker would not fit down the aisle so we had to store it which meant I had to walk to the bathroom without an aid of any kind. I have to go to the bathroom at least 3 times during the night. My daughter had to help me but I really needed 2 people to assist me. On the return trip we found that not only was the room without a bathroom but it was upstairs and I told her I couldn't climb stairs (I can't even stand without a walker) but she put us on the upper level. My daughter went ahead of me and I tried to hold onto her and Exemption 6 , the attendant helped push me up from behind. There was only 1 bathroom at the top of the stairs and our room was at the far end which meant I had to find people to help me get to the bathroom and take my chances that it would be empty which it wasn't always and I'm unable to stand and no place to sit. Also, what happened to all the good meals they were advertising such as the Beef tender filet, the lemon pepper cod, roasted chicken and the Lasagna? We were looking forward to the new menu they said they would have, starting Oct. 1st. I hope the person who booked this and lied to me was taped. They wouldn't give me her name. I should have written it down. I booked this back in August and the reservation number was Exemption 6 . I can't believe we paid \$638.00 for this and they didn't even give my companion a	
		10/16/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	pax not happy with the no meal service	pax was very disappointed with the food selection
		10/16/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	the Office of Inspector General spoke telephonically with Exemption 6 who expressed his displeasure with the dining options on the Capitol Limited, Lakeshore Limited, and the Cardinal. Exemption 6 indicated that there has been outrage on Amtrak's Facebook page regarding the dining services change. Exemption 6 provided Exemption 6 . We are referring this matter to you for handling. Thank you. Exemption 6 Investigative Analyst Amtrak Office of Inspector General 10 G Street, NE, Suite 3E-400 Washington, DC 20002 E-mail: Exemption 6 Exemption 6 Exemption 6	pax std he was told that he would be receiving a diner on the train - pax std was not happy with the new menu.... pax std that he wants points back to his card....
		10/16/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	change in service : flex meals chooses for lunch and dinner	pax very upset about the change in food service on the Capitol Limited, Lakeshore Limited and the Cardinal
		10/16/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	change in service : flex dining	pax not happy with the change with dining car and think the flex dining should have more options and lunch menu should have it ow chooses should have to chose of the diner menu

		10/16/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Flexible Dining changes complaints	Passenger is extremely upset with not only the dining changes but the changes that occur after they book their reservations Pax called today regarding change in service for travel on April 3, 2020. Pax is upset because of the new flexible dining. Upset he paid \$1825.60 and will not have a chef cooking his food. Adv pax he will have a dining experience in the lounge car with an attendant serving food. Pax stated he expected to have his dinner in a dining car not a lounge car. Stated he is not very happy and will not purchase another ticket because of the new flexible dining experience. Pax stated he should be refunded \$900.00 because he feels this is not a first class experience. Apologized and thanked [REDACTED] for calling in. Offered case id# Pax requested case id# to be emailed to [REDACTED]
		10/16/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Pax is upset because of the new flexible dining. Upset he paid \$1825.60 and will not have a chef cooking his food. Adv pax he will have a dining experience in the lounge car with an attendant serving food. Pax stated he expected to have his dinner in a dining car not a lounge car. Stated he is not very happy and will not purchase another ticket because of the new flexible dining experience. Pax stated he should be refunded \$900.00 because he feels this is not a first class experience. Apologized and thanked [REDACTED] for calling in. Offered case id# Pax requested case id# to be emailed to [REDACTED]	
Crescent	20	10/17/2019	ATL	NYP	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	I had an entire tour planned out for my 5 hour layover in DC, now I will only have one hour in DC due to my train being four+ hours late. I now do not get a refund on my rental car and I also am now sitting on this train at 4:15 with no power, its hot, my phone isnt charging, I paid \$300 for a sleeper car(along with the regular price) and Im getting the same experience as I got in coach because I cant use the shower, I dont have hot food, Im not comfortable due to how hot it is. There really should be a partial refund or voucher because riding like this after paying over \$300 is ridiculous. I love Amtrak, but I really wouldve loved for them to at least get us comfortable to ride. I also am very close to missing a connecting train so this is causing a ton of stress.	Pax unhappy with the changes to the dining car and the loss of traditional dining car service. Pax would like to see the return of true dining car experience on board trains.
Capitol Limited	30	10/17/2019	CHI	WAS	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	I departed Chicago, Saturday September 14th, on the Capitol Limited, with a Superliner Roomette berthing. I'd had similar accommodations a year prior, not long after Amtrak cut out Dining car service on that train. I was unhappy with that- very unhappy. However, I will admit that the First Class meal, brought to me, by the porter, in my berthing, then, was decent. When I traveled with you on September 14th, this year, I found that you have cut costs, even further, with these 'First Class' meals. My first issue with that meal was the fact that I was now required to go get my 'sack lunch' myself, from a Dining car that was not a dining car; the porter apparently no longer delivers our meals. Now, to describe the meal: The side salad was the diameter of a small donut. I have never seen a salad this small, anywhere. It was a ridiculous salad which you should be ashamed to serve. The Chicken Penne Alfredo looked nothing like the photo; it was a disgusting mass of too-much Alfredo, not enough penne or chicken. The dessert was the equivalent of a one dollar 7-11 brownie, but not as tasty. Last year, the desert was a cobbler, or sorts, cooked into a glass jar the size of a jelly jar. It was nice... last year. This nasty brownie was an insult. I have had better meals on an airplane. You should be ashamed to call that First Class service. I'm not disappointed, any longer; I'm angry. Each year, I take a cross-country rail trip. Each year, the quality of 'First Class' service has been denigrated, further and further. I find it difficult to rationalize spending \$812 to take Amtrak, one-way, with this type of service, when, for almost half of that price, I can fly, round-trip. If I am to receive poor service, I might as well do it on an airplane, for a lot less money. I'm now hearing rumors of Amtrak discontinuing Dining car service throughout the system. I assure you: you will never have me as a passenger, again, if this occurs. STOP DEGRADING THE QUALITY OF FIRST CLASS SERVICE to save a few nickels. I will pay more for quality service. Raise the prices. Sleeper accommodation passengers, in general, can afford, and will afford, higher fares, provided we receive the First Class service we expect. You seem to think that you are in the Transportation business. You are not. You are in the 'Experience' business. If I just wanted to be 'transported' cross-country, I could do it a lot faster, and for less money, on United. I take the train, for 3 or 4 days, for the EXPERIENCE. STOP DEGRADING THAT EXPERIENCE. You are on the cusp of losing my business. Continue on this path of squeezing nickels and dimes out of my rail experience, and I will not return. I am certain that I am not alone in these sentiments. YOU KNOW I'M RIGHT. Disappointed. [REDACTED]	Pax stated no hot meals
Capitol Limited	30	10/17/2019	CHI	PGH	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	The overall experience was not horrible at all crew was very pleasant but I truly believe there should be an Express train going to Miami Florida, Florida in general because the 2 day trip is very long and the food service is not of quality it was not what I expected at all I'm very disappointed in that we are 2 hour delayed and there is no food on board for purchase and I have a young child. [REDACTED]	Pax unhappy with the changes to the dining car and the loss of traditional dining car service. Pax would like to see the return of true dining car experience on board trains.
Silver Meteor	98	10/17/2019	MIA	NYP	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD SELECTION	This is a trip I have taken frequently in the roomette. This trip was especially disappointing. 2 thing most notably. The latch on my room door did not work. I had to ask for help multiple times and still the door would not stay shut. The door not only kept sliding open, preventing me from being comfortable sleeping but it also consistently rattled loudly. In addition, this obviously caused a huge issue for the bathroom. I was finally able to hold the door closed in order to use the facilities only to be surprised by a dirty toilet. The room had clearly not been cleaned from the previous passenger as there was still human waste in the toilet. It was extremely gross, the cleanliness of the room in combination of a broken door lead to a very uneasy ride. As a frequent rider of Amtrak and the business class and roomette accommodations it was extremely disappointing. In addition, the meal from the dining car was over-cooked and there were extremely limited options on both the beverage options and meals. It was an overall disappointing trip.	Food service was not what pax expected.
Lake Shore Limited	48	10/17/2019	SYR	NYP	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	In addition, the meal from the dining car was over-cooked and there were extremely limited options on both the beverage options and meals. It was an overall disappointing trip.	

Cardinal	50	10/17/2019	IND	WAS	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	Passengers calling upset with the simplified dining change in service Very rough ride....rocking and rolling could not stand up..door that said high voltage was swinging open safety hazard...request to cancel return trip and be refunded on full	Passengers calling upset with the simplified dining change in service Very rough ride....rocking and rolling could not stand up..door that said high voltage was swinging open safety hazard...request to cancel return trip and be refunded on full
Crescent	20	10/17/2019	HBG	WAS	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION	-Pax unhappy with train 20 menu changes.	-Pax states that she is not happy with the new menu changes. States that none of the new selection looks appetizing. Pax unhappy with the changes to the dining car and the loss of traditional dining car service. Pax would like to see the return of true dining car experience on board trains.
Crescent	20	10/17/2019	HBG	WAS	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	Food service downgrades	Passenger most of the food on the menu was gone. He states the only meals available were the beef option and the Asian noodle bowl. Passenger states he wish he would of knew he could purchase food from the cafe car, states the selection of food was horrible.
Cardinal	50	10/17/2019	CHI	NYP	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION	Dining/Food complaint	Passenger response letter: Exemption 6 Monday, October 7, 2019 1:01 am in receipt of your response concerning my letter concerning the elimination of dining cars! Either you did not take the time to read my letter or basically just ignored the content totally, as nothing in your response would indicate any response geared toward my total disenchantment with this decision! I am assuming you have never had the experience of travel on Amtrak in a sleeper and then enjoyed a hot meal prepared and served in the dining car. Therefore if I am correct in this assumption, you find it easy to accept the removal of the dining cars with little or no experience to relate to. In your response, the new prepackaged meals are offered to us as "enhancements" and that Amtrak is excited to offer your new flexible dining service? Since when did prepackaged box meals come under the heading of "dining", as these prepackaged meals smack of concern by Amtrak and now grouping first class passengers (sleeper) with coach, by bringing the first class service down a notch! You do not seem to understand nor want to, that it wasn't just about food so much, as it was about the EXPERIENCE! Prepackaged meals smacks of dog food or baloney sandwiches and retains nothing associated with first class service! If the prepackaged meals were the best tasting in the world, it would still have no validity what-so-ever! When you pay 1st class rates for a sleeper, you expect hot meals in the dining car, not prepackaged meals served in a box!!!! This is NOT 1ST CLASS SERVICE! If you are able to comprehend my thoughts, then understand this, that when the Sunset Limited makes the conversion to this supposed exciting dining option, my family and I will never again travel on Amtrak! We will rent a large SUV and take road trips, whereas we will have access to hot meals along the way, instead of being held hostage to inferior prepackaged box meals served under the premise of being "enhanced" a new dining service! Also, you mentioned that that we could also purchase food in The Cafe Car, of which is not an option when you pay the expense of 1st class service as a sleeper car patron, just so that you can go down to the Cafe Car and spend more money, when your meals are supposed to be included! And the complimentary room service, is already available on Amtrak where the dining car is still running! You can have all of your meals served in your room if you so desire, so touting this as exclusionary service for your new prepackaged meals is a blatant lie! So, in closing just in case you have totally missed my point, your new prepackaged boxed meals no matter their taste quality, could never ever replace the dining experience in the dining car, whereas one could sit amongst new fellow travelers and exchange conversations and enjoy a great
		10/17/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	letter rec'd dated 9/23/19...attached email rec'd 10/10/19. I contacted Amtrak guest services on 10/10. I was traveling with my daughter and grandson from Orlando,FL to Penn Station,NY. We arrived at the station by Uber and arrived 50 minutes before departure. We have traveled this train many times coming from Disney. My daughter asked an employee where to check the bags because the door was shut to were we normally check them in. He told us they will be opening in 10 mins there just loading up a southbound train. So we took our luggage to the door and waited. There were also other people waiting to check there luggage. One of your employees came out and was very nasty and rude and told us well I don't know what your going to do the luggage was already checked in for our train. We explained to her that we have been here waiting and no announcement was made. She told us it was not her problem but our luggage isn't getting on the train. She said she doesn't have time for us go find another employee. But there was no one else inside or on the platform. When the train arrived I went to speak to one of the employees on that train to tell them the situation. But by the time I got to her the other nasty employee was already speaking to her. When I spoke to her she said I already know your story you should have been here earlier as I tried to explain again the situation she stopped me and said "Don't make me ruin this trip for you" To be honest it pissed me off. This is how your employees handle themselves. I had 3 suitcases and 4 other bags. I was traveling with a 4 year old the didn't even help lift the luggage on the train. They basically stood there and watched us struggle. Once on board there was one staff member which I think his name was [redacted]. Who knew we were treated wrong as was very nice to us. Also I booked this train like I have many times in the past to find out they took the dining car away a week. And I was told it was only for first class. I was never notified by Amtrak that there was no dining car. My grandson doesn't eat buffalo wraps or hot dogs. We always dine in the dining car. If I would have known before the trip I would have made arrangements but I received nothing. The fact that we were basically threatened by your employee is unexplainable. If I had a choice from the moment this incident happened I would have never boarded this train. Like I said earlier I contacted customer service they gave me a apology. They said they can not do anything for me and that I should contact corporate. Exemption 6 Exemption 6 Exemption 6 Exemption 6 Exemption 6 Exemption 6 I am traveling at the moment on train 98 silver metetor. I arrived at the station at 12:14 by Uber w/luggage spoke to amtrack worker told me to wait by brown doors it will open in 10 minutes. Amtrack worker a woman came to to the door and said all Please....PLEASE... do not eliminate the dining car service!! Totally needed in long trips!	
		10/17/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		pax unhappy with flex dining/no dining car for coach passengers
		10/17/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		pax upset about the elimination of the dining car services

		10/17/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	save on costs, Amtrak has instituted changes which only serve to have their customers seek other means of transportation. Unfortunately, some of us have no other recourse and as such are a captive audience. I recall during the 1990s a similar effort was made the excellent kitchen was discontinued and The Alpo Years commenced (thus called because the food was not fit to be fed to a dog). I thought we were beyond that. I was wrong. No ice or water in the sleeper cars. I have to ask my room attendant to run to the lounge car repeatedly for some ice seriously?? Perhaps your CEO Mr Anderson hasnt had the opportunity of sitting in a train for 26+ hours. The dining car is not only a means of obtaining a meal but is also a large part of the enjoyment and sociability of the trip. The new Flexible Dining on the 97 train was an altogether horrid experience. The food provided was frankly disgusting the shrimp and Andouille sausage was so salty as to be inedible, the chicken fettucine a congealed tasteless mass. You should be ashamed. The option should be given to sleeper car customers to include (or not) a food option and this should be reflected in the cost. Isnt it enough that the sleep cars on the Silver Meteor are old and tired? Your employees are unhappy and it clearly shows. Have you considered the use of new technology would certainly streamline costs and increase customer satisfaction? Couldnt the food selections be similar to the business class on the Acela line? Is the end result for Amtrak to fail? It used to be fun riding the train and I could make allowances for the sometimes 4-8 hour delays I have endured. Up until now. This has crossed a line. While air travel has become equally unpleasant, at least I can get to New York in 2 hours instead of 26.	extremely disappointed with the new flexible dining
		10/17/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	My wife and I traveled from Ashland, VA to New Haven, CT on Train #94 on October 14. On this date, train #84 experienced mechanical problems and was cancelled. Train #94 operated from Norfolk as scheduled, carrying the locomotive and equipment from Train #84. Train #94 now consisted of two locomotives and 16 cars. Eight of the cars were in service on Train #94 and were carrying the combined passengers from both Train #84 and Train #94, making conditions extremely crowded. Train #94 arrived at Washington Union Station at 1:39 p.m., 12 minutes late. In addition to the locomotive change, Train #94 was also to switch out the eight extra cars at the rear of the train. The locomotive change was completed and power was restored by 2:00 p.m., so an on-time departure at 2:05 p.m. seemed possible. Unfortunately, the eight extra cars still had not been uncoupled from the train. Train #94 continued to sit in Washington Union Station for an additional 20-30 minutes waiting for the extra cars to be removed. In the meantime, passengers had been boarded and the train was ready for departure. Next, the power was turned off to allow the uncoupling of the extra cars. With a packed train on a warm day, the loss of A/C made the car get real warm in a short amount of time. The uncoupling operation was finally completed and the power was restored to the train. Train #94 FINALLY departed Washington Union Station at 2:47 p.m. after sitting in Washington Union Station for nearly 1 hour and 10 minutes. My wife and I have been using Train #94 for over six years to return to Connecticut after visiting our son who lives in Virginia. The next time that we ride on Train #94 and it runs on time will be the first time. I am also appalled at the lack of urgency exhibited by the Washington, DC mechanical department. The locomotive changes seem to progress with the speed of a glacier with no concern given to the passengers sitting on a hot train with no lights or air conditioning. This fiasco yesterday was the last straw. I have been a steady Amtrak customer for 42 years and am very disgusted with the current state of Amtrak. Dining cars have been removed from trains in the eastern part of the country, checked baggage service is being eliminated on certain trains, stations are being closed and now even the Northeast Corridor Service does not run on time. If it is the goal of the current management at Amtrak to drive away long time customers such as myself, I say congratulations. Their plan is working very well. Thank you for your time and consideration. Exemption 6	-Pax email states: Dining cars have been removed from trains in the eastern part of the country, checked baggage service is being eliminated on certain trains, stations are being closed and now even the Northeast Corridor Service does not run on time. If it is the goal of the current management at Amtrak to drive away long time customers such as myself, I say congratulations. Their plan is working very well. T
		10/17/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Shore Limited. I have traveled on Amtrak in the past and was very disappointed in the fact that the dining car has been eliminated. I knew about the food option changes before my trip. From the articles I had read about the change, I was expecting better food choices in the Caf Car. They have gotten worse, not better. My understanding is the money saved by eliminating the dining car, and offering poor food options for both sleeping car and coach passengers, is going to be spent on luxury linens for the sleeping cars. I fail to see how eliminating decent food choices for all passengers to upgrade linens for a few passengers is a wise compromise. Personally I want the return of the dining car, but I realize Amtrak wants to operate like the poorly managed airlines. I feel a better way to spend the savings would be to upgrade the climate system on the Amtrak trains. The current climate options of hot/cold and on/off is not comfortable or healthy for the passengers or crew. It seems if Amtrak is saving money by denying all passengers decent food options, then the savings should be spent on a benefit for all passengers, not just the sleeper car passengers. I traveled with America By Rail with 45 passengers on our tour. The recent changes Amtrak has made was a recurring topic of discussion among the group. No one on the tour felt that luxury linens were a fair trade off for the low grade food options now available on the train. So sad to hear youre getting rid of the dining car on your trains. That was such a fun unique experience. I wish you would reconsider	change in diner So sad to hear youre getting rid of the dining car on your trains. That was such a fun unique experience. I wish you would reconsider
		10/17/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Dining/Food complaint	Passengers were not happy with the change in the dining and the food selection
Capitol Limited	29	10/18/2019	WAS	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION	Complaint that the agent booked the wrong dates and which would had doing the reservation backwards, and on wrong days. Also was not booked with a valid connection.	Food was atrocious - food served taste awful - coffee taste horrible - went to McDonald because couldn't eat the horrible food offered on the new menu
Crescent	20	10/18/2019	ATL	NYP	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION	Complaint that the agent booked the wrong dates and which would had doing the reservation backwards, and on wrong days. Also was not booked with a valid connection.	Food was atrocious - food served taste awful - coffee taste horrible - food was watery went to McDonald because couldn't eat the horrible food offered on the new menu

Silver Meteor	98	10/18/2019	ORL	NYP	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION	I will be on the Silver Meteor 10/3 and 10/7 (C16384) in a sleeper. I am allergic to garlic. I have been unable to find the ingredients on the new Flexible Dining options (specifically Asian noodle bowl). I traveled on train 48 in March and learned that the Asian noodle bowl (without the sauce) did not contain garlic. I ate the noodles without sauce (I brought my own olive oil) and it was fine. It appears that the flexible dining noodle bowl is different from the contemporary dining noodle bowl. Is it? Will the noodles be separate from the sauce (which clearly contains garlic). Also in the past, when all entrees contained garlic, I was given the option to order something from the cafe car at no charge. I hope that continues to be the case. Thank you for your prompt response.	new flexible dining is unacceptable for pax's special dietary needs allergic to garlic wants full ingredient list
Silver Meteor	98	10/18/2019	CHS	WAS	COMPLAINT	TRAIN	DINING SERVICES	FOOD DEPLETED	I o whom it may concern: I enjoyed my travel on Amtrak but the food wasn't that great. The shrimp and andouille dish was too salty. The red wine beef was okay but the mashed potatoes was awful. The menu is too limited and you need tastier deserts. Sorry but the old menu was much better my wife and I are not the only people that feels that way others in the dining room said the same thing. The baby boomers are not the ones traveling in sleeping cars so don't try catering to them. Wishing you have a change of heart. Truly, Exemption 6	I o whom it may concern: I enjoyed my travel on Amtrak but the food wasn't that great. The shrimp and andouille dish was too salty. The red wine beef was okay but the mashed potatoes was awful. The menu is too limited and you need tastier deserts. Sorry but the old menu was much better my wife and I are not the only people that feels that way others in the dining room said the same thing. The baby boomers are not the ones traveling in sleeping cars so don't try catering to them. Wishing you have a change of heart. Truly, Exemption 6
Crescent	20	10/18/2019	GNS	PHL	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	Gainesville, GA to Philadelphia about 3 times a year for the past decade, and I always get a roomette. I have enjoyed the meals, and I fondly remember many dinnertimes enjoying a nice meal with fascinating strangers. What a charming way to travel! But this recent dining change is NOT good! I totally understand needing to cut back, but this change is dramatic to the extreme. I received the cheerful email notices prior to my trip about a 'change' which made this change sound so wonderful and better, and when I boarded I expected some great new experiences. Empty PR promises! This was a joke. I always enjoyed meeting all the folks on the train, whether they were roomette people or not, so having our own 'lounge' isn't a particular positive. Even then, my goodness, the food was just a shock. And the attendants seemed so apologetic though I didn't hear any of them complain. They were just sheepish about people's comments, and I felt terrible for them as the situation certainly wasn't their fault. My servers in the past have always taken so much pride in their dining car! There were only 2 servers for the total trip anyway, because there seemed to be only 1 per leg of the journey. The frozen dinners were just awful. I get better in the grocery store. And I sure missed my scrambled eggs and bacon for breakfast! You will certainly be saving more money in the future, because I won't be eating anything in the dining car if this continues. I'll bring something of my own onboard! Sorry to complain. I love my train rides. But, thought you should know.	Exemption 6 writes the changes we made to the dining car are not good, the food shocked her and was awful
City of New Orleans	59	10/18/2019	CHI	NOL	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	I was a roomette passenger on the City of New Orleans service departing Chicago on 15th October 2019. Booking number [REDACTED]. We booked this trip in January this year with high hopes of a once in a lifetime train trip overnight with what we understood would be a near fine dining experience with served meals on linen covered tables. What we found was only 2 menu cards available in the whole dining car with passengers waiting frustratingly to be able to choose options. Then a wait for dining car microwave to cook a basic meal that you got after staff called your roomette number and you staggered to and from the serving area to a bare table. Really awful experience. Shameful to be honest. Your staff had to really work hard just to get to basics out with the room steward bravely stepping up to help serve. Breakfast was the same. No eggs and bacon. The microwave brought into action again to deliver a poor version of MacDonalds Macmuffin. Your staff are excellent and your decision to ruin your sleeper product should not reflect on them. We know a company such as Amtrak welcomes feedback and we look forward to a refund to our credit card of \$90 being 40% of the roomette fare as we did not get the service that we booked and anticipated. Please contact us for details.	Exemption 6 is emailing to provide his dissatisfaction with the flexible dining options - He writes he is an international traveler coming to take a once in a lifetime trip with an expected dining service
Cardinal	51	10/18/2019	CVS	CHI	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	I have been a faithful and yearly traveler on AMTRAK for over a decade and this is the WORST trip I have ever taken. It hopefully will be ONLY a 23 hour trip. Not a 4 hour trip like flying. Why on earth did you REMOVE THE DINING CAR???? No longer will I plan a trip via train.	

									Let me make it clear. I DO NOT WANT NOR AM I SEEKING A REFUND OR VOUCHER. I Just want these issues addressed.We took Amtrak from GRV to NYP and return starting on Oct 1. Here is what you promised in your email:"We have exciting news to share about your upcoming trip ..."Here is what you can expect when you are onboard: A new dining menu with hot, ready-to-serve choices for breakfast, lunch and dinner A wide selection of wine, beer and spirits (the first one is on us), plus unlimited soft drinks throughout your journey Complimentary room service provided by your Sleeping Car attendant Exclusive onboard lounge space for Sleeping Car customers to dine and socialize 24x7 Flexible dining times without the need for reservations>You misled us. You failed to tell us about the service changes.1) On the outgoing trip, the server called for immediate seating if one wanted lunch and that there would be no later lunch - just before Washington. When we asked her if we could step out at WAS for a few moments, she emphatically told us NO! That was just before the power was shut off and she could do nothing. So we then asked her if, since there was no way to eat then, could we step out. She RELUCTANTLY agreed but was still mad when we returned although power was still out and she could not yet cook the meals. She then told us, when asked, that she had no diet sodas left. C'mon! She said we had to be done quickly as she had to clean up by Trenton - HOURS LATER!2) On the return trip, that server made it very clear to all the patrons that it was OUR RESPONSIBILITY to go to kitchen to place order, then sit down then back to kitchen when ready, then sit down, then back to kitchen for dessert, then sit down. And then WE HAD TO BUS THE TABLE! That's not dining SERVICE. That's like the cafe! You have nerve even referring to it as a Diner or Diner-Lounge. It is neither. It is just a cafe now. Mr. Anderson and your other management need to take a class in ethics and honesty.Then of course is the food. Poor quality. Microwaved rubbery egg sandwich is worse than a bad fast food restaurant.I saw numerous people walk, at dinner time, from the sleeper straight through the 'Diner-Lounge' to the cafe, buy food there, then come back to eat it in the 'Diner-Lounge'. They already knew how bad the food was and were willing to pay extra for cafe food. What does that say about your treatment of passengers?Now I understand those giant signs by the tracks just	
Crescent	19	10/18/2019	NYP	GRV	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	Let me make it clear. I DO NOT WANT NOR AM I SEEKING A REFUND OR VOUCHER. I Just want these issues addressed.We took Amtrak from GRV to NYP and return starting on Oct 1. Here is what you promised in your email:"We have exciting news to share about your upcoming trip ..."Here is what you can expect when you are onboard: A new dining menu with hot, ready-to-serve choices for breakfast, lunch and dinner A wide selection of wine, beer and spirits (the first one is on us), plus unlimited soft drinks throughout your journey Complimentary room service provided by your Sleeping Car attendant Exclusive onboard lounge space for Sleeping Car customers to dine and socialize 24x7 Flexible dining times without the need for reservations>You misled us. You failed to tell us about the service changes.1) On the outgoing trip, the server called for immediate seating if one wanted lunch and that there would be no later lunch - just before Washington. When we asked her if we could step out at WAS for a few moments, she emphatically told us NO! That was just before the power was shut off and she could do nothing. So we then asked her if, since there was no way to eat then, could we step out. She RELUCTANTLY agreed but was still mad when we returned although power was still out and she could not yet cook the meals. She then told us, when asked, that she had no diet sodas left. C'mon! She said we had to be done quickly as she had to clean up by Trenton - HOURS LATER!2) On the return trip, that server made it very clear to all the patrons that it was OUR RESPONSIBILITY to go to kitchen to place order, then sit down then back to kitchen when ready, then sit down, then back to kitchen for dessert, then sit down. And then WE HAD TO BUS THE TABLE! That's not dining SERVICE. That's like the cafe! You have nerve even referring to it as a Diner or Diner-Lounge. It is neither. It is just a cafe now. Mr. Anderson and your other management need to take a class in ethics and honesty.Then of course is the food. Poor quality. Microwaved rubbery egg sandwich is worse than a bad fast food restaurant.I saw numerous people walk, at dinner time, from the sleeper straight through the 'Diner-Lounge' to the cafe, buy food there, then come back to eat it in the 'Diner-Lounge'. They already knew how bad the food was and were willing to pay extra for cafe food. What does that say about your treatment of passengers?Now I understand those giant signs by the tracks just	
Crescent	19	10/18/2019	NYP	GRV	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	Let me make it clear. I DO NOT WANT NOR AM I SEEKING A REFUND OR VOUCHER. I Just want these issues addressed.We took Amtrak from GRV to NYP and return starting on Oct 1. Here is what you promised in your email:"We have exciting news to share about your upcoming trip ..."Here is what you can expect when you are onboard: A new dining menu with hot, ready-to-serve choices for breakfast, lunch and dinner A wide selection of wine, beer and spirits (the first one is on us), plus unlimited soft drinks throughout your journey Complimentary room service provided by your Sleeping Car attendant Exclusive onboard lounge space for Sleeping Car customers to dine and socialize 24x7 Flexible dining times without the need for reservations>You misled us. You failed to tell us about the service changes.1) On the outgoing trip, the server called for immediate seating if one wanted lunch and that there would be no later lunch - just before Washington. When we asked her if we could step out at WAS for a few moments, she emphatically told us NO! That was just before the power was shut off and she could do nothing. So we then asked her if, since there was no way to eat then, could we step out. She RELUCTANTLY agreed but was still mad when we returned although power was still out and she could not yet cook the meals. She then told us, when asked, that she had no diet sodas left. C'mon! She said we had to be done quickly as she had to clean up by Trenton - HOURS LATER!2) On the return trip, that server made it very clear to all the patrons that it was OUR RESPONSIBILITY to go to kitchen to place order, then sit down then back to kitchen when ready, then sit down, then back to kitchen for dessert, then sit down. And then WE HAD TO BUS THE TABLE! That's not dining SERVICE. That's like the cafe! You have nerve even referring to it as a Diner or Diner-Lounge. It is neither. It is just a cafe now. Mr. Anderson and your other management need to take a class in ethics and honesty.Then of course is the food. Poor quality. Microwaved rubbery egg sandwich is worse than a bad fast food restaurant.I saw numerous people walk, at dinner time, from the sleeper straight through the 'Diner-Lounge' to the cafe, buy food there, then come back to eat it in the 'Diner-Lounge'. They already knew how bad the food was and were willing to pay extra for cafe food. What does that say about your treatment of passengers?Now I understand those giant signs by the tracks just	passengers. he writes he had to bus his own table and the food was awful
Silver Meteor	98	10/18/2019	KIS	NYP	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	Let me make it clear. I DO NOT WANT NOR AM I SEEKING A REFUND OR VOUCHER. I Just want these issues addressed.We took Amtrak from GRV to NYP and return starting on Oct 1. Here is what you promised in your email:"We have exciting news to share about your upcoming trip ..."Here is what you can expect when you are onboard: A new dining menu with hot, ready-to-serve choices for breakfast, lunch and dinner A wide selection of wine, beer and spirits (the first one is on us), plus unlimited soft drinks throughout your journey Complimentary room service provided by your Sleeping Car attendant Exclusive onboard lounge space for Sleeping Car customers to dine and socialize 24x7 Flexible dining times without the need for reservations>You misled us. You failed to tell us about the service changes.1) On the outgoing trip, the server called for immediate seating if one wanted lunch and that there would be no later lunch - just before Washington. When we asked her if we could step out at WAS for a few moments, she emphatically told us NO! That was just before the power was shut off and she could do nothing. So we then asked her if, since there was no way to eat then, could we step out. She RELUCTANTLY agreed but was still mad when we returned although power was still out and she could not yet cook the meals. She then told us, when asked, that she had no diet sodas left. C'mon! She said we had to be done quickly as she had to clean up by Trenton - HOURS LATER!2) On the return trip, that server made it very clear to all the patrons that it was OUR RESPONSIBILITY to go to kitchen to place order, then sit down then back to kitchen when ready, then sit down, then back to kitchen for dessert, then sit down. And then WE HAD TO BUS THE TABLE! That's not dining SERVICE. That's like the cafe! You have nerve even referring to it as a Diner or Diner-Lounge. It is neither. It is just a cafe now. Mr. Anderson and your other management need to take a class in ethics and honesty.Then of course is the food. Poor quality. Microwaved rubbery egg sandwich is worse than a bad fast food restaurant.I saw numerous people walk, at dinner time, from the sleeper straight through the 'Diner-Lounge' to the cafe, buy food there, then come back to eat it in the 'Diner-Lounge'. They already knew how bad the food was and were willing to pay extra for cafe food. What does that say about your treatment of passengers?Now I understand those giant signs by the tracks just	Pax unhappy with the changes to the dining car and the loss of traditional dining car service. Pax would like to see the return of true dining car experience on board
Capitol Limited	30	10/18/2019	CHI	PGH	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION	Let me make it clear. I DO NOT WANT NOR AM I SEEKING A REFUND OR VOUCHER. I Just want these issues addressed.We took Amtrak from GRV to NYP and return starting on Oct 1. Here is what you promised in your email:"We have exciting news to share about your upcoming trip ..."Here is what you can expect when you are onboard: A new dining menu with hot, ready-to-serve choices for breakfast, lunch and dinner A wide selection of wine, beer and spirits (the first one is on us), plus unlimited soft drinks throughout your journey Complimentary room service provided by your Sleeping Car attendant Exclusive onboard lounge space for Sleeping Car customers to dine and socialize 24x7 Flexible dining times without the need for reservations>You misled us. You failed to tell us about the service changes.1) On the outgoing trip, the server called for immediate seating if one wanted lunch and that there would be no later lunch - just before Washington. When we asked her if we could step out at WAS for a few moments, she emphatically told us NO! That was just before the power was shut off and she could do nothing. So we then asked her if, since there was no way to eat then, could we step out. She RELUCTANTLY agreed but was still mad when we returned although power was still out and she could not yet cook the meals. She then told us, when asked, that she had no diet sodas left. C'mon! She said we had to be done quickly as she had to clean up by Trenton - HOURS LATER!2) On the return trip, that server made it very clear to all the patrons that it was OUR RESPONSIBILITY to go to kitchen to place order, then sit down then back to kitchen when ready, then sit down, then back to kitchen for dessert, then sit down. And then WE HAD TO BUS THE TABLE! That's not dining SERVICE. That's like the cafe! You have nerve even referring to it as a Diner or Diner-Lounge. It is neither. It is just a cafe now. Mr. Anderson and your other management need to take a class in ethics and honesty.Then of course is the food. Poor quality. Microwaved rubbery egg sandwich is worse than a bad fast food restaurant.I saw numerous people walk, at dinner time, from the sleeper straight through the 'Diner-Lounge' to the cafe, buy food there, then come back to eat it in the 'Diner-Lounge'. They already knew how bad the food was and were willing to pay extra for cafe food. What does that say about your treatment of passengers?Now I understand those giant signs by the tracks just	trains
Lake Shore Limited	49	10/18/2019	NYP	CHI	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	Let me make it clear. I DO NOT WANT NOR AM I SEEKING A REFUND OR VOUCHER. I Just want these issues addressed.We took Amtrak from GRV to NYP and return starting on Oct 1. Here is what you promised in your email:"We have exciting news to share about your upcoming trip ..."Here is what you can expect when you are onboard: A new dining menu with hot, ready-to-serve choices for breakfast, lunch and dinner A wide selection of wine, beer and spirits (the first one is on us), plus unlimited soft drinks throughout your journey Complimentary room service provided by your Sleeping Car attendant Exclusive onboard lounge space for Sleeping Car customers to dine and socialize 24x7 Flexible dining times without the need for reservations>You misled us. You failed to tell us about the service changes.1) On the outgoing trip, the server called for immediate seating if one wanted lunch and that there would be no later lunch - just before Washington. When we asked her if we could step out at WAS for a few moments, she emphatically told us NO! That was just before the power was shut off and she could do nothing. So we then asked her if, since there was no way to eat then, could we step out. She RELUCTANTLY agreed but was still mad when we returned although power was still out and she could not yet cook the meals. She then told us, when asked, that she had no diet sodas left. C'mon! She said we had to be done quickly as she had to clean up by Trenton - HOURS LATER!2) On the return trip, that server made it very clear to all the patrons that it was OUR RESPONSIBILITY to go to kitchen to place order, then sit down then back to kitchen when ready, then sit down, then back to kitchen for dessert, then sit down. And then WE HAD TO BUS THE TABLE! That's not dining SERVICE. That's like the cafe! You have nerve even referring to it as a Diner or Diner-Lounge. It is neither. It is just a cafe now. Mr. Anderson and your other management need to take a class in ethics and honesty.Then of course is the food. Poor quality. Microwaved rubbery egg sandwich is worse than a bad fast food restaurant.I saw numerous people walk, at dinner time, from the sleeper straight through the 'Diner-Lounge' to the cafe, buy food there, then come back to eat it in the 'Diner-Lounge'. They already knew how bad the food was and were willing to pay extra for cafe food. What does that say about your treatment of passengers?Now I understand those giant signs by the tracks just	don't like the box lunches pax did not like the aot box lunch

