

special employee advisory

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Letter from William Crosbie

Dear Co-workers,

When the board of directors asked me to serve as acting president and chief executive officer, I agreed because of my loyalty to Amtrak and my faith in all of you.

I've been with Amtrak nearly six years and have had the opportunity to travel around the system and get to know many of you. If we haven't yet met, you should know that the railroad has been in my blood long before my time here. My career in the railroad industry started as a child working for my father's construction company. We provided rock drilling, blasting, and heavy construction services to CP Rail. Over 24 years ago, I hired on CP Rail as a Signal Gang Helper "C", and never looked back, working various jobs in freight and passenger rail, as well as transit. I am proud of my service at Amtrak.

I want to assure you that, along with the board of directors, we have a strong leadership team in place that will ensure a seamless transition until a choice is made for the permanent position. In the interim, I expect everyone to maintain focus on what's most important — the day-to-day activities that we all count on you to carry out safely and professionally. As for me, I remain committed to my duties as chief operating officer, in addition to taking on my newly assigned responsibilities.

The course set before us has not changed; we remain focused on operating safe and efficient service with a high degree of customer service, while we continue to move ahead with shaping a passenger railroad that will thrive in the coming decades.

Despite an uncertain economy, our path is in some ways more clearly delineated now than it has been in recent years by the enactment of the authorizing legislation last month.

Yet like most industries, Amtrak is not immune to the downturn in the economy. Now more than ever, we need to work particularly hard to make sure that we hold onto our customers — including the many first-time riders that were introduced to Amtrak in the last year — and entice prospective travelers. We do that by delivering on-time performance where we control it, equipment that is clean and reliable, and service that makes passengers feel welcome and comfortable.

As many of you know, I put a great deal of emphasis on safety. No matter what your job function, the safety of our co-workers and passengers always comes first.

It is your hard work and dedication that have contributed to the record years we've had. I, along with the senior leadership team, am counting on you to help us continue that trend.

Staying safe means staying focused. As always, please look out for one another and keep up the good work.

Sincerely,



William L. Crosbie
Acting President and Chief Executive Officer

**Please distribute at all safety meetings
and post on all employee bulletin boards.**



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