



# CHIEF EXECUTIVE OFFICER'S REPORT

December 2008

## MONTHLY DELAY SUMMARY

	August	September	October	November
<b>System wide</b>				
Total delays	48	55	93	99
Average length of delay (mins.)	16	13	19	16
Number over 30 minutes	3	2	11	7
Days with Heat Restrictions/Total days	0/21	0/21	0/22	0/17
On-Time Performance	92.1%	90.9%	85.4%	80.6%
<b>Fredericksburg Line</b>				
Total delays	17	29	50	60
Average length of delay (mins.)	18	16	19	15
Number over 30 minutes	1	2	8	3
On-Time Performance	93.7%	89.4%	82.5%	73.8%
<b>Manassas Line</b>				
Total delays	31	26	43	39
Average length of delay (mins.)	15	11	18	17
Number over 30 minutes	2	2	3	4
On-Time Performance	90.7%	92.3%	87.8%	86.1%

## SYSTEM RIDERSHIP

Average daily ridership in November was 15,769. November ridership in 2008 was 9.2% higher than in November 2007, with over 1,000 more trips. In addition, the ridership for the first four months of FY 2009 is 9.1% higher than the same period in FY 2008. We continue to break top ten ridership day records, with 2 days represented in November 2008. On six days, ridership was 16,500 or higher with one day over 17,000.

## SYSTEM ON TIME PERFORMANCE

System wide on-time performance (OTP) was 80.6% in November, with an OTP of 73.8% on the Fredericksburg Line and 86.1% on the Manassas Line. Just over 25% of the delays were attributed to slow orders/restricted speeds resulting from an inspection of the rails. Most of the rail deficiencies have since been repaired and the OTP has improved. Approximately 10% of the delays were related to mechanical issues. The Manassas line had 6 days in November with 100% on-time performance and the Fredericksburg Line had 2 days with 100% on-time performance. Both of those days occurred on days with 100% overall on-time performance.

## INAUGURATION DAY

VRE will operate a full train schedule on Inauguration Day. As this service was not anticipated in the original schedule/budget for FY 2009, VRE has requested financial assistance to help

offset operating costs. Final information on schedule and ticket purchasing was posted on VRE's website on the afternoon of December 12, 2008.

## **UPDATE ON VRE SAFETY AND SECURITY**

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VRE has augmented its security capabilities during this period of heightened security in advance of the Presidential Inauguration. Over the past few months, VRE has been the beneficiary of TSA's VIPR (Visual Intermodal Prevention and Response) team operations. These federal law enforcement teams are specially trained in behavioral detection and consist of federal air marshals, TSA inspectors and canines. December included four operations at VRE stations and additional operations are planned for the future, including on Inauguration Day.

VRE has also, through partnerships with local law enforcement departments, increased routine patrols at the stations. Some jurisdictions have also offered extra assistance on Inauguration Day.

## **FARE INCREASE**

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The 7% mid-year fare increase began with the January monthly tickets, which went on sale December 10th. All other VRE tickets will reflect the new prices beginning on January 5, 2009.

## **OPERATION LIFESAVER SANTA TRAINS**

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The 12<sup>th</sup> Annual Operation Lifesaver Santa Trains operated on Saturday, December 13<sup>th</sup>. The originating stations were Fredericksburg, Manassas, Woodbridge and Burke Centre. As in years past, all trains sold out in record time and proceeds benefit Operation Lifesaver. This year, all trains were staffed with both a Santa and Mrs. Santa. Toys for Tots were also collected that day at the participating stations.

## **TOYS FOR TOTS**

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VRE held its 13<sup>th</sup> Annual Toys for Tots collection on Wednesday, December 10, 2008. Passengers on all morning trains were asked to leave an unwrapped toy and/or monetary donation for Toys for Tots on their seat when they reached their destination.

## **SCHEDULE CHANGE JANUARY 5**

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VRE will have a schedule change on the Fredericksburg line on January 5, 2009. After significant research, including looking at over 10 months of performance data and riding the trains to calculate pure run times, we have made some minor adjustments to improve the on-time performance of these trains. In addition, to lengthen some train times about 2-3 minutes, we adjusted the intermediate points to more accurately reflect what the riders are seeing. If this proves successful, we will look at making similar adjustments to the Manassas line in the spring.

**MONTHLY PERFORMANCE MEASURES – NOVEMBER 2008**

<b>MONTHLY ON-TIME PERFORMANCE</b>	<b>ON-TIME PERCENTAGE</b>
November Fredericksburg OTP Average	73.8%
November Manassas OTP Average	86.1%
<b>VRE NOVEMBER OVERALL OTP AVERAGE</b>	<b>80.6%</b>

<b>RIDERSHIP YEAR TO DATE</b>	<b>RIDERSHIP</b>
VRE FY 2009 Passenger Totals	1,622,106
VRE FY 2008 Passenger Totals	1,485,973
<b>PERCENTAGE CHANGE</b>	<b>9.1%</b>

<b>RIDERSHIP MONTH TO MONTH COMPARISON</b>	
<b>DESCRIPTION</b>	<b>MONTHLY RIDERSHIP</b>
NOVEMBER 2008	271,125
NOVEMBER 2007	277,425
<b>PERCENTAGE CHANGE</b>	<b>9.2% NORMALIZED</b>
<b>SERVICE DAYS (CURRENT/PRIOR)</b>	<b>17/19</b>