									<p>...enjoyed the trip, and they may be someone some some some with the waiter to see the Cubs play at Wrigley before he dies. He is in a wheelchair. Our attendant on the Portland to Chicago train, [REDACTED], was very helpful. A major problem we experienced was MOLD in room # 12 car 2830, train 28, Sep 18-20. My lungs have not fully recovered yet from the exposure to toxic mold. I did not realize that there was mold until our last morning on the train. It was then that I happened to look up by the door to my room and realized why I had a sore throat and coughing a lot since I'd gotten on the train. We did report this to [REDACTED] and he said he notified his superiors of the issue. We did a scraping of the mold in case we need to get it tested if I need further treatment. We very much enjoyed the dining car, but have heard that it is set to be discontinued in order to bring more millennials on board. I spoke with two millennials on the train who were upset about the end of the dining car. No one that I spoke with about it, on the train or on line approved of discontinuing the dining car. It is universally a great experience and make the long trip more bearable. The food was excellent. The only bad meal we had was the horrid boxed meal on the Portland to Spokane leg of trip on the evening of September 18. I hope that Amtrak will reconsider and keep the dining car.</p>		
		10/18/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		<p>We very much enjoyed the dining car, but have heard that it is set to be discontinued in order to bring more millennials on board. I spoke with two millennials on the train who were upset about the end of the dining car. No one that I spoke with about it, on the train or on line approved of discontinuing the dining car. It is universally a great experience and make the long trip more bearable.</p>	
		10/18/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	<p>Chicago to Boston. The changes which have taken place I understand by Mr. Anderson a CEO. You will be the loser in the end. Removing Dining together with other Amtrak passengers, which was always a joy to visit at meal times, is only the beginning. Whether we pay cash or points, we still pay much. I returned home from Halifax N.S., using Canadian Rail because of meals, service, and extra's provided passengers. I used Amtrak from Seattle to Colorado which on the west coast area remains good and the same. Removing the description of towns we pass through is another poor decision. My love of the Amtrak train has diminished. I was planning to do a tour in the East but am considering to cancel that idea. I do hope this gets some attention especially and I am in hopes others have sent a message to you. Please don't take away things which have been very special. Late train Good morning-I am a long time Amtrak guest rewards member - Just wanted to let you all know that I am disappointed that Amtrak is dropping so many dining cars... Sure wish Amtrak would re consider this. Bring back the dining cars!!! Thank you</p>		
		10/18/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	<p>car!!! Thank you Exemption Exemption B Hello, I have traveled Amtrak as recreation and vacation. I very much enjoy travel by rail. One of the highlights has been the diner car. Please do not eliminate this feature. Without it I don't think I would use the long distance routes anymore. Dear I wish just read that you are eliminating dining service on long distance trips possibly starting first in the East. I ride the train periodically. Usually this is not for more than 6 to 8 hours however, I have been planning a much longer trip which would have involved at least one night in a sleeper, maybe more. Frankly, if you remove your sit-down dining service on long trips I will no longer be planning this trip. In fact, I will no longer even consider taking the train for more than a day trip. The excellent food and the ability to sit down and have a nice meal during a long trip is an essential part of the ride. Without it, I'd rather fly which is cheaper, faster and easier. And they still serve food on long flights. Who wants to ride the train for overnight or multiple days and have to bring your own food or get fast food as they have during day trips? That fast food isn't bad but would be disgusting for three full meals a day. Instead of eliminating food service completely, why not charge for the service if cost is a problem? If you get rid of food service completely, I predict you will lose huge ridership on long trips. Seems like a lose-lose situation to me. Shame on you for doing your best to destroy train ridership in the future.</p>	change in service unacceptable	
		10/18/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	<p>One of the reason I take Amtrak not only for the good ride but being able to eat a good breakfast, Lunch, Dinner... I am on here and finds out yall stop the dining service.. smh I will start flying for now on...</p>	pax upset about the recent changes to the changes on the LD trains	
		10/18/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	<p>So very disappointed in the new dining room experience! We have traveled on Amtrak for years and now without the dining room experience we will re think our trips. Everyone on the train was so disappointed. Please bring it back!!!!</p>	PAX UPSET ABOUT CHANGES TO DINIGN CAR ALONG EAST COAST	
		10/18/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	<p>Change in service complaint</p>	Pax is upset because of the new flexible dining. Upset he paid \$1825.60 and will not have a chef cooking his food. Adv pax he will have a dining experience in the lounge car with an attendant serving food. Pax stated he expected to have his dinner in a dining car not a lounge car. Stated he is not very happy and will not purchase another ticket because of the new flexible dining experience. -Pax email states: On October 2, 2019, I rode the Silver Meteor from Orlando Florida to Philadelphia PA in a sleeping car. I was extremely disappointed with the new 'contemporary dining' service. The food selection is very limited, it's the same menu for lunch and dinner, and I thought the quality of the food was very poor. I'm not sure how it was prepared but it looked and tasted like cheap frozen dinners. Not at all what I'm used to when traveling on amtrak. I understand amtrak is wanting to try different things, and honestly I'm ok with not having the full service dining car with the waiters and the table cloths... but the food currently being offered is a huge step down and honestly is not good at all in my opinion. I tried the shrimp dish, and the beef.	
		10/18/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	<p>On October 2, 2019, I rode the Silver Meteor from Orlando Florida to Philadelphia PA in a sleeping car. I was extremely disappointed with the new 'contemporary dining' service. The food selection is very limited, it's the same menu for lunch and dinner, and I thought the quality of the food was very poor. I'm not sure how it was prepared but it looked and tasted like cheap frozen dinners. Not at all what I'm used to when traveling on amtrak. I understand amtrak is wanting to try different things, and honestly I'm ok with not having the full service dining car with the waiters and the table cloths... but the food currently being offered is a huge step down and honestly is not good at all in my opinion. I tried the shrimp dish, and the beef.</p>		
Silver Meteor	98	10/21/2019	ORL	WAS	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	food service	<p>stated she changed travel time to travel on the train with the meals and now unhappy with food served. She stated the food in the cafe car look better than the meals for the sleeper. The pax req refund of diff back for what she had to pay to upgrade or to be able to change her food order to get something out the cafe instead</p>	

									an Amtrak MasterCard. On my most recent trip I traveled on the Empire Builder and loved it . One of the best parts of that trip was the dining experience. I have an upcoming trip on another Historical Train, The City Of New Orleans. I am more than disappointed to get an email AFTER I have paid full price for this trip, in a sleeper. I was expecting the same dining experience that I have enjoyed on previous trips. I was even MORE disgusted and disappointed when I was told that NO compensation would be made for the food you plan to serve me. Plastic, microwaved food is NOT what I paid for nor expected. This is completely unacceptable to me! I am a vegetarian and at least I could have a fresh salad before. I have looked at the menu and I have ONE choice for a dining option. Again, UNacceptable. I was told by your Representative that there is a Cafe.....where I can purchase food. Soooo spend my money for what you are already supposed to be providing for me??? Again UNacceptable! You are ruining train travel by making this change in your dining experience. Surely there are other things you could cut to save a penny? I will be expecting a return email, at the least. I will also be expecting some compensation in the form of refund, food coupons for the Cafe, drink coupons for the entirety of our travel (round trip). It's up to you. You can keep a loyal train traveler, who promotes Amtrak, or lose a customer for good. Thank you for your quick response [redacted].	
City of New Orleans	59	10/21/2019	CHI	NOL	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	REFUND OR SUPERVISOR CHANGE OF SERVICE/REQUEST PARTIAL	pax states the food service on this train was completely unacceptable.
Silver Meteor	97	10/21/2019	WAS	ORL	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD SELECTION	Emailed you yesterday re the terrible quality of the contemporary menu. Its rather hard to comprehend, but food options are worse today. Food options for lunch are same as we had for dinner last night, and they were terrible. SEE case 03347409- copied into this case in error. We rode the Empire Builder, train 7, from Chicago to Seattle Nov. 1 - 3, and once again, we had a terrific crew. We want to give a special call out to [redacted] in the dining car. What a delightful young man -- always cheerful yet professional. We thoroughly enjoyed sitting at his table -- in fact, we always asked to sit in his area. We were blessed to have him on train 8 on October 15, and what a surprise to see that he was also on our return trip. We also want to credit [redacted] our car attendant. He was attentive and took excellent care of us. When it looked like we were going to miss our connection in Seattle, he immediately put the conductor in touch with us to see what could be done. It is always a pleasure to have great service. Third, a huge thank you to [redacted] our conductor at the end of the trip. He contacted the [redacted], the conductor of the Cascade 517 (reservation [redacted]), to let him know we were going to miss our connection. We would have been stranded had it not been for [redacted] coming up with a solution. While this feedback is 3/4 positive, we would be remiss if we did not call attention to the dining car steward, [redacted]. We had several negative dealings with her. First, I shared that while we could barely hear her on the intercom, we couldn't hear the cafe car attendant at all in our room. We thought she might let the right person know. Her comment: You don't want to hear her anyway. Now maybe she was trying to be funny, but we felt it was unprofessional. One time we were waiting at the end of the dining car to be seated. When we didn't respond immediately, she yelled for us to come in. It was quite a bark. I shared that she didn't need to be snarky. The last sarcastic comment happened as we were talking to our car attendant in the dining car about probably missing our connection. As we left, we told [redacted] to make it a great day. She was just behind us and said, 'Good luck with that happening before Christmas.' I'm sorry, but that's just too many unprofessional cracks from the same person in less than three days. We trust you will get the appropriate feedback to the crew members. We look forward to riding Amtrak again soon. As you know, we are huge rail fans. We make one or more long distance trips every year. We vowed we would wait to pass judgement on the Cardinal and give the changes a chance. Now that we are off the train, we can share that it was probably the worst trip we have made on Amtrak. The car was filthy. The vents were clogged. The wall plugs didn't work. And the meals. Oh dear, what a travesty. We've had better frozen meals at home. Traveling in a sleeper should be a first class experience from start to finish. Ours was not. We are thinking seriously about never again traveling east of the Mississippi on Amtrak. [redacted] our car attendant, was OK, but she sure wasn't	
Cardinal	50	10/21/2019	CHI	CVS	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	disappointed about dining car service removal and meals were horrible	customer was disappointed in the fact that she booked a room on the train and was served tv dinner like meals/ she feels as though this takes away from the Amtrak experience and if this is going to continue to be implemented then the price for the rooms needs to be lower
Cardinal	50	10/21/2019	CHI	NYP	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	Pax has concerns with the Dining car experience	Pax no happy with not being able to go into dining car
Lake Shore Limited	48	10/21/2019	CHI	NYP	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	The staff were highly disappointed in our trip to New Orleans with regard to the dining and the staff. When we booked our trip, the train experience included the dining was part of our vacation. Even though we received the email that Oct. 1, dining had changed, we were extremely disappointed in not having table service and cooked meals. And that they put the pre-cooked meal in a shopping bag and shouted out our room number for us to pick it up was not an experience we were looking for. The staff on the trip to NOLA on Train 19 were not pleasant. Now the trip home to Phila. on Oct. 15 on train 20 was most pleasant with the staff of [redacted] and [redacted]. They were most accommodating and extremely nice to us and everyone going out of their way to help us. A suggestion about the food is to go back to table service, but if this is not going to happen, at least have more of a variety with lunch and dinner. We also did not think the room was big enough. Once the bed was down, there was no room to move. We were in 1910B on Oct. 10 and in 2010B on Oct. 15.	
		10/21/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	If your plan is to eliminate passengers in your sleeping accommodations, you can be confident this is happening. I traveled the Capitol Limited to Washington today, and am now on the way to Orlando on the Meteor. On the Meteor, there are, including my party, four people in the dining car. The Contemporary Dining dining option is beyond pathetic. In fact, its so terrible it defies description. Best description is that it is not edible. Anyone care to respond?	
		10/21/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Emailed you yesterday re the terrible quality of the contemporary menu. Its rather hard to comprehend, but food options are worse today. Food options for lunch are same as we had for dinner last night, and they were terrible.	

		10/21/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	<p>We should have thrown the umbrellas away. The attendant gave me the clamps and gas. We passed on the lunch offerings and asked [redacted] if he could make us salads. You can't mess up a bowl of lettuce. We could hardly wait to get off the train. If the plan is to drive away loyal customers, you have accomplished that. We didn't hear even one positive comment as we sat in the sorry excuse for a first class lounge. Anderson and his crew need to eat at least once a week on one of your eastern trains. Stand in line, get a paper bag and self serve. The next thing that needs to happen is for senior executives to meet with their counterparts at Via Rail in Canada. Via Rail is top drawer. They know customer service. Take a look at Prestige. It has to be supplementing Via Rail and helping cover overall costs. Prestige is sold out every time we ride. People gladly pay \$7000 to travel from Vancouver to Toronto. We are going to try to enjoy the rest of this trip. Please know our future travel on Amtrak depends on a vastly improved experience.</p>	
		10/21/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		- Pax is very upset with the change in dining to the flexibile plan. - Pax stated this reminds him of "Jim Crow". - Pax stated he doesn't understand why the coach passengers do not have the same menu options as First Class; he is outraged that he doesn't even have the option to purchase the food if he wants. - Pax stated he has traveled with us for many years and if we do not change the flexible dining to include all passengers or offer a better menu for the cafe car, he will use up all of his points and never travel Amtrak again. - He also added that not having access to the dining car and the great food they have become accustomed to receiving over the years changing the whole experience and makes many now think twice about even taking the train.
		10/21/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Flexible Dining Complaint/ Coach passengers	Passenger upset about change in dining service - Flexible
		10/21/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Multiple Issues including sleeper accommodation Suggestion Change in Service But, the Creole Shrimp & Aduille for dinner was so salty I couldn't even eat the rice. What I did eat kept me up all night drinking water. And getting rid of the water. A bagged brownie is not a 'specialty dessert' any more than a Twinkie or a Ho-Ho is one. Breakfast sandwich tasted like a salty sponge. Out of most other items that I could stomach. Lunch was Red Wine Braised Beef. Again, a bowl of salt. Arrived at my destination starving! Not worth anywhere near the extra \$100, even with a free glass of wine. Just bring back the dinner menu, as in the Amtrak Signature Steak. Or lower the price. A choice of four TV dinners-really? I feel quite used and very abused by Amtrak. The whole train travel experience has been completely ruined by the new dining menu, which amounted to cruel and unusual punishment. Why would anyone want to waste their time taking the train only to be forced to endure this culinary disaster? Amtrak CEO Richard Anderson should be ashamed by this so-called austerity move, and he should also be held hostage for 18 hours with nothing but bowls of salt and carbohydrates to sustain him. Yes, I will be in touch with my elected representatives. Ridership will drop. Not one single sleeping car passenger was happy. Also, it would be nice if the escalator down to the platform at WAS was lighted. It was dark, as in not illuminated at all. Had to look for the lighted green edge of the step to actually get my feet on a step. Had I been warned, I would have taken the elevator. The up escalator did not work at all and I had to carry my suitcase and a backpack up the flight of stairs to the station. Then again, the up escalator to the station did not work at all and I had to carry my suitcase and a backpack up the flight of stairs, like a military-style boot camp exercise. Thought Amtrak might appreciate some constructive feedback. And I believe a travel voucher is in order if Amtrak wants me to even consider riding with them again. At least the gesture would convey that there is any regard whatsoever for the comfort of their passengers. Thank you.	
Silver Meteor	97	10/22/2019	WAS	KIS	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION	I was truly disappointed with the food service for the sleeper cars. The experience of going to the dining car, sitting with others and sharing a meal and conversation is one of the reasons everyone in our car, 9710 travel by train. I would expect complaints from them as well. The food was truly un-edible!! Our attendant did her very best to assist us. I have two more trips coming up this year, however, I will pack my own meals!! Our train was full, the pricing for sleeper car should reflect better selections on food. Thank You	
Silver Meteor	97	10/22/2019	NWK	WPB	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	Exemption 6, been leaving on the train. I had the displeasure of experiencing your any time dining service on the train. This is a huge downgrade from where it was. I do agree that there are some changes that could be made, but these were too drastic. For example, learning that the menu options never change and if I am going to ride the train for 30 + hours that is poor service. I am really disappointed in the direction it is heading. I understand that it needs to become profitable, but please share this with your CEO. Airlines do a better job than Amtrak and he is from Delta. That is a poor upgrade for someone that should understand what customer service and product quality is about. This will make me second guess taking Amtrak again should this not change and continue pumping my entire team to stay with Delta. I look forward to your feedback and again, please push this upward. The business case is there to change and save money, but not at the expense of the overall quality or experience	
Crescent	20	10/22/2019	ATL	BAL	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	Exemption 6, I spent a lot of money taking Amtrak (rooms). The food offered was terrible. I dont eat anything offered. Had to get pizza at cafe car. Not cooked properly. From dc to Tampa no food or drink was available. Our room was dirty. Attendant complained he didnt have time to clean. We had to purchase terrible food and all drinks. Had to practically beg to get beds made. Again Im not sure bedding was clean. Blanket not in plastic. In morning waited over 2 hours to make into chairs from beds. He never answered call light. Had to track him down finally. If not serving edible food maybe lower price and Ill bring snacks. My husband is disabled vet and very stressful for him. Thank you. Hope our return trip is better. Agent told me no food north but I got email stating terrible box lunch	Exemption 6 writes the food service on the Cresnet is not desirable and would take a flight over having the food provided on this trip
Capitol Limited	30	10/22/2019	CHI	WAS	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	due to the unsatisfactory dining options pax paid for pizza in the cafe car which was not cooked	
Capitol Limited	30	10/22/2019	CHI	WAS	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION	the new food arrangement with flexible dining was dis satisfying compared ti the dining car they were used to, the noodles were gummy from the microwave and the only choice for the child was spaghetti and meat balls.	
Crescent	20	10/22/2019	ATL	NYP	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION	praise Passenger stated she has a sever food allergy and the ingredients not listed on the same for lunch.	
Crescent	20	10/22/2019	NOL	NYP	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION	Passenger stated she has a sever food allergy and the ingredients not listed on the same for lunch. Passenger unable with the menu selection. What she was offered for breakfast was the same for lunch. [redacted] called in stated she has a severe food allergy and the dining car attendant can not inform her of ingredients are in the food.	

		10/22/2019			COMPLAINT	POLICY SALES	CHANGE IN SERVICE	I was truly disappointed with the food service for the sleeper cars. The experience of going to the dining car, sitting with others and sharing a meal and conversation is one of the reasons everyone in our car, 9710 travel by train. I would expect complaints from them as well. The food was truly un-edible!! Our attendant did her very best to assist us. I have two more trips coming up this year, however, I will pack my own meals!! Our train was full, the pricing for sleeper car should reflect better selections on food. Thank You How can a train ever be late? Doesn't happen in Europe. Please strive hard for excellence! Thanks Totally re invent the dining car restaurant even if you have to charge more What you have now is an embarrassment. I was the president of this company I would be totally ashamed	
		10/22/2019			COMPLAINT	POLICY SALES	CHANGE IN SERVICE	praise	pax did not travel on LD train still complaining about the dining car changes Passenger stated she unhappy with the new menu selection. Passenger stated they offered the same food that was served for breakfast.
		10/22/2019			COMPLAINT	POLICY SALES	CHANGE IN SERVICE	Passenger had poor experience w multiple complaints This trip I choose to get a sleeper car ...the food is included in trip ... why did u change the food ... it was so good .. now we get high sodium TV dinners ... Im so HURGRY ... trying to save money has reorganized food service on shorter routes. Apparently an effort at cost cutting. You are still using expensive plastic tableware and napkins tho. Nice but odd. Breakfast sandwich-my first-was not heated according to directions on package so wasnt really hot. Shrimp dish was ok-beef dish I could not eat the beef-fat on it and whole dish was greasy. Just had noodle dish for lunch. Noodles stuck on bottom of container, were kinda dry and chewy. Veggies ok but noodles so bad quit eating this dish. However sauce good as was beef sauce but if ingredients arent all quite right no, it doesnt work. I also had trouble removing a couple of the plastic tops. My husband seemed to think chicken dish ok but liked the shrimp. Rolls were served with this wrapped in foil but not warm and no butter. Your salad bowls are too small. Put in a bigger bowl. Tiny dressing packets. Quit using romaine they keep recalling it anyway. Use small pieces head. Cut up grape tomatoes. Look, I took this same round trip to Nola at the same time last year. Big difference. Your employees are still the same nice helpful people. I am also paying for food that, in my opinion, should be tweaked. I am paying same money for this as I was last year. Please take a second look at this. My opinion is it is borderline disgusting and right now I kinda hungry.	Passenger said very disappointing /prepackaged meals were horrible passenger was expecting breakfast at the very least (Train #20 /)
Silver Meteor	98	10/23/2019	MIA	NYP	COMPLAINT	TRAIN DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	My boyfriend and I love riding the rails. We rode the AutoTrain last October of 2018. Enjoyable and had a sleeper. We absolutely loved the dinner car, meeting people at our dinner table and being served a delicious hot meal. We did an AAA tour October 6, 2019 from Deland and interconnecting all the way to Maine. We again rode the sleeper car when possible. We were considerably disappointed with the shopping bag , plastic wrapped meal we were served. We had to keep asking for our one alcohol for dinner and also our dessert served again in a plastic bag. The whole idea was to have a great train trip via sleeping car and having a totally wonderful experience in the dinner car. There is presently a petition out to email sign but have not been able to nor do I think it's viable. This is my complaint email to you directly. Also your train was shorthanded with personnel. The employees were super professional and great personality wise but definitely overworked and stressed to take care of all the passengers. Please take notice of these complaints, petitions, and phone calls your customers are sending. Thank you. Exemption	Pax not happy with Flexible Dining
Crescent	20	10/23/2019	NOL	CLT	COMPLAINT	TRAIN DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	My boyfriend and I love riding the rails. We rode the AutoTrain last October of 2018. Enjoyable and had a sleeper. We absolutely loved the dinner car, meeting people at our dinner table and being served a delicious hot meal. We did an AAA tour October 6, 2019 from Deland and interconnecting all the way to Maine. We again rode the sleeper car when possible. We were considerably disappointed with the shopping bag , plastic wrapped meal we were served. We had to keep asking for our one alcohol for dinner and also our dessert served again in a plastic bag. The whole idea was to have a great train trip via sleeping car and having a totally wonderful experience in the dinner car. There is presently a petition out to email sign but have not been able to nor do I think it's viable. This is my complaint email to you directly. Also your train was shorthanded with personnel. The employees were super professional and great personality wise but definitely overworked and stressed to take care of all the passengers. Please take notice of these complaints, petitions, and phone calls your customers are sending. Thank you. Exemption	pax not satisfied with food
Silver Meteor	98	10/23/2019	DLD	NYP	COMPLAINT	TRAIN DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	Food service unacceptable	Exemption writes there was entirely too many plastic bags used for the new dining service and the crew is over worked and understaffed Pax complained about the experience with the food service, pax felt as though receiving her food in a cardboard box is unacceptable Pax said the new food service is horrible. She feels the dining service should resume. As a traveler for many years her time taking the train is ending due to this change in food service.
Silver Meteor	97	10/23/2019	NYP	DFB	COMPLAINT	TRAIN DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	Food selection very bad i have been using Amtrak since 2010 in the Texas , Oklahoma, Louisiana areas. I have taken my children on some of those. Please, I am asking that you NOT remove or change the dining car !!!! That is part of the unique train experience that kept me returning to use Amtrak. That experience that made me want to share it with my children when they were young and most recently as adults along with my grand children. They loved the experience as well and I know they will in the future also use Amtrak. But the dining car is such a huge plus of Amtrak. The food was wonderful. Even the seating arrangement was a great experience enabling new friendships that will be remembered for a life time. And I hope that my grandchildren get to have this experience through their life time and their children. Don't change dining car. It's part of history. That needs to be preserved !!!! I booked several train rides on Amtrak prior to October, two were in sleeper cars. Our trips started on September 28th - October 18th. Dining was included. I had taken a trip previously on Amtrak and loved it. This time was horrible. The same meals were served on both trains. The crescent train served the same meal twice. Lunch and dinner were like poor imitations of Lean Cuisine meals. The breakfast sandwich was rubbery. This is unfortunate since we were on the train so long. I did have fond memories of my first trip and the white tablecloth meals. As we finally are able to travel now, I had many train trips planned. There was no discount applied to our tickets since we didnt get what we were originally planning. If this is how you treat your customers, my wife and I will not be riding on Amtrak again. I guess it is back to the airlines or cruise ships.	pax had VB and train 449 food service was not good at all selection was bad...NO Dining car on board Pax stated he paid for VB for dining services
Lake Shore Limited	449	10/23/2019	WOR	CHI	COMPLAINT	TRAIN DINING SERVICES	FOOD SELECTION	Passenger are calling again to complaint about meal quality. Very disappointing !!!	
Lake Shore Limited	449	10/23/2019	WOR	CHI	COMPLAINT	TRAIN DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	Food selection very bad i have been using Amtrak since 2010 in the Texas , Oklahoma, Louisiana areas. I have taken my children on some of those. Please, I am asking that you NOT remove or change the dining car !!!! That is part of the unique train experience that kept me returning to use Amtrak. That experience that made me want to share it with my children when they were young and most recently as adults along with my grand children. They loved the experience as well and I know they will in the future also use Amtrak. But the dining car is such a huge plus of Amtrak. The food was wonderful. Even the seating arrangement was a great experience enabling new friendships that will be remembered for a life time. And I hope that my grandchildren get to have this experience through their life time and their children. Don't change dining car. It's part of history. That needs to be preserved !!!! I booked several train rides on Amtrak prior to October, two were in sleeper cars. Our trips started on September 28th - October 18th. Dining was included. I had taken a trip previously on Amtrak and loved it. This time was horrible. The same meals were served on both trains. The crescent train served the same meal twice. Lunch and dinner were like poor imitations of Lean Cuisine meals. The breakfast sandwich was rubbery. This is unfortunate since we were on the train so long. I did have fond memories of my first trip and the white tablecloth meals. As we finally are able to travel now, I had many train trips planned. There was no discount applied to our tickets since we didnt get what we were originally planning. If this is how you treat your customers, my wife and I will not be riding on Amtrak again. I guess it is back to the airlines or cruise ships.	PAX UPSET ABOUT DINING CAR CHANGES
		10/23/2019			COMPLAINT	POLICY SALES	CHANGE IN SERVICE		

									<p>concerns trying to save money that management has done on other issues. Apparently an effort at cost cutting. You are still using expensive plastic tableware and napkins tho. Nice but odd. Breakfast sandwich-my first-was not heated according to directions on package so wasnt really hot. Shrimp dish was ok-beef dish I could not eat the beef-fat on it and whole dish was greasy. Just had noodle dish for lunch. Noodles stuck on bottom of container, were kinda dry and chewy. Veggies ok but noodles so bad quit eating this dish. However sauce good as was beef sauce but if ingredients arent all quite right no, it doesnt work. I also had trouble removing a couple of the plastic tops. My husband seemed to think chicken dish ok but liked the shrimp. Rolls were served with this wrapped in foil but not warm and no butter. Your salad bowls are too small. Put in a bigger bowl. Tiny dressing packets. Quit using remaine they keep recalling it anyway. Use small pieces head. Cut up grape tomatoes.Look, I took this same round trip to Nola at the same time last year. Big difference. Your employees are still the same nice helpful people. I am also paying for food that, in my opinion, should be tweaked. I am paying same money for this as I was last year. Please take a second look at this.</p>	
		10/23/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	My opinion is it is borderline disgusting and right now I kinda hungry. Just letting you know that as retired seniors, we have decided that planned Amtrak trips will not happen now in our future because you have chosen to be more interested in placating millennials than seniors by removing dining cars. We are NOT interested in food trucks or frozen meals in tiny rooms in place of the dining cars. My son and family took Amtrak for 3 days with 3 boys all under 14 and the boys LOVED the dining cars. All this decision shows us is that your company wants to save money and not provide a memorable trip. I have talked with others about this and each one has said they will no longer travel Amtrak. Again, another company more interested in a fast buck and placating the young over the majority that like the dining car experience.	pax not happy with dining changes
		10/23/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Just letting you know that as retired seniors, we have decided that planned Amtrak trips will not happen now in our future because you have chosen to be more interested in placating millennials than seniors by removing dining cars. We are NOT interested in food trucks or frozen meals in tiny rooms in place of the dining cars. My son and family took Amtrak for 3 days with 3 boys all under 14 and the boys LOVED the dining cars. All this decision shows us is that your company wants to save money and not provide a memorable trip. I have talked with others about this and each one has said they will no longer travel Amtrak. Again, another company more interested in a fast buck and placating the young over the majority that like the dining car experience.	email says: Just letting you know that as retired seniors, we have decided that planned Amtrak trips will not happen now in our future because you have chosen to be more interested in placating millennials than seniors by removing dining cars. We are NOT interested in food trucks or frozen meals in tiny rooms in place of the dining cars. My son and family took Amtrak for 3 days with 3 boys all under 14 and the boys LOVED the dining cars. All this decision shows us is that your company wants to save money and not provide a memorable trip. I have talked with others about this and each one has said they will no longer travel Amtrak. Again, another company more interested in a fast buck and placating the young over the majority that like the dining car experience.
		10/23/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Ive been enjoying Amtrak sleeper trains for 20 years. I am so disappointed that you have eliminated the dining car. The food was always adequate but eating in the dining car made it special. Now, not only have you stopped serving meals but we have to wait in line and then juggle our meals either to the limited seating or back to our rooms. So disappointing. If I didnt already have reservations for the Christmas holidays on Amtrak, I think I would just go ahead and fly. I guess you are trying to reduce ridership in your sleepers. So disappointing. Amtrak	- Email logged. - Change in service complaint; Dining.
		10/23/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	The 'Contemporary' or now 'Flexible' meal service on the Lake Shore Limited is garbage. I will strongly consider another form of transportation rather than subject myself to this severely downgraded meal service. What a waste of brand new dining cars paid for by taxpayers. This is an insult!	
		10/23/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	policy complaint - pax std that the agent who was giving her the refund policy was rude....	pax std not happy with the diner cars being removed
Capitol Limited	30	10/24/2019	TOL	WAS	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	change travel due to storm follow up email from case Amtrak Customer Feedback/Comments Description My trip was a huge disappointment. I traveled with my aunt. I told her how special the dinner was and was served a small selection of tv dinners with no wait staff. Our second train had the toilet right in our room..that is horrible. Wait staff was terrible except one lady on our second train and the man on the last train. I dont think we got what we paid for and we won't be using amtrak again	pax states that they were dissatisfied with new dining changes
Silver Meteor	98	10/24/2019	FTL	NYP	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	On 10/10/19, train 98 from miami was over 2 hours late getting into new york penn station. Im requesting to have a case opened. I also would like to provide feedback that the new dining options do not work. What happened to the Amtrak Signature Steak? The microwaved options are a huge step down from the old dining options. Additionally, 2 of the 4 entree options had mushrooms in them and 1 option was seafood. As someone that doesnt like mushrooms and has a seafood allergy, I was left with one option- the chicken fettuccine- and was forced to eat that for both my lunch and my dinner. And unfortunately it was microwaved noodles in oil. An obvious cost savings to Amtrak that was not passed down to the consumer in the form of a cheaper rail fare. Extremely disappointed with the new dining options. Plus, theres no way one attendant can handle the dining car by themselves.	2 hrs late New dining option feedback: --Not enough different choices & mushrooms in 2/4 entrees and pax allergic to seafood which only left him 1 option for both lunch and dinner. --Food was not good, it was microwaved noodles in oil --One attendant cannot handle the dining car alone

									<p>I just wanted to make you aware of our overall experience and review we left on the Amtrak- Harpers Ferry website: This is our review as a family of 5 with 3 young children who traveled for the first time via train from Harpers Ferry to Chicago and back (both overnight trips) over this past weekend. On the way there we got 2 roomettes and on the way home we got the family room. Our trip started off with us arriving to the parking lot an hour early. It is a small parking lot MAINLY utilized by people exploring the small town shops and restaurants leaving zero availability for those who paid to travel (in our case we paid over \$1600 for this experience). About 40 minutes before the train's expected arrival I got out of the car and ran inside to talk to someone in the station to figure out alternative options for parking only to find that the station is completely empty. The nearby spots on the street, you pay to park with a max of 10 hours or your car will be towed. About 20 minutes before our train's arrival (now panicking), I drop my husband and children and luggage off at the train station and frantically go to the nearest parking lot about a mile away and RAN back to the train station BARELY in time to not miss the train. Definitely not a good start. Upon returning and having to walk a mile back to our car with 3 young kids and 5 people worth of luggage, we were excited to find our car still there but not excited about our parking ticket. Apparently there are SMALL signs that state no overnight parking, but nothing obvious enough to notice unless you go REALLY hunting for the information. On the bright side at least our car wasn't towed (because that was LITERALLY the ONLY option we had at the time). Now, for our experience to Chicago with the 2 rooms, our Attendant was polite but seemed to get annoyed with my few questions. It was an overall good trip where we mostly stumbled upon what we needed to know. The way home was a completely different experience. Our Attendant was pushy, aggressive and non-existent when we had A question. Our call bell was on for over an hour before we just gave up and tried to find someone ourselves. And when we tried to find someone we were unsuccessful. At least our question wasn't super important, I guess. The room was a lot more spacious which could either be a good or bad thing. If you are traveling with a toddler or small child either (A) doesn't listen or is (B) too young to listen to stay in their seat, either just expect a concussion or bring along a helmet because there is no padding on the hard corners of what they consider to be a family room and the train bounces around. We are thoroughly disappointed with the service and parking accommodations we got for the price we paid for our tickets. The dinner available was also basically a very expensive (\$50+) frozen meal so if you think you might get I was shocked to see the horrible food that is served on the train. No more dining service just a tin foil dish with dried food to eat. I would not give my dog this food. I take the train all the time with my 87 yr old mom we starved on the train for 21 hrs. We pay good money in the bedroom and at least expect a decent meal Passenger calling to report poor customer service train #98 DLD-WAS MU H 9810. [redacted] was her sleeping car attendant did not advise her of instructions regarding how things work in the room...asked her what she wanted for dinner...when she asked what the options were he said he don't have time for this...advised non-alcoholic beverage only consist of water...she is disabled in a wheelchair cannot get out of the chair every-time was speaking to him he just walked away...when rano the call button had to wait 45 mins for a response Passenger called to report his dissatisfaction with the meal service. Below the quality of fast food...absolutely un-acceptable; PAX CLD TO COMPLAIN ABOUT THE FLEXIBLE DINNING PAX CLD TO COMPLAIN ABOUT THE FLEXIBLE DINNING pax unhappy that full dining service is no longer offered . adv complaint was doc On 10/10/19, train se from miami was over 2 hours late getting into new york penn station. Im requesting to have a case opened. I also would like to provide feedback that the new dining options do not work. 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NOT TV Diners please keep all chefs and real dining cars or else I'm FLYING BON APPETITE additional comment from case [redacted] Description I'm not traveling Amtrak unless you have a dining car with chefs! I want bacon and egg breakfast and grits and hot cakes! And steak for dinner! NO crap TV Diners! Lean cuisine gets thrown in the Garbage!</p>	
Capitol Limited	30	10/24/2019	CHI	HFY	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY		Per email: "...The dinner available was also basically a very expensive (\$50+) frozen meal so if you think you might get hungry or need to order food for a toddler you're better off just bringing your own food like we did. ..."
Silver Meteor	97	10/24/2019	NWK	KIS	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY		
Silver Meteor	98	10/24/2019	DLD	WAS	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY		Passenger un- happy with the new meal service on board for sleeper car pax Passenger called to report his dissatisfaction with the meal service. Below the quality of fast food...absolutely not acceptable PAX CLD TO COMPLAIN ABOUT THE FLEXIBLE DINNING pax unhappy that full dining service is no longer offered . adv complaint was doc
Capitol Limited	29	10/24/2019	WAS	ALC	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION		
Silver Meteor	97	10/24/2019	NYP	JAX	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED		
Crescent	20	10/24/2019	GRV	PHL	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED		
		10/24/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		2 hrs late New dining option feedback: --Not enough different choices & mushrooms in 2/4 entrees and pax allergic to seafood which only left him 1 option for both lunch and dinner. --Food was not good, it was microwaved noodles in oil --One attendant cannot handle the dining car alone
		10/24/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		PAX UPSET ABOUT FLEXIBLE DINING

									praise We were very disappointed with the airline atmosphere on the Lakeshore on Oct. 17. where there is no interaction with other travellers. The dining experience was dismal - no interaction with other passengers or friendly servers. The food was edible at best - I've gotten better frozen TV dinners at the supermarket. I could have flown to Chicago in 2 hours instead of spending 2 days on the train. Our continuing trip from Chicago to Seattle was a completely different experience. The attendants and the food were phenomenal. Our car attendant, [REDACTED], was cheerful, friendly and went out of his way to please, and [REDACTED], our dining room attendant, was always smiling and engaging and made menu suggestions. One of the joys of travelling across the country is meeting people from different areas. If we didn't want to meet people we would have our meals in our room. So being seated with other people in the dining room makes the trip much more enjoyable. The food selection was obviously made by someone who gave the menu serious thought. The steak on the Empire Builder was outstanding and compared to what you would get at a premier restaurant. Even the hamburgers on the lunch menu were exceptional. We understand that you are contemplating doing away with the dining car experience on your long distance trains. We believe this is a serious mistake. People who enjoy travelling by train know what a memorable experience it is and they tell others. I have never had anyone rave to me about a great airline experience for its comfort or its food. People travel by train for its more elegant feeling. Doing away with the dining car and its food services means we are getting airline quality, so we might as well fly and at least have the advantage of getting to our destination quickly and for less money. I think you should reanalyze the reasons people take the train and enjoy doing it. It wasn't that long ago that we used to dine on real dishes and get mints on out pillow when they turned down our bed. People heard about our trips and were impressed, interested in our trip and asked about the train service. Saving a small amount of money by cutting back on amenities makes you on par with the airlines. We just returned from an excursion from Champaign to New Orleans on the City of NO. The absence of a dining car with meals prepared on the train was a huge disappointment for all four travelers. None of us will ride Amtrak again until dining car service is restored. The staff were great (including the Champaign station staff) but no amount of being nice can make up for the sterile microwaved food and tiny bottles of wine. Please correct your grievous error in thinking passengers will accept this substitute for pleasant travel.	
		10/24/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		the atmosphere and experience on the Lake shore was dismal at best
		10/24/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		PAX DID NOT LIKE FLEXIBLE DINING SERVICE -Pax states that he ate in the dining car on train 97 and states that the new service in the dining car was horrible. No linen on the table, pax's had to get up and pick up their own food. The atmosphere was terrible. Pax states that the food came in an aluminium tray, very unhappy with the changes.
		10/24/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		-Pax upset with the Flex Dining changes we were very disappointed to experience the changes in the dining car on the last leg of our recent Amtrak trip. If we wanted to eat airline food we would have taken the plane. We have traveled Amtrak 12 different times over the years and have enjoyed doing so. One of the reasons we traveled via train was the dining service AND getting to know other people on the train while watching the world go by. We understand that the new president of Amtrak worked for Delta. Perhaps that is why they have airline food now. Whatever the reason, we will likely change our mode of transportation if this poor food service continues. Additionally they ran out of some of the food less than 24 hours into the trip. This change will not increase riders... it will decrease the number of riders.
Crescent	20	10/25/2019	NOL	CVS	COMPLAINT	TRAIN	DINING SERVICES	FOOD DEPLETED		to which they consent. on our Amtrak train so sleeper car from Florida to nyc and me and my husband have done this trip numerous of times and it all stops now . First is Dinner , if you want to call that dinner for sleeper car guests . This is beyond anything Ive ever seen . At first I thought it was a joke but wasn't laughing after . The salad was beyond shameful, and the TV dinners was laughable . Best part of dinner was the one free alcohol beverage . Went even get up tomorrow for breakfast because I can only imagine what its going to be . How does one go from the old dinners to this ? Answer is all about the money . Oh and no ice no more in the hall, so if someone wants a cup of ice for the warm water thats in the room they better make the commute to dining the area for it . Thanks for convincing us to fly more . Goodbye Amtrak you lost 2 more . And ill be spreading the word out [REDACTED]
Silver Meteor	98	10/25/2019	DLD	NYP	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY		"First is Dinner , if you want to call that dinner for sleeper car guests . This is beyond anything Ive ever seen . At first I thought it was a joke but wasn't laughing after . The salad was beyond shameful, and the TV dinners was laughable." Upset Crescent train do not have dining car any longer - was expecting breakfast (grits and eggs) for the kids and dinner. Had to purchase expensive food in cafe car for such a long ride, unhappy and unsatisfied. -Pax email states: I've planning a trip from New York to Florida with my mom for several months, and now that I'm about to book I found out that you no longer have the dining car. What a disappointment! >:(That was one of the main attractions.I think you should reduce the prices.You say you want to attract millenials. Well, they will not travel because It's too slow and too expensive for them.
Crescent	20	10/25/2019	NOL	WAS	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED		I've planning a trip from New York to Florida with my mom for several months, and now that I'm about to book I found out that you no longer have the dining car. What a disappointment! >:(That was one of the main attractions.I think you should reduce the prices.You say you want to attract millenials. Well, they will not travel because It's too slow and too expensive for them.
		10/25/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		we were very disappointed to experience the changes in the dining car on the last leg of our recent Amtrak trip. If we wanted to eat airline food we would have taken the plane. We have traveled Amtrak 12 different times over the years and have enjoyed doing so. One of the reasons we traveled via train was the dining service AND getting to know other people on the train while watching the world go by. We understand that the new president of Amtrak worked for Delta. Perhaps that is why they have airline food now. Whatever the reason, we will likely change our mode of transportation if this poor food service continues. Additionally they ran out of some of the food less than 24 hours into the trip. This change will not increase riders... it will decrease the number of riders.
		10/25/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		We were very disappointed to experience the changes in the dining car on the last leg of our recent Amtrak trip. If we wanted to eat airline food we would have taken the plane

									my husband and i traveled home from wasashington DC to new Orleans on October 25th. We were EXTREMELY disappointed that the only thing to eat was the cafe for a couple of reasons. The first was the limited selections available in the cafe for vegetarians. Basically, for a 25 hour train ride (which is at least 3 meals, more if there is a delay) I got to choose a vegan burger or cheese pizza. Breakfast let's me choose even less, sweet pastries or a bagel - NOTHING with protein. The second reason for the disappointment was the experience of eating in the dining car. This was our first train ride and was looking forward to having the full experience of traveling the rails and feel as if we were cheated a bit. We could have stayed an extra day at our vacation destination but choose to take the Amtrak instead. Not happy and doubt we will travel by Amtrak again for such a long trip. Sad.	
Crescent	19	10/29/2019	WAS	NOL	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD SELECTION		
Crescent	20	10/29/2019	BHM	ALX	COMPLAINT	TRAIN	DINING SERVICES	FOOD DEPLETED		
									climate food service Rowdy,i've learned that Amtrak is going to remove Dining car service on sleeper cars. I know that your Head Quarters is located in Philadelphia, and for the most part, you can take the train from D.C to Boston, which can be done in less than a day's travel. This obviously does not require dining car service. BUT may I suggest that you take a serious reality check and take a trip. Start from Philly, go to Chicago, then Seattle WA, Down the coast to Los Angeles, and I'll leave the way home up to you. In this journey, you'll become hungry for a decent meal, and snack food won't cut it. You'll never meet your fellow travelers at the dinner table; that is all part of the existing experience.Bon Appetit Exemption 9	also pax stated he was only given a bowl of ramen noodles for food rowdy,i've learned that Amtrak is going to remove Dining car service on sleeper cars. I know that your Head Quarters is located in Philadelphia, and for the most part, you can take the train from D.C to Boston, which can be done in less than a day's travel. This obviously does not require dining car service. BUT may I suggest that you take a serious reality check and take a trip. Start from Philly, go to Chicago, then Seattle WA, Down the coast to Los Angeles, and I'll leave the way home up to you. In this journey, you'll become hungry for a decent meal, and snack food won't cut it. You'll never meet your fellow travelers at the dinner table; that is all part of the existing experience.Bon Appetit Exemption 9
		10/29/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		
									I am currently on the Crescent heading toward Birmingham and this is by far the coldest train I have ever been on. The air is blowing extremely cold air and its cold outside which makes it even more uncomfortable. I literally had to get off the train to warm up which the 50 degree weather outside felt better than inside the train. The cafe isn't open for the duration of the ride so buying a blanket is not an option. Also, we booked the train to get the full experience with the dinner cart and when we boarded the train we found out the dinner cart is not an option anymore. The website states there is a dinner cart so this is misleading. We could have flown home in 2 hours but decided to take the train to get the full experience and it has not been the experience we expected. The first time I took the train it was a very neat experience but this time it has not been. The crew for the first leg was not very pleasant but the crew currently on the train going to Atlanta is very nice so I would give them an A. The desk/tickets workers at Union Station that we meet had no customer service AT ALL. They literally just looked at us when we got to the counter and pretty much treated us like we didnt have a F***** clue what we were doing. We walked up to the counter to check in and get a printed ticket and she said, you got an email right and we said yes and she said well thats your ticket in a way that you could tell we were bothering her which I will remind you she is the one at work working and we were the customers. If I was the manager or operation manager I would have literally fired about half of the workers at the ticket counter at Union Station because in my opinion they were just sitting there getting a paycheck. Having just finished a delicious lunch in the dining car, I am appealing you to retain the kitchen and made from scratch meals on the Empire Builder. The excellence food and service are unique to train travel and pre prepared meals just wouldn't be acceptable. The current situation makes Amtrak a step above 'airline' food. Please add my voice to keep the current diner service. my husband and i have always enjoyed traveling by train. we went to the Grand Canyon several years ago with Vacation by Rails and absolutely loved it. Imagine our surprise when we recently went from Hattiesburg, MS to Philadelphia, PA! What?!?! The wonderful dining car is no more!! Now, we are expected to eat warmed over TV dinners??? EVERYONE traveling in the bedroom cars was complaining.I realize this is a cost cutting measure, but it has made a very significant difference in whether we continue to travel by rail, and we will not be recommending it as we have in the past. NO ONE wants to pay this much money for a vacation trip and have to eat microwave meals. Please bring back the chefs and the dining car experience.I would like to say the attendants on the train and the red hats at the station were super! They went out of their way to make sure we had everything we needed. They just couldn't fix the meal situation! I appreciate you cost cutting needs, however, each time I take the Capital Limited, the food presentation in the dining car declines. Making passengers carry multiple items to a table without dropping them is not good customer relations. Please listen to your paying customers and bring back a better dining experience.	
		10/29/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		
									Change to the food service unacceptable	
		10/29/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		
									Pax traveled the Crescent service and is not happy with the change in dining service	
		10/29/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		
									Cap Ltd dining change	
									my husband and i traveled home from wasashington DC to new Orleans on October 25th. We were EXTREMELY disappointed that the only thing to eat was the cafe for a couple of reasons. The first was the limited selections available in the cafe for vegetarians. Basically, for a 25 hour train ride (which is at least 3 meals, more if there is a delay) I got to choose a vegan burger or cheese pizza. Breakfast let's me choose even less, sweet pastries or a bagel - NOTHING with protein. The second reason for the disappointment was the experience of eating in the dining car. This was our first train ride and was looking forward to having the full experience of traveling the rails and feel as if we were cheated a bit. We could have stayed an extra day at our vacation destination but choose to take the Amtrak instead. Not happy and doubt we will travel by Amtrak again for such a long trip. Sad.	
		10/29/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		

