



# CHIEF EXECUTIVE OFFICER'S REPORT

May 2009

## MONTHLY DELAY SUMMARY

	January	February	March	April
<b>System wide</b>				
Total delays	39	36	84	45
Average length of delay (mins.)	21	17	21	15
Number over 30 minutes	7	4	14	4
Days with Heat Restrictions/Total days	0/18	0/19	0/22	2/22
On-Time Performance	93.1%	93.5%	86.8%	92.9%
<b>Fredericksburg Line</b>				
Total delays	21	19	49	21
Average length of delay (mins.)	22	17	21	15
Number over 30 minutes	4	2	10	1
On-Time Performance	91.8%	92.3%	82.9%	92.7%
<b>Manassas Line</b>				
Total delays	18	17	35	24
Average length of delay (mins.)	21	16	21	15
Number over 30 minutes	3	2	4	3
On-Time Performance	94.2%	94.4%	90.1%	93.2%

## SYSTEM RIDERSHIP

The total number of April trips in 2009 was 2.0% higher than in April 2008. The growth in ridership has leveled off more in April than in any other month due to spring break and Easter vacations, which were in March last year. The year-to-date gain through April in ridership was 6.8%.

## SYSTEM ON TIME PERFORMANCE

System on time performance has improved significantly over last month. Mechanical difficulties have decreased significantly. After the poor performance in the month of March, we re-evaluated our maintenance program with all of our mechanical contractors. We are pleased with the end result of over 90% on-time for both lines. We have experienced over 90% on-time performance three out of the first four calendar months this year.

## VISIT FROM LYNCHBURG AND CHARLOTTESVILLE DELEGATION

On Wednesday, April 29, VRE hosted a delegation from Lynchburg and Charlottesville to show them our rail operation. The delegation, which was comprised of Rex Hammond, President and CEO, Lynchburg Regional Chamber, Turner Perrow, Jr., Councilman for the City of Lynchburg, Rebecca White, Director of Transportation for the University of Virginia, and Corrin Hoffmann, Program Manager, Lynchburg Regional Chamber.

VRE staff escorted the group on Train 332 for a train ride from our Broad Run Station to our offices in Alexandria. We boarded a Manassas line train so that the delegation could see for themselves first-hand what commuter rail service was and the territory their train would be operating over.

Once in Alexandria, we toured the VRE headquarters, introduced them to all of the staff and then walked them through the various components of our daily operation in order for them to better understand the complexities of running a rail operation. In the end, the meeting proved very beneficial because it helped to shed light on what the Lynchburg train service should expect operationally, added greater understanding of existing needs to integrate into the rail network, and most importantly created a very positive working relationship between VRE and those members who will be active in the daily operation of the Lynchburg-Charlottesville train service.

### **VRE NOW ALLOWING FULL SIZE BICYCLES ON BOARD**

Starting Friday May 15th, VRE will change its policy on bicycles and allow full size bikes on-board as a pilot program. This will be just in time for our riders to join in on "Bike to Work Day," which is May 15th. Bicycles will only be allowed on the last three northbound, the mid-day, and the last three southbound trains. They will also only be allowed to board on the northernmost car, or cab car, and utilize the south end, four folding seat bench, with a maximum of two bikes tethered to the area. Bicyclists will be responsible for tethering their own bikes with bungee cords to the eyelets on the seats, but will have priority to use the bench. The full policy is available on our website.

### **PARKING EXPANSION STATUS AT BROOKE AND LEELAND ROAD**

#### **At Brooke**

The parking project is temporarily on hold for now until VRE is allowed access back on the selected property to conduct further test pitting, which is what is required to conclude the environmental work.

#### **At Leeland**

We are in the process of submitting the environmental assessment (EA) to FTA for their approval. Once approved, it can be put out for bid. This expansion is expected to provide 200 additional parking spaces.

### **MEET THE MANAGEMENT**

The annual "Meet the Management" events started up again in April. The following schedule provides a list of remaining dates and locations.

May 13	Fredericksburg (am)	July 1	Burke Centre (am)
May 20	Broad Run (am)	July 8	Rippon (am)

May 27	Leeland Road (am)	July 15	Rolling Road (am)
June 3	Manassas (am)	July 22	Woodbridge (am)
June 10	Brooke (am)	July 29	Backlick Road (am)
June 17	Manassas Park (am)	August 5	Lorton (am)
June 24	Quantico (am)		

## **LOCOMOTIVE UPDATE**

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MotivePower is in the process of buying raw materials now for the 9 new locomotives. On April 3, VRE signed the amended agreement with Motive Power for four additional locomotives. The nine new units will start arriving by October of 2010. VRE is also working with the Commonwealth to apply match toward the Omnibus appropriation signed by the President in March. This would allow one or two more units to be ordered, bringing us halfway to our goal of 20 locomotives. I intend to request authority to order the 10<sup>th</sup> and 11<sup>th</sup> locomotives at our June meeting.

## **CUSTOMER SERVICE SURVEY**

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Our Annual Customer Service Survey was conducted on Wednesday, May 6, 2009. This is the survey where customers rate our overall performance. We refer to this survey as the “VRE Report Card”. VRE representatives were available on every morning train to assist with distribution, collect the surveys and answer any questions. Results will be available later this summer.

## **GAINESVILLE-HAYMARKET EXTENSION WORKSHOP**

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A meeting was held on Tuesday, May 5 to present the findings of the Gainesville-Haymarket Feasibility Study and Alternatives Analysis to the public. Approximately 25 people were in attendance. Discussion at the meeting included questions about the frequency of service on the proposed extension, cost and timeline to implement, sources of funding for the project, and potential impacts of the extension on existing VRE service and stations. The majority of the attendees expressed support for the project and desire to see expanded VRE service.

## **PUBLIC OUTREACH**

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On April 16, 19 national travel writers rode the Fredericksburg and Manassas lines to Union Station and back out again in the evening. There was a well represented group from Travel and Leisure Magazine, the LA Times, the Boston Globe, Ladies Home Journal – giving VRE national exposure. The process went so well that the touring association will be including VRE as a regular feature now, showcasing VRE to a national audience three times a year.

**MONTHLY PERFORMANCE MEASURES – APRIL 2009**

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<b>MONTHLY ON-TIME PERFORMANCE</b>	<b>ON-TIME PERCENTAGE</b>
April Fredericksburg OTP Average	92.7%
April Manassas OTP Average	93.2%
<b>VRE APRIL OVERALL OTP AVERAGE</b>	<b>92.9%</b>

<b>RIDERSHIP YEAR TO DATE</b>	<b>RIDERSHIP</b>
VRE FY 2009 Passenger Totals	3,199,780
VRE FY 2008 Passenger Totals	2,994,850
<b>PERCENTAGE CHANGE</b>	<b>6.8%</b>

<b>RIDERSHIP MONTH TO MONTH COMPARISON</b>	
<b>DESCRIPTION</b>	<b>MONTHLY RIDERSHIP</b>
APRIL 2009	343,696
APRIL 2008	336,860
<b>PERCENTAGE CHANGE</b>	<b>2.0%</b>
<b>SERVICE DAYS (CURRENT/PRIOR)</b>	<b>22 / 22</b>