

August 1, 2002

Criterion General, Inc.
Attention: Dave Collett-Paule
2820 Commercial Drive
Anchorage, AK 99501-3015

Dear Dave,

Midway through our first summer operating season in our new Railcar Facility seemed to be an appropriate time to recognize the efforts of Criterion General, your employees, your sub-contractors, and others involved with this construction project. Working directly with yourself and Project Superintendent Kyle Kennedy proved to be a pleasant experience.

From the initial conversations during the fall of 2000 through the completion walkthrough in the late fall of 2001, the project progressed through design, permitting, site work, and building construction with minimal revisions. Throughout the project, the job stayed on budget and on schedule, and we feel that we made the right decision going with Criterion's design/build process and now have a functional facility that we are proud of. We feel that the space we had available to work with was used with maximum efficiency.

The motorcoach facility that we lease through Criterion Properties has also been a positive experience. Reviving the office, shop, and yard space to suit our needs has proven to be a good fit for our operation and was priceless in getting our operation going during it's first years.

Please encourage your future clients to contact me if they would like to discuss our experiences working with Criterion.

Sincerely,

Andy Nelson
Director, Alaska Operations