									Dear Mr. Anderson, I recently learned from another amtrak passenger that you are the new CEO. Congratulations and good luck!Four years ago it became necessary for me to start using the train when my grandchildren moved to alabama. Inability to deal with luggage, long security lines, having to arrive two hours prior, general craziness, and personal health issues has made my travelling by AIR overwhelming, frustrating and exhausting As i have gotten older. So, i tried the train and loved it. Yes, it takes a long time, but many of us enjoying train travel are older, disabled or retired so we have the time!The train has also provided many of us with an opportunity for much needed socialization meeting new people, having a nice old relaxing chat over a Beautiful meal on real dishes. all very pleasant, all very civilized..a welcome escape from the noise and blaring tvs of mainstream restaurants...like stepping back in time when people actually had time for one another and enjoyed talking with one another..Great scenery. EXCELLENT staff across the board...overall, a great experience that i have sharedWith many friends.I am actually writing this to you while travelling on the crescent line and wanted to share a few thoughts with you about my trip today.We had a big three hour delay due to a freight train..thats ok.i hear you are working on this important issue. Delays have been a chronic problem.Temperature: the train was like a meat locker...particularly the dining room. I had to wear my winter coat while eating dinner.Audio: the loudspeaker system rarely sounds crisp and clear and the volume is such that it is often difficult to hear the announcements.Meals: very distressing...they used to serve basic comfort food (roast chicken steak, brgers etc), all very delicious on REAL dishes. Not only is this much more civilized and elegant what about the unnecessary use of all the plastic.?What about the planet? If this was a cost cutting measure, i would find another way to save a dollar...eating from plastic is distasteful and shows a blatant disregard for what is going on in the world. Also it used to be lovely to have seating times and to be seated with other people - part of the whole train experience...today i noticed everyone was either eating in their roomette or sitting at a table in the DR by themselves...no joyful sounds or the bubble of life and conversation. The waiters were always fun, too, And made the meal even more pleasant.Toilets: whenever you have a multitude of people using the Same toilet. On a vehicle that is in motion, it is going to be difficult to stay ahead. However, i will say i have seen improvement in this area and i suggest that each toilet in coach have a small bottle of cleaning fluid or special wipes to Clean presidential letter rec'd dated 10/15/19, attached	
		10/29/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		change in dining service and quality of food very disappointing
		10/29/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		PAX UPSET ABOUT FLEXIBLE DINING CHANGES
									Please confirm that you have forwarded this message to your CEO. I am a National Press Club award winning journalist. I've written for The Financial Times, The Wall Street Journal, The New York Times, Barron's, Institutional Investor, Pensions and Investments, The Economist, BusinessWeek, and Bloomberg Press. I understand finance and I understand travel economics. I understand Richard that Congress has perennially put Amtrak in a very tough position. But your decision to fold dining service on most long-distance east coast trains is just plain nuts. You might as well just suspend service. At a time when adventurous travel is huge, Amtrak has failed to capture the imagination of both Americans and foreign travelers here in the states to consider rail service right up with cruise ships. It takes days to travel from NY to the Caribbean and nearly a week to cross the ocean. But ocean liner business is only getting bigger because all the liners understand the public with money to spend are looking for a different kind of adventure. Instead of cutting dining car service, Amtrak should be enhancing the passenger experience. Amtrak should be getting more creative not more listless. This has always been Amtrak's problem. Yes, you have high labor costs. But if you were generating more business, that would be easily offset. You've set yourself on a vicious downward spiral that can only perpetuate failure. Simple example which I share with Amtrak 20 years ago and it has done nothing about it. Your ride from NYC-Penn to Hudson, NY should be packaged with rent-a-car services and the local mountains and hotels to make ski and summer holidays really remarkable. I was able to make such an arrangement with a former Ford dealership in Hudson who dropped off a car and keys with the stationmaster. It was so convenient I would make day trips because it was so easy. And despite new ownership of Windham Moutain, you still refuse to coordinate a package deal that would bring 1,000s of New Yorkers up to the mountains starting and ending with one of the country's great train rides along the Hudson. Amtrak is killing the railroads instead of expanding opportunities, getting the public behind you...and once you do that to a serious degree, Congressional support will follow. I don't suspect this letter will do any good. I understand you play second fiddle to freight that has right-of-way on most tracks. I just hate to see this remarkable resource continue to fade into oblivion because of a lack of imagination.	
		10/29/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		PAX UPSET ABOUT CHANGES TO DINING SERVICE. SEE EMAIL
Lake Shore Limited	49	10/30/2019	NYP	ALB	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY		
									i am currently on the 49 train from NY penn station to Albany. i have done this trip so many times and i have never had an issue. This particular train is the worst train I have ever been on. I specifically chose this train because it was marketed to have a food/drink cart which it either did not or they werent doing it because they made an announcement while on the train that it wasnt open. Worst of all though, it was the most uncomfortable ride I have ever been on, continuous shaking, like more than you can imagine, it felt like i was in the middle of a hurricane for two and a half hours. I couldnt want my iPad because it was shaking so much, couldnt rest because it was shaking so much and I am completely nauseous and feel absolutely terribly sick after this ride. I deserve a refund for this awful experience and would appreciate for it to come my way. Thank you in advance.	
									Your new food service for sleeper car passengers is dreadful! The four choices are poor and having the same poor four choices for lunch and dinner is a really lousy idea. The attendants often were not helpful. We had to stand in line to get the meal. On one occasion there was no butter. Dining on the train once was pleasant. Now it is an ordeal to get through. There is now absolutely no reason to prefer train to plane travel. What were you thinking?	
Crescent	20	10/30/2019	NOL	NYP	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY		

Cardinal	51	10/30/2019	STA	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	Exemption 6, and [redacted] were absolutely the best! They were friendly, helpful, and made the trip very enjoyable. Suggestions for improvement are the ventilation in the restroom (appeared that sewer smell was coming from the sink drain smelling up the restroom), and please bring back the cooked meals. We had very interesting conversations with people on the ride (and they missed the cooked meals also). [redacted] food service unsatisfactory. adoring email from case [redacted] Description upon the start of my trip today I learned for the first time the dining car was replaced by a lounge car. For the fact I purchased the sleeping car and was told the dining was included this is not acceptable. You not only change the experience but the food. Your new menus is so limited and not very well thought out. I have food allergies that does not let me eat mushrooms. Two out of the 4 items have mushrooms in them. The other two items are cream sauces and I can't have those because of diabetes. I was told wanted to eat I would have to purchase something. I feel I have already purchased my food when I bought the higher 'meal included' ticket. Why wasn't the new menu made more inclusive? Why hasn't the ticket price been lowered because it is so limited and self service?	Pax prefers the old dining structure
Crescent	20	10/30/2019	SDL	MSS	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	late train	pax is very upset that amtrak has changed their dining menu... pax states every item in the menu contains mushrooms. no hot breakfast meals avail - only cold - very unhealthy only 1 choose for lunch - not well stocked
Crescent	20	10/30/2019	SPB	NYP	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD SELECTION		passenger mention that the new food service is horrible and feels as though this may change his thoughts on wanting to travel with Amtrak// emails that were sent to him did not provided accurate information when he board the train// tray than the palm of his hand// portions were extremely small and only four selections// food was very spicy // no more social environment which is one of the reasons why passengers travel on Amtrak //
Silver Meteor	98	10/30/2019	WPB	NYP	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	passenger is not happy with the new food service	passenger mention that he received an email that hours would be open all night, but everything closed at 10p
Silver Meteor	98	10/30/2019	WPB	NYP	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	passenger is not happy with the new food service	
		10/30/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	I am very angry. I am on the train now and just learned that we no longer have the dining service. I am traveling all the way from NOLA to Washington DC and the food presented is not only horrible but not even allergies free. Had I known of this menu choices and been alerted to this change when booking I would not have paid all this money for a sleeper car. I want my money back so I can make alternate route to get home. There is nothing that me or my husband can eat of substantial food. There should have been something alerting us to the food change. My husband has allergies to almost all the microwaved food you are offering to us. There should have been a pop up saying here is the food choices. This to long of ride to give Your new food service for sleeper car passengers is dreadful! The four choices are poor and having the same poor four choices for lunch and dinner is a really lousy idea. The attendants often were not helpful. We had to stand in line to get the meal. On one occasion there was no butter. Dining on the train once was pleasant. Now it is an ordeal to get through. There is now absolutely no reason to prefer train to plane travel. What were you thinking?	pax claims he was not alerted to the menu you changes nothing was eatable and they requested a refund for the return however they traveled on thereturn
		10/30/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	worries cannot express my disappointed with the changes to the dining car. it was absolutely part of the reason I booked the train. I took the Amtrak train before and had a meal and it absolutely was the highlight of my experience. Yes its longer than driving but I thought I could have a meal and it would be pleasant. To have the dining car still and no chef and not even be allowed to sit in it is insulting. The prepackaged food does not cut it. And I would be absolutely furious if I had paid \$200 or \$300 for my meals to be included and get served microwaved, prepackaged food. If you want to evolve dining then serve better food. This is disgusting and Im so ashamed. I was such a champion for rail in the USA but this is embarrassing. Im taking a flight back from Orlando instead of this train.	
		10/30/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	IA Sleeper attendant Exemption 6 on train #6 from Emmeryville to Ottumwa, IA was amazing. Friendly, courteous, informative, caring, available, + efficient. Her car was decorated for Halloween, + she gave out treats... all lovely. Best of all, were the incredibly clean restrooms + showers we shared. A great trip, made better because of her + we were on time. Thanks to all the crew + dining staff	
		10/30/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	NOT RID OF THE DINING CARS!!! Loyal rider Exemption 6 and [redacted] were absolutely the best! They were friendly, helpful, and made the trip very enjoyable. Suggestions for improvement are the ventilation in the restroom (appeared that sewer smell was coming from the sink drain smelling up the restroom), and please bring back the cooked meals. We had very interesting conversations with people on the ride (and they missed the cooked meals also).	Pax prefers the old dining structure
		10/30/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	presidential letter rec'd dated 10/21/19...attached	PAX UPSET WITH FLEXIBLE DINING SERVICE
		10/30/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	now long goes Amtrak plan to offer good dining options on its routes west of the Mississippi? I am hoping to take a couple more cross country trips on Amtrak, but it depends in part on the dining experience. I just returned from a round trip from St. Paul, MN to Washington, D.C. The food on the Empire Builder was great, but the food on the Capitol Limited was awful. The first night on the trip to D.C. I only wanted a salad. What I got was one of the small salad containers, less than half full. On the return trip I ordered the Chicken Fettuccine. The chicken was horrible and because it was microwaved, the sauce was ruined. The dining experience is part of what makes the trip such fun, and if the service/ food is going to be downgraded, I cannot justify the cost. Thanks [redacted]	Pax unhappy with the changes to the dining car and the loss of traditional dining car service. Pax would like to see the return of true dining car experience on board trains.
Capitol Limited	29	10/31/2019	WAS	CHI	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	Complaint train delay	train ran out of food. the children meals looked better than the adult.
City of New Orleans	59	10/31/2019	CHI	JAN	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	presidential letter rec'd dated 10/8/19...attached	pax upset about dining car removal on east coast routes
		10/31/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		

									Richmond VA, now 65 YO. I am very troubled by the changes being made to Amtrak to make it more sterile, cold, efficient and impersonal: just like an airline. If I want airline service I fly. I look to Amtrak for a very different kind of warm, human, and unique experience. The push towards keeping me as a customer from reaching a human being is intended, I would guess, to result in eventually no access to personal human employees to make reservations. I would like to say I have had nothing but wonderful experiences with the people who do telephone reservations, and nothing but awful experiences with your voicemail robots. If you continue to degrade the Amtrak experience, by getting rid of actual dining and replacing it with plastic-wrapped fast food, if you hide the contact phone number on your website, which used to be prominently placed at the top and insist that I talk to 'Julie' you will lose me as a customer. To assume that the 'young' only want to sit in their seat with a phone and text people they already know, eating junk food from plasticwrap is missing the changes afoot. My young friends are deeply depressed by the lack of authentic human interaction in daily life. They are consumed with worry about pollution and the waste built into packaging. They want real food and quality clothes that last (fast fashion is on the way out, and those retailers are failing.) A skillful ad campaign that showed them laughing and meeting new people, making friends, having funny and interesting conversations in the dining car around an actual table with actual utensils could easily go viral on social media. Make the experience appealing to young and to old for the reasons trains have always been appealing: scenery, comraderie, slowing down life to think and read, and being well taken care of. I still remember every trip I took on Amtrak for the amazing people I met and spoke with. I travel to meet people I don't already know. Please do not kill Amtrak to save [redacted] Exemption 6 Exemption 6 Sent: Tuesday, October 29, 2019 10:08 AM To: Amtrak Media Relations <MediaRelations@amtrak.com> Subject: Changes to Amtrak I'm sorry but the new menu sucks. We just returned from a trip to NYC (which we make 3-4 times a years; (10-25 people) and going again for Thanksgiving. It looks like we will have to bring our own food because I wouldn't give what you serve to dogs. I wasn't expecting the added expense of food especially since the sleepers and roomettes went up in price. The only thing Amtrak has going for it is the staff on the trains! They are all wonderful considering what they have to work under. Please rethink this change. My friends and I have already contacted our congressmen and I hope something is done soon. Thanks. [redacted]		
		10/31/2019			COMPLAINT	POLICY SALES	CHANGE IN SERVICE			To assume that the 'young' only want to sit in their seat with a phone and text people they already know, eating junk food from plasticwrap is missing the changes afoot.	
		10/31/2019			COMPLAINT	POLICY SALES	CHANGE IN SERVICE			Meals?/ No PNR	
Silver Meteor	97	11/01/2019	NYP	CHS	COMPLAINT	TRAIN LOUNGE SERVICES	FOOD UNSATISFACTORY			Room 002. Then, at 3:05, 10 minutes before departure from New York to Charleston, after admitted to my seat, attendant and conductor removed me because they said room was not to be occupied because drop down bed unusable. At 82 years old, standing on platform 10 minutes before departure, they informed me to go back upstairs and get reservation desk to arrange new seating which would have been impossible because train would have departed before I could return to board. Neither car attendant or conductor would assist. Fortunately, 2 minutes before departure, a Redcap called and got reservation desk to assign me to another seat in Room 9 - which turned out to be the most uncomfortable seating I've ever had. Attendant in Car 9710 was wonderful and did all she could after I became visibly upset about the last minute issue which was entirely AMTRAK fault, not mine. To add insult to injury, starting my trip and return, Breakfast and Dinner, I experienced the worst food service in my entire 50 years riding AMTRAK. The new food availability is shameful for first class. Every passenger complained. On return, one couple tried to make it too food services inside Washington terminal and nearly got left. I want a refund. This is the worst trip by train in my entire life. Please bring back dining car meals to the Crescent. the food was horrible, the breakfast gave me indigestion, ill for the day. Will definitely influence my travel negatively in the future. a major part of the enjoyment of the trip was the dining car and the food. Regards, but I will post this on travel sites if not corrected Passenger state that the food service was down graded Passenger state that the food was very bad	
Crescent	19	11/01/2019	NYP	GNS	COMPLAINT	TRAIN DINING SERVICES	FULL DINING SVC NOT OFFERED			Pax unhappy with the changes to the dining car and the loss of traditional dining car service. Pax would like to see the return of true dining car experience on board trains. Passenger state that the food service was down graded Passenger state that the food was very bad	
Crescent	20	11/01/2019	NOL	ATN	COMPLAINT	TRAIN LOUNGE SERVICES	FOOD UNSATISFACTORY			dining car was removed and pax was not aware.	
Crescent	20	11/01/2019	NOL	MEI	COMPLAINT	TRAIN DINING SERVICES	FULL DINING SVC NOT OFFERED				
		11/01/2019			COMPLAINT	POLICY SALES	CHANGE IN SERVICE				
		11/01/2019			COMPLAINT	POLICY SALES	CHANGE IN SERVICE			presidential letter rec'd dated 10/21/19...attached	
		11/01/2019			COMPLAINT	POLICY SALES	CHANGE IN SERVICE			PAX UPSET ABOUT FLEXIBLE DINING CHANGES pax upset with the change in service, not having dining car with a wait service and meal prepared to order. the whole ambiance on train has change for the worse. may not be able to do long distance train like this any more. The food is horrible. people take the train to have social intercourse but now there is none most people stayed in room and she seen some people throo the food away.	
Cardinal	50	11/04/2019	CHI	WAS	COMPLAINT	TRAIN DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY			change in service i should be requesting a refund for what i consider an excessive charge for a Viewliner Roomette (room was good), for the First Class food from your New Flexible menu. Simply, it was DISGUSTING. The Red Wine beef was tough, not sure about the white stuff 4 beans, 2 carrots and 2 mushrooms. This is unacceptable fare for First Class passengers. This wasn't even close to what Mr Anderson serves HIS first class passengers on Delta Airlines. I know, I fly his old airline. I will NOT be riding trains east of Chicago until this problem is resolved. We will be flying home from Washington DC on Delta to avoid your food service on the east again. I can supply pictures upon request.	
										food from your New Flexible menu. Simply, it was DISGUSTING. The Red Wine beef was tough, not sure about the white stuff 4 beans, 2 carrots and 2 mushrooms. This is unacceptable fare for First Class passengers. This wasn't even close to what Mr Anderson serves HIS first class passengers on Delta Airlines. I know, I fly his old airline. I will NOT be riding trains east of Chicago until this problem is resolved.	

City of New Orleans	59	11/04/2019	HMD	NOL	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	<p>Louisiana > and it was a big disappointment. > Reservation [redacted] > First of all the train was moving and we (my 4 year old grandson and > myself at 65 years old) had to jump onto a moving train. The attendant > at the Hammond station ([redacted] Exemption 6 was a witness to the moving > train as were several others that were filming. I had booked a > roomette and it was not available because they were all dirty. I purposely booked downstairs because I am handicapped. We had to walk up stairs which is not something easily done for me and then was told there was no food. We sat in a car with tables and chairs the whole trip. > The train ride arrived over an hour early and I had specifically > called no less than 5 times about the train departure and arrival > times. I kept telling agents the arrival time on my ticket said 3:47 > but the time posted said 2:38 (there about) and was told there was no > way the time could be known the day before or week before because the > train wasn't enroute yet. The little guy that helped pull me onto the > train was named Jonathan and he did manage to locate food. With the > schedule be so different of course when we arrived there was no one to meet us in New Orleans. We had to sit in the tra-> in station for an hour and 20 minutes. > This whole trip was totally unenjoyable and I want a refund for my > whole ticket price of \$94.50. I really feel should be given another > free trip. This could have been very bad had I fallen trying to get > on a moving train. My grandson got on so I had no choice but to jump > on. The conductor needs to be written up for such a dangerous move > and I need an apology from him. I would like his name. > I will be waiting to hear back from someone. my number is [redacted] Exemption 6</p> <p>email rec'd 9/18: help with a c [redacted] return trip to WV+D. I was made to catch my train, in Jacksonville, FL. Had to rent a car (200\$). Motel 90\$. I recognize State of Florida, panicked. Made you originate, 5 hours away. I am a good customer, veteran & disabled. Thank you. [redacted] Exemption 6</p> <p>Passenger calling to request comp due to service disruption..train canceled WPB-JAX due to Hurricane..he will rent a car and drive to JAX to pick up train I should be requesting a refund for what I consider an excessive charge for a Viewliner Roomette (room was good), for the First Class food from your New Flexible menu. Simply, it was DISGUSTING. The Red Wine beef was tough, not sure about the white stuff 4 beans, 2 carrots and 2 mushrooms. This is unacceptable fare for First Class passengers. This wasn't even close to what Mr Anderson serves HIS first class passengers on Delta Airlines. I know, I fly his old airline. I will NOT be riding trains east of Chicago until this problem is resolved. We will be flying home from Washington DC on Delta to avoid your food service on the east again. I can supply pictures upon request.</p> <p>I am discouraged by the changes at Amtrak. This is a unique service and rather than enhancing train travel, which is a sustainable model for travel, it appears that whoever is in charge is diminishing the service. I recently took a cross country trip with my teenage son. We were thrilled by what we saw with the countryside and experienced onboard the train. We were ready to encourage other members of our family to take another trip until we took the east bound train from Chicago to Washington. What a disappointment! The adventure of meeting new people in the dining car was totally destroyed by the boxed meals and plastic utensils. On earlier sections of our trip we were charmed by the dining staff and enjoyed the time we spent at the table talking with fellow travelers. With so many people interested in traveling why is such a service being diminished?</p> <p>Will never ride with you again because u cut the kitchen staff and dining car!! If I wanted terrible service and terrible food I'd ride an airline...TERRIBLE move Amtrak still "Just Bring Back Dining Car Service"... PERIOD! I am a cancer survivor who can no longer safely operate a motor vehicle so I rely on Amtrak to get me to and from my follow-up Oncology appointments at the Washington DC VA hospital. I live in Cumberland, MD. I also utilize Amtrak exclusively because I despise the deplorable service and conditions aboard Greyhound busses when traveling across the country to visit family and friends. I have not flown commercial since 9/11 because of the humiliation a paying passenger is subjected by TSA screeners. Simply put, by removing the dining car service from the Capital Limited and other east-coast trains, you force me to purchase an overpriced, cholesterol-laden, gut bomb that I must try to consume at my seat without making a mess all over myself or the adjacent passenger. Dining during rail travel is a civilized, time-honored tradition that stimulated the mental faculties while engaging in polite, social intercourse. To remove this gem of Americana because of a few disgruntled Millennials cannot articulate the Queen's English without the use of their cell phones is nothing more than politically correct bovine excrement. Please, if not for this deplorable Baby-boomer, please bring back the Dining Car service for the thousands of silent Amtrak customers who utilize the traditional dining car experience on east-coast trains. Please bring back the Dining Cars for them and the handful of Millennials who can conjure a simple noun and verb together into a coherent sentence at the dinner table. Thank you.</p> <p>https://media.amtrak.com/2019/09/amtrak-introduces-enhanced-menu-and-flexible-dining-experience-on-five-routes/</p> <p>I have this misconception I have read the staff many times and was very disappointed on this trip from Chicago to Boston. The changes which have taken place I understand by Mr. Anderson a CEO. You will be the loser in the end. Removing Dining together with other Amtrak passengers, which was always a joy to visit at meal times, is only the beginning. Whether we pay cash or points, we still pay much. I returned home from Halifax N.S., using Canadian Rail because of meals, service, and extra's provided passengers. I used Amtrak from Seattle to Colorado which on the west coast area remains good and the same. Removing the description of towns we pass through is another poor decision. My love of the Amtrak train has diminished. I was planning to do a tour in the East but am considering to cancel that idea. I do hope this gets some attention especially and I am in hopes others have sent a message to you. Please don't take away things which have been very special.</p>	<p>pax stated she was told they would have dinner</p> <p>email rec'd 11/3: Dear Sir, Just to let you know. The Dining experience, went from a 10 to a 1! The dinner was terrible àT...The vegetables were uneatable. I will now, seek other means of transportation. The one good thing about the train. Was the great food, that was available. Now it is not fit, for a dog. [redacted] Exemption 6 500.00\$ for one way? Never again. You tried to save money, but dropped the ball .</p> <p>food service change</p> <p>dining change</p> <p>Will never ride with you again because u cut the kitchen staff and dining car!! If I wanted terrible service and terrible food I'd ride an airline...TERRIBLE move Amtrak</p> <p>Passenger not happy with the change in the new dining service for sleeping car passengers on Capitol Limited. etc. Simply put, by removing the dining car service from the Capital Limited and other east-coast trains, you force me to purchase an overpriced, cholesterol-laden, gut bomb that I must try to consume at my seat without making a mess all over myself or the adjacent passenger. Dining during rail travel is a civilized, time-honored tradition that stimulated the mental faculties while engaging in polite, social intercourse. To remove this gem of Americana because of a few disgruntled Millennials cannot articulate the Queen's English without the use of their cell phones is nothing more than politically correct bovine excrement. Please, if not for this deplorable Baby-boomer, please bring back the Dining Car service for the thousands of silent Amtrak customers who utilize the traditional dining car experience on east-coast trains. Please bring back the Dining Cars for them and the handful of Millennials who can conjure a simple noun and verb together into a coherent sentence at the dinner table. Thank you.</p> <p>pax unhappy with the change in our dining service</p>
		11/04/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		
		11/04/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		
		11/04/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		
		11/04/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		
		11/04/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		
		11/04/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		
Lake Shore Limited	448	11/05/2019	CHI	BOS	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION		

									card holder. In my past four trips, I have been very disappointed in the menu and food options on the City of New Orleans route and my current round trip on The Crescent route. I am a vegetarian (ie I do not eat meat nor fish, etc)- and your current very limited menus do not give those who are vegetarians any options. As you should be aware, many people are vegetarian (or even vegan) for either moral, religious, or health reasons or a combination of or even some meat-eating people do not want to eat meat at every meal. For example, on the current Crescent route, the menu is exactly the same for both lunch and dinner with only one entree option that does not have meat. This means if a vegetarian or vegan rider wants to eat both lunch and dinner on their route, they have to eat the same entree (Asian Noodles) twice in a row! On the City of New Orleans route, the only lunch or dinner meal option that did not have meat was the kids macaroni and cheese, which they had run out of before I could eat. Therefore I had to eat only a bread roll for dinner. I posted this with a pic at the time to @Amtrak via Twitter, and received no response from you whatsoever. I have been a loyal Amtrak customer for years now, but the lack of food you offer for your riders who do not eat meat is truly unacceptable. Please look into this issue. (I mean even Delta has both vegan And vegetarian options that alternate for their passengers!)P.S. - I truly miss the meal service the Crescent used to offer before October. You should really bring that back and make your customers happy and properly fed. Sincerely, [REDACTED] As soon as we left Miami this morning the catering crew there would be no food service in the club car until Orlando. There was no one to work there. He offered complimentary coffee from the dining car. Miami to Orlando is approximately 5 hours. Im sure the train staff knew there was no one to work in the club car BEFORE the train left Miami. They should have made an announcement at the station then passengers could have had the option to buy something from a vending machine. Also, complimentary coffee might be good for some but I dont drink coffee. I planned to have breakfast on the train, like I usually do, so I had nothing to eat on my train ride. I didnt eat anything after Orlando because my trip ended in Deland. Other than that my train ride was great.	
Crescent	20	11/05/2019	NOL	ATL	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD SELECTION		
Silver Meteor	98	11/05/2019	MIA	DLD	COMPLAINT	TRAIN	DINING SERVICES	HOURS UNSATISFACTORY		
Crescent	19	11/05/2019	NYP	ATL	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION		pax did not like the food selection
Crescent	20	11/05/2019	NOL	NYP	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY		Passenger state the food was all microwavable which was not good
		11/05/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		Passenger state the food was all microwavable which was not good
		11/05/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		Passenger state the food was all microwavable which was not good
		11/05/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		Passenger state the food was all microwavable which was not good
		11/05/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		Passenger state the food was all microwavable which was not good
Crescent	19	11/06/2019	NYP	BHM	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED		Pax unhappy with the changes to the dining car and the loss of traditional dining car service. Pax would like to see the return of true dining car experience on board trains.
Capitol Limited	30	11/06/2019	CHI	WAS	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD SELECTION		
		11/06/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		

		11/06/2019			COMPLAINT	POLICY SALES	CHANGE IN SERVICE	we traveled on Amtrak for 2 1/2 days, we were sleeper car clients. we were only offered the same 4 choices of meals for our lunches and dinners, because of the ingredients, both of us were only able to choose one of them. Having a reserved dining car was great, but the variety for food was not good at all. And...our dining car started on fire on the last leg of our second train, the Capital Limited. Guessing the use of microwave ovens was more than the old wiring could handle. Train rides are about meeting other people and the relaxation of it all. By removing your dining cars, you drastically changed this experience for the riders. Everyone that we spoke with was very disappointed in the change. If money is the issue, I think most of us would pay a few dollars more to go back to the old way.	
		11/06/2019			COMPLAINT	POLICY SALES	CHANGE IN SERVICE	To Richard Anderson, the operating President of AmtrakI have been a faithful Amtrak customer for over 40 years and up until this time have been a faithful Amtrak positive spokesman. That time is at an end. I am, as I write this on the Silver Meteor. The excuse for meal service here is a joke. You have a diner car but no cook/chef but instead offer dinner bowls. The executives at Amtrak should spend an overnight with the passengers to see what their reaction this 'innovation' cost cutting has had on their attitude towards taking a sleeper again. At about \$1100 a trip from NY to West Palm Beach Florida in your roomette people that can afford that substantial fare want a level of luxury that you are certainly not providing. The way you increase ridership at the sleeper level is expanding the 'luxury' end not decreasing it. By the way my wife is a vegetarian and guess what. The only vegetarian item on the menu is not available!! Okay. Here is a summary of my roomette so far. The towels look like something from a rag bag. The door rattles so badly at speed that it is maddening. The room with the exception of the new curtains is a shabby mess. There isn't anything here that an attendant can fix. The room is worn out period. The top that covers the toilet has chipped paint and is so badly stained no amount of elbow grease is going to clean it. The only positive thing I can say so far about this trip is that the crew is great. I feel sorry for them as they are the face of your company and have to handle the complaints that should be directed at you as the operating President of the company.Please feel free to contact me if you really want to know how I feel! My guess is that I will not here from you. As a point of reference I have averaged 4 trips a year on Amtrak in a sleeper for the last 30 plus years. A very unhappy Amtrak customer.PS: What happened to those 'wonderful new sleepers' that were supposed to be forthcoming from Elmira 4 years ago	PAX UPSET ABOUT NEW DINING SERVICE
		11/06/2019			COMPLAINT	POLICY SALES	CHANGE IN SERVICE	Change in Dining Service - 5010@4567-FLEXIBLE DINING SERVICE EXPANSION EFFECTIVE 10CT. SEE ALT D. 16SEP Outreach per OCR regarding train 49/449(31) west of south bend, IN engine Issuwhit ----- I am wondering whether the following meals are included in our sleeper car reservations:- The Lake Shore Limited leaves Boston South Station at 12:50 pm on Oct 31. Is lunch included?- The City of New Orleans arrives in Memphis at 6:27 am on Sat Nov 2. Is breakfast included?Are there time frames for breakfast, lunch, and dinner that would let us know when meals would be included? We took a Viewliner Roomette from Philadelphia to Richmond in June that left Philadelphia at 12:35 pm; we were expecting that lunch would be included, but were told we had to pay for food in the Cafe Car. Fortunately, we had brought some snacks.Thank you Exemption 6	pax not happy with the food service change - not the best quality Flexible Dining Service Ordinary trip very upset there is nothing special about traveling with Amtrak now Not getting what she is paying for because the service has changed Trains #97 & 98
Lake Shore Limited	449	11/07/2019	BOS	CHI	COMPLAINT	TRAIN DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	Change in Dining Service - 5010@4567-FLEXIBLE DINING SERVICE EXPANSION EFFECTIVE 10CT. SEE ALT D. 16SEP Outreach per OCR regarding train 49/449(31) west of south bend, IN engine Issuwhit ----- I am wondering whether the following meals are included in our sleeper car reservations:- The Lake Shore Limited leaves Boston South Station at 12:50 pm on Oct 31. Is lunch included?- The City of New Orleans arrives in Memphis at 6:27 am on Sat Nov 2. Is breakfast included?Are there time frames for breakfast, lunch, and dinner that would let us know when meals would be included? We took a Viewliner Roomette from Philadelphia to Richmond in June that left Philadelphia at 12:35 pm; we were expecting that lunch would be included, but were told we had to pay for food in the Cafe Car. Fortunately, we had brought some snacks.Thank you Exemption 6	pax did not like meals Pax feels the new dining service is of poor quality. He booked before all the changes and feels the change is unacceptable. Pax feels this caused a feeling of sequegration between the 1st class and coach passengers.
Crescent	19	11/07/2019	NYP	NOL	COMPLAINT	TRAIN DINING SERVICES	FOOD SELECTION	PRAISE EMPLOYEE email rec'd 12/10, requesting email be forwarded to mr. Anderson: NOV.06.2019# Exemption 6 Guest rewards Exemption 6 Our last trip to Fort Lauderdale was not an Unpleasant one! Departure and return were on time! We were hungry for the whole fourteen and a half hours of the trip, 28 plus in total! My wife and I had trouble 'digesting' the horribly shocking change from chef-prepared, fresh, restaurant-quality food to Microwave, Airline type, Extremely Salty, processed food! At the time of the reservation, we were assured there would be a dining car equipped with a Chef and staff. We also questioned the agents, as well as, the customer relations department, that it would be available at the time of travel. The earlier train was ruled out for these reasons; we found out the hard way, that it was destroyed last year. Unfortunately, this trip, we paid the same amount as if those services were available. Also, we were booked on the wrong train and changed to the train which supposedly had a Chef, incurring an approx. \$200.00 Increase! We talked to the staff that was on the negotiation team regarding Amtraks discontinuing the dining car with Chef and staff. This was a concern to the Amtrak representatives in that, it was suggested by reps to pass on to customers a reduction in the prices of fares. We would like to be reimbursed for the monetary difference of the other trains with no meals available versus meals(?) included; in addition to the mistake of the Amtrak booking agent to the tune of a \$200.00 increase from the initial booking. There was a mutual consensus of passengers, who were having group discussions at 'feeding time', in the Snack(?), alias, 'dining' car, regarding the disappointment of the food in doggie trays. Sadly, the wonderful ambiance of riding the train and dining on quality meals is being systematically destroyed by a high-tech, low-no touch society. A perfect example, we met an older gentleman seated in the 'dining' car, having breakfast(?); he too was staring at 'the meal', and he told us that he was on his way to meet his wife of over 50 years - whom he met in the dining car of an Amtrak train! - remembering how romantic it was!...how very sad that the ambiance and experience of the train is now becoming a distant memory! Regrettably, train travel is losing its 'decadence and class; the 'human' factor. Please restore those Amtrak employees who have pampered and served, we the travelers, with kindness, courtesy, and professional elegance. Since an email address is not available for the person/persons that truly need to see this correspondence; Please forward a copy of this unsatisfying, disturbing, disappointing experience of loyal travelers aboard Amtrak to your CEO, Mr. Richard H. Anderson. Save Amtrak! The needs of the many, outweigh, the needs of the employee praise.	
Silver Meteor	97	11/07/2019	NYP	FTL	COMPLAINT	TRAIN DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	Since an email address is not available for the person/persons that truly need to see this correspondence; Please forward a copy of this unsatisfying, disturbing, disappointing experience of loyal travelers aboard Amtrak to your CEO, Mr. Richard H. Anderson. Save Amtrak! The needs of the many, outweigh, the needs of the employee praise.	pax is currently on tr 97. they are extremely happy with the removal of dining car.
Cardinal	50	11/07/2019	CHI	BAL	COMPLAINT	TRAIN DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY		pax is very unhappy with change in dining service on this train.

