

**PASSENGER TARIFF
of the
VIRGINIA RAILWAY EXPRESS**

Revenue Rules, Regulations and Fares
Governing Operation of the
Manassas Line and Fredericksburg Line
Service Routes

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1.0 DEFINITIONS

- 01.01.00 BASE FARE – Established at \$5.35, the Single-ride, full fare for travel within one inner fare zone. Because all regular VRE fares are rounded up to the nearest \$.05, the cost of one Single-ride, full fare journey between Union Station (Zone 1) and L’Enfant (Zone 1) is \$5.35.
- 01.02.00 CONTINUOUS TRAVEL – Travel on a single train or the minimum number of trains headed in one direction necessary for the passenger to reach his or her final destination.
- 01.03.00 DISCOUNTED FARE – A fare offered for travel between any particular pairing of origin and destination fare zones which is reduced from the full fare for equivalent travel.
- 01.04.00 EXPULSION FROM TRAIN SERVICE – VRE, at its discretion, may ban individuals from using the service. Reasons for banning include, but are not limited to: threats or inappropriate behavior against train personnel or passengers on board, more than one fare evasion summons in a calendar year, bringing a banned substance onto the train, or flagrant violation of VRE rules that either endanger the individual or others. Banned individuals would be provided with a banning notice detailing the reason and the length of the expulsion. Once banned, individuals found using the service could be reported to the appropriate authorities as a trespasser and prosecuted as such.
- 01.05.00 FARE-EXEMPT PASSENGER – Any passenger who, in lieu of a ticket, has a VRE authorized fare exempt pass or a specially issued ticket from VRE. Fare-exempt passengers include and are limited to 1) train and engine crew members engaged in or traveling to and/or from a VRE work assignment; 2) maintenance of equipment employees engaged in or traveling to and/or from a VRE work assignment; 3) transportation, maintenance and claims supervisors engaged in or traveling to and/or from a VRE work assignment; 4) commissioners and staff from the Commissions and the VRE Operations Group engaged in or traveling to and/or from a VRE work assignment; 5) representatives from the freight railroads engaged in inspection of the VRE operation; 6) uniformed federal, state and local law enforcement officers; 7) non-uniformed federal state and local law enforcement officers who are part of VRE’s Undercover Security Program; 8) children ten years old and under accompanied by a fare paying adult; 9) an attendant accompanying a disabled passenger in possession of a disability attendant ID; 10) trainers of service animals for persons with disabilities when engaged in training activities.
- 01.06.00 FARE EVASION – As provided in Section 18.2-160.1 Virginia code the failure, refusal or inability of a Non Fare-Exempt passenger to display a valid ticket on board a VRE train when requested to do so by Train Service Personnel, VRE authorized personnel, or law enforcement officers.
- 01.07.00 FARE ZONE – A numbered, geographical region of a service route used to determine fares for travel to stations falling within that region. VRE fare zones are concentric from Union Station with Zone 1 encompassing the stations falling within the District of Columbia. Zone 2 begins at Crystal City. Zones 2 – 9 are segmented at approximately 7-mile increments.
- 01.07.01 INNER FARE ZONE – Includes Fare Zones 1 and 2.

