




Memorandum

To: William N. Feidt
Executive Vice President/Chief Financial Officer

From: 
Stephen Lord
Assistant Inspector General, Audits

Date: March 23, 2018

Subject: Engagement Memo—Top Management and Performance Challenges –
Fiscal Years 2019 and 2020 (Project code 008-2018)

We are initiating a project to update our March 2017 report, *Amtrak: Top Management and Performance Challenges – Fiscal Years 2017 and 2018*.¹ This report summarized our assessment of the top challenges facing the company and the company's progress in addressing them.

We plan to identify the current management challenges facing the company, and assess the company's efforts to address them. As part of this work, we will consider new issues identified through our audit and investigative work; external reports from such agencies as the U.S. Government Accountability Office and the U.S. Department of Transportation; and legislative hearings, Surface Transportation Board proceedings, and other activities. We also plan to review pertinent laws, policies, guidance, and other relevant documents.

To help inform our perspective, we plan to meet with the executive leadership team and other senior company managers who play a key role in developing or implementing strategic management initiatives. We will be contacting these members in the near future to schedule individual meetings to discuss their views on the current challenges facing the company and progress made in addressing past and present challenges.

¹ *Amtrak: Top Management and Performance Challenges – Fiscal Years 2017 and 2018* (Report No. OIG-SP-009) March 29, 2017.

We will work to minimize the impact of our review by coordinating these and other interviews with staff in advance. Because this year's efforts closely resemble the process we followed in prior years, we are not requesting a formal entrance conference unless the company believes it would be of value.

Anne Keenaghan and J.J. Marzullo, Senior Directors, will lead this year's efforts. If you have any questions regarding this work at any time during the project, please contact me at (202) 906-4600 (stephen.lord@amtrakoig.gov). The contact information for the Senior Directors is as follows:

- Anne Keenaghan (215) 349-2743 (anne.keenaghan@amtrakoig.gov).
- J.J. Marzullo (202) 906-4545 (john.marzullo@amtrakoig.gov).

cc: Eleanor Acheson, Executive Vice President/General Counsel & Corporate Secretary
Stephen Gardner, Executive Vice President/Chief Commercial Officer
Tim Griffin, Executive Vice President/Chief Marketing Office
Ken Hylander, Executive Vice President/Chief Safety Officer
Scot Naparstek, Executive Vice President/Chief Operating Officer
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