							Dear Mr. Anderson: While your ideas for expanding Amtrak services in the Northeast have some merit, your destructive attitude toward cross-country service is totally unacceptable. I am in ill health, and as a result, Amtrak is the only way I can visit my family. I live in Philadelphia, and my family is in Minnesota. For years, I took the Capitol Limited and the Empire Builder both ways, sometimes the preferred but overpriced Lakeshore Limited. The meal service was not great, usually the service more than the food itself. But some dinners were memorable, and breakfast was a reliable start to the day. Lunch was always inadequate. The answer is NOT in cutting out meal service. Pre-packaged trays are completely unacceptable. The offerings are not anything that is edible, balanced or sufficient for my needs. And being diabetic, I must have an adequate balance of proteins, fats, carbohydrates and vegetables in my meals, along with fresh fruit. There is only so much I can carry with me. I realize that you are part of a strategy to destroy cross-country service, but this is discriminatory toward travelers outside the corridor, it interferes with our right to travel freely. And worst of all, given the high ticket prices for first-class travel, to not get first-class service for the money is a complete rip-off. Imagine going to a fine hotel and getting these tray meals for room service. Imagine getting the café food on an Acela train. And, by the way, Philadelphia-NYP travelers have been getting ripped off for decades, being charged more per mile than any other travelers. It is outrageous. I know other people besides myself who moved to Philadelphia in the 1990s, counting on the then-reasonable tickets with unreserved seats for frequent travel, only to see it disappear. And you had so many more travelers then. For \$40 tickets, unreserved, you could have packed trains 24 hours a day. So, what are you going to do about this? I have not been home to see my family for four years. I missed my father's funeral and burial. Literally. I cannot fly. I need to travel by train. I need the service, the help, the meals, to lay down to sleep so I can use my cpap machine. And, time was, as a first-class traveler, I continued to be treated as such on the Empire Builder when it came to meals. Then, no more. I could not rely on having a dinner at a reasonable hour, which again meant having to carry food with me, having to find a grocery in Chicago to get more canned food. Disgusting. The basic issues with food service are not viewed correctly. Go to a diner, and you see two or three cooks with prep cooking done serving hundreds of people in a confined space, with two-four waitresses handling it all. Yet all you can provide with a cheeseburger lunch is chips??? Not even potato salad? You can provide so many options with little to no labor such as cole slaw, potato salad, egg salad, tuna salad.	
	11/07/2019		COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		PAX WROTE TO PRESIDENT UPSET ABOUT RECENT CHANGES TO DINING SERVICE
	11/07/2019		COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	BOD letter rec'd dated 10/21/19...attached	PAX WROTE TO BOARD OF DIRECTORS UPSET ABOUT CHANGES IN DINING SERVICE
	11/07/2019		COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Why did you all think taking the dining car off of the trains was a good idea. It was very disappointing that I can no longer get Dinner or Breakfast (always at destination for lunch). I really enjoyed sitting down with unknown people at a meal and listening to their stories. You have make train travel no different than taking the bus, WHAT AN INEPT IDEA, WHO IS RESPONSIBLE FOR THAT PATHETIC IDEA. Maybe who ever it was or which group of people who decided that idea, should take a ride on their companys trainBRING BACK THE DINNING CAR!	-Pax email states: Why did you all think taking the dining car off of the trains was a good idea. It was very disappointing that I can no longer get Dinner or Breakfast (always at destination for lunch). I really enjoyed sitting down with unknown people at a meal and listening to their stories. You have make train travel no different than taking the bus, WHAT AN INEPT IDEA, WHO IS RESPONSIBLE FOR THAT PATHETIC IDEA. Maybe who ever it was or which group of people who decided that idea, should take a ride on their companys trainBRING BACK THE DINNING CAR!
	11/07/2019		COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	I write to complain directly about the change in food service in the silver meteor between Miami and New York City. Although the food was tasty, the presentation was awful. Paper plates, plastic cutlery, paper napkins...NO replacement for the long-time dining car service that has been the hallmark of this train for DECADES! What you have done is an abomination and an insult to the history and proud tradition of this train. This pleasure is a main reason that I take this train to/from West Palm Beach to NYC. In the future I will reconsider whether or not I will remain a customer. I had heard that the reason this change was made was that younger travelers don't want the white tablecloth service and dining with others. I never see that demographic in the Pullman cars. Please reinstate the time-honored dining car service. That will keep me as a customer. Thank you.	
	11/07/2019		COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	my husband and I were traveling from Boston to New York on November the first. We understand the weather caused issues for regional trains, however the customer service we recieved at NY Penn station was atrocious. Both customer service personel and those at the ticket counter were rude and unhelpful. We ended up staying over night in New York out of pocket and catching the next Crescent line train. The Crescent line trains both 19, and 20 are almost wonderful. (We rode 20 on the way to New York) However, if you want more travelers you need to bring back the dining car experience on all long distance trains. As a Millineal I can tell you two things most Millineals care about are jobs and food. I know multiple people who would choose train travel over flying just for the food experience of a traditional dining car.	change in food service unsatisfactory
	11/07/2019		COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	presidential letter rec'd dated 10/26/19...attached	PAX IS UPSET WITH DINING CHANGES. BELIEVES PASSENGERS SHOULD HAVE MORE OPTIONS.
	11/07/2019		COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	executive letter rec'd dated 10/17/19...attached	PAX VERY UPSET WITH FLEXIBLE DINING CHANGES. PAX HAD TRADITIONAL DINING CAR ON OUTBOUND AND WAS SWITCHED TO FLEXIBLE ON RETURN
	11/07/2019		COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Pax states he has a concern regarding trains 48 & 49.	States the staff sat in the kitchen and did nothing since there is a new food service. States he did not clean any tables or restock anything. States this was very upsetting.

Capitol Limited	29	11/12/2019	WAS	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	roomette was dirty // not happy with the boxed meals	passenger mention that she was not expecting tray meals and very unhappy with the change //
Capitol Limited	30	11/12/2019	CHI	WAS	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	praise Exempt train 6) complaint Exempt train 30) door would not lock (train 30) no power (train 30) the last time we rode Amtrak was in September. we were disappointed to find that you no longer have the dining car. The dining car made us feel kind of like we were on the Orient Express. We were seated at an elegantly set table with pleasant and accommodating wait staff. We shared the table with travelers with whom we swapped stories about train adventures, thereby meeting your fascinating customers. It was another world of travel and it was special. However, in September we made our way to the cafe and sat at booths by ourselves to eat out of a cardboard box using plastic cutlery and dishes. Your trips are now utilitarian rather than enchanting and certainly far less interesting. We have a trip booked for January and after that time will tell if we continue your point system using our MasterCard or if we seek out other adventures.	pax stated that we need to bring back the dining service on all long distance trains pax stated that the food was not good Pax stated that if we are going to keep serving box meals that we need to drop the price of the rooms
		11/12/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		Pax traveled the Cap Ltd and was not satisfied with the food. Pax is scheduled for early 2020 to travel on the City of New Orleans and is concerned with them dining change. Pax states it will determine whether she continues to travel Amtrak with her BOA MC.
		11/12/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	The food offered on trains without a dining car is atrocious. I can get better food by buying any frozen meal at a supermarket and Ive had better continental breakfasts at flea bag hotels. How is it possible to brag about about the new service when the food and service are awful. In my conversations with fellow passengers not a single one liked the new food selections. The new service is like going to a fast food restaurant where the employee takes something out of a microwave, places it on a tray with other items removed from the shelves and presents it to the customer. I dont tip the counter person for that yet on train 19 on Nov 1 the food attendant made sure to ask for a tip. He was quite insistent he get a tip. Also you sent me an email that indicated the meal times were flexible. On this train the lounge closed and wasnt available from about 11 to 1 local time. I was told they were operating on central time so no food was available until 1 pm local time. The email also stated the car attendant could bring the meal to my room. The attendant Exempt told me I could go to the lounge car to pick up my food. He made no mention about bringing my tasteless meal to my room. Is this the new improved service you indicated in the email. If so I will rethink my plans for future Amtrak travel. Although traveling with my bicycle on an airplane is more of a hassle than on the train at least the food I get is better and the attendants dont ask for/expect tips.	
City of New Orleans	59	11/12/2019 11/13/2019	KKI	JAN	COMPLAINT COMPLAINT	POLICY TRAIN	SALES LOUNGE SERVICES	CHANGE IN SERVICE FOOD SELECTION	Dining Car late train	Pax upset he was provided a flexible dining car service. He requested we compensate him or provide him a refund. Let pax know that email was sent out in Sept Let pax know we can not compensate or refund. Provided pax w/ ocr info. Food selection was BAD
Capitol Limited	29	11/13/2019	WAS	TOL	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	It is my opinion that the 'new' first class dinner service on the long distance east coast lines is a disaster. I hope that first class will again mean first class.	Pax was unhappy with the new dining options on the Cap Ltd. Pax said the new food service offers no personal service. There no one to help and it feels like your in line at a cafeterias
Lake Shore Limited Silver Meteor	448 98	11/13/2019 11/13/2019	CHI WTH	BOS NYP	COMPLAINT COMPLAINT	TRAIN TRAIN	DINING SERVICES DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY FULL DINING SVC NOT OFFERED	late train C/B - Request train equipment unsatisfactory no dining car	pax upset there was no dining car on the train passenger mention that she is not happy with the dining service removed from the Amtrak experience// she feels a though is an unnecessary move on Amtrak's part.
Lake Shore Limited	48	11/13/2019	CHI	NYP	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	dissatisfy with dining service removed and replaced with tray meals	-Pax email states: The new dining service is terrible!!! I think you will see ridership plummet on long distance trains.
		11/13/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	The new dining service is terrible!!! I think you will see ridership plummet on long distance trains. The changes in the on-board meals for coach passengers are really sad. Im sitting in the cafe car of the Crescent right now eating a cellophane-wrapped sandwich and a bag of chips rather than having a nice meal and getting to know someone new. At least let coach passengers buy the boxed dinners if you cant bring the dining cars back. The DC to Charlottesville ride in the evening after a work-related meeting used to be something special. Not any more.	The changes in the on-board meals for coach passengers are really sad. Im sitting in the cafe car of the Crescent right now eating a cellophane-wrapped sandwich and a bag of chips rather than having a nice meal and getting to know someone new. At least let coach passengers buy the boxed dinners if you cant bring the dining cars back. The DC to Charlottesville ride in the evening after a work-related meeting used to be something special. Not any more.
		11/13/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	It is my opinion that the 'new' first class dinner service on the long distance east coast lines is a disaster. I hope that first class will again mean first class.	Pax was unhappy with the new dining options on the Cap Ltd.
		11/13/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Mr. Anderson, It has come to my attention Amtrak is dramatically altering the dining car service on long distance trains east of the Mississippi River. I ask this decision be revisited, as the dining experiences we traditionally encountered has always been wonderful and part of the mystique of rail travel. Its removal will dramatically alter this wonderful experience. I have also seen the meal option offered and they are not appetizing. The steak dinner is no longer on the menu, something I had always ordered. Undersandably, Amtrak is under Congressional direction to break even on food & beverage service by FY2020, but this is not the way to go. It is heading in the direction oh what the airlines did. Please reconsider this. Thank you.	It has come to my attention Amtrak is dramatically altering the dining car service on long distance trains east of the Mississippi River. I ask this decision be revisited, as the dining experiences we traditionally encountered has always been wonderful and part of the mystique of rail travel. Its removal will dramatically alter this wonderful experience. I have also seen the meal option offered and they are not appetizing. The steak dinner is no longer on the menu, something I had always ordered. Undersandably, Amtrak is under Congressional direction to break even on food & beverage service by FY2020, but this is not the way to go. It is heading in the direction oh what the airlines did. Please reconsider this. Thank you.
		11/13/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		

Crescent	20	11/14/2019	NOL	WAS	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	my Amtrak member # is 104400717. On October 29, 2019, I took my mom on a birthday celebratory train ride from New Orleans to Washington, DC. I booked the tickets long before the travel date and nothing was said about the Dining Car being eliminated. I raved on and on to my mom about how wonderful the dining room service was (I had traveled on Amtrak 3 times before) and how it made the ride seem so special. I was very disappointed with what has been done with the Dining Car. I did not want a continental breakfast, nor did I want a dinner for lunch. Having traveled by train previously, the Dining Car was the best part of the trip...the menu was extensive, the food was great and you got to meet other travelers. If I wanted to feel like I was traveling in a herd on an airplane, I would have just done that in much less time. I had talked about my upcoming trip so much that one of my co-workers was planning a train trip. After returning, I advised against this. I will not be traveling on Amtrak unless the dining services are reinstated. You took 'special' and made it mundane and disappointing. Example 1	
Crescent	20	11/14/2019	NOL	WAS	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	my Amtrak member # is 104400717. On October 29, 2019, I took my mom on a birthday celebratory train ride from New Orleans to Washington, DC. I booked the tickets long before the travel date and nothing was said about the Dining Car being eliminated. I raved on and on to my mom about how wonderful the dining room service was (I had traveled on Amtrak 3 times before) and how it made the ride seem so special. I was very disappointed with what has been done with the Dining Car. I did not want a continental breakfast, nor did I want a dinner for lunch. Having traveled by train previously, the Dining Car was the best part of the trip...the menu was extensive, the food was great and you got to meet other travelers. If I wanted to feel like I was traveling in a herd on an airplane, I would have just done that in much less time. I had talked about my upcoming trip so much that one of my co-workers was planning a train trip. After returning, I advised against this. I will not be traveling on Amtrak unless the dining services are reinstated. You took 'special' and made it mundane and disappointing. Example 1 I was in a bedroom on train 97 on the 11/14/2019. Comments on the new dining option. The worse was breakfast. The breakfast sandwich was served hard as a rock and uneatable. This was not just me every other passenger threw them away as uneaten. I counted 13 in the garbage can un eaten. The bananas when peeled were all dark brown color. The dinner options were extremely small and redundant for lunch the next day. There should be a separate lunch menu. The snack car had Angus hamburgers and pizza which should have been also an option for us in the sleepers after paying 1037 dollars for the trip. The menu states certain drinks available for the whole trip. They were not. This whole new menu selection must be addressed.	Example 2 was very unhappy to find out we did away with the full dining service on Train 20 and was not pleased with the options provided
Silver Meteor	97	11/14/2019	WAS	MIA	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	My husband, granddaughter and I recently returned from Arizona via the Texas Eagle. Not too long after boarding, it was announced that the bathrooms in the sleeper were could not be used. Repairs would not occur until the train reached San Antonio, approximately 5 hours away. Facilities would be available in some of the coach cars on the first floor. Repairs were made in San Antonio but it quickly became evident that they were inadequate. Once again, no toilet s in the sleeper. We take a train every year to visit a family member. This was our first trip to Tucson and hop to make another trip next fall. However, the idea of going without a bathroom is off-putting. My husband and I are both seniors. Our granddaughter is ten. While we book a sleeper for both comfort and privacy, the bathroom in the car is crucial. My husband has gait and balance issues. He also needs to use the bathroom frequently. Having to go through three coach cars almost every two hours was more than just annoying; it was somewhat dangerous. I really feel that Amtrak let us down. Aside from this unfortunate situation and your decision to dispense with serving real food and providing subpar frozen dinners on the Lakeshore Limited, the trip was as expected. Once again, I want to commend all of your employees. They were, without exception, kind, understanding, helpful. Amtrak is fortunate to have them. I would like some response to this email, would like to know that someone-a living person, for example- has taken note of my comments. Thank you.	Pax unhappy with the changes to the dining car and the loss of traditional dining car service. Pax would like to see the return of true dining car experience on board trains.
Lake Shore Limited	49	11/14/2019	ALB	CHI	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	I was in a bedroom on train 97 on the 11/14/2019. Comments on the new dining option. The worse was breakfast. The breakfast sandwich was served hard as a rock and uneatable. This was not just me every other passenger threw them away as uneaten. I counted 13 in the garbage can un eaten. The bananas when peeled were all dark brown color. The dinner options were extremely small and redundant for lunch the next day. There should be a separate lunch menu. The snack car had Angus hamburgers and pizza which should have been also an option for us in the sleepers after paying 1037 dollars for the trip. The menu states certain drinks available for the whole trip. They were not. This whole new menu selection must be addressed.	Pax unhappy with the dining car meals on 49
Cardinal	51	11/14/2019	WSS	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	complaint about dining service	pax states dining service has deteriorated... it was like a microwaved meal.
Silver Meteor	97	11/14/2019	PHL	WPK	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	late train/dining service unsatisfactory	pax is extremely upset that the dining car has been removed on this train. PAX said the food on the dining car is awful. The food quality is very unappetizing. The old food & service was much better. She stated the nutritional value of the food is horrible. She stated the CEO Mr. Anderson should come aboard and eat this type of food.
Lake Shore Limited	48	11/14/2019	CHI	NYP	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION	food service	
		11/14/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Logged into my account and says there are no current reservations. Planning on traveling Tues Oct 8, ticket purchased July 19	PAX NOT HAPPY ABOUT DINING SERVICE ON SILVER METEOR
					COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	and disappointed in this brand. You used to be able to receive a hot cooked meal by a chef but instead, I received a microwaveable dinner I could have bought in Walmart. I paid \$800 for a sleeper which in the past afforded you the convenience of eating a hot cooked meal, a private cabin and rest room. I am appalled at this new change which began October 1. This brand ought to be ashamed of themselves treating their riders this way. Dont feed us anything you wouldnt want. By the way, the fruit cup you offered me was out of date and I became ill. I am requesting a full refund for this trip. I dont want a travel voucher either...I want a credit to my card. You oughta be ashamed of yourselves. You chose money or people who by the way is how you make your money. Dont bite the hand that is feeding you!!!! 2nd email from case Example 3 Description Thank you not for the horrible meals you have selected to feed to a \$800 paying rider. We paid for the luxury of a piping hot decent meal cooked by a on board chef as opposed to the microwaveable bullcrap I was served on this trip. How can you make a decision like this without consulting with your riders? Your riders are the ones that are keeping you paid and working. This change is horrific and all of the top big wigs who made this decision are insensitive, uncaring and plain old greedy for money where they dont put their customers first. I am demanding my money back for the out of date junk I was fed which made me sick!	PAX UPSET WITH DINING CHANGES ON ROUTES EAST OF MS RIVER

		11/14/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	<p>Hello, we just LOVE trains!!!!!!And the Dining car was so romantic and nostalgic. I miss this trip on the Capital Limited was very disappointing. The presentation of the food was not desirable. Although it probably was the same, just served in a completely different way. Younger people to NOT take the train, their time is limited. Please bring back the traditional Dining cars. Its we the retired folks that want to be served. The staff has always been great. I would appreciate a response. Thank you, [REDACTED]</p>	
		11/14/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	<p>[REDACTED] is pleading with Amtrak to leave the dining cars/meals alone on long distance trains. States it gives them a nice break and enhances the travel experiences. I was very disappointed in my recent trip on Amtrak. The food options were limited and not satisfying. I always enjoyed my dining times as I got to meet such nice people and I enjoyed the food. I even missed my schedule as I would know what stations I will at and then. I would cross them off. I would date them and keep them for a reminder of my trip. [REDACTED] steward, [REDACTED] was very nice and efficient. Reservation Number [REDACTED] FL - JACKSONVILLE, FL (Round-Trip)SEPTEMBER 18, 2019Train 98 (Silver Meteor)September 30Train 97 (Silver Meteor)Reservation Number [REDACTED] MIAMI, FL - TAMPA, FL (One-Way)OCTOBER 18, 2019Train 92 (Silver Star)Boarding and De-boardingWith only two access points for entering and leaving the train, this process was painfully slow. Getting on the train was slow because the conductor (or conductors aide) had to assign seats and give directions. We have deplaned jumbo jets holding hundreds of passengers faster than we were able to detrain in Jacksonville.Suggestion: open more access points; let the computer reservation system assign car/seat numbers when the tickets are purchased. Have car numbers and seat numbers prominently displayed to minimize the amount of instructions needed to get people boarded and in their seats.CleanlinessThe restrooms were borderline clean leaving Miami (Fort Lauderdale) on the trip north. Coming back from Jacksonville they were filthy, with a distinct urine smell and trash overflowing.Suggestion: hire someone who is responsible for keeping them clean.Smoking and DrinkingThe trains needed to stop for 15 minutes every few hours so peoplepassengers and staffcould take smoke breaks. Furthermore, we heard from other passengers and friends that they (or their significant others) would not travel Amtrak for just this reason. They wanted to be able to smoke when they wanted, even if they had to do so in a designated area.Suggestion: open a well-ventilated lounge car open to adults only where people can smoke or drink (within limits for the latter). This would be a clear money-maker for Amtrak, both in terms of direct sales of alcohol and cigarettes but also in expanding its market for passengers. And it would save time.EatingA threefold disappointment. We took the Silver Meteor just so we could experience the dining car. Our first disappointment was the selection. Almost anything we asked for from the menu was unavailable. We ended up eating cheeseburgers. Our second disappointment was being told that the dining car was disappearing from the Silver Meteor after October 1. Our final disappointment was eating the microwaved cheeseburgers from the caf car on the Silver Star.Suggestion: team up with Grubhub or UberEats or similar concern to allow passengers to have food delivered to the train. Integrate it with the Amtrak app so that passengers can order only if there is time to have the food prepared and delivered to the station. The food would be collected by station personnel and delivered quickly to onboard personnel for distribution, either to the seats or to a central collection point (a dining car). Because the food would be ordered through the Amtrak app it would be clearly marked with 3 duplicate emails rec'd 11/15/19 to whom it may concern, I am writing to ask for a review of the charges for an upgrade from a roomette to a bedroom for one way from California to Atlanta, Reservation Number-[REDACTED] We were the only passengers in a sleeping car bedroom on the trip from California to Atlanta. My husband and I booked our trip 7 months prior to our trip and thought we had booked a bedroom with a bathroom and shower. Not knowing the terminology I thought a superliner roomette was larger. We were very uncomfortable in the roomette, so we tried to upgrade when we arrived in New Orleans but the Amtrak reservation person told us there were no bedroom available from New Orleans to California. The reservation person said we could get a bedroom coming back from California to Atlanta but it would cost an extra \$747.00. I walked through the whole train and my husband and I were the only passengers in a bedroom coming from California to Atlanta. I feel \$747.00 was an unfair price because we had already paid \$1,886.40 for a roomette. This extra cost brings our charge for our trip from Atlanta to California \$2,633.40, which is very high. We are senior citizens and this extra cost put a burden on us financially. Very disappointed with Amtrak, [REDACTED] PS: The bedroom we were assigned: Car 2010 room B smelled so bad that we had to use the bathrooms in the coach car. It was disgusting. It had a strong urine smell! The processed food was horrible coming from New Orleans to Atlanta and Atlanta to New Orleans. PAX CLD TO COMPLAIN THAT UPGRADE FARE FOR THE BEDROOM ON THE RETURN WAS TOO HIGH. ADVSD PAX THAT OUR FARES ARE BASED ON AVAILABLE. ADVSD PAX THAT I WOULDNT BE ABLE TO DO A REFUND. PAX ADVSD THAT SHE WOULD LIKE TO ESCALATE THE COMPLAINT</p> <p>***** [REDACTED] RR HL 13NOV CTC-P 2633.40/ Exemption 6 [REDACTED] Exemption 6 [REDACTED] 301@ T SEG # 1 BASIS 2E * DOF1 RAIL FARE 145.80 ACCOM 139.00 302@ T SEG # 2 BASIS 2E * DOF1 RAIL FARE 311.40 ACCOM 263.00 303@ T SEG # 5 BASIS 2E * DOF1 RAIL FARE 318.60 ACCOM 1104.00 6 20 C NOL-ATL 700A WE 06NOV 735P 06NOV DD B 2010 *L HK1 304@ T SEG # 6 BASIS 2E * DOF1 RAIL FARE 147.80 ACCOM 204.00 NO ACTIVE</p>	
Silver Meteor	98	11/15/2019	WPB	TRE	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD SELECTION	<p>[REDACTED] Pax email states: We took the Silver Meteor just so we could experience the dining car. Our first disappointment was the selection. Almost anything we asked for from the menu was unavailable. We ended up eating cheeseburgers.</p>	
Silver Meteor	98	11/15/2019	FTL	JAX	COMPLAINT	TRAIN	DINING SERVICES	FOOD DEPLETED		
Crescent	19	11/15/2019	ATL	NOL	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY		

									<p>3 duplicate emails rec'd 1/19. To whom it may concern, I am writing to ask for a review of the charges for an upgrade from a roomette to a bedroom for one way from California to Atlanta, Reservation Number- [redacted]. We were the only passengers in a sleeping car bedroom on the trip from California to Atlanta. My husband and I booked our trip 7 months prior to our trip and thought we had booked a bedroom with a bathroom and shower. Not knowing the terminology I thought a superliner roomette was larger. We were very uncomfortable in the roomette, so we tried to upgrade when we arrived in New Orleans but the Amtrak reservation person told us there were no bedroom available from New Orleans to California. The reservation person said we could get a bedroom coming back from California to Atlanta but it would cost an extra \$747.00. I walked through the whole train and my husband and I were the only passengers in a bedroom coming from California to Atlanta. I feel \$747.00 was an unfair price because we had already paid \$1,886.40 for a roomette. This extra cost brings our charge for our trip from Atlanta to California \$2,633.40, which is very high. We are senior citizens and this extra cost put a burden on us financially. Very disappointed with Amtrak, [redacted] PS: The bedroom we were assigned: Car 2010 room B smelled so bad that we had to use the bathrooms in the coach car. It was disgusting. It had a strong urine smell! The processed food was horrible coming from New Orleans to Atlanta and Atlanta to New Orleans. PAX CLD TO COMPLAIN THAT UPGRADE FARE FOR THE BEDROOM ON THE RETURN WAS TOO HIGH. ADVSD PAX THAT OUR FARES ARE BASED ON AVAILABLE. ADVSD PAX THAT I WOULDN'T BE ABLE TO DO A REFUND. PAX ADVSD THAT SHE WOULD LIKE TO ESCALATE THE COMPLAINT</p> <p>.....</p> <p>***** [redacted] RR HL 13NOV CTC-P 2633.40/ Exemption 6 -02@ Exemption 6 301@ T SEG # 1 BASIS 139.00 * DOF1 RAIL FARE 145.80 ACCOM * DOF1 RAIL FARE 302@ T SEG # 2 BASIS 2E * DOF1 RAIL FARE 311.40 ACCOM 263.00 * DOF1 RAIL FARE 303@ T SEG # 5 BASIS 2E ACCOM 1104.00 6 20 C NOL-ATL 700A WE 06NOV * DOF1 RAIL FARE 318.60 735P 06NOV DD B 2010 *L HK1 304@ T SEG # 6 BASIS 2E * DOF1 RAIL FARE 147.60 ACCOM 204.00 NO ACTIVE</p>	
Crescent	20	11/15/2019	NOL	ATL	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	<p>The lack of a dining car with fresh cooked food made what was otherwise a lovely trip really unacceptable. The frozen meals are not a dinner substitute - they are emergency food at best. The saving grace for the southbound train is an opportunity to get food at Union Station during the Washington, D.C. stop and that is not always possible. Breakfast was pathetic. When the limited offerings in the Snack Car are better than what is available to (and already paid for by) sleeping car passengers, that indicates something is wrong. The last time I took the Crescent from NY to Atlanta (in February of 2019) we had good fresh cooked food, cheerful dining car service, and friendly fellow diners. The current situation is embarrassing to me as a passenger who buys a premium ticket, probably embarrassing to the crew of the train and should be to Amtrak management.</p>	Per email: "...The processed food was horrible coming from New Orleans to Atlanta and Atlanta to New Orleans..."
Crescent	19	11/15/2019	NYP	ATL	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	<p>The lack of a dining car with fresh cooked food made what was otherwise a lovely trip really unacceptable. The frozen meals are not a dinner substitute - they are emergency food at best. The saving grace for the southbound train is an opportunity to get food at Union Station during the Washington, D.C. stop and that is not always possible. Breakfast was pathetic. When the limited offerings in the Snack Car are better than what is available to (and already paid for by) sleeping car passengers, that indicates something is wrong. The last time I took the Crescent from NY to Atlanta (in February of 2019) we had good fresh cooked food, cheerful dining car service, and friendly fellow diners. The current situation is embarrassing to me as a passenger who buys a premium ticket, probably embarrassing to the crew of the train and should be to Amtrak management.</p>	Pax unhappy with the changes to the dining car and the loss of traditional dining car service. Pax would like to see the return of true dining car experience on board trains.
Crescent	19	11/15/2019	NYP	ATL	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	<p>nothing was ever announced about the layover in WAS to change engines. Bathroom was filthy and without supplies before train reached Alexandria. Door between cars was not functioning and we had to listen to noise the entire ride. Car lights were never turned on Food service is a joke. Microwaved cheeseburgers and hot dogs is a pathetic offering. Especially on a 12 hour ride during which you cannot disembark time seek other options!!! rode #97 to SAV on 11/01 and it was nothing like this train. It had an excellent crew. I ride the NE corridor often. I thought I'd try the Silver Meteor for a trip to Savannah. I like trains. I've ridden many in various parts of the USA, Europe and Japan. But based on this experience, I won't ride Amtrak on any route but the NE corridor. You have a long way to go to until you meet basic customer needs.</p>	Pax unhappy with the changes to the dining car and the loss of traditional dining car service. Pax would like to see the return of true dining car experience on board trains.
Silver Meteor	98	11/15/2019	SAV	PHL	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	<p>travel from SAV to PHL on Silver Meteor. Train conductor never called stations; nothing was ever announced about the layover in WAS to change engines. Bathroom was filthy and without supplies before train reached Alexandria. Door between cars was not functioning and we had to listen to noise the entire ride. Car lights were never turned on Food service is a joke. Microwaved cheeseburgers and hot dogs is a pathetic offering. Especially on a 12 hour ride during which you cannot disembark time seek other options!!! rode #97 to SAV on 11/01 and it was nothing like this train. It had an excellent crew. I ride the NE corridor often. I thought I'd try the Silver Meteor for a trip to Savannah. I like trains. I've ridden many in various parts of the USA, Europe and Japan. But based on this experience, I won't ride Amtrak on any route but the NE corridor. You have a long way to go to until you meet basic customer needs.</p>	Pax unhappy with the changes to the dining car and the loss of traditional dining car service. Pax would like to see the return of true dining car experience on board trains.
Crescent	20	11/15/2019	SPB	PHL	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	pax upset that dinning car was taken off.	pax upset that dinning car was taken off.
Silver Meteor	97	11/15/2019	ALX	DFB	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	Meals	Pax dissatisfied with new dining facilities.

Capitol Limited	29	11/19/2019	WAS	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	As you know, recently Amtrak converted meal service on all one night trains east of the Mississippi to frozen meals that are microwaved. I am writing to let you know how bad this food is. It is absolutely terrible, and inedible. This was true of 2 different trains I ate on. You should be embarrassed. It is cruel to trap people on a train, and then not provide edible food. I understand that you want to save labor costs. While I did not agree that doing away with cooks is satisfactory, if you really feel you must do that, provide edible food, even if the selection is limited. Providing 6 inedible disgusting choices is not necessarily better than providing 2 edible choices. For example, you could contract with [redacted] to provide prepared edible sandwiches. Or you could contract with Lou Malinzi to provide edible frozen deep dish pizzas.	
Silver Meteor	98	11/19/2019	SAV	WAS	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	As you know, recently Amtrak converted meal service on all one night trains east of the Mississippi to frozen meals that are microwaved. I am writing to let you know how bad this food is. It is absolutely terrible, and inedible. This was true of 2 different trains I ate on. You should be embarrassed. It is cruel to trap people on a train, and then not provide edible food. I understand that you want to save labor costs. While I did not agree that doing away with cooks is satisfactory, if you really feel you must do that, provide edible food, even if the selection is limited. Providing 6 inedible disgusting choices is not necessarily better than providing 2 edible choices. For example, you could contract with [redacted] to provide prepared edible sandwiches. Or you could contract with Lou Malinzi to provide edible frozen deep dish pizzas.	- Email logged. - Food service complaint; New contemporary dining is terrible and not edible.
Silver Meteor	97	11/19/2019	NYP	ORL	COMPLAINT	TRAIN	DINING SERVICES	HOURS UNSATISFACTORY	I was very disappointed with the train, it was my first time traveling - The bathroom was flooded and was not cleaned until the morning after - The Restaurant cart was sadly closed, so I had a nice dinner of Snickers and coke (thats not a complaint haha that was better for me!) - The overall experience was kinda upsetting! do appreciate the travel being safe, thats always goal #1!!	
Silver Meteor	97	11/19/2019	NYP	WPB	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	Bad dining experience	Pax did not like quality of food and utensils used to serve.
Cardinal	50	11/19/2019	CHI	CHW	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	PAX CLD TO COMPLAIN THAT THERE WAS AN ELECTRICAL SHORT IN SLEEPER WHICH CAUSED THE LIGHT TO STAY ON ALL NIGHT. PAX COULD NOT SLEEP DUE LIGHT BEING ON. PAX ALSO ADVSD THAT SHE WASNT HAPPY WITH THE FLEXIBLE DINING	
City of New Orleans	58	11/19/2019	JAN	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD DEPLETED	No Email Address No Show Lyft Error DEPARTURE LATE TRAIN - 4HRS PAX REQUESTED KOSHER MEALS 2 WKS PRIOR TO TRAVEL AND DIDNT GET KOSHER MEAL PAX WASNT HAPPY WITH THE FOOD SELECTION/SERV OFFERED RETURN LATE TRAIN - 2HRS & 24 MINS PAX REQUESTED KOSHER MEALS 2 WKS PRIOR TO TRAVEL AND DIDNT GET THE KOSHER MEALS PAX WASNT HAPPY WITH THE FOOD SELECTION/SERV OFFERED	PAX ADVSD THAT SHE WASNT HAPPY WITH THE FLEXIBLE DINNING Vegetarian Meals depleted - Sleeper car passenger Stated he was able to get a vegan burger from cafe car on prior trips, however, this time Amtrak did not accommodate him because the train was all out of vegan burgers....
Capitol Limited	30	11/19/2019	CHI	RKV	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	Just wanted to congratulate and commenda everyone at Amtrak for the new and improved contemporary dining service which, thankfully, replaces the old fashioned and totally objectionable traditional dining car. I'm surprised that it took over a century for the stewards of passenger rail to realize that the public is gullible enough to accept replacing fresh ingredients prepared on board with pre-packaged, microwaved entrees loaded with sodium and fat. Not only does this step hasten our worst tribal instincts by ditching the opportunity for strangers to become friends, it encourages detrimental food consumption which will hasten chronic illness and disability. To all, from Mr. Anderson to the focus groups, to the on-board staff. Congratulations!	PAX WASNT HAPPY WITH THE FOOD SELECTION/SERV OFFERED
		11/19/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	presidential letter rec'd dated 10/25/19...attached	
		11/19/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Is it true you are stopping the meals on board, even if you book a room? I travel from FI to NY every year and is a big reason I use the train and not fly. I would like to voice my opposition to removing dining car sit down meals. There are many people who have dietary restrictions that will not be met with packaged meals. I am not paying for a package meal. If you reduce the meal service you should drop the price.	PAX IS UPSET ABOUT CHANGE TO DINING SERVICES
		11/19/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Heio, I wanted to take a moment to praise the crew of the southbound Crescent #19 on November 9th. They were exceptionally friendly and went out of their way to provide great hospitality to all passengers! Unfortunately, I also must say that the new dining policies are terrible. As a coach passenger I would've really enjoyed a real meal in the dining car rather than a lousy snack in the cafe car. Many other passengers onboard expressed similar sentiments about the dining options. Please bring back a real dining car for all passengers!	
		11/19/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	I miss the dining car and the delicious food on the Silver Meteor. I hope Amtrak will consider bringing the dining car back.	-Pax email states: As a coach passenger I would've really enjoyed a real meal in the dining car rather than a lousy snack in the cafe car. Many other passengers onboard expressed similar sentiments about the dining options. Please bring back a real dining car for all passengers!
		11/19/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Sad that we paid for the sleeper and no food included. TV dinners were a shock on the way up but on the way back no food included. No way to treat the sleeper cars if you want to sell any. 19 hours without even TV dinners is not good. Should warn customers especially us diabetics.	Passenger states she misses the dining car experience on the Silver Meteor, and hopes it will return.
Silver Meteor	98	11/20/2019	ORL	WAS	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	Hi, I recently traveled from Chesapeake to Kankakee IL. The first leg was bus. Dont know why but driver got off highway 4 and sped thru two lane roads. Quite scared. Train from Orlando to DC was better. Room attendant was very good. I brought own food as I dont eat any options available. Train from DC to Chicago was fine. Attendant Carlos was wonderful. Again food was terrible. Bought food again. Picked up our 2 checked bags and one was broken. Only second time using this bag. Cracked and broken at wheel. I can send a pic of damage. I suggest if you are offering easy to prepare meals- offer cheaper fares and people can purchase these meals in cafe car. Thank you, [redacted] baker and derald	Per email: "...TV dinners were a shock on the way up..."
Silver Meteor	98	11/20/2019	ORL	WAS	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY		Pax unhappy with the changes to the dining car and the loss of traditional dining car service. Pax would like to see the return of true dining car experience on board trains.