- 01.07.02 OUTER FARE ZONE – Includes Fare Zones 3, 4, 5, 6, 7, 8 and 9.
- 01.07.03 DESTINATION FARE ZONE – The Fare Zone indicated on the face of a passenger’s ticket at which the passenger is required to disembark.
- 01.07.04 ORIGINATION FARE ZONE – The Fare Zone that applies to the station where a passenger boards.
- 01.08.00 FARE ZONE INCREMENT – Established at \$.62, the amount added to the base fare for each additional fare zone traveled (i.e., cost of one, full fare journey between Crystal City (Zone 2) and Union Station (Zone 1) is \$5.35 (Base Fare) plus \$.62 (one Fare Zone Increment) = \$5.97, rounded up to the nearest \$.05 = \$6.00).
- 01.09.00 FULL FARE – The basic cost of a Single-ride fare for travel between any origin and destination.
- 01.010.00 NON-REVENUE TRAINS (Dead-heads) – Scheduled and non-scheduled train movements required for transportation of equipment to maintenance, layover and turnaround facilities. These trains are not available to the public.
- 01.011.00 NON FARE-EXEMPT PASSENGER – Any passenger required to present a valid ticket for transportation on a VRE train. Fare-exempt passengers are not included in this category.
- 01.012.00 OUT OF ZONE – When a passenger boards or disembarks at a station beyond the zone indicated on his or her ticket.
- 01.013.00 OUTER FARE ZONE DISCOUNT – Applied to ticket prices for travel between stations in Outer Fare Zones (Fare Zone 3, 4, 5, 6, 7, 8 and 9), regardless of trip length. The Outer Fare Zone Discount is equal to four (4) times the Fare Zone Increment currently in effect.
- 01.014.00 PERSONS WITH DISABILITIES – Persons with physical or mental impairments that substantially limit one or more of the major life activities as defined by American With Disabilities Act.
- 01.015.00 REVENUE TRAIN SERVICE – Train service available to the public for which passengers are required to purchase tickets for transportation.
- 01.016.00 SENIOR CITIZENS – Persons age 65 or older.
- 01.017.00 SERVICE ROUTE – The station stops and connecting track found on the Fredericksburg and the Manassas Line. Attached to this document is a diagram showing the VRE station stops.
 - 01.017.01 FREDERICKSBURG LINE – The line that runs between Fredericksburg and Washington Union Station. Stations include: Fredericksburg, Leeland Road, Brooke, Quantico, Rippon, Woodbridge, Lorton, Franconia/Springfield, Alexandria, Crystal City, L’Enfant and Union Station.
 - 01.017.02 MANASSAS LINE – The line that runs between Broad Run (Manassas) and Washington Union Station. Stations include: Broad Run/Airport, Manassas, Manassas Park, Burke Centre, Rolling Road, Backlick Road, Alexandria, Crystal City, L’Enfant and Union Station.
- 01.018.00 SERVICE TIMETABLE – Scheduled times at which VRE train service operates.

- 01.018.01 SERVICE DAY – A day during which commuter service is operated.
- 01.019.00 SPECIAL TRAIN – Train service provided for tourist excursions and/or chartered travel. At the discretion of VRE, fares may or may not be charged.
- 01.020.00 STOP-OVER – Interruption of a trip by a passenger where he or she disembarks at a station prior to his or her final destination station with the intention to continue his or her travel on another train to his or her final destination station.
- 01.021.00 TICKET – Proof of payment for transportation, subject to validation, that has specific information printed on authorized VRE ticket stock.
- 01.022.00 TRANSIT LINK CARD (TLC) – A joint fare card good for travel on both VRE and Metro for one calendar month.
- 01.023.00 UNDER-RIDE – When a passenger boards or disembarks at a station within the zones indicated on his or her ticket.
- 01.024.00 VALIDATION OF TICKETS – The activity required which makes a ticket valid for transportation on VRE. Free Ride Certificates, Single-Ride, Two-Ride and Ten-Ride tickets must be date and time stamped at any VRE ticket machine located at a VRE station entrance area no more than 60 minutes prior to boarding. The ticket must be inserted into the ticket vending machine (TVM) in the manner indicated on the ticket and on the validation machine. Two-Ride and Ten-Ride tickets must be validated once for each passenger using the ticket on a particular train. Five-Day Passes must be validated just prior to first use. To validate a monthly or TLC ticket, a passenger must print their name on the ticket in the space provided. Amtrak Step-Up tickets do not require validation.
- 01.025.00 RAILCAR VESTIBULE – The entrance area at the end or center of a railcar between the enclosed passenger compartment and the exterior loading door.
- 01.026.00 TRAIN SERVICE PERSONNEL – Conductors, Assistant Conductors, Engineers and Managers engaged in VRE work assignments.
- 01.027.00 VRE AUTHORIZED PERSONNEL - Persons employed by VRE or Keolis that are engaged in official VRE business.
- 01.028.00 VIRGINIA RAILWAY EXPRESS – The commuter rail service owned and operated by the Northern Virginia Transportation Commission and the Potomac and Rappahannock Transportation Commission.
- 01.029.00 VRE – Abbreviation for “Virginia Railway Express.”
- 01.030.00 YOUTH – Persons age 11-18 years.

2.0 CLASSES OF TICKETS

- 02.01.00 SINGLE-RIDE/TWO-RIDE TICKET – Full-fare ticket good for Single-Ride or Two-Ride between points of origin and destination located within and between the Fare Zone pairing indicated on the face of the ticket. Ticket must be validated once for each person using the ticket each way. Tickets expire 1 year from purchase date.
- 02.02.00 TEN-RIDE TICKET – Multiple ride ticket good for ten (10) individual single-rides between points of origin and destination located within and

between the Fare Zone pairing indicated on the face of the ticket. More than one passenger may travel on the ticket. Ticket must be validated once for each person using the ticket. Cost equals the price of ten (10) Single-Ride tickets for the same zone pairing, minus 8 percent. Ten-Ride ticket prices are rounded to the nearest \$.10. Tickets expire 1 year from purchase date.

