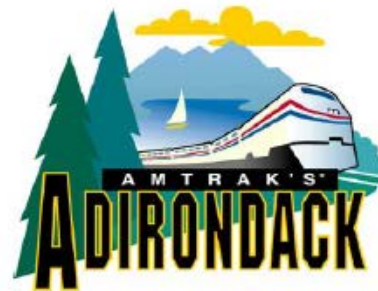


CHARLES POLTENSON  
FOUNDING MEMBER, PAST PRESIDENT  
EMPIRE STATE PASSENGERS ASSOCIATION

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# Hudson River

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# Hudson River

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# Lake Champlain

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# Lake Champlain

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# THE SOUL OF EMPIRE

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A QUICK LOOK AT THE FOLKS WHO MAKE IT ALL WORK



# EMPIRE IS PEOPLE



Empire is  
People

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Empire is  
People

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CONDUCTOR  
&  
ASSISTANT CONDUCTOR



“Great service!

Nick was the conductor collecting tickets. He made extra sure to help us be aware if getting off the train (limited exit doors).

He checked on us twice. Great sense of humor. Great guy. Made it fun.”



“JILL KROSS is awesome- I was trying to make my connection to VTTRANSLINES and train was late - Jill assured me they would wait and then she called ahead to Albany to make sure.

Jill is friendly, proactive and super bright- she is the model Amtrak employee- please thank her.

Also ALEX the other conductor was great so nice and on top of things, please recognize him as well.”





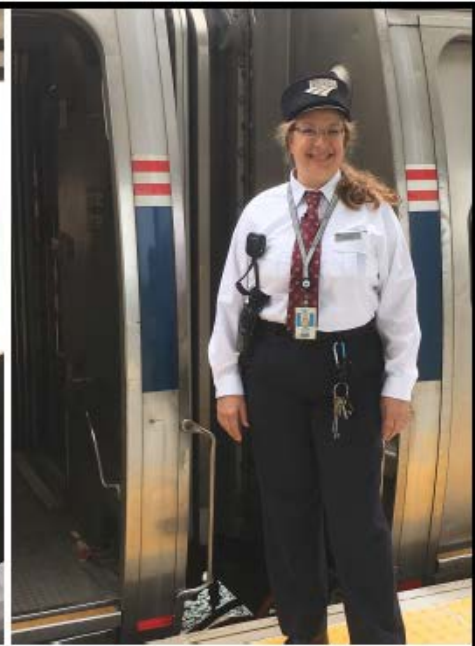
"My wife and I rode Amtrak from NYC to Montreal on our 50th anniversary, Oct. 4 this year. The conductor for the last 8 hours of the trip was named John C. and he was marvelous.

Did great job of telling us what we were seeing and also entertained us with railroad stories in the lounge car. He made a memorable day all the more wonderful. I don't have his last name."

"And I should note that on this trip (69 on 6/27 and 68 on 6/28) all the crew with which I interacted were pleasant and efficient.

Not a single surly employee (I haven't always been able to say that about my trip experiences on Amtrak—or any other common carrier for that matter—and I've ridden many long-distance, state-supported, and corridor trains). Conductor John stands heads above all of them."











“Todd was the conductor on the 244 to Penn Station. When we had delays in Poughkeepsie for track maintenance, he walked through all the cars and explained the situation to all of us.

He was very kind and it went a long way to make people less angry.

Employees like Todd are great, and I hope he knows that!”





LEAD SERVICE ATTENDANT



“**Bob** is a delight.

Despite the two hour delay in our travel due to engine failure, his warm smile, bubbly personality, fast and accurate service kept us fed and content.

Thank you to you and the rest of your team for your hard work and patience.” - Train #63”

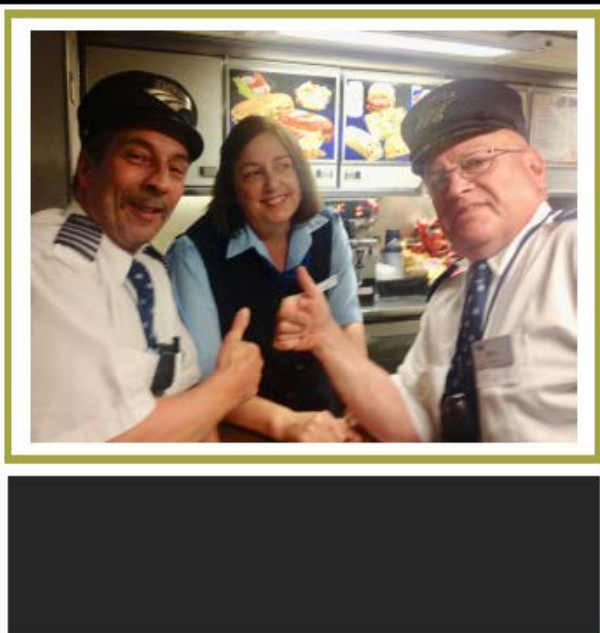




**“Gerald** in the cafe cars customer service is **OUTSTANDING**.

Everything an Amtrak employee should be. Helpful, proactive, pleasant and efficient. Emphasis on the proactive - its obvious he thinks ahead and tries to make everyone’s experience smooth.

A great Amtrak representative: I hope your company values him.” -  
Train #281



"I am on the Empire train number 283 that departed Penn station at 1:20pm headed to Utica, NY on Black Friday.

**Davinia**, a young lady serving in the cafe car is absolutely wonderful!!!

This has been a very tough thanksgiving with an ill family member for me and Davinia's smiling happy, and helpful face immediately put me at ease at least for this train ride. She has excellent customer service and enjoys what she does, and I desperately needed a smiling face." - Train #283





STATION STAFF





from: Niagara Falls - Toronto See Agent  
**HAPPY RETIREMENT JIMMY! SUNSET AWAITS**  
 Rochester - Buffalo - Toronto 12:43p  
 from: New York - Albany On Schedule  
**TRAIN 63 IS ON TIME**  
 Rochester - Buffalo - Niagara Falls 3:40p  
 from: New York - Albany



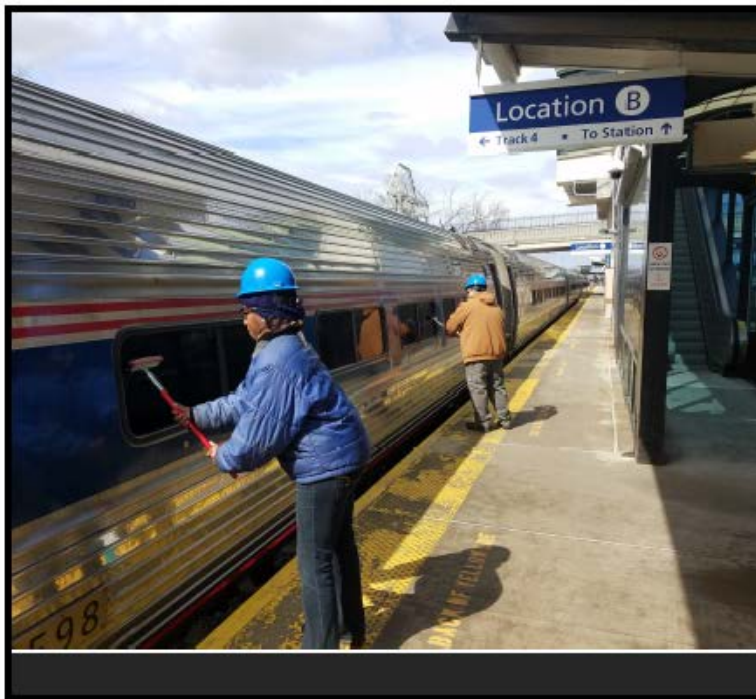


# ENGINEERS





# MECHANICAL





# EMPIRE PRIDE







CONCLUSION

EMPIRE IS PEOPLE

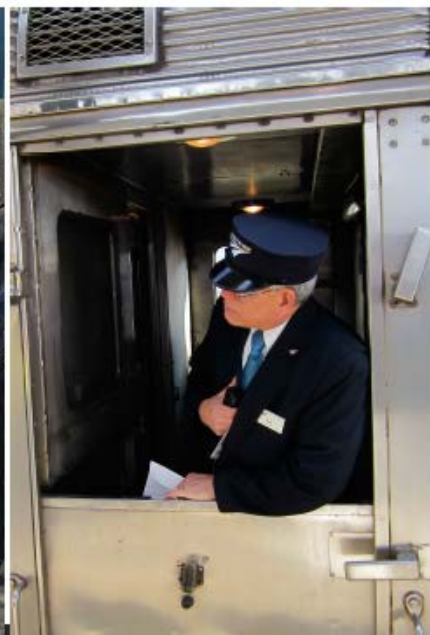
EMPIRE IS PEOPLE

GOOD PEOPLE



During the course of my travels out on the corridor in recent years I've had a chance to meet many of you; engineers, ticket agents, coach cleaners, mechanical forces, conductors, LSA's and more. And under all sorts of conditions to boot.

Many of you have become friends as well. I can't emphasize enough that what YOU do every day is vitally important to making our services work. A pleasant customer experience has many facets that blend to be a "trip on Empire or Adirondack" and what you do is a vital part of that. In fact, you folks are the soul of the operation.







THANK YOU