Crescent	19	11/20/2019	WAS	NOL	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	my name is Billy Thompson, me and my father have been riding the Crescent 19-20 for over 10 yrs. We look forward to two to three times a year going to New Orleans. Each and every time we have a sleeper. But What we look forward to the most is the experience of riding in the sleeper and enjoying the Great cooked food by the Chef in the Diner Car. This time we were highly disappointed. We thought we were on a plane. I dont know whos Idea it was to get rid of the cooked meals, they need to be Fired. One of the Greatest experience you can have is to sit in the Dinning car and get one the Great cooked meals. Not this put in the oven pre made TV Dinners. We did not pay the extra money to get that mess. At this time we dont know if we will be taking another trip on the Train. Please Please Return the Cooked meals.	One of the Greatest experience you can have is to sit in the Dinning car and get one the Great cooked meals. Not this put in the oven pre made TV Dinners. We did not pay the extra money to get that mess.
Crescent	20	11/20/2019	NOL	CLT	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	my name is Exemption 6 me and my father have been riding the Crescent 19-20 for over 10 yrs. We look forward to two to three times a year going to New Orleans. Each and every time we have a sleeper. But What we look forward to the most is the experience of riding in the sleeper and enjoying the Great cooked food by the Chef in the Diner Car. This time we were highly disappointed. We thought we were on a plane. I dont know whos Idea it was to get rid of the cooked meals, they need to be Fired. One of the Greatest experience you can have is to sit in the Dinning car and get one the Great cooked meals. Not this put in the oven pre made TV Dinners. We did not pay the extra money to get that mess. At this time we dont know if we will be taking another trip on the Train. Please Please Return the Cooked meals.	One of the Greatest experience you can have is to sit in the Dinning car and get one the Great cooked meals. Not this put in the oven pre made TV Dinners. We did not pay the extra money to get that mess.
Silver Meteor	97	11/20/2019	PHL	ORL	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	Took a round trip on Nov 10, Phi to Ori, and was vey surprised and disappointed at the new dining car system. I got my own meal, took it to my table and cleaned up. No on gave me a tip. I seem to be paying more and receiving less. I rode the Florida East Coast Railroad in 1961 and things ae not getting better. Also, Amtrak needs to have a 'Come to Jesus' meeting with Norfolk Southern, or whom ever they lease tracks from as I think the train was on a dirt road for a long time. What happened to the excellent food service your people provided. The one thing that set Amtrak apart for travel was the actual dining experience. Me and my wife absolutely loved it. What ashame ... Why?	- Email logged. - Dining complaint; Food service unsatisfactory. - Personnel complaint; No one assisted him with his meal or the clean-up after.
		11/20/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	It was really disappointing that the full dining car option, with meals made when you order, was changed up to the boxed format. That sucked!	Passenger states he is disappointed that the dining options changed
		11/20/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	It was really disappointing that the full dining car option, with meals made when you order, was changed up to the boxed format. That sucked!	Passenger states he is disappointed that the dining options changed
		11/20/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	The new dining cars are awful. The food is far worse than any plane I have been on. It is closer to 7-eleven, though they do have some food options that were not microwaved or held in warmers for hours on end. I have ridden the Empire Builder and Texas Eagle in years past. THAT is the experience I assumed we were getting on our trip to Chicago. Even as we were two hours late getting out of Penn, I thought at least we could get a nice meal. I was dumbfounded when I went back and encountered a food service offering that could not eclipse a gas station at 3:00 am. Our trip went further downhill when our engine later caught fire. Then, due to a bureaucratic nightmare caused by a drunken passenger, we were delayed a further two hours. Ironically, all this means that we will likely miss out our champagne brunch reservations in Chicago, originally set for noon. I cannot imagine booking overnight travel on Amtrak ever again with this food service. The former offering is a big part of what made the extra time and expense worthwhile. You ruined it!	The food is far worse than any plane I have been on. It is closer to 7-eleven, though they do have some food options that were not microwaved or held in warmers for hours on end
		11/20/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	One of the reasons I travel by train is because of the service that is still provided that the airlines no longer provide. I enjoyed eating in the dinning car with made to order food prepared by chefs. After working for the airlines for 42 years and having Richard Anderson as our CEO twice in my career I can see where he is taking Amtrak, down the long devastating track to ruin. After a throng of complaints about the new dinning options he will say that the dinning car should go because nobody likes it. Next will be only buy your meal options with little or no service. He will then walk away with millions of dollars of bonuses while devastating the rail system and will call it a success. Employees will be sacrificed as well. I will continue to ride the rails and will avoid flying as often as I'm able because of what Richard Anderson has done to flying. Hopefully he will be stopped both him and his subordinate cronies before they level further.	
		11/20/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	my name is Exemption 6 me and my father have been riding the Crescent 19-20 for over 10 yrs. We look forward to two to three times a year going to New Orleans. Each and every time we have a sleeper. But What we look forward to the most is the experience of riding in the sleeper and enjoying the Great cooked food by the Chef in the Diner Car. This time we were highly disappointed. We thought we were on a plane. I dont know whos Idea it was to get rid of the cooked meals, they need to be Fired. One of the Greatest experience you can have is to sit in the Dinning car and get one the Great cooked meals. Not this put in the oven pre made TV Dinners. We did not pay the extra money to get that mess. At this time we dont know if we will be taking another trip on the Train. Please Please Return the Cooked meals.	Each and every time we have a sleeper. But What we look forward to the most is the experience of riding in the sleeper and enjoying the Great cooked food by the Chef in the Diner Car. This time we were highly disappointed. We thought we were on a plane. I dont know whos Idea it was to get rid of the cooked meals, they need to be Fired. One of the Greatest experience you can have is to sit in the Dinning car and get one the Great cooked meals. Not this put in the oven pre made TV Dinners. We did not pay the extra money to get that mess. At this time we dont know if we will be taking another trip on the Train. Please Please Return the Cooked meals.
		11/20/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	food . odor	pax unhappy with the change of service of his train not having a dining car

Silver Meteor	97	11/21/2019	FBG	ORL	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	Fredericksburg to Orlando and back Everyone was helpful but no one on board could fix the terrible reduction in quality of food and service in the dining car. Heated frozen meals? Only four choices? Two of them were spicy and I could not eat them. I alternated between the tough braised beef with inedible cartilage and the gooey noodles of the chicken fettuccine . . . For every lunch and dinner on both legs of our journey to and from Disneyworld. The dessert was a huge disappointment, seemingly designed to keep you from eating it more than once. You used to have lovely choices with wonderful service that made train travel a real pleasure. Real food cooked on the train by chefs. In addition to the unsatisfying food in the sleeper car section, the under-staffing at the stations make it very difficult for a person like me to travel. I am old and have mobility issues. I can't lift my bags and I need help with my luggage all the way to and from the curb where I can get a taxi. The Orlando Station was understaffed and it was LONG slog to get to the train entrance. There was NO staff in Fredericksburg. The train station in Fredericksburg is LONG way from the curb and there was a homeless person sleeping in the elevator. Charge the money you need to charge to provide the service we expect and deserve in the sleeper car section. If I want lousy food and inadequate help with my luggage . . . I can take a plane. It's unpleasant but at least it's quick and cheap.	
									Good afternoon Please find below a complaint received from these clients.-----Our complaint is with the train journey from Ft. Lauderdale to New York. We had full board on the overnight sleeper. The web site for the train is still showing a dining car. Apparently this was cancelled months ago and there was only a buffet car with a poor selection of food. In fact, the next morning they had run out of breakfast cereal by 7.30. Even that was nothing compared to the actual train journey. Firstly, it is not a scenic ride. There is nothing to see apart from trees and houses. But even that is nothing. The actual ride was the worst journey we have ever experienced. If you can imagine being on a 25 hour plane ride with turbulence all the way, that was the train ride. Apart from when the train slowed to stop at stations and pass through towns, it rattled and shook and bounced all the way. It was impossible to sleep, and even walking along the passage to the buffet car was a problem staying upright. I do not think it would be advisable to book this train journey again and would be grateful for both yours and Amtraks comments.-----I would be grateful if you would investigate the points raised and provide a response at your earliest convenience. Many thanks & Exemption 6 Exemption 6 Exemption 6	
Silver Meteor	98	11/21/2019	FTL	NYP	COMPLAINT	TRAIN	DINING SERVICES	FOOD DEPLETED	Amtrak train 98 to New York, this was an experience not one I would like to repeat. In your brochure and in their time table they quote a full board service. I was expected a serviced dining car with waiters. We got a single man selling snacks and the worst aircraft style meals I've ever had. I understand since that Amtrak have been taken over and standards have change, but this is not what I paid for. Before night fall they had run out of certain drinks, orange and wine, in the morning the only real breakfast offering was McDonalds style Egg MacMuffin. micro waved, this is not acceptable and not what we paid for. As general advice, I wouldnt promote this journey especially with the service level drop and discomfort experienced. For older travelers the rocking of the carriages and poor sleeping accommodation is not to be recommended and on some occasions was boarding on being dangerous.-----I would be grateful if you would investigate the points raised and provide a response at your earliest convenience. Many thanks & regards Exemption 6 Exemption 6 Exemption 6	
Silver Meteor	98	11/21/2019	FTL	NYP	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	change of service	Pax unhappy with the changes to the dining car and the loss of traditional dining car service. Pax would like to see the return of true dining car experience on board trains. ETV issued by crd
Lake Shore Limited	48	11/21/2019	CHI	NYP	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	change of service	pax unhappy with the limited gluten free choices also pax unhappy with the removal of the dining car
Lake Shore Limited Crescent	449 19	11/21/2019 11/21/2019	ALB ATL	CHI NOL	COMPLAINT COMPLAINT	TRAIN TRAIN	DINING SERVICES DINING SERVICES	FULL DINING SVC NOT OFFERED FOOD/ SERVICE UNSATISFACTORY	Climate, soiled blankets in accom, dining car/inadequate meals dining service unsatisfactory	Pax upset regarding inadequate meals on train, pax feels as though she should be entitled to a hot meals with her bedroom accommodation like she has in years past. pax is very unhappy that they have removed the dining car on the crescent. Pax unhappy with the changes to the dining car and the loss of traditional dining car service. Pax would like to see the return of true dining car experience on board trains.
Capitol Limited	29	11/21/2019	WAS	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	dining car service	PAX UPSET ABOUT DINING CAR CHANGES, WISHES TO PRESERVE DINING CAR
		11/21/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	presidential letter rec'd dated 10/30/19..attached trains and begin to make a profit, and I want to see it improve too, and I may have a possible solution. I've read that YOU have to pay for delays, mostly caused by freight trains, and that's one of the driving factors of your money loss, the solution is actually quite simple: Make the freight railroads pay for delays (if they are the cause, of course). It will entice them to give Amtrak trains priority more, and it will get you that one step closer to profit! Also, another thing that might help with ticket sales is to have a dome car on some of your eastern trains. I know you've recently retired your Great Dome car for maintenance reasons, and I understand, but one of the main reasons people travel by train instead of any other method is to see the world. I think a dome car would definitely help get more tickets sold. Also, one other thing, your Contemporary Dining service. I know you probably get rude emails about it a lot, I know. But really, if it's not impacting ticket sales like what your CEO said, then why fix something that isn't broken? At the very least I think the food should be for all passengers. Also, please, don't bring Contemporary Dining to the west coast trains, riding for more than 2 days on a train with microwave food? I don't think that's even legal. The ridership on those trains is starting to go up, so please, just don't touch them. They are amazing the way they are. Amtrak, I love you, I always have. I really want to see things go in a positive direction. I want to see trains like the Empire Builder go on for a long, long time, and I want to see happy customers. I hope things go well! Love, always a rider of your trains, Exemption 6	

									<p>pax sent email 11/15 to waves mowat-kane: Customer Service Team, Sorry I am writing this e-mail to you based on a disappointing experience my wife and I had on our most recent travel with Amtrak. Please note that I want to say that all of the Amtrak staff was courteous and professional and this e-mail has nothing to do with any of them. Departing Trip à Newark Penn Station to Orlando, Train 97 leaving 10/05 at 3:38PM à Total Fee \$629 for 2 people in the Viewliner Roomette à This trip was booked to take advantage of the meal service which we loved but unfortunately was no longer offered for the trip to the Tampa station which was our destination à I booked the trip on Tuesday 09/17 and on Wednesday 09/18 a day later I received an e-mail regarding a à new dining experience à Starting October 1 (we should have been warned about this new program before we purchased the ticket) à The e-mail about the dining is filled with a lot of catchy buzz-words which were so transparently phony it was embarrassing à Upon opening the menu available at your website the food looked like stuff you would heat up in a microwave at Quick-Check or 7-11 à When we got on board and actually saw and ate the food I can honestly say that Quick Check would have been an improvement!! This food was garbage!! à It was really sad to walk into the old dining car we remembered so fondly from the last trip and see it bare, with no linens or silverware and no smell of food being prepared in the kitchen à Instead there was one person clumsily putting prepackaged food in a microwave and even though we were told to arrive at a certain time to eat this one person was overwhelmed with all of the tickets and the food was not ready à Seeing folks carrying the food back to their rooms in bags was just sad and everyone we talked to felt the same way. à The food was horrible and no lunch option either?! Who wants to eat Braised Beef for lunch? à The food was so bad we skipped the lunch and breakfast that we paid for à And speaking of paying we paid a significant amount of money for the luxury of this fine dining as this ticket was \$115 dollars more than our return trip from Tampa to New Jersey and that was longer à I don't know how in good conscience you can charge that exorbitant fee for what we could get at a local convenience store for a few dollars. Return Trip à Tampa to Newark Penn Station, Train 92 leaving 10/13 at 6:23PM à Total Fee \$514 for 2 people in the Viewliner Roomette à No dining on this car thank goodness but the train was over 4 hours late à OK things happen that is understandable but the first notification we got was in the cab on the way to the station most folks need to travel to the station that can be 30 minute to an hour travel time depending on where you live and I felt the first notification was too close We are very disappointed with the downgraded dining car service on the Silver Meteor. On previous trips we always looked forward to the full service experience and great menu. Although the food is still good, the service is nearly non-existent and we miss the comradarie that we used to get dining with other passengers. Also the lack of a lunch menu was very disappointing. I wouldn't even mind paying a bit more for the previous grade of service. One of the reasons we chose Amtrak over air travel to NYC is the dining. Now that it has been ruined, we might need to reconsider for our next trip.</p>	
		11/22/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		PAX IS UPSET WITH DINING CHANGES
		11/22/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		
		11/22/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	presidential letter rec'd dated 11/14/19...attached	Pax comments on Flexible dining service PAX UPSET ABOUT CHANGES TO DINING CAR
										Pax sent email 11/15 to waves mowat-kane: Customer Service Team, Sorry I am writing this e-mail to you based on a disappointing experience my wife and I had on our most recent travel with Amtrak. Please note that I want to say that all of the Amtrak staff was courteous and professional and this e-mail has nothing to do with any of them. Departing Trip à Newark Penn Station to Orlando, Train 97 leaving 10/05 at 3:38PM à Total Fee \$629 for 2 people in the Viewliner Roomette à This trip was booked to take advantage of the meal service which we loved but unfortunately was no longer offered for the trip to the Tampa station which was our destination à I booked the trip on Tuesday 09/17 and on Wednesday 09/18 a day later I received an e-mail regarding a à new dining experience à Starting October 1 (we should have been warned about this new program before we purchased the ticket) à The e-mail about the dining is filled with a lot of catchy buzz-words which were so transparently phony it was embarrassing à Upon opening the menu available at your website the food looked like stuff you would heat up in a microwave at Quick-Check or 7-11 à When we got on board and actually saw and ate the food I can honestly say that Quick Check would have been an improvement!! This food was garbage!! à It was really sad to walk into the old dining car we remembered so fondly from the last trip and see it bare, with no linens or silverware and no smell of food being prepared in the kitchen à Instead there was one person clumsily putting prepackaged food in a microwave and even though we were told to arrive at a certain time to eat this one person was overwhelmed with all of the tickets and the food was not ready à Seeing folks carrying the food back to their rooms in bags was just sad and everyone we talked to felt the same way. à The food was horrible and no lunch option either?! Who wants to eat Braised Beef for lunch? à The food was so bad we skipped the lunch and breakfast that we paid for à And speaking of paying we paid a significant amount of money for the luxury of this fine dining as this ticket was \$115 dollars more than our return trip from Tampa to New Jersey and that was longer à I don't know how in good conscience you can charge that exorbitant fee for what we could get at a local convenience store for a few dollars. Return Trip à Tampa to Newark Penn Station, Train 92 leaving 10/13 at 6:23PM à Total Fee \$514 for 2 people in the Viewliner Roomette à No dining on this car thank goodness but the train was over 4 hours late à OK things happen that is understandable but the first notification we got was in the cab on the way to the station most folks need to travel to the station that can be 30 minute to an hour travel time depending on where you live and I felt the first notification was too close We are very disappointed with the downgraded dining car service on the Silver Meteor. On previous trips we always looked forward to the full service experience and great menu. Although the food is still good, the service is nearly non-existent and we miss the comradarie that we used to get dining with other passengers. Also the lack of a lunch menu was very disappointing. I wouldn't even mind paying a bit more for the previous grade of service. One of the reasons we chose Amtrak over air travel to NYC is the dining. Now that it has been ruined, we might need to reconsider for our next trip.
Crescent	19	11/25/2019	WAS	BHM	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	Amtrak has completely messed up food service on the Crescent train. It is now 1:24am and I am so disgusted I had to write you. I am a long time rider. The food service is HORRIBLE. Amtrak should be ashamed!!!! Especially for the price we pay for rooms!!!! Unfortunately I have already made a Christmas reservation. BUT, if Amtrak does not bring back full traditional dining car service on the Crescent with chefs, no more Amtrak Crescent rides for me. Whoever made this decision should be FIRED! I understand it is a decision by the Amtrak President due to millennials. Well, they are not the customer base on the Crescent. How callus of Amtrak. The president of Amtrak should step down immediately. Bring back real food in the the Crescent dining cal for ALL passengers and get rid of the TV dinners and fire the person who made this decision!! predict the sleepers wi be empty and Amtrak will play the fool and wonder what happened! Well, I just told you. You just destroyed the experience. Pass this message on to the Amtrak President.	Pax comments on Flexible dining service PAX UPSET ABOUT CHANGES TO DINING CAR Pax sent email 11/15 to waves mowat-kane: Customer Service Team, Sorry I am writing this e-mail to you based on a disappointing experience my wife and I had on our most recent travel with Amtrak. Please note that I want to say that all of the Amtrak staff was courteous and professional and this e-mail has nothing to do with any of them. Departing Trip à Newark Penn Station to Orlando, Train 97 leaving 10/05 at 3:38PM à Total Fee \$629 for 2 people in the Viewliner Roomette à This trip was booked to take advantage of the meal service which we loved but unfortunately was no longer offered for the trip to the Tampa station which was our destination à I booked the trip on Tuesday 09/17 and on Wednesday 09/18 a day later I received an e-mail regarding a à new dining experience à Starting October 1 (we should have been warned about this new program before we purchased the ticket) à The e-mail about the dining is filled with a lot of catchy buzz-words which were so transparently phony it was embarrassing à Upon opening the menu available at your website the food looked like stuff you would heat up in a microwave at Quick-Check or 7-11 à When we got on board and actually saw and ate the food I can honestly say that Quick Check would have been an improvement!! This food was garbage!! à It was really sad to walk into the old dining car we remembered so fondly from the last trip and see it bare, with no linens or silverware and no smell of food being prepared in the kitchen à Instead there was one person clumsily putting prepackaged food in a microwave and even though we were told to arrive at a certain time to eat this one person was overwhelmed with all of the tickets and the food was not ready à Seeing folks carrying the food back to their rooms in bags was just sad and everyone we talked to felt the same way. à The food was horrible and no lunch option either?! Who wants to eat Braised Beef for lunch? à The food was so bad we skipped the lunch and breakfast that we paid for à And speaking of paying we paid a significant amount of money for the luxury of this fine dining as this ticket was \$115 dollars more than our return trip from Tampa to New Jersey and that was longer à I don't know how in good conscience you can charge that exorbitant fee for what we could get at a local convenience store for a few dollars. Return Trip à Tampa to Newark Penn Station, Train 92 leaving 10/13 at 6:23PM à Total Fee \$514 for 2 people in the Viewliner Roomette à No dining on this car thank goodness but the train was over 4 hours late à OK things happen that is understandable but the first notification we got was in the cab on the way to the station most folks need to travel to the station that can be 30 minute to an hour travel time depending on where you live and I felt the first notification was too close We are very disappointed with the downgraded dining car service on the Silver Meteor. On previous trips we always looked forward to the full service experience and great menu. Although the food is still good, the service is nearly non-existent and we miss the comradarie that we used to get dining with other passengers. Also the lack of a lunch menu was very disappointing. I wouldn't even mind paying a bit more for the previous grade of service. One of the reasons we chose Amtrak over air travel to NYC is the dining. Now that it has been ruined, we might need to reconsider for our next trip.
Silver Meteor	98	11/25/2019	ORL	NYP	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	PNR BOOKED INCORRECTLY	PAX CLD TO COMPLAIN ABOUT THE FLEXIBLE DINNING. THE FOOD ISN'T GOOD AND PAX MISS NOT BEING ABLE TO GO TO THE DINNING CAR TO SOCIALIZE.

								received for most of our recent first time trip aboard Amtrak from Niagara falls NY to Orlando Florida. Service was very professional, courteous and friendly throughout our journey which we enjoyed very much. We received really good service from Matt in business class on train 280 (9/28). Train 97 (9/28-9/29) from NY to Orlando the service was amazing from our sleeping care Exemption 6Exemption 6Exemption 6 just great people to interact with. This trip was the last of your previous dining car meal experience which was excellent and the service from the dining staff in particular Dave left us with this as a highlight of our trip! The food service change on our return trip on train 98 from Orlando was disappointing, we definitely appreciated the full experience on the way down and without a change in ticket pricing for this change that was an unfortunate negative of the journey. Our steward on train 98 Exemption 6 again was just another testament to the service your employees give to us as customers and passengers and how much they care about Amtrak! Please bring back your full dining service for those of us hoping to travel the rails again! And lastly I don't believe Amtrak has any control over this, but instead of finishing our trip and overall making it a 100% positive must do journey again. On train 283 back to Niagara Falls we were due in at 10:30pm. Track maintenance and freight train priorities held us on a siding for over 3 hours! We did not get into Niagara until near Zam! Again I don't hold Amtrak responsible but people should never be relegated to second class travel ahead of freight! Overall thank you and a big thanks to the train crews who made this a special trip for us, we hope to travel by rail again. Kind regards, Exemption 6Exemption 6	received for most of our recent first time trip aboard Amtrak from Niagara falls NY to Orlando Florida. Service was very professional, courteous and friendly throughout our journey which we enjoyed very much. We received really good service from Matt in business class on train 280 (9/28). Train 97 (9/28-9/29) from NY to Orlando the service was amazing from our sleeping care Exemption 6Exemption 6Exemption 6 just great people to interact with. This trip was the last of your previous dining car meal experience which was excellent and the service from the dining staff in particular Exemption 6 left us with this as a highlight of our trip! The food service change on our return trip on train 98 from Orlando was disappointing, we definitely appreciated the full experience on the way down and without a change in ticket pricing for this change that was an unfortunate negative of the journey. Our steward on train 98 Exemption 6 again was just another testament to the service your employees give to us as customers and passengers and how much they care about Amtrak! Please bring back your full dining service for those of us hoping to travel the rails again! And lastly I don't believe Amtrak has any control over this, but instead of finishing our trip and overall making it a 100% positive must do journey again. On train 283 back to Niagara Falls we were due in at 10:30pm. Track maintenance and freight train priorities held us on a siding for over 3 hours! We did not get into Niagara until near Zam! Again I don't hold Amtrak responsible but people should never be relegated to second class travel ahead of freight! Overall thank you and a big thanks to the train crews who made this a special trip for us, we hope to travel by rail again. Kind regards, Exemption 6Exemption 6
		11/26/2019		COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		
		11/26/2019		COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		PAX UPSET ABOUT CHANGES TO DINING SERVICE
								has improved its financial picture over the last few years. Congratulations! We hear from train personnel that new equipment is in the offing. That, too, is wonderful news. We are frequent passengers on the Downeaster from Portland, Maine to Boston/North Station. In addition, we take the long-distance routes at least six times/year. In fact, having enjoyed a trip out to the West Coast and back (Lake Shore Limited, Empire Builder and California Zephyr), we are now looking forward to our annual trip to Miami, Florida. In the past, I could usually count on gaining a few pounds, enjoying the dining car on the Silver Meteor. But not to worry this time in January 2020. Based on our experience on the Lake Shore Limited (round trips in March 2019 and October 2019), I'll drop a few instead. Why? Because the new and improved dining service failed to provide meals that my husband and I could eat. On three of the four trips, the vegetarian option was either not available or had spoiled so the attendant refused to serve it. In two of the cases, the attendant solved the problem by raiding the Cafe car for two salads. It worked, but was hardly the hospitality we have come to expect from Amtrak. By the way, forcing sleeper passengers to eat in their roomette further reinforces the impression that Amtrak's current policy is penny wise and pound foolish. Rather like those pounds that we won't be gaining on our upcoming Florida escape. Improved financial picture? Please, please, please consider reallocating funds to restore the dining car on the Silver Meteor and Lake Shore Limited. And the coupon for a free wine or beer? Insulting. Sincerely Exemption 6Exemption 6Exemption 6	
		11/26/2019		COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		very disappointed with the change in the dining service
		11/26/2019		COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		change in food service
		11/26/2019		COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Amtrak, I have just about HAD IT with your 'service improvements'! It was bad enough that you took away the traditional dining service on the Lakeshore Limited and the Capitol Limited, but by taking it away on all eastern long-distance trains, You have gone WAY too far! Everyone knows that running a railroad is finding ways to attract new customers, and improve the experience of your current passengers, and it's obvious that you are just a bunch of idiots who have NO IDEA what it means to do that. I DEMAND YOU RETURN THE TRADITIONAL DINING CAR SERVICE TO ALL LONG DISTANCE TRAINS OR I'LL HAVE NO CHOICE BUT TO ESCALATE MATTERS!!	pax is very upset with the change in service he thinks we are changing all LD train food service
		11/26/2019		COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Love Amtrak; very disappointed with loss of full service dining car. Entire experience is diminished.	Love Amtrak; very disappointed with loss of full service dining car. Entire experience is diminished.
								Amtrak has completely messed up food service on the Crescent train. It is now 1:24am and I am so disgusted I had to write you. I am a long time rider. The food service is HORRIBLE. Amtrak should be ashamed!!!! Especially for the price we pay for rooms!!!! Unfortunately I have already made a Christmas reservation. BUT, if Amtrak does not bring back full traditional dining car service on the Crescent with chefs, no more Amtrak Crescent rides for me. Whoever made this decision should be FIRED! I understand it is a decision by the Amtrak President due to millennials. Well, they are not the customer base on the Crescent. How callous of Amtrak. The president of Amtrak should step down immediately. Bring back real food in the the Crescent dining car for ALL passengers and get rid of the TV dinners and fire the person who made this decision!! predict the sleepers will be empty and Amtrak will play the fool and wonder what happened! Well, I just told you. You just destroyed the experience. Pass this message on to the Amtrak President.	Pax currently on train demanding to send President Mr. Anderson an email directly to express his dissatisfaction of food services and what menus should entail. He does not want any other email address. mtrak has completely messed up food service on the Crescent train. It is now 1:24am and I am so disgusted I had to write you. I am a long time rider. The food service is HORRIBLE. Amtrak should be ashamed!!!!
		11/26/2019		COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	extremely disappointed with the changes to the dining experience. can no longer justify purchasing a sleeper room. it is a shame as I always said Amtrak was the way to go. but now, I can drive as long as there is a 7.11 along the way and a motel 6, the experience will be on par with the train. please let me know when you return the full dining experience. btw I'm typing this as I finish my convenient store 'Amtrak' breakfast on the crescent line.	
Crescent	19	11/27/2019	NYP	TCL	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	- Email loaqed. - Dining complaint: Flexible dining service.

									This is feedback about the 'meal service' included on the Capitol Limited. I know that you are trying to cut costs, but it really was disappointing. On the westbound Capitol Limited, we had breakfast, and it was mostly self-serve continental, so not terrible. My husband and I both eat gluten-free (not parts-per-million sensitive, thankfully). I'd heard about the prepackaged meals now being served on this train, and I thought, 'Oh, good! Then they can easily have gluten-free muffins or bread.' But no, that wasn't the case. My husband got an egg-sausage-cheese sandwich, and just didn't eat the bun, and of course most of the cheese, which was melted into the bun. I got a yogurt - Chobani, Yum! Thanks for getting a good brand. Likewise the Kind brand granola bar. I also got the tiniest fruit cup I have ever seen, like the size container in which you'd get salad dressing or a bit of salsa. It contained two grapes and a few small cubes of unripe melon. Blah. So the east-bound train had what passed for dinner. It was heated in a plastic dish, and spicy so that you couldn't detect any plastic taste. Smart. In order to say that vegetables had been served, there was also a small container of the smallest amount of iceberg lettuce that you could call a salad. Iceberg? Did people really tell you that they wanted iceberg lettuce? There were also two cherry tomatoes, which were OK, not great. The dinners were heated/assembled/served by one man, working three times as fast as anyone should need to work, unless they are trying to get into the Guinness Book of Records. Passengers were just standing around, waiting and watching him, until their food was ready. Then we all ate at our own table, at our own little space, and returned to our sleepers as soon as we could because what was there to sit in the dining car for? All the disposable flatware and containers and plastic wrap made me sad, to be generating that much waste with each meal. I know, I don't have to get the meals. I could pack my own meals, or else fast. But if the meals are included in the cost, then I want to get them. We got this trip through Guest Rewards, but I'd have been furious to have such a crappy little excuse for a meal if I had paid for it. Is your goal to set expectations so low that people stop expecting complimentary food on a train, or stop getting it because it is so bad? The dining service west of Chicago isn't perfect by any means (on the Zephyr, they'd run out of salmon, and guacamole, and the entree salad, all in one trip). But please don't downgrade to these instant-reheat 'meals' and say that it is somehow meeting passengers' needs better. It's not.		
Capitol Limited	30	11/27/2019	CHI	PGH	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED			
Silver Meteor	97	11/27/2019	NYP	ORL	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	complaints on travel ... pnr 156e36	pax dissatisfied with new dining service, didn't like the food, the packaging, or the lack of interaction with other passengers	
Silver Meteor	97	11/27/2019	NYP	FTL	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	passenger mention that there is not one thing on the menu that the passenger can eat // and all that she was told is that Amtrak is making changes.	no happy with the flexible dining food was bad passenger was not aware that there were changes made to the dining services until to get on the train// she made it very clear that there is not one thing on the menu that she can eat and is stressing out about that // passenger is requesting a full refund	
									Dear Amtrak, While I respect Amtrak CEO William Anderson's dining management experience I question his implementation of airline modes of operation as methods to revive Amtrak train travel. This may be difficult news for an airline CEO to hear much less to absorb - train travel customers DO NOT take trains to get an airline travel experience - period. No-one wants to take a 48 hour train trip and exist on airline food and airline service. We travel by train because taking an airplane is a painful travel experience. Being cooped up like a sardine, getting microwaved food, spending hours at an airport, etc. is the reason we choose to travel by train. Train travel augmented by sleeping cars, decent food, and good service is why people choose to spend two days reaching their destination instead of a few hours of pain in airports and airplanes. It's the journey not the destination. Make train travel more luxurious not less so. If Amtrak competes with airlines by making train travel more airfinish, then you'll lose not gain customers. Amtrak should not aspire to be the Walmart of travel options. Please think out of the airline box. P.S. Our sleeping car attendant was top shelf.		
		11/27/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Exemption 5		
		11/27/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	presidential letter rec'd dated 11/17/19...attached	PAX UPSET ABOUT REMOVAL OF DINING CAR	
		11/27/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	presidential letter rec'd dated 11/20/19...attached	PAX OPPOSED TO ELIMINATION OF DINING CARS unaware train no longer had dining car - she was planning on purchasing food so didn't bring extra food	
Crescent	19	11/29/2019 11/30/2019	CVS	NOL	COMPLAINT COMPLAINT	TRAIN POLICY	DINING SERVICES SALES	FULL DINING SVC NOT OFFERED CHANGE IN SERVICE	Expired Gift certificate Food Unsatisfactory Discount fare unavailable I am on the last leg of a round trip from Syracuse to New Orleans. Apart from a disappointing food quality in the dining car, the whole Amtrak experience has been exceptional.... until I bumped into Barbara in the lounge in Chicago. She has been rude and grumpy. Because I requested to use the shower facilities I was made to stand aside(like a bad child) until all other customers were dealt with. The same treatment was repeated when I returned the key and needed my drivers licence back. She is not a very pleasant person and does not put a positive face forward for Amtrak	EXPANSION EFFECTIVE OCTOBER 1ST. 5024@ SEE ALT D, 16 SEPTEMBER. 5025@ Exemption 5 INFO SENT TRN: 20 BOARDING: 12/03/2019 07:00:00 AM Exemption 5 *DISP: INVALID PHONE NUMBER: NO DIAL - 2019-09-18 11:30:00 ET	
Crescent	19	12/02/2019	NYP	NOL	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY		food is unsatisfactory on the LD trains but the ride was great	

									<p>email rec'd 12/2 addressed to Mr. Anderson. Monday December 2, 2019 3:21 PM</p> <p>To: Mr. Richard Anderson, CEO, Amtrak Reservation # Exemption 6</p> <p>Exemption 6 Customer Relations, spoke to Exemption 6</p> <p>Exemption 6 Exemption 6 Exemption 6</p> <p>MEET/ASSIST DECLINED for both Sunday 11/24/2019, 11/30/2019, I never DECLINED. Train # 98 Hollywood to Jesup Ga 11/24/2019. He was wonderful. So documented, spoke to. No running water, toilets, viewliner car 9812, room 006. Until, we got to Jacksonville Fla. She offered \$150.00 voucher, I requested, refund. I would have to speak to someone in Corporate office. No phone #, nothing given, how reach live body in Washington DC. West Palm Beach, Conductor got off. We had to wait 45 minutes, for Another Conductor to take over this Train? Train late to Jesup Ga Train # 97 Jesup Ga to Hollywood, Depart 7:35 AM, was after 8 AM, before train came. Exemption 6</p> <p>Exemption 6 Car 9711 Room 001 We were to arrive Hollywood Fla train station 6 PM, we got there at 7:30 PM. Hour and Half Late. Get in viewliner, spoke to attendant Exemption 6 I scheduled, breakfast, lunch, dinner, in viewliner. Exemption 6 response, "I do not get dinner". I showed him my Amtrak paperwork, he would go and speak to someone, he comes back, stated "That person, told him, "I do not get dinner on Train # 97 I have spent 15 hours on this train. I told him to speak to the conductor Exemption 6. I told Exemption 6, right when I got on, Please keep me posted, trains location. I have car service scheduled to pick me up 6 PM, that station closes 6 PM. There was no Menu, in this room. Lunch, no silverware, no rolls. He did state he would let me know when we got to West Palm Beach, time frame to Hollywood. Drinks, asked what do they have, ordered Iced Coffee, Exemption 6 comes back, No Iced Coffee. 2:30 PM, he brings dinner. Franklin brings, braised beef, no rolls, no salad dressing. I was not asked what I wanted for dinner. Luckily, pictures my family placed on the phone, meals. I asked for salad dressing, "Newmans ranch drssing". Came warm, expiration 11/26/2019, given to me 11/30/2019. Five days later. (Picture taken) I asked Exemption 6, ater, does he have pasta meatball kids menu, "No". Does he have chicken dinner? After above mentioned, I lost my appetite. Shame on Amtrak employee Exemption 6, doing the above mentioned. 5:16 PM, I press the attendant call button, man, white shirt walking back & forth. Never payed any attention, call light in Amtrak hall way? He came back again, I said excuse me, I said Ignored by this Amtrak employee. Still waiting, nice customer came by, took pictures, call button light in the room, and hall way, light that was still on? Another white shirt</p>	
Silver Meteor	97	12/02/2019	JSP	HOL	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD SELECTION		
Silver Meteor	98	12/02/2019	MIA	PHL	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	dining service unavailable.	
Crescent	20	12/02/2019	SDL	NYP	COMPLAINT	TRAIN	DINING SERVICES	FOOD DEPLETED	Dinnina car selection - unsatisfactory Food depleted Sleeper Accommodation	
Crescent	20	12/02/2019	SDL	NYP	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION	Dinnina car selection - unsatisfactory Food depleted Sleeper Accommodation	
Crescent	20	12/02/2019	SDL	NYP	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION	Dinnina car selection - unsatisfactory Food depleted Sleeper Accommodation	
Crescent	20	12/02/2019	PIC	NYP	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	late train 19 and no lunch train 20	
		12/02/2019			COMPLAINT		SALES	CHANGE IN SERVICE	presidential letter rec'd dated 11/22/19..attached	
City of New Orleans	59	12/03/2019	CHI	NOL	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	Irain 1, Bedroom E. Enjoyed an elegant & delicious lunch meal with the experience of socialising in the dining car. This leaves us with good memories of our trip. No box foods please. The box food is very disappointing & will not generate more Amtrak customers. The staff in sleeper car has been friendly & helpful. Pls cut costs somewhere else & not on your dining car. Amtrak across America should be at its finest & want travelers to come back again & again .	Pax unhappy with the changes to the dining car and the loss of traditional dining car service. Pax would like to see the return of true dining car experience on board trains.
City of New Orleans	59	12/03/2019	CHI	NOL	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	Irain 1, Bedroom E. Enjoyed an elegant & delicious lunch meal with the experience of socialising in the dining car. This leaves us with good memories of our trip. No box foods please. The box food is very disappointing & will not generate more Amtrak customers. The staff in sleeper car has been friendly & helpful. Pls cut costs somewhere else & not on your dining car. Amtrak across America should be at its finest & want travelers to come back again & again .	Pax unhappy with the changes to the dining car and the loss of traditional dining car service. Pax would like to see the return of true dining car experience on board trains.
Crescent	20	12/03/2019	CVS	NYP	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	My daughter and I rode in a roomette from Charlottesville to NYC...train 3 1/2 hours late. Original boarding time was about 7am, so was planning on the included breakfast on train. Had to buy breakfast before getting on train. Boarded at about 1040. There was no bottled water waiting for us in our roomette and not enough toilet paper. And only getting that cheap made-in-China bar of soap? What a joke! No one even ever came to scan our tickets or explain anything to us, it was our first time on a train. Told by the dining cart attendant lunch would not happen until after DC stop, someone came at 130 to ask what we wanted. My daughter ordered the pasta with meatballs and a ginger ale. We were informed they were out of that meal and out of ginger ale, and that the earliest available time to eat lunch would be at 220. We arrived in the dining car at 220. At 255 our food was set in front of us. A single plastic plate of food for each of us. No roll, no salad, no dessert. I dont even know if they could serve alcohol since it was Sunday but I requested a drink since it was in the price. Never got one. The entire experience coming back from NYC was much better, from actually having an attentive attendant to the food. The experience we had was our first with amtrak and was not a good first impression. It was unacceptable. Not what I paid for and did not meet my expectations.	Meals that were provided to pax were unsatisfactory and unacceptable Passenger is unhappy with the change of service, Passenger stated he enjoy receiving the hot/ fresh meal on the train. Passenger did not like the selection of the food and wish they would go back serving hot fresh meals
Silver Meteor	98	12/03/2019	MIA	NYP	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	Dining car service removed	
Crescent	19	12/03/2019	PHL	HGB	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	late / food	
Crescent	20	12/03/2019	HGB	PHL	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	late / food	
Lake Shore Limited	48	12/03/2019	CHI	NYP	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	changing in dining service	
Crescent	19	12/03/2019	NWK	NOL	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	no please with flexible dining service	

Crescent	20	12/03/2019	NOL	NWK	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	no please with flexible dining service -Staff was very good and pleasant on both trains. -New food service was not good. - -High sodium foods pax not satisfied	food tray they now serve in kept falling on floor Upset with the dining car service - food was junk - no seafood only option very limited food for someone that do not eat meat FLEXIBLE DINING CAR SERVICE EXPANSION EFFECTIVE OCTOBER 1ST. 5010@ SEE ALT D, 16 SEPTEMBER.
Crescent	19	12/03/2019	NYP	NOL	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD SELECTION	-Staff was very good and pleasant on both trains. -New food service was not good. - -High sodium foods pax not satisfied	-Staff was very good and pleasant on both trains. -New food service was not good. - -High sodium foods pax not satisfied
Crescent	20	12/03/2019	NOL	NYP	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD SELECTION	-Staff was very good and pleasant on both trains. -New food service was not good. - -High sodium foods pax not satisfied	-Staff was very good and pleasant on both trains. -New food service was not good. - -High sodium foods pax not satisfied Limited menu and high sodium options
		12/03/2019			SUGGESTION	POLICY	SALES	CHANGE IN SERVICE	just read the article about the meal change; I had previously written a note about not being able to book the train we wished; if you want to change the meals, fine, then do it on the west coast; leave us southerners alone; we want hot really cooked food. not that nasty prepacked crap; you may want the younger generation to buy tickets, but the baby boomers are your bread and butter on the long overnight trains; and I can tell you now that we wont be one of them any longer if we have to eat that staff; if you are so --- bent on change, then do it on the west coast. leave us alone	unhappy with changes to dining service, implores us to save it "for the west coast"...
		12/03/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Dining car service removed The change of menu items is not very good. I'm sorry, it just plain sucks. The egg muffin sandwich for breakfast was hard as a rock after heating. The lunch and dinner menus are one in the same and NOT good at all. The meat in the beef dish was very hard and chewy. And the rolls come out very hard when heated. Actually my husband got sick to his stomach after the dinner. Switching to serving prepackaged meals was not the way to go. Ask anyone who has tasted your new meals. The Empire Service (#283) train from NYC to Roch., NY really needs to have someone clean up the bathrooms throughout the ride. Very dirty and smelly. You raise the prices of the train trips and lower your quality of meals. Gets me to rethinking whether rail travel is for us anymore.	Passenger is unhappy with the change of service, Passenger stated he enjoy receiving the hot/ fresh meal on the train. Passenger did not like the selection of the food and wish they would go back serving hot fresh meals
Silver Meteor	98	12/04/2019	ORL	NYP	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	NO ice on sleeper and this is first class!!! I just stood in line because one employee trying to microwave meals for passengers, which are rubbery and disgusting compared to your previous system with chef cooking, just to get ice!!!! Wake up	Egg muffin - rock hard after heating lunch and dinner menus are the same - no variety Rolls are hard once heated
Silver Meteor	98	12/04/2019	DLD	NYP	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	Amtrak... who is making these horrible changes????? The food for bedroom accommodations was not acceptable! It was horrible. Nothing for children, no health options. Bring back the old food. Everyone was complaining. I will not be back until the menus improve.	
Crescent	20	12/04/2019	NOL	NYP	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	Pax states now when she travels and eats the boxed food and gets sick. Not liking the new food options	Pax stated she ate the fettuccine Alfredo and and salad Pax wants another way to deal with her stomach issue
Crescent	19	12/04/2019	TRE	BHM	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION	I just got an email stating that you were going to take out the dining car for overnight trips. This is terrible since you can't bring food with you and you charge sooooo much money anyway. Its not fair for people traveling from New York City to MIAMI florida to go without a meal. When is this going to be in place?	I just got an email stating that you were going to take out the dining car for overnight trips. This is terrible since you can't bring food with you and you charge sooooo much money anyway. Its not fair for people traveling from New York City to MIAMI florida to go without a meal. When is this going to be in place?
		12/04/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	The change of menu items is not very good. I'm sorry, it just plain sucks. The egg muffin sandwich for breakfast was hard as a rock after heating. The lunch and dinner menus are one in the same and NOT good at all. The meat in the beef dish was very hard and chewy. And the rolls come out very hard when heated. Actually my husband got sick to his stomach after the dinner. Switching to serving prepackaged meals was not the way to go. Ask anyone who has tasted your new meals. The Empire Service (#283) train from NYC to Roch., NY really needs to have someone clean up the bathrooms throughout the ride. Very dirty and smelly. You raise the prices of the train trips and lower your quality of meals. Gets me to rethinking whether rail travel is for us anymore.	Not happy with the flexible dining
		12/04/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Here it is Thanksgiving Day , paid to travel first class like we always do and get told when we get on that there is no more chef for meals and because one of your employees called out on holiday have to go eat out of microwave!! This is crazy. Your new CEO needs to put our meals back to what it was or decrease your price to travel. Seriously disappointed. Happy Thanksgiving.	
		12/04/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	NO ice on sleeper and this is first class!!! I just stood in line because one employee trying to microwave meals for passengers, which are rubbery and disgusting compared to your previous system with chef cooking, just to get ice!!!! Wake up	Pax unhappy with the new dining
		12/04/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Amtrak... who is making these horrible changes????? The food for bedroom accommodations was not acceptable! It was horrible. Nothing for children, no health options. Bring back the old food. Everyone was complaining. I will not be back until the menus improve.	
		12/04/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	letter rec'd dated 11/22/19...attached	pax unhappy with changes to dining service dining car change -- pax std whoever is making these discussions, do not understand the experience with the dining car....pax believes Amtrak is loosing something with these changes....very disappointed that you would think a box sandwich you put in the Cafe car is the same experience, but it is not... pax would like to know if CEO Mr. Anderson has ever taken a cross country travel.... pax feels if he has not then he should and see what a box lunch is like...
		12/04/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	dining car change -- pax std whoever is making these discussion, do not understand the experience with the dining car....pax believes Amtrak is loosing something with these changes....very disappointed that you would think a box sandwich you put in the Cafe car is the same experience, but it is not	Very upset over taking the dining car off the train! Plus wants us to know it use to be the highlight of the trip.
		12/04/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Complaint of the dining car being removed from service. Pax traveled on train 92 and there was no dining car.	