- 02.03.00 FIVE-DAY PASS – Multiple ride ticket good for unlimited travel for five (5) consecutive VRE service days from activation between the points of origin and destination located within and between the Fare Zone pairing indicated on the face of the ticket. Only one passenger at a time can travel on the pass. Cost equals the price of ten (10) Single-ride tickets for the same zone pairing, minus 20 percent. Five day pass prices are rounded up to the nearest \$.05. Passes not validated expire 1 year from purchase date.
- 02.04.00 TRANSIT LINK CARD (TLC) – A joint VRE/WMATA fare card that allows unlimited travel on VRE and Metrorail for one calendar month. A TLC pass is valid on VRE through the end of the first operating, non-holiday business day of the month after the month indicated on the back of the ticket. Tickets are priced between Zone 1 and the passenger's origination zone plus \$84.00 for the Metrorail fare.
- 02.05.00 MONTHLY TICKET – Multiple ride ticket good for unlimited travel between points of origin and destination located within and between the Fare Zone pairing indicated on the face of the ticket for the calendar month and year indicated on the face of the ticket. A monthly ticket is valid through the end of the first operating, non-holiday business day of the month after the month indicated on the back of the ticket. Only the passenger whose name appears on the back of the ticket may travel on it. Cost equals the price of forty-two (42) Single-Ride tickets for the same zone pairing, minus 34%. Monthly ticket prices are rounded to the nearest \$.10.
- 02.06.00 AMTRAK STEP-UP TICKET – An upgrade ticket that must be used in conjunction with multi-ride VRE tickets (Monthly, TLC, Ten-Ride, or Five- Day) for one-way travel on select Amtrak trains. Only one passenger allowed per Step-up ticket. No validation is required of the Step-Up ticket. It is collected when Amtrak conductor checks primary VRE ticket for validation. Cost is \$5.00. Tickets expire 1 year from purchase date.
- 02.07.00 SENIOR CITIZENS TICKET – A discounted Single-ride, Two-Ride, Five-day, Ten-Ride or Monthly ticket, sold at a rate of 50% (rounded down to the nearest \$.05) off the full fare. These tickets are good only on regularly scheduled VRE operated trains and are available to senior citizens age 65 and older at the time of the ticket purchase. Discounted fare tickets are available at VRE ticket vendors, located at Quantico, Woodbridge, Broad Run, Franconia/Springfield, Alexandria, Crystal City, L'Enfant, and Union Station. Seniors can prove eligibility with any valid photo ID that shows their birth date or a Medicare card. ID must be carried on train and produced for Train Personnel upon request. Tickets expire 1 year from purchase date, except Monthly tickets which are valid for the calendar month indicated on the face of the ticket.

- 02.08.00 PERSONS WITH DISABILITIES TICKET – A discounted Single-ride, Two-Ride, Five-Day, Ten-Ride or Monthly ticket, sold at a rate of 50% (rounded down to the nearest \$.05) off the full fare. These tickets are good only on regularly scheduled VRE operated trains and are available to persons with disabilities. Discounted fare tickets are available vendors located at Quantico, Woodbridge, Broad Run, Franconia/Springfield, Alexandria, Crystal City, L’Enfant, and Union Station. Identification for passengers with disabilities shall consist of a disabled identification card issued by VRE or a Medicare card. ID must be carried on train and produced for Train Personnel upon request. Tickets expire 1 year from purchase date, except Monthly tickets which are valid for the calendar month indicated on the face of the ticket.
- 02.09.00 YOUTH FARE TICKET – A discounted Single-ride, Round-trip, Five-Day, Ten-Trip, or Monthly ticket, sold at a rate of 50% (rounded down to the nearest \$.05) off the full fare, to persons age 11-18. These tickets are good only on regularly scheduled VRE operated trains. Discounted fare tickets are available only at vendors located at Quantico, Woodbridge, Broad Run, Franconia/Springfield, Alexandria, Crystal City, L’Enfant, and Union Station. Youths ages 11-18 must have a VRE issued Youth Fare ID in order to purchase tickets. Parents can purchase tickets for the youth only if the youth is present with the ID or through CommuterDirect after registering the youth’s information. ID must be carried on train and produced for Train Personnel upon request. Tickets expire 1 year from purchase date, except Monthly tickets which are valid for the calendar month indicated on the face of the ticket.
- 02.010.00 GROUP TICKETS – Discounted special tickets issued to groups of ten (10) or more passengers traveling together. Group tickets can be used only on the day and on the particular trains for which they are requested. Cost of tickets sold under a group discount equals the Single-Ride fare price minus 50 percent and rounded up to the nearest \$.05. Group ticket sales do not qualify for VRE’s “Free Ride Certificate” program. These tickets can only be sold through the VRE office and must be requested at least two (2) weeks prior to travel date.
- 02.011.00 FREE RIDE CERTIFICATE – Promotional ticket valid on any VRE revenue service train for one (1) one-way trip between any two stations on the VRE system. Ticket must be validated prior to use in the ticket validation machine on the station platform. Free ride certificates will expire on the date printed on the ticket.

