

with serious medical conditions and a caregiver get access to Amtrak's Empire Service.

**NYBR:** How does it work?

**SN:** The program is totally electronically based through the Voices of Hope website. It automatically links the patient who registers with one of our participating agencies with Amtrak.com. It also automatically sends Voices of Hope and Amtrak a notification. If a customer contacts Voices of Hope or one of the agencies directly, we stop everything to help that person.

**NYBR:** You're a volunteer. Why do you do this?

**SN:** We get emails and phone calls all the time expressing gratitude to our Voices of Hope consortium and to Amtrak. I've always been motivated to help people. The opportunity to volunteer is a tremendous gift. I feel extremely privileged to serve our community in this capacity.

**NYBR:** Voices of Hope has allowed over 2,000 people with serious illnesses to take the train for invaluable medical assessments and treatments, but do you personally use Amtrak?



**Bill Hollister, Sandy Nardoci and Jason Christiana**

**SN:** Yes. Three to six times a year to visit my 91-year-old mom and family in Williamsburg, Brooklyn where I grew up. I love riding Amtrak to New York City. It's an easy, quick way to travel. The trains are comfortable and clean, and the ride is scenic and relaxing.

*To learn more about Voices of Hope, go to the Amtrak section of this magazine or visit [VoicesoftheCapitalRegion.org](http://VoicesoftheCapitalRegion.org).*

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