									I recently (on returning from a vacation) received an email telling me about your changes to the meal service on the Meteor train to Miami. Could you please tell me what is exciting about downgrading the food service? I mean for your customers, not for your bottom line. The food is one of the reasons I travel by Silver Meteor, it evokes the service of years gone by. And you're not even offering a refund of part of the price of the cabin & food. I don't think I even get a discount on the price of the food but pay the same as for 2 people. Why ready-to-serve meals? I liked your menus. If I want ready-to-serve I can go by plane and save several hundreds of dollars in cost. Or on short flights I can buy food cooked at restaurants at the airport before I leave. I would point out that the cost of this return trip, with accommodation and food is more than a recent return trip to England and 2 nights of bed and breakfast at a hotel in the center of London. Also, the price I paid was supposed to include a senior discount (I'm also a member of AARP). Every year I take a train vacation that includes steam trains so you can see that I like train travel but I am less likely to do an overnigher to Miami again; note that this is not the first time this year that I've made this journey - I've already made a one-way trip on this service. My plan was to travel this way every time I visit that city. Now I'm not so sure. If you call, please leave a message; prefer email contact, except around travel days. email # 2 from case [REDACTED] Description I booked on the Silver Meteor because of the food, e.g., steak for dinner, freshly cooked omelettes for breakfast. That's what I paid for when I booked my trip in August. Instead I get cheap grocery store freezer meals except less nutritious and less tasty, based on those I've eaten to date; I'll try the beef today. The cost of this food is significantly lower than what I paid for so I expect a refund of the difference between what I paid for and what I got. email # 3 from case [REDACTED] Description In August I made a reservation for a cabin on Train 98 & was given room 005 in car 9810 but when I went to board the train another name was listed for my cabin. I was moved to room 10 in car 9713. Why should I be the one to move when I booked before the other person? This is lousy service. AND there is no coffee or any other beverage available in the carriage. What with this and the new food I must ask if you are trying to lose customers for this train. I certainly will try to avoid this train in the future in preference for the train where I have to buy my own meals, or risk a middle seat on a plane. Of course you could try to improve the food was acceptable on the cardinal but the service left much to be desired. We had to go to counter order what we wanted and then go pick it up when it was finished. The one free drink was nice but could be dropped and use that money for another person in cafe car. We had similar experience coming back on lake shore limited. 0	
Silver Meteor	98	12/05/2019	MIA	ALX	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY		Per email: email # 2 from case [REDACTED] Description I booked on the Silver Meteor because of the food, e.g., steak for dinner, freshly cooked omelettes for breakfast. That's what I paid for when I booked my trip in August. Instead I get cheap grocery store freezer meals except less nutritious and less tasty, based on those I've eaten to date; I'll try the beef today. The cost of this food is significantly lower than what I paid for so I expect a refund of the difference between what I paid for and what I got. email # 3 from case [REDACTED] Description In August I made a reservation for a cabin on Train 98 & was given room 005 in car 9810 but when I went to board the train another name was listed for my cabin. I was moved to room 10 in car 9713. Why should I be the one to move when I booked before the other person? This is lousy service. AND there is no coffee or any other beverage available in the carriage. What with this and the new food I must ask if you are trying to lose customers for this train. I certainly will try to avoid this train in the future in preference for the train where I have to buy my own meals, or risk a middle seat on a plane. Of course you could try to improve things.
Capitol Limited City of New Orleans	30 59	12/05/2019 12/05/2019	CHI CHI	WAS NOL	COMPLAINT COMPLAINT	TRAIN TRAIN	DINING SERVICES DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY FULL DINING SVC NOT OFFERED		not happy with the diner not being offered anymore
		12/05/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	not happy without having a dining car / [REDACTED] service on some lines! it's our favorite part of the Amtrak experience, honestly. We will be much less likely to book future trips on Amtrak as a result of this. We might as well fly -- it's cheaper and faster. We choose Amtrak because we like the slower pace and the meal times when we meet other travelers. Please don't do this. It's patently obvious that it's not about the 'millenium experience' -- but only about cutting costs. We experienced the pre-made food on our last trip (on the City of New Orleans) and it was AWFUL. Food was bland, overcooked, tasteless, and made a TON of waste. Please do not convert the dining car food to that crummy boxed stuff. We recently went from LA to DC. First part had great meals. Then after Chicago it was bad. If I have to have boxed food I will not travel on Amtrak. For the past 12 years I have used Amtrak for one to two trips a year from DC to NY and am very happy with the amenities and service on this commuter line. I had heard how pleasant the touring trains of Amtrak were and eight years ago I traveled the Coast Starlight with my family. We enjoyed the change this offered from air travel, providing a scenic trip and pleasant meals with other passengers that was such a unique accent to the train travel in which the travel was as much a part of the vacation as was the destination. I recently took the Empire Builder with my father expecting the same. Mostly the experience was very pleasant. The views were scenic, service and meals were good, and we enjoyed the conversation with other travelers. But I was disappointed to see the meal service was reduced from dining on table cloths and ceramic plates to service on paper cover and plastic plates and cups. This was in contrast to the photo on the Amtrak website under The Unique Amtrak Experience domain which depicts the use of table cloths and glassware. Thus, I cannot understand why Amtrak would advertise an experience it does not provide. This disappointment was minor compared to what we experienced when we finished the trip on the Capitol Limited. We expected food service but received a box meal which could only be compared to my experience riding a bus. I am truly sorry to see the US train system removing its amenities that distinguished it from the bus and I am making this comment in the hope you will change and return to providing some option for indulgence of dining when traveling. I consider the Capitol Limited and the Cardinal to be touring trains with the countryside covered by these routes, but understand that the east coast trains are now going to the standard of box meals. As I am approaching retirement, I am looking forward to traveling more and had planned to use the train. However, this reduced experience with meals on paper and from boxes makes me question if the time and costs of using the train is worth it. I can only assume that if Amtrak truly believed this was desired by their travelers, they would clearly show this with pictures on their website and give a clear description of what is meant by flexible dining service. Other travelers expressed a similar opinion to me. For me, if this is the direction Amtrak continues on, I will not plan to travel overnight on the east coast. Since this will require any travel from Chicago will require air travel to Chicago, I am certain that for most trips, since I must start on a plane I will just fly to my destination and not use the train at all. If I do travel by train, I will be looking to Canada, which does still provide service	
		12/05/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Passenger requesting for the dining car food not to be changed, states the food was bad, crummy	
		12/05/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Passenger upset about change in dining service	
Cardinal	51	12/05/2019 12/06/2019	NYP	ALX	COMPLAINT COMPLAINT	POLICY TRAIN	SALES DINING SERVICES	CHANGE IN SERVICE FOOD/ SERVICE UNSATISFACTORY	Rough Ride environmental issue	Pax stated the lack of a dining car is unacceptable - pax travelling on a long distance train, you want to be able to purchase meals to eat, not junk from a snack bar PAX said the need dining system is horrible.

Capitol Limited	30	12/06/2019	CHI	PGH	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD SELECTION	-Pax unhappy with the food service -States food was placed on a tray and thrown at them -Tasted very poor	-Pax states that while he was traveling on this train the dining service was changed. States that food was thrown on a tray at them and they were not given options. States that they were just given poor microwaved meals with no waitress and no full dining service.
City of New Orleans	59	12/06/2019	CHI	NOL	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	room door malfunction my complaint today is the recent loss of the dining car on so many of the Countrys trains. Train lovers realize the journey from one location to the next IS the experience. The dining car is a key component of this journey as this is where you not only enjoy wonderfully prepared food served by friendly & attentive staff who appreciate the art of fine dining, but it is where life long friendship are enjoyed & created. The loss of the dining car has killed this opportunity for mankind to enjoy the hospitality & uniqueness of others. The creation of this new FAST-FOOD service mentality is not only impersonal but is void of all human compassion & emotion; and the microwaved food is horribly tough, tasteless, and cold! We will not be riding any train which has removed its full dining service. I ran into a great team in the Dining Car. Description I had the opportunity to be served by five sleeping car attendants on this trip. Each one did a fine job, but Barbara went the extra mile. She not only put welcome notes on our rooms, but also decorated the entrance to the car with a garland of (artificial) fall-colored leaves. She attended to our beds promptly, morning and night, and engaged in interesting conversation when we wanted it. She is a model attendant. 3rd email from case Description I had the opportunity to be served by five different sleeping car attendants on this trip. stood out by being the tidiest of all: unlike some of the earlier trains, the shower room was not stuffed with towels, dirty or clean, and the beverage station was immaculate day and night. He also had a welcome sense of humor. His card gave only 'E' as a last name. 4th email from case Description This two-week trip from Boston to Seattle and back was the trip of a lifetime for me. Beside the Lake Shore Limited between Boston and Chicago in both directions, I took the California Zephyr, the Coast Starlight, and the Empire Builder, and enjoyed each run immensely. I had front-row seats to some of the country's most spectacular scenery, and a comfortable ride both in my roomette and in the lounges, observation cars, and dining cars. Staff were almost all friendly and helpful; I've submitted individual compliments. However, in comparison with my trip on the Empire Builder ten years ago, certain aspects have degraded. I was shocked at the use of plastic plates and cups even in the Traditional Dining cars, and even more so in the all-plastic so-called Contemporary Dining on the Lake Shore Limited. Surely you know that plastic is an ecological curse, with much of it made from petroleum and almost all of it surviving centuries in the environment. Staff told me that nothing from the train is recycled. This is unacceptable. Since trains offer us a way to travel with a smaller carbon footprint than jets, Amtrak should be a leader in sustainable travel. In addition, I must register a loud complaint about the so-called Contemporary Dining. One of the reasons I and many others choose Amtrak for long-distance travel is for the leisurely experience of the Dining Car. We revel in the freshly-prepared food, the courtesy of the experienced staff, the spacious seating, and opportunity to meet new people. The menus on the Zephyr, Starlight, and Empire Builder offered enough variety to (nearly) satisfy me as a vegetarian. But food on the Lake Shore Limited offered only one vegetarian option, the same at other have some suggestions for travel. I fly when its necessary but try to take the train when I can because it has less impact on the environment. Amtrak should promote the benefit of train travel on the environment. In doing should think about reducing single use items like plastic. Encourage passengers to bring refillable water and at least have compostable plates, utensil etc. I think people concerned about reducing their carbon footprint and who are interested in a more relaxed mode of travel would appreciate it. Also making WiFi available on all trains. Healthier food options in the lounge car and updating the aesthetics of the trains. I think there is an opportunity to elevate train travel. email # 3 from case Description Hello Hello, I want to write to express my disappointment at the discontinuation of the dining service Miami to New York. I booked a trip without this being disclosed to me. I feel that part of the ticket price includes the fresh food that the dining service provided. This should be prominently disclosed somewhere before the ticket is purchased. I am requesting a reduction in my sleeper car accommodations fee and that I receive a voucher of sorts for future Amtrak travel. I am an Amtraks Rewards member as well. Having to choose from limited, frozen microwaveable food for an overnights trip was not worth the \$1007 travel fee. Ive travelled a few times long distance on Amtrak and the dining car makes the trip. I look forward to your response. Thanks Exemption 6	The food compared to what they received on the empire builder was like night and day. my complaint today is the recent loss of the dining car on so many of the Countrys trains. Train lovers realize the journey from one location to the next IS the experience. The dining car is a key component of this journey as this is where you not only enjoy wonderfully prepared food served by friendly & attentive staff who appreciate the art of fine dining, but it is where life long friendship are enjoyed & created. The loss of the dining car has killed this opportunity for mankind to enjoy the hospitality & uniqueness of others. The creation of this new FAST-FOOD service mentality is not only impersonal but is void of all human compassion & emotion; and the microwaved food is horribly tough, tasteless, and cold! We will not be riding any train which has removed its full dining services.
		12/06/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		
		12/06/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		pax unhappy about the Flexible Dining...limited options to choose, only 1 vegan option, unhappy that it creates more waste
		12/06/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		Hello! have some suggestions for travel. I fly when its necessary but try to take the train when I can because it has less impact on the environment. Amtrak should promote the benefit of train travel on the environment. In doing should think about reducing single use items like plastic. Encourage passengers to bring refillable water and at least have compostable plates, utensil etc. I think people concerned about reducing their carbon footprint and who are interested in a more relaxed mode of travel would appreciate it. Also making WiFi available on all trains. Healthier food options in the lounge car and updating the aesthetics of the trains. I think there is an opportunity to elevate train travel. email # 3 from case Description Hello Hello, I want to write to express my disappointment at the discontinuation of the dining service Miami to New York. I booked a trip without this being disclosed to me. I feel that part of the ticket price includes the fresh food that the dining service provided. This should be prominently disclosed somewhere before the ticket is purchased. I am requesting a reduction in my sleeper car accommodations fee and that I receive a voucher of sorts for future Amtrak travel. I am an Amtraks Rewards member as well. Having to choose from limited, frozen microwaveable food for an overnights trip was not worth the \$1007 travel fee. Ive travelled a few times long distance on Amtrak and the dining car makes the trip. I look forward to your response. Thanks Exemption 6
Silver Meteor	98	12/06/2019 12/09/2019	SAV	NYP	COMPLAINT COMPLAINT	POLICY TRAIN	SALES DINING SERVICES	CHANGE IN SERVICE FULL DINING SVC NOT OFFERED	Dining car closed	Dining car services were closed due lack of staff, pax had to order from cafe car

									<p>From: Exemption 6 Sent: Saturday, December 7, 2019 3:14 PM To: Amtrak Customer Service <CustomerService@Amtrak.com> Subject: Amtrak On Fri, Nov 29, 2019 at 6:53 PM I realize you may not be the correct person to email but I can't seem to find an email address for Amtrak guest rewards. I've been traveling on the train since I was a little boy and as I grew up of course I run into a few minor hiccups here are the things that I wasn't always so happy about but never in my life have I had an experience that I just experienced first of all let's talk about the food I get it you're trying to save money but the food still needs to be at a bowl you shouldn't advertise that you offer food if it's not edible or of course you can use colorful language to describe it on that menu I've taken photos of it that I will happily share with you it looks it taste it feels disgusting everything is overcooked mush I mean I have seen stuff come out of a cannon that looks better than this and I tried to eat it but it's just so bad if you're going to do meals like this at least get good quality ones or better it just give me a credit and let me get something from the snack bar or just serve the snack bar stuff I'll be completely honest I would've much rather had a microwave hamburger or hotdog over what you were serving as my complementary meal. Again I have photos I posted one already on Twitter considering posting more I have thousands of followers on Instagram I'm sure they'd be interested to see what you're calling food on the train you charge so much for these rooms and you have taken away so many amenities I'm really having a hard time being loyal to Amtrak anymore I am flying more and more not because I'm in a rush to get there because let's face it the food is better on an airplane these days. One more thing I want to add this is not just about one particular train my first leg of my trip was on train 98 my second leg was on train 29 both of them are serving the exact same foods. Now let's talk about the cleanliness train 98 and let me tell you I've taken a lot of photos again I'm happy to share them with you or with an Instagram or with anyone who wants to see them the room is disgusting it's not just worn out it's got dirt and grime and cobwebs I was scared to touch anything I asked the conductor if it was a clean room somewhere he apologized talk to my room attendant there was a room down the hall but it wasn't any better the room attendant did come in with a towel and tried to wipe a few things down but we'll well past a little surface dusting again pax sent email 1/26 to Mr. Anderson. I recently traveled from Flagstaff to Eugene and I really enjoyed the dining car experience. Not only great food, but a chance to eat at a table with other passengers. This is an experience you just can't get flying. Please keep this service. As a result of my experience, my husband and I will be making Amtrak our first travel choice. Of course, more routes would be great. I'm writing my Representatives to ask that they do a better job of funding Amtrak. If course, you have more say so on what happens to Amtrak and I encourage you to be aware of the intangibles that make the Amtrak experience the best way to travel!</p>
Silver Meteor	98	12/09/2019	FTL	WAS	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION	pitiful food selection, inedible accommodation unsatisfactory
		12/09/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	PAX SENT EMAIL REQUESTING KEEPING THE DINING CARDS
Capitol Limited	29	12/10/2019	WAS	TOL	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	full dining service not avail snacks in the first class lounge station condition in TOL late train coffee in sleeper car
Capitol Limited	30	12/10/2019	TOL	WAS	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	full dining service not avail snacks in the first class lounge station condition in TOL late train coffee in sleeper car
Silver Meteor	98	12/10/2019	ORL	WAS	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	full dining service not avail snacks in the first class lounge station condition in TOL late train coffee in sleeper car
Capitol Limited	29	12/10/2019	PGH	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD DEPLETED	Lost checked baggage on both trains. Baggage was located on both trains also my complaint today is the recent loss of the dining car on so many of the Country's trains. Train lovers realize the journey from one location to the next IS the experience. The dining car is a key component of this journey as this is where you not only enjoy wonderfully prepared food served by friendly & attentive staff who appreciate the art of fine dining, but it is where life long friendship are enjoyed & created. The loss of the dining car has killed this opportunity for mankind to enjoy the hospitality & uniqueness of others. The creation of this new FAST-FOOD service mentality is not only impersonal but is void of all human compassion & emotion; and the microwaved food is horribly tough, tasteless, and cold! We will not be riding any train which has removed its full dining services.
		12/10/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Train 29 food selection is very bad Pax very upset that dinning car was removed my complaint today is the recent loss of the dining car on so many of the Country's trains. Train lovers realize the journey from one location to the next IS the experience. The dining car is a key component of this journey as this is where you not only enjoy wonderfully prepared food served by friendly & attentive staff who appreciate the art of fine dining, but it is where life long friendship are enjoyed & created. The loss of the dining car has killed this opportunity for mankind to enjoy the hospitality & uniqueness of others. The creation of this new FAST-FOOD service mentality is not only impersonal but is void of all human compassion & emotion; and the microwaved food is horribly tough, tasteless, and cold! We will not be riding any train which has removed its full dining services.
Silver Meteor	97	12/11/2019	NYP	WPB	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD SELECTION	passenger said that she was thinking her train ride was going to be a good ride like when she took it last time she said that she told her husband so that he can experience said that she was thinking that she was going to be served a hot dinner but she said that that was not the case she said that this was a horrible trip she said she doesn't know why amtrak took that away especially if the train ride 15 hrs with out a hot food not a microwave pizza.
Lake Shore Limited	48	12/11/2019	TOL	NYP	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION	complaint

Lake Shore Limited	49	12/11/2019	NYP	TOL	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION	complaint	passenger said that she was thinking her train ride was going to be a good ride like when she took it last time she said that she told her husband so that he can experience said that she was thinking that she was going to being served a hot dinner but she said that that was not the case she said that this was a horrible trip she said she doesn't know why amtrak took that away especially if the train ride 15 hrs with out a hot food not a microwave pizza.
		12/11/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		pax upset with changes to dining service
		12/11/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	email forwarded to UCR from FOIA office Please please please do not get rid of the dining cars. It is the reason we take the train!! Please consider it...it will be very detrimental to us and you. I am on the Crescent, approaching New Orleans as I type. With is time, I expect schedule to be approximate, staff is excellent. The 'flexible dining' sucks. The food isn't terrible, just could easily be far better. And 4 choices for 3 meals on our 30 hour trip is truly bad. The first drink free I would surely give up and pay for my drinks the whole way in exchange for a real meal. Let the lady warming up day old food have a couple loaves of bread and cold cuts for lunch as an option. Maybe a real salad. A real burger or piece of chicken on a grille, with a side of rice, can't be more expensive than this pre packaged stuff can it? And all this plastic waste is insane! Regards Example	Unhappy with flexible dining
		12/11/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		pax unhappy with changes to dining service
Capitol Limited	29	12/12/2019	WAS	CHI	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	email rec'd 12/11: Dear Amtrak guest relations, I am asking for compensation for problems with my trip last night. First the bed in my room was broken. The staff decided to move us to the staff car. Unfortunately there was absolutely no heat in the room they assigned us. I spoke to a conductor, Robert Purcell but there was no solution other than leaving room door open. I'm just getting over a cold and I'm afraid that the hours spent in this condition was not helpful to my recovery. A less critical problem was the lack of food. There was 1 vegetarian option which has too much pepper for me to eat and again unfortunately there was no lettuce on the train so no salad.	Per appeal email: A less critical problem was the lack of food. There was 1 vegetarian option which has too much pepper for me to eat and again unfortunately there was no lettuce on the train so no salad.
Crescent	20	12/12/2019	NOL	WAS	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION	Traveled round trip Washington DC-New Orleans, November 12 and November 26. I have always enjoyed traveling Amtrak and have done so many times over the years. This round trip was the exception. The food on trains #20 and #19 was awful. My husband and I had two handicapped rooms on both trains. (His name is Vernon Best) We ended up buying food in the snack bar car as we did not like the first class lounge menu. Terrible customer relations/service when a rider spends this much money and ends up paying for food. I will rethink my next travel plans unless Amtrak changes back to an edible menu. Also..... It seems both trains exceeded the speed limit. The cars were being tossed all over the rails. Normally I can sleep onboard. Could not do so this time due to extremely bumpy rides. Has Amtrak not learned anything from all their derailments resulting from speeding? NOT SAFE!! Overall I was very disappointed in these two trips. The worst I have ever experienced on Amtrak. Bring back DECENT FOOD!! (also reservation Example)	terrible food rough ride
Crescent	20	12/12/2019	NOL	NYP	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION	Just so we are on the same page, a Crescent Line 60 hr round trip passenger is expected to live off of microwaved concession stand food? That is unless riders are expected to sneak in half a baked chicken wrapped in tin foil on board. Would have been very willing to purchase real meals in the now restricted meal car.	no food service is unsatisfactory
Crescent	19	12/12/2019	WAS	NOL	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION	Traveled round trip Washington DC-New Orleans, November 12 and November 26. I have always enjoyed traveling Amtrak and have done so many times over the years. This round trip was the exception. The food on trains #20 and #19 was awful. My husband and I had two handicapped rooms on both trains. (His name is Example) We ended up buying food in the snack bar car as we did not like the first class lounge menu. Terrible customer relations/service when a rider spends this much money and ends up paying for food. I will rethink my next travel plans unless Amtrak changes back to an edible menu. Also..... It seems both trains exceeded the speed limit. The cars were being tossed all over the rails. Normally I can sleep onboard. Could not do so this time due to extremely bumpy rides. Has Amtrak not learned anything from all their derailments resulting from speeding? NOT SAFE!! Overall I was very disappointed in these two trips. The worst I have ever experienced on Amtrak. Bring back DECENT FOOD!! (also reservation Example)	terrible food rough ride arrived 1 hr 10 minutes late
Crescent	20	12/12/2019	DAN	NYP	COMPLAINT	TRAIN	DINING SERVICES	FOOD DEPLETED	not satisfied with meal	Stated when he went to eat lunch he was told all was left was breakfast sandwiches from earlier but once he got to the lounge all was gone. he did receive something to drink
Silver Meteor	98	12/12/2019	SAV	NYP	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION	Train services	food selection, food was not adequately stocked. Pax stated she once enjoyed eating in the dining car, now no dining car. Offered \$200 etv for 2npl.
		12/12/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Pax wants to cancel/Refund fee I reserved train for my wife and myself never came and we had to take metro north from Stamford, ct and several subways, dragging our luggage to get to the silver meteor in penn station, ny. We are seniors and it was very hard negotiating steps and finding our way. We should be, at a minimum, refunded for the unused ticket and subway costs. The food that we paid for as part of our bedroom unit was very poor compared to what it used to be. We skipped the rest of the meals as my wife got sick from eating half of her dinner. the days tensions didnt help. Without several kind New Yorkers helping us with our luggage and down and up steps, we would have given up and had to head back home.	Pax states she wants to cancel because the last trip was so bad with the change of no meals she does not want to take Amtrak any longer.
Silver Meteor	97	12/13/2019	NYP	ORL	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	Pax not happy with change in dining car and the agent that transfer him did not tell him he was being transferred	
Crescent	20	12/13/2019	SDL	ATL	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED		Pax not happy with change in dining car .

										<p>Over the past few months, my husband and I are really disappointed in the food service we received during our trip to Washington D.C. during the Thanksgiving break. The trip from Hattiesburg, MS to Washington D.C. was for almost 30 hours and the food in the train was very limited besides giving us the wrong food that we ordered. On the way back from Washington D.C. to Hattiesburg, MS we have a bad experience too. I tried to check in at 4:00pm, and I was told by one of the Amtrak workers over the counter that our reservation was canceled with no explanations of how that happened. I was told that they I would get two beds for three people. So, two people had sleep in one bed. I told them how much I paid for the trip and I needed her to fix the problem. After 45 minutes standing and waiting for them to solve the problem. Finally they fixed and I was given the handicap room. This trip was for 24 hours and the food menu was the same. On the last day of the trip I wasn't told about lunch time and again we received the wrong food. I really appreciate that you take the time and train your workers to offer a better service and consider to refund me some money.</p>	
Crescent	20	12/13/2019	HBG	WAS	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	<p>Exemption 6</p>		
		Exemption 6			Exemption 6	Exemption 6	Exemption 6	Exemption 6	<p>eliminated your dining car service.Has your company ever considered serving customers meals at there seat like airlines do?Your trains already have those fold down trays like the airlines do,but you don't have flight attendants.You do have conductors,but you could have say train stewards/porters that could go up and down the isles serving meals with a cart.You could include this in the cost of the train fare,or you could make customers pay extra for this.I do like your snack cars,but you could also sell or give out snacks to customers at there seat.This would make your train service more modern,and millennials would maybe like this better.People also wouldn't have to get up to go eat.This to me would be much better.Also if people have questions your staff serving meals/snacks could answer them.Also I have a comment about your fares,when you pay your seat fare,which is fine how this is done,but I could never understand how you price your sleepers,but combining two prices together the seat fare,and a rail fare to get this price.To me you should have a set seat fare,and a sleeper fare,much like airlines do with a first class and a coach fare.I would be interested in your comments.</p>	<p>Has your company ever considered serving customers meals at there seat like airlines do?Your trains already have those fold down trays like the airlines do,but you don't have flight attendants.You do have conductors,but you could have say train stewards/porters that could go up and down the isles serving meals with a cart. pax stated that the food is poor and does not work the way it use to when trying to get meals pax stated that the restrooms was not working in the closes coach car reading light was not working p/a system not working</p>	
Cardinal	50	12/16/2019	CHI	WIL	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	<p>food restroom lights</p>	<p>pax stated that the food is poor and does not work the way it use to when trying to get meals pax stated that the restrooms was not working in the closes coach car reading light was not working p/a system not working</p>	
Cardinal	51	12/16/2019	WIL	CHI	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	<p>food restroom lights</p>	<p>pax stated that the food is poor and does not work the way it use to when trying to get meals pax stated that the restrooms was not working in the closes coach car reading light was not working p/a system not working no ice available</p>	
									<p>Cardinal from Chicago to Philadelphia and the Lake Shore Limited from New York to Chicago, especially after the anticipatory email you sent with exciting news. When I booked this trip at the end of June, I paid a premium price and expected to receive premium service, including menu selections and food of higher quality than that of the Caf/Lounge service. I did not receive it. Specifically the menu selections for lunch and dinner were the same four items. The traditional menu lists different, and more, selections for each meal. The microwaved frozen food was no better than something out of the grocery store freezer case. The specialty dessert was just a pre-packaged brownie, and not very special at all.Breakfast was counter service, no different than Caf/Lounge service.The experience had something of the feeling of a bait and switch, where an advertised higher-quality product is replaced with something not as good.If this is any indication of the future of Amtrak dining you would do better to just eliminate the separate dining service for sleeping car passengers and give them the standard Caf/Lounge menu. Your staff was excellent. Dining car attendants on the Lake Shore Limited and (I didnt get his last name) on the Cardinal were very pleasant.</p>		
Cardinal	50	12/17/2019	CHI	PHL	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION		<p>very disappointed in the new flexible dining menu</p>	
									<p>THIS IS THE MOST HORRIBLE TRAVEL EXPERIENCE TRAIN DIRTY OUR ROOM WAS RIDICULOUS PAID FOR A BEDROOM AND WHEN BED WAS OPEN YOU COULD NOT ACCESS BATHROOM TOWELS NAD AND WASH CLOTHS YOU COULD SEE THROUGH THEM AND MEALS HORRENDOUS ON DEPARTING TRIP NICE WOMAN TOOK CARE OF US HOWEVER ON RETURN TO NJ MET AN UNFRIENDLY MAN WHO OBVIOUSLY NEEDS TO LEARN CUSTOMER SERVICE WE PAID \$2400.00 HORRIBLE WHAT YOU CHARGE FOR THIRD RATE SERVICE YOU ARE IN THE CELLAR WHEN COMPARED TO CANADIAN AND EUROPEAN TRAVEL BY TRAIN. TABLES NOT CLEAN WHERE WE ATE HORRIBLE FOOD IT WAS DISGUSTING GOING TO SMALL CLAIMS COURT AND CONTACTING THE BETTER BUSINESS BUREAU I WANT COMPENSATION FOR SUCH A HORRIBLE EXPERIENCE THANK YOU</p>		
Silver Meteor	98	12/17/2019	WPK	TRE	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	<p>Exemption 6</p>	<p>TABLES NOT CLEAN WHERE WE ATE HORRIBLE FOOD IT WAS DISGUSTING</p>	
Crescent	19	12/17/2019	NYP	ATL	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	<p>late train</p>	<p>pax is very unhappy about the dining car being removed. :FLEXIBLE DINING CAR SERVICE EXPANSION EFFECTIVE OCTOBER 1ST. 5011@ SEE ALT D, 16 SEPTEMBER. Stated she had to ask for coffee or breakfast items, it was no longer sitting out or a server avail. Stated the menu was very limited Stated she felt like she was bothering the attendants asking for food passenger is displeased with the dining car removed from the train // he also mention that doing so has taken away from his experience and is requesting that this service is back offer to the passengers, so that they don't have to bring on their own food.</p>	
Silver Meteor	98	12/17/2019	CHS	NYP	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	<p>upset with train travel</p>	<p>Pax stated prior to traveling made food selection with agent. Pax stated advised agent, cnnt eat fish or cheese, so he selected beef. No documentation of menu selection on PNR. Offered pax \$50 etv for 2ppl also referred to OCR.</p>	
Silver Meteor	97	12/17/2019	WAS	CHS	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	<p>passenger is displeased with the dining car removed from the train //</p>		
Silver Meteor	97	12/17/2019	CHS	ORL	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION	<p>food selection</p>		
		12/17/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	<p>I see a petition invitation circulating on Change.org about an alleged discontinuation of dining cars on Amtrak routes. If true, when does it go into effect? We've booked several Amtrak legs for a vacation next March and April, and if they will lose their dining car service in favor of pre-packaged meals, we may want to reconsider that entire trip.Thanks for your consideration</p>	<p>Exemption 6</p>	

																				Please reverse the changes that Richard Anderson is making to the company's long haul routes. While it is okay to try to make Amtrak more profitable by EXPANDING and UPGRADING service to make it more attractive, the whole thing will backfire if he cuts long-distance. The purpose of Amtrak is to connect America, not just some major cities. Keep the dining cars on all trains, and DO NOT eliminate routes. Amtrak is not supposed to be a regular company, it is a government-owned company for a reason, to connect America. Tell Richard Anderson to reverse his reckless direction regarding the long-haul trains.	Please reverse the changes that Richard Anderson is making to the company's long haul routes. While it is okay to try to make Amtrak more profitable by EXPANDING and UPGRADING service to make it more attractive, the whole thing will backfire if he cuts long-distance. The purpose of Amtrak is to connect America, not just some major cities. Keep the dining cars on all trains, and DO NOT eliminate routes. Amtrak is not supposed to be a regular company, it is a government-owned company for a reason, to connect America. Tell Richard Anderson to reverse his reckless direction regarding the long-haul trains.
		12/17/2019			SUGGESTION	POLICY	SALES			CHANGE IN SERVICE											
		12/17/2019			COMPLAINT	POLICY	SALES			CHANGE IN SERVICE											change in food service is terrible
		12/17/2019			COMPLAINT	POLICY	SALES			CHANGE IN SERVICE											please don't ever change to flexible dining on the west coast trains I do not like the meals offered on Capitol and Lake Shore limited they are far inferior to what we used to have maybe you could improve the meal choices but as of now I'm going to fly or bring my own food.Thnks so much!!
		12/17/2019			COMPLAINT	POLICY	SALES			CHANGE IN SERVICE											If you are going to take away the dining car and do this new 'flexible dining' it should be available to ALL passengers not just those who get a sleeper car. Sometimes I'm happy with a hot dog or a burger from the cafe car but sometimes I want a hot meal. I travel amtrak multiple times a year from NC to Louisiana and have always praised the experience and service and offerings but I'm truly upset by this new change. I travel amtrak multiple times a year from NC to Louisiana and have always praised the experience and service and offerings but I'm truly upset by this new change.
		12/17/2019			COMPLAINT	POLICY	SALES			CHANGE IN SERVICE											Passenger states she was upset to learn about the dining car meals being discontinued.
		12/17/2019			COMPLAINT	POLICY	SALES			CHANGE IN SERVICE											Passenger is upset that the table dining was removed from the trains. Passenger states that is the reason he takes the train over flying. PAX CLD COMPLAIN ABOUT THE FLEXIBLE DINING. PAX WASNT HAPPY WITH HOW THE TASTE AND THE FOOD SELECTION
Silver Meteor	98	12/18/2019	DFB	TRE	COMPLAINT	TRAIN	DINING SERVICES			FOOD/ SERVICE UNSATISFACTORY											communication problem the dining car no longer has real food, for real meals. The prepackaged food is prepared in a microwave, which makes the bread as hard as a rock, and the meat/cheese greasy. I could barely bite through it. To add insult to injury you charged \$17.50 for this inedible lunch. Every thing you have in the dining car is a death sentence to anyone with diabetes or heart disease. Being able to eat a decent meal in the dining car was (emphasize was) one of the best parts of a long trip. I am so miserable over this change in your service. It is enough to make me put up with flying, which I promise, I truly hate to do. It's not just that you changed this age old service and pleasure - it's that NO ONE KNOWS so you can't even prepare - and now I am stuck on the damned train another 15 hours. Not only that, the staff on this train is short tempered and irritable with the customers. They refer to their own schedule and where things are, or why things are, as though the customers should be familiar with their routine. So far, none of the customers on the train today are mind readers. So grumpy employees, horrible food, ridiculously expensive - and lots of unpleasant surprises. Bummer. I used to love Amtrak. This new program is not working. The food in the sleeper dining car is served not properly prepared. The potatoes are totally powdery The Beef is of very poor quality. The selections are not very good. There should be an option of getting a pizza or hot dogs for lunch in the snack car should be available instead of the dining car options. The bananas for breakfast are brown on the inside. I took this trip also on Oct 30 reservation Washington to miami in a sleeper and recently reservation Miami to Newark sleeper on Dec 3 in addition to the one posted on the top of this report. That is 3 times in 1 1/2 months. So you could say I take this trip in a sleeper often. On the last trip myself and other passengers laughed at the amtrak magazine where the CEO Anderson of Amtrak stated in the magazine that the sleeper passengers are enjoying the new flexible dining options. They are not. There is no quality control. Management should ride this trip and see exactly how this new program is being rolled out.
Cardinal	51	12/18/2019	NYP	CIN	COMPLAINT	TRAIN	DINING SERVICES			FOOD/ SERVICE UNSATISFACTORY											new flexible dining is terrible rude employee
Silver Meteor	97	12/18/2019	NYP	MIA	COMPLAINT	TRAIN	DINING SERVICES			FOOD/ SERVICE UNSATISFACTORY											FLEXIBLE DINING PER PAX: The food in the sleeper dining car is served not properly prepared. The potatoes are totally powdery. The Beef is of very poor quality. The selections are not very good. The bananas for breakfast are brown on the inside. SUGGESTION: There should be an option of getting a pizza or hot dogs for lunch in the snack car should be available instead of the dining car options.
Silver Meteor	97	12/18/2019	NYP	MIA	COMPLAINT	TRAIN	DINING SERVICES			FOOD/ SERVICE UNSATISFACTORY											Pax very upset with the removal of dinning car