3.0 PURCHASING OF TICKETS

- 03.01.00 NO ON-BOARD TICKET SALES – Tickets will not be sold on-board VRE trains at any time. Passengers are required to purchase and validate tickets prior to boarding trains.
- 03.02.00 TICKET VENDING MACHINES – Full fare Single-Ride, Two-Ride, Ten-Ride, Amtrak Step-Up, Five-Day, and Monthly tickets, can be purchased at ticket vending machines located in station entrance areas at all VRE stations. All ticket vending machines accept Visa, MasterCard,

Discover, American Express and bank debit cards only. No cash or coin is accepted by or contained in the machines. Single-Ride, Two-Ride, Five-Day, Ten-Ride, and Amtrak Step-Up tickets can be purchased at any time. Monthly tickets for a particular calendar month will be sold from the tenth (10th) calendar day of the previous month through the ninth (9th) calendar day of the effective month.

03.03.00 AUTHORIZED VENDORS – Single-Ride, Two-Ride, Ten-Ride, Five-Day, Monthly, TLC, Amtrak Step-Up and discounted tickets are available for purchase from authorized locations. Single-Ride, Two-Ride, Five-Day, Ten-Ride, and Amtrak Step-Up tickets can be purchased at any time from the ticket vending machines at the stations. Monthly and TLC tickets for a particular calendar month will be sold from the tenth (10th) calendar day of the previous month through the ninth (9th) calendar day of the effective month. Most vendors will accept cash, SmartBenefits Vouchers and credit and debit cards. At their option and expense, vendors may accept checks for ticket purchases. Single-Ride, Two-Ride, Five-Day, Ten-Ride, TLC and Monthly ticket sales at VRE authorized vendor locations can be purchased for any Fare Zone combination.

03.04.00 TICKETS BY MAIL AND VIA THE WEB – Single-Ride, Two-Ride, Five-Day, Ten-Ride, TLC and Monthly tickets can be purchased by mail and via the web. Single-Ride, Two-Ride, Five-Day, and Ten-Ride tickets can be purchased any time. TLC and Monthly tickets for a particular calendar month will be sold from the tenth (10th) calendar day of the previous month through the ninth (9th) calendar day of the effective month. Payment can be in the form of a personal check, cashier's check, money order, or through submission of a valid MasterCard, Visa, American Express, and Discover account number. SmartBenefits Vouchers will be accepted with mail orders as full or partial payment for tickets purchased. Ticket by mail requests must be submitted to:

Commuter Direct
PO Box 12176
Arlington VA 22219
Phone: (703) 228-RIDE
<http://www.commuterdirect.com>

03.05.00 ACCEPTANCE OF "SMARTBENEFITS VOUCHERS" EMPLOYER SUBSIDIES – Region wide "SmartBenefits Vouchers" employer transit subsidy vouchers will be accepted by VRE vendors as full or partial payment. "SmartBenefits Vouchers" will be accepted for purchase of VRE tickets of equal or greater value. If the use of SmartBenefits Vouchers results in overpayment, no change can be given.

4.0 ON-BOARD INSPECTION, FARE EVASION AND PENALTIES

04.01.00 REQUIRED POSSESSION OF VALID TICKET – Pursuant to Sec. 18.2-160.1 Virginia Code Annotated, all Non Fare-Exempt Passengers are required to purchase and validate a ticket prior to boarding a VRE train and be in possession of a valid ticket at all times when on-board a VRE train.

- 04.02.00 DISPLAY AND PRESENTATION OF TICKETS – Passengers must be prepared to present a ticket when requested to do so by Train Service Personnel. If a passenger is traveling on a Single-Ride, Two-Ride or Ten-Ride ticket in the physical possession of another passenger on the same train, he or she must stay in the immediate proximity of that passenger for the duration of travel. Only one passenger at a time may travel on a Monthly, TLC, or Five-Day ticket and they are non-transferable.
- 04.03.00 INSPECTION OF TICKETS – Train Service Personnel will inspect tickets randomly and at various locations to verify that passengers are in possession of valid tickets. Tickets inspections are at the discretion of the conductor. