The Infrastructure Investment and Jobs Act, provision 23421 called on Amtrak to form a working group to provide recommendations to improve Amtrak’s onboard food and beverage services.
Practice the philosophy of continuous improvement. Get a little bit better every single day.

Brian Tracy
Methodology

- Amtrak to convene working group by May 14, 2022
  - Focus Groups/Subject Matter Expert Interviews
  - Go ride, see, and taste
  - Subgroup work
  - Write recommendations report
- Working group’s report due by May 14, 2023
- Amtrak’s implementation plan due: within 180 days of the submission of the working group’s report
Subgroups

Current
Assess the current customer and employee experiences and expectations. Identify short-term improvement opportunities.

Best Practices
Examine best practices in similar operating environments that could improve F&B processes. Recommend best practices and processes, policies for sustaining excellence in F&B.

Future Focus
Develop an understanding of plans for the future of Amtrak, identify trends and innovations that will inform F&B recommendations. Discover what is possible.
Survey Time

Goal: Gain an understanding of state priorities for improving food and beverage on Long Distance Amtrak trains

Join at slido.com #Choochoo
What the customers are saying

Which of the following is most important to you?

1,977 responses

- 78.2% Sit-down table service
- 12.4% healthy meals that meet my dietary needs
- 10.0% more grab and go options
- 7.6% more affordable options
- 2.8% Additional beverage options

*Source: National Association of Railroad Passengers*
What the customers are saying

Do you think Coach Passengers should have access to a complete meal on all rides?
1,977 responses

- **Yes**: 92.6%
- **No**: 7.4%

*Source: National Association of Railroad Passengers*
What the customers are saying

Would you be open to quality boxed meals served in a communal seating area?

1,977 responses

*Source: National Association of Railroad Passengers*
Call to Action: Ride, Taste, and See

Take a Long Distance Amtrak train and sample the food. Record and share observations

• Were the items you ordered available?
• Was the staff friendly and knowledgeable?
• How was the taste, presentation, value?
• Were there local options?
• Was the dining area clean and free of trash?
• Suggestions for improvement?
Thank You!

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