		12/18/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	I've read that the Amtrak CEO believes that dining cars are 'excess baggage.' I couldn't disagree more. My wife and I have been riding Amtrak for over thirty years and count the meals indispensable. Don't, I repeat, don't, eliminate them. We're counting on them in the future as we have counted on them in the past.	I've read that the Amtrak CEO believes that dining cars are 'excess baggage.' I couldn't disagree more. My wife and I have been riding Amtrak for over thirty years and count the meals indispensable. Don't, I repeat, don't, eliminate them. We're counting on them in the future as we have counted on them in the past.
		12/18/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	The dining car was the heart of the train, and AMTRAK has destroyed that part of the experience on the eastern trains. Chef prepared meals are far better than what passes as 'gourmet ready to eat', and the experience of meeting people was always one that I looked forward to. My suggestion, if you must stick with the pre-prepared meals, is that you have some flexibility in what goes with the dinners the same way that you give people many options with the breakfasts. And please have something in addition to chocolate as an option for dessert. I am allergic to chocolate, and the woman who was getting her meal the same time as mine also said that she could not eat chocolate so I know I am not the only one.	dining changes The dining car was the heart of the train, and AMTRAK has destroyed that part of the experience on the eastern trains. Chef prepared meals are far better than what passes as 'gourmet ready to eat', and the experience of meeting people was always one that I looked forward to. My suggestion, if you must stick with the pre-prepared meals, is that you have some flexibility in what goes with the dinners the same way that you give people many options with the breakfasts. And please have something in addition to chocolate as an option for dessert. I am allergic to chocolate, and the woman who was getting her meal the same time as mine also said that she could not eat chocolate so I know I am not the only one.
		12/18/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	This new program is not working. The food in the sleeper dining car is served not properly prepared. The potatoes are totally powdery. The Beef is of very poor quality. The selections are not very good. There should be an option of getting a pizza or hot dogs for lunch in the snack car should be available instead of the dining car options. The bananas for breakfast are brown on the inside. I took this trip also on Oct 30 reservation Washington to miami in a sleeper and recently reservation Exemption 6 Miami to Newark sleeper on Dec 3 in addition to the one posted on the top of this report. That is 3 times in 1 1/2 months. So you could say I take this trip in a sleeper often. On the last trip myself and other passengers laughed at the amtrak magazine where the CEO Anderson of Amtrak stated in the magazine that the sleeper passengers are enjoying the new flexible dining options. They are not. There is no quality control. Management should ride this trip and see exactly how this new program is being rolled out.	FLEXIBLE DINING PER PAX: The food in the sleeper dining car is served not properly prepared. The potatoes are totally powdery. The Beef is of very poor quality. The selections are not very good. The bananas for breakfast are brown on the inside. SUGGESTION: There should be an option of getting a pizza or hot dogs for lunch in the snack car should be available instead of the dining car options.
		12/18/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Please dont discontinue food service	Passenger requesting for the food service/table service not to be discontinued.
Capitol Limited	30	12/19/2019	CHI	WAS	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	meal structure on the trains east of the Mississippi I have recently taken. Just to focus on my dinner on the City of New Orleans night before lastMy meal was handed to me in a paper bag by a very unfriendly attendant.Eating alone in my roomette offered no opportunity to chat with other passengersalways a high point on my train travels.The meal consisted of excessive packaging including many single use plastic pieces.The only vegetarian optionnoodlescould have been very tasty, but the noodles were stuck together and had to be cut up with a knife and the sauce was plopped in one spot and couldnt be stirred into the glob of noodles.I travel exclusively by train to reduce my carbon footprintthe plastics going into the trash was distressing and greatly reduced the effectiveness of my efforts.I want to urge Amtrak to embrace the philosophy of the Green New Deal https://www.nytimes.com/2019/02/21/climate/green-new-deal-questions-answers.html?searchResultPosition=1 and green the entire trip. Make any throw-aways compostable. dont put plastic bottles of water in the rooms (invite passengers to use their own reusable bottles, or give them one; reactivate the drinking water tap that used to be near the coffee in the sleeping cars; provide drinking water tap in the coach cars). Go back to sit-down meals on washable dishes with washable utensils. I urge you to modernize the trains as much as possible using sustainable methods. Go to electric power. Use modern colors in the cars. Minimize throw-aways and make those you must use compostableand make a big deal about your composting.There are a lot of Climate Change Activists already using your trains to minimize their personal carbon footprintwith a little effort on your part train travel could be one of the ways we all move to a carbon-free life. This would bring tons of passengers to you and perhaps save your industry. Thank you for considering my thoughts Exemption 6	Pax unhappy with the changes to the dining car and the loss of traditional dining car service. Pax would like to see the return of true dining car experience on board trains.
									meal structure on the trains east of the Mississippi I have recently taken. Just to focus on my dinner on the City of New Orleans night before lastMy meal was handed to me in a paper bag by a very unfriendly attendant.Eating alone in my roomette offered no opportunity to chat with other passengersalways a high point on my train travels.The meal consisted of excessive packaging including many single use plastic pieces.The only vegetarian optionnoodlescould have been very tasty, but the noodles were stuck together and had to be cut up with a knife and the sauce was plopped in one spot and couldnt be stirred into the glob of noodles.I travel exclusively by train to reduce my carbon footprintthe plastics going into the trash was distressing and greatly reduced the effectiveness of my efforts.I want to urge Amtrak to embrace the philosophy of the Green New Deal https://www.nytimes.com/2019/02/21/climate/green-new-deal-questions-answers.html?searchResultPosition=1 and green the entire trip. Make any throw-aways compostable. dont put plastic bottles of water in the rooms (invite passengers to use their own reusable bottles, or give them one; reactivate the drinking water tap that used to be near the coffee in the sleeping cars; provide drinking water tap in the coach cars). Go back to sit-down meals on washable dishes with washable utensils. I urge you to modernize the trains as much as possible using sustainable methods. Go to electric power. Use modern colors in the cars. Minimize throw-aways and make those you must use compostableand make a big deal about your composting.There are a lot of Climate Change Activists already using your trains to minimize their personal carbon footprintwith a little effort on your part train travel could be one of the ways we all move to a carbon-free life. This would bring tons of passengers to you and perhaps save your industry. Thank you for considering my thoughts Exemption 6	Pax unhappy with the changes to the dining car and the loss of traditional dining car service. Pax would like to see the return of true dining car experience on board trains.
Crescent	19	12/19/2019	WAS	GRV	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED		
Silver Meteor	98	12/19/2019	WPB	NYP	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	change in dining unacceptable	pax is very unhappy with the change in dining service.
Cardinal	50	12/19/2019	CHI	REN	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	PAX TO COMPLAIN ABOUT THE CHANGE IN DINING SERVICE ON TRAIN#50	PAX CLD TO COMPLAIN ABOUT THE NEW DINNING SERVICE
Cardinal	50	12/19/2019	CHI	REN	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	PAX TO COMPLAIN ABOUT THE CHANGE IN DINING SERVICE ON TRAIN#50	PAX CLD TO COMPLAIN ABOUT THE NEW DINNING SERVICES.
		12/19/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	I absolutely love the new flexible dining service. Having to sit with strangers and eat food cooked to order (railroad french toast, steaks, chops, seafood, etc) on real dishes with real utensils was so unpleasant. The new nuked options, laden with sodium and fat and eaten in solitude are so much better.	I absolutely love the new flexible Dining. Please read email. I absolutely love the new flexible dining service. Having to sit with strangers and eat food cooked to order (railroad french toast, steaks, chops, seafood, etc) on real dishes with real utensils was so unpleasant. The new nuked options, laden with sodium and fat and eaten in solitude are so much better.

		12/27/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Change in Meal Service Complaint LOST CHECK BAG / ALB AGENT CHECKED TO CHI INSTEAD OF LSE pax sent 12/9, Exemption 6 Description First, I like train travel and I want it to be retained-I have taken trains on three continents and in 5 countries. That is why I am a bit reluctant to write. In general I find the staff on the trains and in the stations pleasant and competent and very concerned about doing a good job, but they are in circumstances that make that difficult. For example, my bag on my return trip was not checked to LaCrosse and ended up being left in Chicago, an error made by the originating clerk because of the number of passengers etc over a holiday weekend. But once we realized what I happened it seemed odd that there were two separate systems for reporting the missing bag. The Station master in LaCrosse accessed the system for reporting something missing on the train and two days later I was informed by customer service that was wrong and we had to report through Chicago Union station. All of this delayed my actually getting my bag. And neither group seemed to be able to access the same reporting system--what's up with that? Also I was unaware that the dining car service on the Lake Shore limited was not accessible to all passengers. I guess this changed a couple of years ago, but I haven't been on that route since then. So then there was the snack bar and everything was microwaved in plastic and the poor person tending that car was also responsible for providing drinks for the business class passengers and really that was too much. On the return trip the guy didn't even bother to talk to us about drinks. If you wanted one you had to go wait in line for the unending line of customers the attendant had to serve. And of course they ran out of food because it is TOO MUCH for that kind of service. Finally, who is responsible for the upkeep of the trains? These trains have not been painted or spruced up in a very long time. They run full all the time, so it isn't any wonder to me that they are shabby. And is anyone responsible over the course of a 20 hour train trip for emptying the trash out of the bathrooms or running a mop over that floor? I suspect not or that said person is also responsible for a lot of other things too. Is the plan to let train service (which is better for the environment, safety and our national well being than air or car	Pax called to state she is unhappy with new change -she paid with the understanding that 2 meals would be included-because tickets were booked prior to the notice they should Grandfather them in & honor the Meal Agreement that was in effect at the time tickets were purchased.
Lake Shore Limited	449	12/30/2019	ALB	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY		
Crescent	20	12/30/2019	ATL	NYP	COMPLAINT	TRAIN	DINING SERVICES	FOOD DEPLETED	Train 20 late over 3 hrs paxs missed connection Food issue on train 20 Dear Customer Service 801: I was considering taking the train to Fort Lauderdale or Chicago but I cannot find any dining car services or menu on Silver Meteor or Lake Shore trains, only something called 'Flexible Dining' which looks repulsive. I assume you ditched the traditional dining car because millennials don't like talking to strangers and the Deltafication of Amtrak. Plus your prices are absurd, especially considering nuked food. After 48 years, you have lost me as a customer unless you come to your senses and restore traditional dining services.	Per email: Also I was unaware that the dining car service on the Lake Shore limited was not accessible to all passengers. I guess this changed a couple of years ago, but I haven't been on that route since then. So then there was the snack bar and everything was microwaved in plastic and the poor person tending that car was also responsible for providing drinks for the business class passengers and really that was too much. On the return trip the guy didn't even bother to talk to us about drinks. If you wanted one you had to go wait in line for the unending line of customers the attendant had to serve. And of course they ran out of food because it is TOO MUCH for that kind of service.
		12/30/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Change in service	
		12/30/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Change In Service for Dining - Web shows Food Is Provided Pax stated they did not pack food for the children to eat Food was Sold Out in the Cafe at the station because there was no advance information provided	Pax state that he was unaware that the dining car is no longer available. Pax feels he should have been notified.
		12/30/2019			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	I wanted to say that your crew and service from Baltimore Penn station to New Orleans on the 19 Crescent was marvelous. Everyone was amazing. I do want to complain however about the food. I know that the CEO wants to turn a profit but it really put a damper on our trip. If we wanted airline food, we would have flown but we wanted to experience the charm of train travel. So I was disappointed when we were served the same things for lunch and dinner. We ended up using the snack car to buy other things. Please bring back the dining car to its former self. That is literally the only complaint from the trip. I love train travel and wish this country invested more into it.	Change In Service for Dining - Web shows Food Is Provided Pax stated they did not pack food for the children to eat Food was Sold Out in the Cafe at the station because there was no advance information provided
Crescent	19	12/31/2019	BAL	NOL	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	I wanted to say that your crew and service from Baltimore Penn station to New Orleans on the 19 Crescent was marvelous. Everyone was amazing. I do want to complain however about the food. I know that the CEO wants to turn a profit but it really put a damper on our trip. If we wanted airline food, we would have flown but we wanted to experience the charm of train travel. So I was disappointed when we were served the same things for lunch and dinner. We ended up using the snack car to buy other things. Please bring back the dining car to its former self. That is literally the only complaint from the trip. I love train travel and wish this country invested more into it.	Pax unhappy with the changes to the dining car and the loss of traditional dining car service. Pax would like to see the return of true dining car experience on board trains.
Crescent	19	12/31/2019	BAL	NOL	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	I wanted to say that your crew and service from Baltimore Penn station to New Orleans on the 19 Crescent was marvelous. Everyone was amazing. I do want to complain however about the food. I know that the CEO wants to turn a profit but it really put a damper on our trip. If we wanted airline food, we would have flown but we wanted to experience the charm of train travel. So I was disappointed when we were served the same things for lunch and dinner. We ended up using the snack car to buy other things. Please bring back the dining car to its former self. That is literally the only complaint from the trip. I love train travel and wish this country invested more into it.	Pax unhappy with the changes to the dining car and the loss of traditional dining car service. Pax would like to see the return of true dining car experience on board trains.
Capitol Limited	29	12/31/2019	WAS	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION	communication at the station	for a 17 hour trip the food was not good microwaved.
Silver Meteor	97	12/31/2019	NYP	PAK	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	PAX CLD TO COMPLAIN ABOUT THE FLEXIBLE DINNING	PAX CLD TO COMPLAIN ABOUT THE NEW DINNING SERVICE. PAX ADVSD THAT QUALITY OF FOOD WASN'T GOOD AND SHE REALLY COULDN'T EAT IT.
Silver Meteor	98	12/31/2019	ORL	NWK	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	Pax called with concerns over dining car not being in service	offered ETV \$ 25.00 but Pax refused and said they did not want it
Silver Meteor	98	01/01/2020	HOL	NYP	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION	dining car	the dining car not on the train and not offered.
Silver Meteor	97	01/02/2020	NYP	KIS	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	change in dining service unacceptable/unhelpful attendant	pax is very unhappy with change in dining service on this train... pax states it was microwaved meals...
Crescent	20	01/02/2020	NOL	WAS	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	dirty restrooms I am taking my granddaughter to Chicago for the day and told we would have a delicious dinner on our 1st class returning trip. I just found out that we are not allowed to do that. Last year when I made this trip with friends the wonderful dinner, after being in the city, was the best part of the train experience. My granddaughter is disappointed and I am very upset. Is there anything that can be done? If not, we might as well take the South Shore.	pax states they did not like the food that was offered on this train
Silver Meteor	98	01/02/2020	ORL	WAS	COMPLAINT	TRAIN	DINING SERVICES	CHANGE IN SERVICE FOOD/ SERVICE UNSATISFACTORY	dining services complaint.	pax is very upset about change in dining services. pax wants the dining car back.
Crescent	20	01/03/2020	ATL	NYP	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	Food selection on board 20 Pax called very upset as she states she has been traveling with Amtrak for over 20yrs and now Amtrak has decided to change is dining options. Pax states that Amtrak went from having real and delicious food to having processed food.	Food selection on board 20 Limited selection - NO one (staff) to assist paxs with food selection or getting their food Pax called very upset as she states she has been traveling with Amtrak for over 20yrs and now Amtrak has decided to change is dining options. Pax states that Amtrak went from having real and delicious food to having processed food.
Silver Meteor	97	01/03/2020	PHL	YEM	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	Food Service - Flexible Dining Care	Passenger is upset about the Flexible Dining Car Service change She is also upset because now she has to bring her food on board because the food offered is horrible
		01/03/2020			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		

Silver Meteor	97	01/06/2020	NYP	WPB	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION	Food is now absolutely horrible. I think Amtrak should not make meals part of ticket price or st least ask customers if they would like to purchase ticket with meals included or not. You cannot serve that type of food	pax very disappointed in the food selection and quality late train
Silver Meteor	98	01/06/2020	PAK	NYP	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION	Food is now absolutely horrible. I think Amtrak should not make meals part of ticket price or st least ask customers if they would like to purchase ticket with meals included or not. You cannot serve that type of food	
Crescent	19	01/06/2020	NYP	NOL	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	Hello--My wife and I have a roomette on the Crescent train to New Orleans. Does this include meals in the dining car? THANK YOU	Pax not happy with new dining service Updated 1/9/20: - Pax states this was not the same menu offered when they viewed the menu on line in September 2019. - Pax feels they should be refunded for the frozen, microwaved food they were provided. pax is very unhappy with change in dining service. . pax feels it is not healthy at all. pax now gets food at the station instead of eating these meals that are provided.
Silver Meteor	97	01/06/2020	NYP	CHS	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	complaint about dining service	did not like the dining
Silver Meteor	97	01/06/2020	NYP	FTL	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	Passenger reporting not aware no dining car on the train..has diabetes went to cafe car purchased a hot dog for \$7.50 unable to eat so rubery..req a refund	did not like the dining or the food
Silver Meteor	97	01/06/2020	NWK	JAX	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD SELECTION	Contemporary Dining Complaint	Passenger reporting not aware no dining car on the train..has diabetes went to cafe car purchased a hot dog for \$7.50 unable to eat so rubery..req a refund - Pax states the new dining service food was very bad. - Limited options; All pastas or Chinese noodles that appeared to be microwavable that came in a weird plastic container. - The atmosphere was also bad, the dining car is now like a social car that any first class passenger can come in. Pax stated people were sitting around drinking and playing cards and acting foolish, which was not a good atmosphere for those that are dining. - Pax states instead of taking it up a notch, Amtrak has taken the service down several notches.
Silver Meteor	97	01/06/2020	NYP	KIS	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	Contemporary Dining Complaint	PAX said he will no longer take and East coast travel because of the food service that is now being offered. He feels the sit down dining service should be reinstated.
Lake Shore Limited	49	01/06/2020	SYR	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION	food service	
					COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	my wife and I am emailing you regarding the discontinuation of the dining car. Our family has taken Amtrak from Colorado to Anaheim, California every year for over 20 years. The dining car is one of the things we enjoy the most. It breaks up the tedious sitting in one place for a long trip and the meals have been amazing. I pay over \$5,000 for 2 bedrooms and I feel the price does not justify cutting such a major service. I would ask you to reconsider this decision especially for the long distance trains traveling West. The passengers seem to consist of middle aged to elderly people traveling with their grandchildren. We have met so many wonderful people in the dining car over the years. If the millennials don't want to dine with other passengers they might just want to have their meal delivered to their room. I am hoping you care about losing our family which I feel qualify as very good customers. We would definitely change our mode of transportation if the dining car is eliminated from yearly trip. Thank you for your consideration.	PAX UPSET ABOUT DINING SERVICE
		01/06/2020			INQUIRY/REQUEST	POLICY	SALES	CHANGE IN SERVICE	Late train	Pax stated that the change in the dining service is very cumbersome.
Cardinal	50	01/07/2020	CHI	WAS	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION	Restroom Toilets in the Sleeping Car work/Flush on Train #50	PAX feels the new dining service is not quality experience and the food is sub par.
Cardinal	51	01/07/2020	WAS	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION	Restroom Toilets in the Sleeping Car work/Flush on Train #50	PAX feels the new dining service is not quality experience and the food is sub par. pax is extremely unhappy with change in dining service.. pax is diabetic and has high cholesterol... there was nothing available for her to eat.
Silver Meteor	98	01/07/2020	DLB	PHL	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	food service unsatisfactory	PAX UPSET ABOUT CHANGES TO DINING SERVICE, STATES DINING CAR IS WHAT KEEPS PASSENGERS RETURNING TO AMTRAK
		01/07/2020			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	presidential letter rec'd dated 12/27/19...attached	PAX UPSET ABOUT CHANGES TO DINING SERVICE
		01/07/2020			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	presidential letter rec'd dated 12/20/19...attached	
									This is the third time I have taken the sleeper car from Miami to New York City. I have spent a considerable amount of money on these trips. The new food service is just plain awful. It is worse than airline food. I do not feel I should be charged for food I cannot eat. Also my train was two hours late arriving. Can I get a partial refund? Also do you have any plans to improve the food service? If not, it is doubtful I will continue to be an Amtrak customer.	Passenger states new food service is awful, states is worse than air line food
Silver Meteor	98	01/08/2020	MIA	NYP	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	Breakfast - cold choices such as cereal, muffin, fruit. Where is the scrambled eggs and bacon? Lunch and dinner menus are the same. Mostly all pasta. Why can't there be a hot dog and salad for lunch and mac & cheese and a salad for dinner? The price of a ticket in the sleeping car includes your meals. The ticket prices are going up and the food quality is going down. Frozen dinners. Really? And there is no service unless your car attendant helps. But with all the requests, he/she are busy running around all the time. Makes it very difficult for a disabled person to pickup a meal and try to carry it to a table with the train rocking and rolling. Also I am not supposed to eat a lot of pasta as I have diabetes and pasta contains a lot of sugars. I also cannot eat spicy food and one of the dishes was very spicy. I did not speak with any passenger who ate in the dining car and enjoyed it. Not sure what Amtrak is trying to accomplish with this change in menu and cut in personnel, but if losing customers is it, you have succeeded. Every a monetary allowance to use in the snack car would be better than eating this food in the dining car. I used to enjoy my meals in the dining car. It was the highlight of my train travel. Now it just causes me indigestion. Please consider a change.	
Silver Meteor	97	01/08/2020	NYP	ORL	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	Short and sweet. We have been on the Crescent for 5 hours now. Since Penn Station/NYC, and the ENTIRE time, the Cafe car has been closed. Zero explanation. The WiFi doesn't work, and you of course, know this and will do nothing about it, but it is UNACCEPTABLE to not have anyone to run a 'Cafe' and for your staff to be so underprepared and downright useless. What do you plan on doing to remedy this?	new Flexible dining choices are not satisfactory
Crescent	19	01/08/2020	NYP	GRO	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	Letter states: I rode the sleeper on train #29, the Capitol Limited, leaving Washington, DC October 25, 2019. The food was questionable at best. meat and chicken dishes were unavailable. I have food issues with seafood. The remaining option was a vegetarian dish. I like vegeÅ-tables. I enjoy the flavor and texture of such dishes. This dish was so spicy, it all I could do to gulp it down and then try to kill the burning sensation on my tongue with water, lots of water. I missed the camaraderie of dining with fellow passengers and meeting new people from all over the country and world. Please bring back the historical dining car served meals on this train and others on the East Coast.	
Capitol Limited	29	01/08/2020	WAS	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD DEPLETED	letter rec'd dated 11/8/19...attached	Upset the dining car is no longer avail - he takes long distance trains often and is unhappy with the fact Amtrak is trying to save money rather than satisfy long time customer - He feel the food could have been improved but not getting rid of it
Crescent	20	01/08/2020	ATL	MSS	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	late train	change in service is unacceptable - Crescent
		01/08/2020			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	I was disappointed to learn of the elimination of the Dining Car. To eat a meal in the Dining Car was worth the 15-26 hour ride to Baltimore. Guess I will have to fly.	

		01/08/2020			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	I recently rode the Crescent to New Orleans and was very upset to find out the dining car was no longer available. That was my husband and I favorite part of riding the train. We always looked forward to riding the train due to the luxury and delicious food in the dining car. Please reconsider adding that back.	pax very disappointed with the new menu on the Crescent
		01/08/2020			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	I'm very disappointed that the Dining Car service is no longer available on many trains, including the one I take from Chicago to DC. You are taking away services that are the reason that I & others take the train instead of a plane...like the Dining Car. Consider the Baby Boomers instead/in addition to the Millennials. Thank you.	
		01/08/2020			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	To whom it may concern,It is with extreme frustration and disappointment that I learned recently of Amtrak's plans to further reduce dining car service on many of its lines. As a frequent patron of the Lake Shore Limited train between New York City and Cleveland, OH, this has affected my travel experienced negatively. In addition, I learned that sleeping car and roomette passengers will still be allowed to use a version of what used to be the dining car that was previously open to all irrespective of whether they were traveling coach, business, or in one of the sleeping cars. To my mind, this adds insult to injury, creating a further class divide associated with Amtrak travel whereby those who pay more for fares can access different dining services. As I understand it, those who travel coach, which I often do, currently do not have the option of any dining services other than the subpar, unhealthy, inedible options in the cafe car.I used to look forward to taking the train from New York City where I live to Cleveland, to visit family around the holidays. I enjoyed the more relaxed mode of travel and the freedom of movement between my seat and the dining and cafe cars. The termination of the dining car is, for me, yet another example of Amtrak not putting the desires of its customers first. I will think twice before I book my next reservation with Amtrak. If the rail experience as provided by Amtrak more and more resembles air travel--with pre-packaged meals and no incentive to move about the train--I'm beginning to reconsider whether it would not be in my best interest just to fly.I implore Amtrak to reconsider its decision to do away with the dining car. I know that many other loyal patrons like myself feel very strongly that this is the wrong decision for Amtrak to make. Exemption 6	Pax email states: To whom it may concern,It is with extreme frustration and disappointment that I learned recently of Amtrak's plans to further reduce dining car service on many of its lines. As a frequent patron of the Lake Shore Limited train between New York City and Cleveland, OH, this has affected my travel experienced negatively.
		01/08/2020			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	2 dup executive letters rec'd both dated 12/15/19...attached 1 to Jeffrey Moreland, 1 to Anthony Coscia	
		01/08/2020			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	letter rec'd dated 11/8/19...attached	PAX IS VERY UPSET ABOUT THE CHANGE IN FLEXIBLE DINNING Letter says: I rode the sleeper on Train #24, The Capitol Limited, leaving Washington, DC October 25, 2019. The food was questionable at best. meat and chicken dishes were unavailable. I have food issues with seafood. The remaining option was a vegetarian dish. I like vegeA-tables. I- enjoy the flavor and texture of such dishes. This dish was so spicy, it all I could do to gulp it down and then try to kill the burning sensation on my tongue with water, lots of water. I missed the camaraderie of dining with fellow passengers and meeting new people from all over the country and world. Please bring back the historical dining car served meals on this train and others on the East Coast.
Crescent	20	01/09/2020	BHM	NYP	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	The microwaved food is awful and not any value compared to the price paid. The smell from the bathroom in our car is horrendous. The staff tried to clean it but to no avail. We are 2 hours from our destination and an Amtrak staff member suggested we could move cars. This has not meet this customers expectations.	
Silver Meteor	97	01/09/2020	PHL	MIA	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	Horrible experience. On sleeper bedroom car with no attendant, outlets dont work, food horrible and bad customer service	Pax states the food was horrible and so was the customer service in the dining car.
Crescent	20	01/09/2020	ATL	NYP	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED	I am requesting a Refund based on the horrible service endured on this RT, Dec22nd-Dec26th from NYC -ATL.Late by several hours and delays throughout the RT. No Dining Car!!? No Food!! The Cafe Car ran out food. After boarding 1.5 hours late in Atlanta, at 9:30, the Cafe Car closes promptly at 11:00. Can you imagine the chaos, after struggling to board the train in ATL. Also, when is that station getting escalators to the tracks,and better assistance climbing up 5 feet with luggage to board the train?? Just horrible service and experience!! As a long time frequent rider on your trains, I have come to expect better service from Amtrak throughout the country, not just on the Northeast Corridor.I await your reply Exemption 6	
Crescent	20	01/09/2020	ATL	NYP	COMPLAINT	TRAIN	LOUNGE SERVICES	HOURS UNSATISFACTORY	I am requesting a Refund based on the horrible service endured on this RT, Dec22nd-Dec26th from NYC -ATL.Late by several hours and delays throughout the RT. No Dining Car!!? No Food!! The Cafe Car ran out food. After boarding 1.5 hours late in Atlanta, at 9:30, the Cafe Car closes promptly at 11:00. Can you imagine the chaos, after struggling to board the train in ATL. Also, when is that station getting escalators to the tracks,and better assistance climbing up 5 feet with luggage to board the train?? Just horrible service and experience!! As a long time frequent rider on your trains, I have come to expect better service from Amtrak throughout the country, not just on the Northeast Corridor.I await your reply Exemption 6	
Silver Meteor	97	01/09/2020	NYP	MIA	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	pax std not satisfied with the new food on the train - pax std limited choices- pax std that the hotdog was horrible and the beagal was like rubber	pax std not satisfied with the new food on the train - pax std limited choices- pax std that the hotdog was horrible and the beagal was like rubber
Silver Meteor	97	01/09/2020	NYP	MIA	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	Limited food selection	pax dissappointed in the quality of food
Crescent	20	01/09/2020	NOL	PHL	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	Dining Complaint	- Pax states food service on the Crescent was horrible; Lack luster and inadequate. Presentation, flavor and quality all bad. - Pax suggest Mr. Anderson take a ride and dine with the same food provided to them.
Silver Meteor	98	01/09/2020	ORL	NYP	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	FLEXIBLE DINNING	PAX WAS VERY UNHAPPY WITH NEW DINNING SERVICE. PAX BOOKED THE RES PRIOR TO THE CHANGE AND EXPECTED TO GET THE DINNING SERVICE THAT WAS OFFERED AT THE TIME SHE BOOKED THE RES. PAX CLD TO COMPLAIN ABOUT THE FLEXIBLE DINNING. PAX WAS EXPECTING TO GET THE FULL DINNING SERVICE BECAUSE SHE BOOKED THE RES PRIOR TO THE CHANGE.
Silver Meteor	97	01/09/2020	NYP	ORL	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	FLEXIBLE DINNING COMPLAINT	Pax unhappy with the changes to the dining car and the loss of traditional dining car service. Pax would like to see the return of true dining car experience on board trains.
Crescent	20	01/09/2020	SPB	NYP	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	late train	upset dining car no longer avail on certain trains - they have signed a petition to keep dining car - upset people jobs have been loss as well that worked in the dining car
Crescent	20	01/09/2020	NOL	WAS	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	no show policy	

		01/09/2020			COMPLAINT	POLICY SALES	CHANGE IN SERVICE	<p>Very disappointed with regard to your decision to change the dining on train 97/98I traveled and rode 97/98 for many years and enjoyed the dining experience. What I experienced this most recent trip was a travesty. Microwave food, other passengers curled up in the dining room in the table area sleeping, not a good environment. It doesnt represent first class travel very well!!!!</p> <p>We haven't been on Amtrak in a few months but are disappointed in the changes we're seeing in service. We always travel in bedrooms on Amtrak but this may unfortunately be the last time we travel by train as the main things that kept us on the rails were the customer service and the food. We found out when we boarded that the dining car is gone, along with hot meals. In the morning we made our way to the dining car to pick out our boxes of cereal, there was some confusion by the passengers as many of us have traveled Amtrak before and were expecting the same, awesome food experience we had always had. In the confusion of 'how does it work now' the lady handing out milk scolded me and my three year old for him 'running' (he's 3 and can barely walk), turning a confusing, already stressful situation into something worse and more stressful - and for what? To us, this experience exemplifies the poor customer service that will ultimately lead to us not using trains anymore. If we want to be talked down to we will simply start flying again, I'd honestly rather deal with TSA than the milk lady. The sad thing is she didn't seem to realize that by treating customers rudely she's only accelerating the demise of train travel. It's like a self-fulfilling prophecy at this point that people will abandon trains for more friendly methods of travel, but it doesn't have to be that way - all it takes is a little human decency from your employees, but it doesn't seem they care about the company enough to represent it well. We may ultimately decide to give train travel another chance but we can already tell you this is not the same amazing experience we fell in love with a decade ago, and it makes us sad that our kids may never get to experience the great food and customer service that once defined the train travel experience. ===== 2ND EMAIL SENT CASE # [REDACTED] Since Philadelphia there has been an extremely loud feedback sound coming from the speaker in the room anytime someone isn't speaking. When someone comes on to announce something it stops but as soon as they stop talking it comes back. It's so loud we can't have a normal conversation in the room because we are drowned out by this annoying sound. I've had my call attendant button on for over an hour to see if they can help turn it down or switch rooms but no one has shown up yet. I would even take a seat in coach over this bedroom just to get away from the noise. This is really going to make us think twice about getting a bedroom on the train again if they are this poorly maintained. pax is upset about the change in dinner service and wanted to know what the food options were for coach passengers</p>	<p>-Pax email states: Very disappointed with regard to your decision to change the dining on train 97/98I traveled and rode 97/98 for many years and enjoyed the dining experience. What I experienced this most recent trip was a travesty. Microwave food, other passengers curled up in the dining room in the table area sleeping, not a good environment. It doesnt represent first class travel very well!!!!</p>
		01/09/2020			COMPLAINT	POLICY SALES	CHANGE IN SERVICE	<p>pax std restroom was not working in the train</p>	Unhappy with dining car changes
		01/09/2020			COMPLAINT	POLICY SALES	CHANGE IN SERVICE	<p>Change with service complaint</p>	PAX UPSET ABOUT DINING CAR CHANGES
		01/09/2020			COMPLAINT	POLICY SALES	CHANGE IN SERVICE	<p>We are so disappointed in the new dining car style. It was not much fun. The noodle bowl was disgusting and inedible., and not very good choices in food. There is only one choice for a child at dinner. The brownies were delicious and like having the diet coke.</p>	pax std not happy with the food changes
		01/09/2020			COMPLAINT	POLICY SALES	CHANGE IN SERVICE	<p>The new sleeping car food is inedible. I couldn't stomach the beef dish or the shrimp/andouille dish. Had to throw them away. Managed to eat the chicken dish but it was worse than tasteless.</p>	Pax is upset that the dining car has been removed from the train.
Silver Meteor	97	01/10/2020	NYP	RVR	COMPLAINT	TRAIN DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	<p>numerous times because I really love riding the train) I was so disappointed to discover the Dining Car has been discontinued. I feel sure this was done for financial reasons, which is understandable and unfortunate. The so-called Cafe Car is sad looking and tawdry at best. It was already out of food when I boarded, so they offered us bottled water and a few packaged cookies for the duration of an eight hour trip. The overall experience of this ride was in such contrast to Mr. Andersons nice message in your National magazine, describing all the impressive services currently being added to your routes in northeast areas, etc. To top this, when I boarded for the return trip home, at 7:00 a.m., it was over 1 1/2 hrs before any coffee was available! When I asked for a refill, I was told there would be an additional charge. (They subsequently must have felt shameful, and brought a refill). I am aware there is a lot more that goes into making a trip pleasant than just a food service, but it certainly impacts passengers attitudes and second thoughts on future travel. It was even evident in the staffs attitudes. If corners must be cut to stay viable, I question if the right ones were cut. Perhaps Amtraks board members could try making this ride to NOLA, and see what its like. Best of luck to us all. [REDACTED]</p>	[REDACTED] is not happy about the dining options available
Crescent	19	01/10/2020	SPB	NOL	COMPLAINT	TRAIN DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	<p>numerous times because I really love riding the train) I was so disappointed to discover the Dining Car has been discontinued. I feel sure this was done for financial reasons, which is understandable and unfortunate. The so-called Cafe Car is sad looking and tawdry at best. It was already out of food when I boarded, so they offered us bottled water and a few packaged cookies for the duration of an eight hour trip. The overall experience of this ride was in such contrast to Mr. Andersons nice message in your National magazine, describing all the impressive services currently being added to your routes in northeast areas, etc. To top this, when I boarded for the return trip home, at 7:00 a.m., it was over 1 1/2 hrs before any coffee was available! When I asked for a refill, I was told there would be an additional charge. (They subsequently must have felt shameful, and brought a refill). I am aware there is a lot more that goes into making a trip pleasant than just a food service, but it certainly impacts passengers attitudes and second thoughts on future travel. It was even evident in the staffs attitudes. If corners must be cut to stay viable, I question if the right ones were cut. Perhaps Amtraks board members could try making this ride to NOLA, and see what its like. Best of luck to us all. [REDACTED]</p>	food not acceptable
Crescent	19	01/10/2020	BHM	NOL	COMPLAINT	TRAIN DINING SERVICES	FULL DINING SVC NOT OFFERED	<p>numerous times because I really love riding the train) I was so disappointed to discover the Dining Car has been discontinued. I feel sure this was done for financial reasons, which is understandable and unfortunate. The so-called Cafe Car is sad looking and tawdry at best. It was already out of food when I boarded, so they offered us bottled water and a few packaged cookies for the duration of an eight hour trip. The overall experience of this ride was in such contrast to Mr. Andersons nice message in your National magazine, describing all the impressive services currently being added to your routes in northeast areas, etc. To top this, when I boarded for the return trip home, at 7:00 a.m., it was over 1 1/2 hrs before any coffee was available! When I asked for a refill, I was told there would be an additional charge. (They subsequently must have felt shameful, and brought a refill). I am aware there is a lot more that goes into making a trip pleasant than just a food service, but it certainly impacts passengers attitudes and second thoughts on future travel. It was even evident in the staffs attitudes. If corners must be cut to stay viable, I question if the right ones were cut. Perhaps Amtraks board members could try making this ride to NOLA, and see what its like. Best of luck to us all. [REDACTED]</p>	Pax unhappy with the changes to the dining car and the loss of traditional dining car service. Pax would like to see the return of true dining car experience on board trains.
Crescent	20	01/10/2020	NOL	BHM	COMPLAINT	TRAIN DINING SERVICES	FULL DINING SVC NOT OFFERED	<p>numerous times because I really love riding the train) I was so disappointed to discover the Dining Car has been discontinued. I feel sure this was done for financial reasons, which is understandable and unfortunate. The so-called Cafe Car is sad looking and tawdry at best. It was already out of food when I boarded, so they offered us bottled water and a few packaged cookies for the duration of an eight hour trip. The overall experience of this ride was in such contrast to Mr. Andersons nice message in your National magazine, describing all the impressive services currently being added to your routes in northeast areas, etc. To top this, when I boarded for the return trip home, at 7:00 a.m., it was over 1 1/2 hrs before any coffee was available! When I asked for a refill, I was told there would be an additional charge. (They subsequently must have felt shameful, and brought a refill). I am aware there is a lot more that goes into making a trip pleasant than just a food service, but it certainly impacts passengers attitudes and second thoughts on future travel. It was even evident in the staffs attitudes. If corners must be cut to stay viable, I question if the right ones were cut. Perhaps Amtraks board members could try making this ride to NOLA, and see what its like. Best of luck to us all. [REDACTED]</p>	Pax unhappy with the changes to the dining car and the loss of traditional dining car service. Pax would like to see the return of true dining car experience on board trains.

Crescent Capitol Limited	20 29	01/10/2020 01/10/2020	NOL WAS	BHM CHI	COMPLAINT COMPLAINT	TRAIN TRAIN	LOUNGE SERVICES DINING SERVICES	FOOD DEPLETED FULL DINING SVC NOT OFFERED	<p>numerous times because I really love riding the train) I was so disappointed to discover the Dining Car has been discontinued. I feel sure this was done for financial reasons, which is understandable and unfortunate. The so-called Cafe Car is sad looking and tawdry at best. It was already out of food when I boarded, so they offered us bottled water and a few packaged cookies for the duration of an eight hour trip. The overall experience of this ride was in such contrast to Mr. Andersons nice message in your National magazine, describing all the impressive services currently being added to your routes in northeast areas, etc. To top this, when I boarded for the return trip home, at 7:00 a.m., it was over 1 1/2 hrs before any coffee was available! When I asked for a refill, I was told there would be an additional charge. (They subsequently must have felt shameful, and brought a refill). I am aware there is a lot more that goes into making a trip pleasant than just a food service, but it certainly impacts passengers attitudes and second thoughts on future travel. It was even evident in the staffs attitudes. If corners must be cut to stay viable, I question if the right ones were cut. Perhaps Amtraks board members could try making this ride to NOLA, and see what its like. Best of luck to us all. Pax</p> <p>Train 51 Dining car food not good. Not enough choices, pax says food was to spicy for their liking.</p> <p>Train 97 Dining car food not good. Not enough choices, pax says food was to spicy for their liking.</p>	<p>Pax states there was no food service in the cafe car during the trip, was offered bottled water and prepackaged cookies</p> <p>pax stated this was their first experience and this service microwavable food.</p> <p>Train 51 etv for 2 pax Dining car food not good. Not enough choices, pax says food was to spicy for their liking.</p> <p>Train 97 Dining car food not good. Not enough choices, pax says food was to spicy for their liking.</p>
Cardinal	51	01/10/2020	TRE	CHI	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD SELECTION		
Silver Meteor	97	01/10/2020	TRE	JAX	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD SELECTION	<p>----- Email from Pax: Just wanted to give you a heads up on this group. This is the West Palm Beach Safety Patrol who run a couple of trips yearly purchasing the entire train and generating over a half a million dollars for Amtrak. As you can see by the emails below they were not happy with the new food service on T97/98. Pax suggested we authorize credit of some sort, or that the division order pizzas for the current trip. He expressed that the food service falls under the Exclusive Occupancy of T97/98. I did reply that unless a group makes specific request such as extra CafA@ car etc... we really don't. They just utilize the Diner or CafA@ that is already on the train. Besides that I believe this train only makes one stop to replenish water and empty toilets so I don't really see how giving them a voucher while in route would have been of assistance. Currently Exemption 6 and Exemption 4 are working with OBS on making alternate arrangements for their food on the current trip that is in process. I will update you as to what the final arrangement is but just wanted to loop you in should this come back around. We want to make sure they are happy travelers since they pay such a large amount each year, we certainly don't want to lose their business. They have a 2nd trip scheduled for the 16th of January so hopefully they work something out prior to their next departure. Thanks. Exemption 6</p>	
Silver Meteor	98	01/10/2020	MIA	WAS	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY		<p>Food unacceptable in the Dinning or Cafe car.</p>
Silver Meteor	97	01/10/2020	WAS	MIA	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	<p>Return Reservation passengers unsatisfied with new food service on train 97. The shower is out of service. This is one of the things I enjoy about traveling on the train: being able to sleep in a real bed and then take a shower in the morning. Also, there is no hand towel for our roomette, so I'm using napkins after washing my hands and inserting my contacts. Finally, the Crescent line no longer has traditional dining, another feature of train travel that I really enjoy. So far, this has been a very disappointing trip, and I'm a big fan of train vs plane. Please do better in the future. Upgrade chairs read in the. I payed for an up grade from the roomette to the family room. Their was not a mattress and the car Attendant check with the Conductor none were available to use. I didn't sleep at all. If you have any questions please feel free to call me Exemption 6 Please check my records as I am a frequent rider. That I have trips purchased for Feb to SLC Fresno CA and LA and April to Detroit and I am planning to go to Philadelphia PA I n July of this year I have not purchased that ticket yet. I also am going to bmy Granddaughters wedding in Oct 3 2020. I am a frequent rider. Your assistance would be greatly appreciated. Pax stated there was no heat on train 97 from WAS-MIA. Stated she caught a cold. Stated the food is horrible. Stated she could have brought her own microwave food instead. Stated there were hardly any customers in dining car because the food was so bad. Stated she is always traveling with AMTRAK and she is a long time customer. Stated she does not like to fly and may have to take her money back for this trip. Apoloized and offered etv.</p>	<p>Food service unsatisfactory in diner or cafe car on outbound. Waiting for more information about food service on 2nd trip.</p>
		01/10/2020			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	<p>----- Pax email states: Finally, the Crescent line no longer has traditional dining, another feature of train travel that I really enjoy. So far, this has been a very disappointing trip.</p>	
Silver Meteor	97	01/13/2020	WAS	MIA	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION	<p>complain about food in dining car As a sleeper car passenger, meals were included with my fare. If the meals weren't important to me, I would have gotten a ticket on the 98 Silver Star train from KIS to NYP, because the sleeper car fare was \$200 less than my fare on this train (92 Silver Meteor) Today I was informed there was not a dining car on my trip. Perhaps as a result, the line for the snack bar has been more than 60 minutes and I am still standing in line. If Amtrak had advised me of this situation before I boarded the train via email, text or phone, I would have changed my plans. I am hungry, tired, frustrated and angry. I have received no assistance from the sleeper car attendant, Linda, nor from the conductor when I spoke with him. I would like a refund of \$200 as compensation for both the lack of meals and the extreme inconvenience.</p>	<p>Stated the food is horrible. Stated she could have brought her own microwave food instead. Stated there were hardly any customers in dining car because the food was so bad. Stated she is always traveling with AMTRAK and she is a long time customer. Stated she does not like to fly and may have to take her money back for this trip. Apoloized and offered etv for \$200.00. Stated if she does not get more compensation she will cancel her upcoming trips. Offered \$225.00. Pax declined and requested to escalate with OCR@AMTRAK.COM</p> <p>-Mr. Horn is extremely upset with the menu we are offering on the Silver Meteor -He states his wife can not eat the items offered as they have some type of sauce, she would usually order a piece of chicken and a hamburger -He states the news article in the Washington Post makes it sound like the passengers who actually travel the service were not made a part of this decision</p>
		01/13/2020			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		
Silver Meteor	98	01/14/2020	KIS	NYP	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION	<p>Exemption 6</p>	<p>very upset about the selection of food for dinner</p>

Capitol Limited	29	01/14/2020	WAS	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	I recently took the Capital Limited and I am serving you the same as for you I am saddened with your changes to the food-service in the dining car. My wife and I have been riding the Capital Limited for six years when we travel to Virginia to see our son and daughter-in-law. I choose AMTRAK because I am retired, 64 tall and enjoy the advantages of train travel over airplanes and automobiles. One of the most pleasurable aspects of train travel is having dinner in the dining car where I will meet new people, with interesting stories, while having an enjoyable meal. This trip was my first experience with your redesigned meal service. Instead of having a meal with a traditional table setting I was presented with what looked like a box lunch. The server brought my meal on a plastic tray where the entree was covered with foil, and the salad was in a covered bowl. Our drinks, rolls, and condiments were brought in a cardboard box and simply set on the table. All that was missing a blanket and I could imagine I was eating at a picnic lunch at a park. I am not sure if I understand your reasons for making the changes to the food-service. However, I believe the end result no longer represents the comfort, romance, and enjoyment that for so many years I have associated with train travel.	Pax unhappy with the changes to the dining car and the loss of traditional dining car service. Pax would like to see the return of true dining car experience on board trains.
Capitol Limited	30	01/14/2020	CHI	WAS	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	I recently took the Capital Limited and I am serving you the same as for you I am saddened with your changes to the food-service in the dining car. My wife and I have been riding the Capital Limited for six years when we travel to Virginia to see our son and daughter-in-law. I choose AMTRAK because I am retired, 64 tall and enjoy the advantages of train travel over airplanes and automobiles. One of the most pleasurable aspects of train travel is having dinner in the dining car where I will meet new people, with interesting stories, while having an enjoyable meal. This trip was my first experience with your redesigned meal service. Instead of having a meal with a traditional table setting I was presented with what looked like a box lunch. The server brought my meal on a plastic tray where the entree was covered with foil, and the salad was in a covered bowl. Our drinks, rolls, and condiments were brought in a cardboard box and simply set on the table. All that was missing a blanket and I could imagine I was eating at a picnic lunch at a park. I am not sure if I understand your reasons for making the changes to the food-service. However, I believe the end result no longer represents the comfort, romance, and enjoyment that for so many years I have associated with train travel.	Pax unhappy with the changes to the dining car and the loss of traditional dining car service. Pax would like to see the return of true dining car experience on board trains.
Crescent	20	01/14/2020	SDL	GRO	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	I just stood outside for nearly an hour in 35 degree weather because the Slidell station was locked. When I was there in mid-November, the door was open but the bathrooms were locked. If you are trying to increase ridership, this is not the way to do it. The food they are serving now is enough to keep people from taking Amtrak; in fact, I would say you should be embarrassed that this is what you offer.	Pax unhappy with the changes to the dining car and the loss of traditional dining car service. Pax would like to see the return of true dining car experience on board trains.
Silver Meteor	97	01/14/2020	NYP	JAX	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION	complain against dinning car - small portion / microwave food no specialty dessert only brownies	complain against dinning car - small portion / microwave food no specialty dessert only brownies
		01/14/2020			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Hello Amtrak, I've always been taking the Crescent to get to places in the east, with the food and a good bedroom it was good value and very comfortable. Im now taking Delta! Even their food is better now. You're losing me as a and I suppose many others as customers! The new dining is the worst. The old one was the major reason I took the train. You cannot keep a train running on microwave food. Also, in coach you just have the cafe car now. Its really not enough. Not taking Amtrak anymore.	
		01/14/2020			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	I have been a customer for many many years and I cannot believe how terrible the dining service is now. First of all I had no idea that the dining was even changed until I boarded my train to Philadelphia. Secondly the food is not only terrible but there are no options. I didnt pay over 1000\$ for this terrible accommodation. Please refund me.	very disappointed in the flexible dining menu
		01/14/2020			PRAISE	POLICY	SALES	CHANGE IN SERVICE	Late train / Missed connection	Passenger stated she is unhappy with the flexible dining service, she stated they need to be different option for dinner. passenger hope we switch it back
Silver Meteor	98	01/15/2020	ORL	SAV	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	I found the trip to be awful! First time taking a train and read about the dining car thinking we would have a nice dinner, which is what you ADVERTISE! Couldve gotten frozen pizza! Please dirty, smelly and no food!!! Now I have to buy a plane ticket to get back as I cant I image traveling like this back!!!!	Exemption 6 writes the food service was disappointing
Lake Shore Limited	449	01/15/2020	BOS	CHI	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	My wife and I recently took the Lake Shore Limited from Boston to Chicago and the California Zephyr from Chicago to Emeryville. We had a bedroom and were generally happy with our trip, with the notable exception of the food service on the Lake Shore Limited. Our accommodations were good - a bit worn, but serviceable - and our car attendant (Exemption 6) was great. Unfortunately, our dining experiences (dinner and breakfast) were both disappointing on the Lake Shore Limited. The dinner was on par with airplane food. Barely edible. Also, we had to stand in a long line to receive the food. The actual food at breakfast was passable but the self-serve experience was unpleasant. In comparison, the food experience on the California Zephyr, with a proper dining car, was far superior. Based on our experience on the Zephyr we plan to do additional long-distance train trips in the future, but will limit them to trains with a full dining car. For instance, our next trip will most likely be the Empire Builder from Seattle to Chicago, but, unless the Lake Shore Limited brings back the full dining car, we will choose to fly between Chicago and Boston.	"Unfortunately, our dining experiences (dinner and breakfast) were both disappointing on the Lake Shore Limited" --Dinner on par with airplane food - barely edible --Had to stand in long line to receive food --Breakfast was passable but did not like the self-service. Pax will only travel on long distance with proper dining car. Will no longer take Lakeshore Limited - Will fly from CHI-BOS

									I booked travel on Crescent from Atlanta to New York on Dec 30, 2019 specifically inspired by Amtrak's 'See the country by train' marketing campaigns, and had a completely disappointing experience for which I would like to file a complaint and expect a compensation. I'd like you to address the following three (3) different issues- 1) Delay: Train #20 Crescent arrived Atlanta almost 2 hours late (Scheduled arrival 7.35pm, actual boarding started 9.30pm) During this period, there was not sufficient space for passengers to wait and we had to stand out in the cold in winter for almost 2 hours which is unacceptable. During the journey, despite Amtrak's earlier claim that we will arrive NYP on time, the train continued to gather additional delay arriving in New York at 3.20pm instead of 1.45pm. This was on Dec 31 New Year's Eve and the delay ruined my rest of the plans for the afternoon. I expect a compensation for this delay.2) Amtrak staff behavior: I would like to know why does Amtrak advertise 'open seating' in Coach class but then your staff is adamant on manually assigning seat numbers using a primitive paper and pen method that delays boarding and provides an unpleasant customer experience overall. I feel cheated that I was not allowed to choose a window seat of my liking, and requesting the staff did not help, they were rude and uncooperative. This ruined my mood for a fun 'see the country from train' trip. If you believe assigned seats are needed for operational reasons, why does Amtrak not assign seat numbers at the time of booking itself? That would be far more efficient than your staff running around with a paper and adding to an already delayed train at every station.3) Amenities cut back: Having a sit-down meal in Dining Car has been without a doubt one of the best experiences on Amtrak over the years. However, I learned on this trip that your new CEO Mr Richard Anderson has decided to turn Amtrak into a soulless airplane-like experience by eliminating Dining service on the Crescent. It is very disappointing that for Coach passengers now the only food options are extremely processed and unhealthy frozen and microwaved snacks in Cafe car. Earlier Coach passengers were allowed access to Dining Car by paying for the meals, but now you do not give them access to the so-called 'Contemporary Dining' offered to sleeper passengers. This reduction in food options and service is NOT appreciated, please let your decision makers know. Given this overall disappointing experience, I would like to know how is Amtrak willing to make up to me? I would like to see if Amtrak cares about me as a passenger so I can decide if I should spend any of my future dollars on Amtrak travel, or just go to using air and buses in the future. Facing a wall in front AND on the side (no window) for 17 hours is cruel and unusual punishment!! Those seats need to be turned around to face the inner car (Amtrak seating used to be that way). Im sad to see the dining car gone! Breakfast while watching the countryside whizz by was the highlight of my Amtrak trips! Dear Sir/Madame : I am calling to complain about the food on your dining car is real bad is not eatables high and sodium the dining car is use to be a crowded place now it's an empty place . Now people have to go out and spend their own money to buy food before they get on the train and you'll still charging the same price in your fare. Dear Sir/Madame : I am calling to complain about the food on your dining car is real bad is not eatables high and sodium the dining car is use to be a crowded place now it's an empty place . Now people have to go out and spend their own money to buy food before they get on the train and you'll still charging the same price in your fare.	
Crescent	20	01/15/2020	ATL	NYP	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD SELECTION		
Crescent	20	01/15/2020	ATL	NYP	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY		Pax unhappy with the changes to the dining car and the loss of traditional dining car service. Pax would like to see the return of true dining car experience on board trains.
Silver Meteor	97	01/15/2020	NYP	CHS	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY		PAX CLD TO COMPLAIN ABOUT THE FLEXIBLE DINNING SERVICE. PAX ADVSD THAT FOOD WAS REALLY BAD AND HE WAS VERY UNHAPPY WITH THE FOOD.
Silver Meteor	98	01/15/2020	CHS	NYP	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY		PAX CLD TO COMPLAIN ABOUT THE FLEXIBLE DINNING SERVICE. PAX ADVSD THAT FOOD WAS REALLY BAD AND HE WAS VERY UNHAPPY WITH THE FOOD.
Silver Meteor	98	01/15/2020	FTL	NYP	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION	food options	Passenger said that the food was so nasty she said that she was never told that the food option had change and that it was frozen. Passenger said that last time she traveled on the travel it was cooked food and she is very disappointed in this chance Pax was unaware of the changes of the dining car and was very upset wnt she arrive on the train and learned that the meals in the dining car was not available any longer.
		01/15/2020			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Late train I recently BEGGED my husband to ride the Crescent with me for a quick getaway to New Orleans as his Christmas present. He was hesitant, but I really wanted to convince him that the train was going to be an affordable and comfortable way for us to travel. I purchased the tickets https://www.amtrak.com/ and was not really alarmed when there were texts telling me that the train was experiencing delays. I was dismayed that I could not find accurate information regarding parking at Birmingham's new station, but that's another story. I tried at the station to get my new Guest Rewards # applied to our tickets, but no one was able to do it before I needed to be up on the platform for the train to arrive - so it didn't get done. When the train did arrive, we boarded and were quickly seated, but right away, delays started and the train crept along, and a considerable amount of time passed before we actually 'left Birmingham'. The rest of the trip was one delay after another - mostly while we gave way for other trains to pass, and including having a disabled automobile on the tracks as we got closer to New Orleans. We arrived about 5 hours later than scheduled - causing us to miss reservations and almost lose our hotel room. Delays happen, I understand, but what I don't understand was the lack of communication from staff, and when there was communication over the PA system, it was unintelligible - garbled to the point that we barely caught a word. Additionally, and probably most egregious, was the fact that there was no meal service on the train - as delays apparently had not allowed the train to be restocked. We were traveling in a car that included young children and seniors that had not had a meal for some time - they were irritable and loud - 'hangry' - as was my husband by that time! I was grateful that there were at least free water bottles available, but the food issue was unacceptable, although the attendant in the dining car was very apologetic. The train ride back was only an hour delayed, but there were other problems. The worst was that when I went into the toilet in our car, I found a very large - about 2+ diameter circle of dried feces caked on top of the toilet seat! Someone had apparently wiped the large clump up, but didn't bother to 'scrub' to get the thick, dried stuff off of the perimeter. I used disinfectant wipes that I brought with me and scrubbed what I could off myself, and then directed my husband to go to the car ahead of us 'because it's closer' when in truth, I didn't want him to see that the bathroom was not clean despite us being at the starting point of the train that morning. I'm not sure if I'll ever get my husband on a train again, and I'm really	
Crescent	19	01/16/2020	BHM	NOL	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD DEPLETED		

Silver Meteor	97	01/16/2020	NYP	KIS	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION	I traveled on the silver meteor 97 from NYC to Kissimmee Fla. Amtrak decided to eliminate the dining car for quick service. I just paid \$3000 points/dollars for first class plus dog food. It is not the dining car elimination that bothers me. It is the quality of the food that amtrak thinks is acceptable. I had the beef for dinner. Hard as a rock. I had the noodles for lunch. Too spicy my mouth was on fire. One server in the car. Couldnt get water. He did tell other people not to order it. I tried to order the meatballs. I was told unavailable yet he gave them to someone else who was an adult. I went to the cafe car spent ten dollars on a burger. Had to beg the attendant to pull the cheese off. Lactose intolerant. Even the cafe car has crappy food. Hire a nutritionist. Amtrak should be embarrassed. Maybe richard anderson should eat the food for 24 hours. \$3000. I should get something to eat. Dont know what to eat on the return trip. Maybe amtrak will give me \$100 to pay for the food i have to buy before i get on the train.	Per email, passenger states the quality new food is unacceptable.
Capitol Limited	29	01/16/2020	MRB	PGH	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	Virginia. I was very disappointed this time when I went this time that you no longer have the dining car. There were many people that I spoke to that was as disappointed as I was. I have always bragged about taking Amtrak versus flying or driving. One of the things that I always found enjoyable was sitting in the dining car and enjoying a meal. It was relaxing, and you met new people. I think corporations should work on getting people to talk to each other, because there are enough that are leading people away from that mentality. Now, you have young people coming up with no idea on how to communicate with others. I, also, found that you have taken away all of the sleeping cars. I am sure that people traveling from Chicago to Washington, D.C. would like to have that option. I hope you will consider going back to the old way of doing things. Thank you for your time in this matter. I greatly appreciate it. I will be traveling again in April and hope to see the dining car back. I catch the train so early in the morning that I don't feel like eating at that time. So, it would be nice to be able to have food instead of having to lug it on the train with me, as I am disabled. It is hard enough taking the luggage that I have to take. I do hope that you will take into consideration the comfort of your passengers.	Exemption 6 would like the full dining service put back in place
Capitol Limited	30	01/16/2020	CHI	PGH	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	Christmas. We loved the experience, and really wanted to sing the praises of our car's attendant, Tequila (?), who was charming, cheerful, and very helpful. When the time came to leave, we realized we did not have cash for a tip for her is there any way to retroactively send her a tip?The only drawback to our trip was the revised dining car menu. The microwaved meals just felt out of place compared to luxury of the rest of the experience. If there is a way to keep tickets affordable but return to freshly prepared food, even if it means more simple meals, it would certainly make us not think twice about booking a sleeper room for a longer trip in the future.On the whole, please keep up the good work!	Only drawback was the revised dining service. Microwaved meal just felt out of place compared to luxury of the rest of the experience. If there is a way to keep tickets affordable but return to freshly prepared food, even if it means more simple meals.
Crescent	19	01/16/2020	NYP	CLT	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	I spent the extra money to go by train due to the dining experience. Your elimination of dining car cooked meals is a disaster. One spends a-lot of additional money to get a sleeper and dog food would be better. What is now being served is an insult to a loyal customer base. This is my return trip. Going for breakfast I took a banana, fresh fruit and yogurt. The banana was not ripe, the fruit hard and tasteless and the yogurt was rancid. Then I was told no lunch unless the train is 4 hours behind. We got in after 3, with nothing to eat. My dinner now was worse. Any frozen dinner from the supermarket would be better. I ordered the creole shrimp being the meal was designated gluten free. I understand the risk of cross contamination during the cooking process but serving me a non gluten free bun and a brownie that specifically states wheat is in the product is dangerous. I read the label but others will not and can get very sick. This is not a risk for cross contamination this is just a disregard to your passengers needs and safety.	Email sent: I took a banana, fresh fruit and yogurt. The banana was not ripe, the fruit hard and tasteless and the yogurt was rancid. Then I was told no lunch unless the train is 4 hours behind. We got in after 3, with nothing to eat. My dinner now was worse. Any frozen dinner from the supermarket would be better. I ordered the creole shrimp being the meal was designated gluten free. I understand the risk of cross contamination during the cooking process but serving me a non gluten free bun and a brownie that specifically states wheat is in the product is dangerous. I read the label but others will not and can get very sick.
Silver Meteor	98	01/16/2020	MIA	WIL	COMPLAINT	TRAIN	DINING SERVICES	FOOD DEPLETED	Gentlemen: my wife and I and our son recently traveled on your silver meteor and the experience has prompted us to write to you. We are retired, with my wife from the travel business and I as President and General Counsel of a large international chemical company in the area. Since we have no grandchildren, we find the Christmas loses a bit of luster as a traditionally celebrated activity, so we have developed a pattern of going to the Caribbean over Christmas. However, I recently underwent open heart surgery and as a result, am precluded from flying for a few months. As an alternative, we decided to design a Christmas trip to the sun around your Silver Meteor. It satisfied two objectives of ours. It took us to the sun and gave us a reason to satisfy a long held desire to try an overnight trip on a premium railroad train. As indicated above, we live in the southeastern corner of Pennsylvania and, so, adding to the convenience of the trip, we were able to board the train at the Wilmington, Delaware train station. We took the Silver Meteor, train number 97, having booked a 1 bedroom and Viewliner Roomette for the roundtrip, boarding the early evening of December 18, 2019. Our journey began very positively. The staff at the station took our luggage, checked it and transported it to the train as it arrived. We were welcomed aboard by a very personable staff member assigned to the sleeping car whose name was [redacted] (on his employee badge). He showed us to our assigned units, explaining that he had a coffee pot brewing as well as cold drinks and ice at the end of the car and explained the procedures of the trip including the fact that we could tell him the time we would wish to dine and even offered to serve us in our rooms. He also explained the location of the dining car and lounge that were assigned to the sleeping car travelers. Well, the next step was less than positive. We walked to the dining car and discovered it was, essentially, a portion of a rail car with a handful of booths and an enclosed section where an elusive staff member prepared the meals. Then, we discovered that the meals were all prepackaged and accompanied by plastic eating utensils. Then, we also learned that the menu was the same for all meals except a breakfast sandwich was available for breakfast. But we completed our journey arriving in Miami on time. Then we returned on the Silver Meteor (train 98) on December 26, 2019, boarding at its starting point in Miami. Again, we were greeted by a staff who helpfully took our luggage and checked it for the journey. We then boarded the train and was, again, met by the staff member assigned to the sleeping car and while we explained that we had traveled down on the Silver Meteor so were familiar with the procedures, he then announced that the staff member assigned to the sleeping car dining car did	PAX WERE TOLD THAT BECAUSE THERE WAS NO DINING CAR ATTENDANT THEY HAD TO USE CAFE CAR

									<p>Heio--I'm writing to request two things: in the long run, the reinstatement or full dining-car service and, more immediately, a refund of \$60. I'll explain...I'm a longtime Amtrak rider -- I took my first long-distance trip when I was in college in 1992. In September, I was deeply dismayed to read about the decision to cut dining cars on eastern routes, especially as I'd just experienced the strategy on the Lake Shore Limited in August. Much of my objection then was to the loss of a valuable social aspect of the trip. (I wrote in detail about this here: https://statesider.us/farewell-amtrak-dining-cars-strangers-friends-on-a-train/) Today, however, I've just come off a trip on the Crescent (Atlanta to NYC), and I'm downright angry at what I got for my money. The new lounge car policy is not only bad food and bad social experience, but it has been rolled out in such a way that I feel cheated. Last night before boarding the train at 8.30pm, I ate dinner, as I figured I was getting on after the end of meal service. So I was very surprised when our sleeping-car attendant came around offering dinner. I passed. Breakfast was utterly depressing: a soggy egg sandwich nuked in a bag. Lunch...never happened?! We arrived in NYC just shy of 2pm. Sure, I wasn't going to starve -- but I had fully expected lunch, served in the normal lunchtime hours. (And what if our train had been delayed, which is all too common? What would we have been served then?) I see the irony in my complaint. Per the old joke: 'The food is terrible!'; 'Yes, and the portions are too small!' But I paid for a ticket in the sleeper car, and that comes with meals. I did not receive them, because somehow, in the rollout of 'Flexible Dining,' no one saw fit to advise the paying passengers -- in fact, Amtrak's highest-paying and most loyal passengers -- that the new meals would not be served at fairly standard American mealtimes. All of it leaves me feeling I've been taken advantage of. It permanently alters my almost-30-year relationship with Amtrak. Traveling by bus or plane, my trip doesn't really begin until after I've suffered through the journey. I prefer Amtrak because the journey is pleasant enough that my trip begins as soon as I board. Flying is dull at best; taking Amtrak is always an adventure. Or...that's the way I used to feel. The introduction of cancellation and change fees in 2018 -- again, with no notice to passengers -- was the first major change to this feeling. Suddenly, I was in an adversarial relationship with Amtrak: now I have to watch that I don't get screwed, the same way I do with airlines. In March 2019, for the first time ever, I decided to fly from New York to Boston, instead of taking the train. It was just cheaper, faster, easier (I live right by LGA) -- and all the other boring reasons. Now, this new dining car policy -- which I learned about only through the press, and not</p>	
Crescent	20	01/17/2020	ATL	NYP	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	<p>Heio--I'm writing to request two things: in the long run, the reinstatement or full dining-car service and, more immediately, a refund of \$60. I'll explain...I'm a longtime Amtrak rider -- I took my first long-distance trip when I was in college in 1992. In September, I was deeply dismayed to read about the decision to cut dining cars on eastern routes, especially as I'd just experienced the strategy on the Lake Shore Limited in August. Much of my objection then was to the loss of a valuable social aspect of the trip. (I wrote in detail about this here: https://statesider.us/farewell-amtrak-dining-cars-strangers-friends-on-a-train/) Today, however, I've just come off a trip on the Crescent (Atlanta to NYC), and I'm downright angry at what I got for my money. The new lounge car policy is not only bad food and bad social experience, but it has been rolled out in such a way that I feel cheated. Last night before boarding the train at 8.30pm, I ate dinner, as I figured I was getting on after the end of meal service. So I was very surprised when our sleeping-car attendant came around offering dinner. I passed. Breakfast was utterly depressing: a soggy egg sandwich nuked in a bag. Lunch...never happened?! We arrived in NYC just shy of 2pm. Sure, I wasn't going to starve -- but I had fully expected lunch, served in the normal lunchtime hours. (And what if our train had been delayed, which is all too common? What would we have been served then?) I see the irony in my complaint. Per the old joke: 'The food is terrible!'; 'Yes, and the portions are too small!' But I paid for a ticket in the sleeper car, and that comes with meals. I did not receive them, because somehow, in the rollout of 'Flexible Dining,' no one saw fit to advise the paying passengers -- in fact, Amtrak's highest-paying and most loyal passengers -- that the new meals would not be served at fairly standard American mealtimes. All of it leaves me feeling I've been taken advantage of. It permanently alters my almost-30-year relationship with Amtrak. Traveling by bus or plane, my trip doesn't really begin until after I've suffered through the journey. I prefer Amtrak because the journey is pleasant enough that my trip begins as soon as I board. Flying is dull at best; taking Amtrak is always an adventure. Or...that's the way I used to feel. The introduction of cancellation and change fees in 2018 -- again, with no notice to passengers -- was the first major change to this feeling. Suddenly, I was in an adversarial relationship with Amtrak: now I have to watch that I don't get screwed, the same way I do with airlines. In March 2019, for the first time ever, I decided to fly from New York to Boston, instead of taking the train. It was just cheaper, faster, easier (I live right by LGA) -- and all the other boring reasons. Now, this new dining car policy -- which I learned about only through the press, and not</p>	Pax unhappy with the changes to the dining car and the loss of traditional dining car service. Pax would like to see the return of true dining car experience on board trains.
Crescent	20	01/17/2020	ATL	NYP	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	<p>Heio--I'm writing to request two things: in the long run, the reinstatement or full dining-car service and, more immediately, a refund of \$60. I'll explain...I'm a longtime Amtrak rider -- I took my first long-distance trip when I was in college in 1992. In September, I was deeply dismayed to read about the decision to cut dining cars on eastern routes, especially as I'd just experienced the strategy on the Lake Shore Limited in August. Much of my objection then was to the loss of a valuable social aspect of the trip. (I wrote in detail about this here: https://statesider.us/farewell-amtrak-dining-cars-strangers-friends-on-a-train/) Today, however, I've just come off a trip on the Crescent (Atlanta to NYC), and I'm downright angry at what I got for my money. The new lounge car policy is not only bad food and bad social experience, but it has been rolled out in such a way that I feel cheated. Last night before boarding the train at 8.30pm, I ate dinner, as I figured I was getting on after the end of meal service. So I was very surprised when our sleeping-car attendant came around offering dinner. I passed. Breakfast was utterly depressing: a soggy egg sandwich nuked in a bag. Lunch...never happened?! We arrived in NYC just shy of 2pm. Sure, I wasn't going to starve -- but I had fully expected lunch, served in the normal lunchtime hours. (And what if our train had been delayed, which is all too common? What would we have been served then?) I see the irony in my complaint. Per the old joke: 'The food is terrible!'; 'Yes, and the portions are too small!' But I paid for a ticket in the sleeper car, and that comes with meals. I did not receive them, because somehow, in the rollout of 'Flexible Dining,' no one saw fit to advise the paying passengers -- in fact, Amtrak's highest-paying and most loyal passengers -- that the new meals would not be served at fairly standard American mealtimes. All of it leaves me feeling I've been taken advantage of. It permanently alters my almost-30-year relationship with Amtrak. Traveling by bus or plane, my trip doesn't really begin until after I've suffered through the journey. I prefer Amtrak because the journey is pleasant enough that my trip begins as soon as I board. Flying is dull at best; taking Amtrak is always an adventure. Or...that's the way I used to feel. The introduction of cancellation and change fees in 2018 -- again, with no notice to passengers -- was the first major change to this feeling. Suddenly, I was in an adversarial relationship with Amtrak: now I have to watch that I don't get screwed, the same way I do with airlines. In March 2019, for the first time ever, I decided to fly from New York to Boston, instead of taking the train. It was just cheaper, faster, easier (I live right by LGA) -- and all the other boring reasons. Now, this new dining car policy -- which I learned about only through the press, and not</p>	Pax not offered lunch, last call for lunch is at noon, and breakfast was terrible.
Crescent	19	01/17/2020	PHL	BHM	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION	Food Service in dinning car	Food Service in dinning car. Food served in shopping bags for dinner. Paxs were in dinning lounge - train 19 & 20. But their food was given meals in bags
Crescent	20	01/17/2020	BHM	PHL	COMPLAINT	TRAIN	DINING SERVICES	FOOD/ SERVICE UNSATISFACTORY	Food Service in dinning car	Food Service in dinning car. Food served in shopping bags for dinner. Paxs were in dinning lounge - train 19 & 20. But their food was given meals in bags. Pax stated food was horrible. Had to onboard train to find tasty food. Pax stated dining is the highlight of traveling on the train. Train fare is to expensive to be served fish food. If dinning selection does not chnge will stop traveling with Amtrak.
Silver Meteor	97	01/17/2020	NYP	ORL	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION	Dining	
									After hearing feedback on the new 'Dining' service between New York and Chicago, I have elected to use alternate transport for my planned trip to the Big Apple. I will limit my use of Amtrak First Class to routes where The Dining Car table service is still available--for as long as it is available. I understand Amtrak will make business decisions that do not agree with my preferences, but if I don't share my opinion I will be complicit in the deterioration and dismantling of rail service I believe vital to our national interest and security.	
		01/17/2020			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	CHANGE OF SERVICE / SEAT	Pax will not travel Amtrak unless it is a train with full dining service
		01/17/2020			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	CHANGE OF SERVICE / SEAT	Pax unhappy about the change of food service
		01/17/2020			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Change in Service Lack of Complimentary meal Provided	Pax stated she is calling to complain about lack of reserved seats & lack of dinner meals

		01/17/2020			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Inquiry - Flexible Dining Service Change Example: birthday. We booked a roomette, and had hoped it would be a pleasant part of the vacation. However, when we tried to get heat turned on as we prepared for bed, the attendant informed us the switch didn't work, and so the heat could not be turned on. It was in the 30s that night, and cold air was actually coming in through the vent that spanned the entire length of the compartment. The attendant gave us extra blankets, which we used to try and cover the vent, but it was still cold enough to keep up most of the night. We were like zombies on the first day of our vacation, and as we were just waiting for the experience to end, you can imagine our frustration when we were delayed twice for freight trains to pass, which I don't believe is how it's supposed to work. We were three hours late to our destination, and had the same meal options available for dinner, lunch, and dinner (the last of which we had hoped to eat at our destination). The attendant was able to offer us another, heated cabin for our final couple hours on the trip, which helped. But overall, what was supposed to be a comfortable trip sight-seeing out the window was a task of endurance. Additionally, the directions we received for boarding were conflicting and often downright rude—we were not told how to use priority boarding, even though we were in the Metropolitan lounge. Instead, the instructions broadcast in the lounge were for general boarding, and as we traversed the station looking for priority boarding we were yelled at, given directions, then yelled at for using those directions and given different directions...for general boarding. Sleeper cars are neither cheap nor efficient—they're supposed to be a pleasant travel experience. As you can see, Amtrak really did not deliver on that for our trip. We'd like our tickets refunded. Thank you	Passenger upset about change in dining service - reservation was booked on 22 JUL 19 - passenger received the notification of change via email on 16 JAN 20
Cardinal	50	01/20/2020	CHI	WAS	COMPLAINT	TRAIN	DINING SERVICES	FOOD SELECTION	Exemption 6	Same menu
		01/20/2020			PRAISE	POLICY	SALES	CHANGE IN SERVICE	Traveled on Train # 98 leaving Deerfield Beach on January 5th. We were in a roomette. I really liked the new dining car arrangement. Not because the food is great, but due to the freedom of use of the space. The dining car is so much nicer than the cafe car. We were never allowed to use the diner between meals before. I also felt that I got warm individualized service from Cheryl, our dining car attendant. Pax not happy with the change in food service and feels Amtrak in forcing pax to purchase a sleeper.	Praise about dining service. Not because the food is great, but due to the freedom of use of the space. The dining car is so much nicer than the cafe car. We were never allowed to use the diner between meals before. I also felt that I got warm individualized service from Cheryl, our dining car attendant. Pax not happy with the change in food service and feels Amtrak in forcing pax to purchase a sleeper..
		01/20/2020			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE	Free junk food at the long line at the snack bar? On return Train 91 found was nothing scheduled for folks with cabin?OK do not misunderstand my calmness. I was outraged to find there will no longer be dining cars??You do realize that is half of the deal when traveling by train? This was the second trip for me, and not long ago there was a dining car. Had no warning and NO ONE told me this at anytime during reservations?? Did I get caught in the first days of this??? The "snack bar" was bad and long lines the whole way?? I am retired now and was looking for ways to travel with my granddaughter.Let me see take a lot longer, cost a lot more for rooms. No Dining car. Not looking good for Train!!!!The bright spot was every single employee I rode with both ways was Awesome!!!!Apparently the new big boss is looking for ways to cut cost. I am no genius, but by discouraging travel for people may not be the way to go? Talked to a lot of people along the way that were not happy about the loss of the sad dining car we had to look at on the way back. It was in back of the baggage car...Empty.Please feel free to forward, everywhere at the main office!	
Silver Meteor	98	01/21/2020	HOL	NYP	COMPLAINT	TRAIN	DINING SERVICES	FULL DINING SVC NOT OFFERED	Metrop... e (roc to cni) use to give ner peace whiie waiting tor ner next service. Letting anyone come anyone to come into the lounge for \$25.00 a head for people coming into the lounge. Stated she does not understand why this is happening. Stated she paid \$1000.00 and this does not seem right. Stated she talked to the person checking tickets to get into the lounge regarding if these people were allowed into the lounge. Stated she was told they paid to be in the lounge. Stated the lounge became very crowded so she left. Pax stated this is very upsetting.	Pax stated the menu is not what it used to be. Stated the menu was not normal. She got a jimmy dean egg breakfast sandwich. Stated she was looking forward to the french toast she was use to getting. Stated the dinner was a cut down version of a stew. Stated the presentation was not the same. She was use to having her meal on a ceramic plate not eating out of plastic.
Lake Shore Limited	49	01/21/2020	ALB	CHI	COMPLAINT	TRAIN	LOUNGE SERVICES	FOOD UNSATISFACTORY	I just want to add my name to the list of customers complaining about the potential elimination of the dining cars. I am a recently retired 60 year old who has discovered the joys of long distance amtrak trips. In this last year, we did the trip south from Sacramento to LA. And north from Sacramento to Portland. In a couple of weeks my husband and I will board in Chicago and travel across the US to Emeryville. And I am planning to travel in July with my grandson from New York to Orlando. The elimination of dining cars would definitely change my future travel plans. They are such a big part of the pleasure of long distance Amtrak. Please reconsider.	dining change
		01/21/2020			COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		

								<p>HQ CALLBACK: Dear Mr. Anderson: I am a long-time train traveler and advocate. I have enjoyed travel on many of Amtrak's long-distance routes including the Lake Shore Limited, The California Zephyr, The City of New Orleans, The Coast Starlight, The Southwest Chief, and the shorter Illini, Saluki and Lincoln services. I have travelled as a part of my work, and as a recreational traveler. I have also been an Amtrak credit card holder for many years. I applaud many of the things you are doing to improve passenger travel on Amtrak. Amtrak's longtime deference to freight companies has, at minimum, annoyed me for many years. I am very glad that you are attacking that illegal treatment of Amtrak through the use of letter grades and hope that more legal action is taken. I am proud that the State of Illinois has filed legislation that that extends Amtrak the ability to sue freight railroads if they are failing to give preference to passenger rail. I hope that more states take this action if congress fails in their duties. I take issue with only one of your changes, ending traditional dining car service on long distance routes. I was particularly disappointed to see that dining service discontinued on the City of New Orleans, and I dread that you may cancel this service on the other long distance routes. I know that you are very committed to reducing costs and improving infrastructure and you have done an incredible job in the short time that you have been CEO of Amtrak. I'm sure I'm not the first to tell you that freshly cooked dining car service meals are, to many of us, an integral and inseparable part of train travel. My interest in taking City of New Orleans service has significantly, if not irreparably, diminished due to the lack of traditional dining car service. The impact to me on the other long-distance trains would be the same. If you must, just charge all of us for the meals in a way that makes up for whatever value you'd be calculated by replacing freshly cooked meals with that boxed airline stuff. As all travelers have noticed, airline companies discovered that people in airplanes are a captive audience willing to pay whatever it takes to get what little comfort they can enjoy as they are pretzeled into their overly cramped seats. We will likewise pay for decent train service. Thank you for your attention and, again, congratulations on the positive impacts you have made to the Amtrak system. I wish you the very best in the coming year. Sincerely, Exemption</p>	
	01/21/2020		COMPLAINT	POLICY	SALES	CHANGE IN SERVICE			Per email, passenger is not happy with the dining car service being discontinued. Passenger states dining car service food is an integral and inseparable part of train travel. Per phone call, passenger states he doesn't mind if corporate decides to charge extra for table/dining service. Passenger states having fresh cooked meals is a big part of the train experience and doesn't mind waiting a little longer to have the meals served. He also states he was saddened about the removal of some of the dining service and hopes there will be no more changes to the dining service on the remaining trains.
	01/21/2020		INQUIRY/REQUEST	POLICY	SALES	CHANGE IN SERVICE		Pax stated the meals have not been upgraded for Dining nor Linen	Pax stated they should be compensated as the meals are not upgraded nor linen/towels which are being delayed" 15Jan has been moved to Feb2020-Pax stated they made the reservation based on the new changes.
	01/21/2020		COMPLAINT	POLICY	SALES	CHANGE IN SERVICE		Change in service complaint	AAA travel agent called in stating that she received a emails in regards to the change in service but did not know what PNR's the emails go to. Agent stated that passengers are upset that they have to purchase food.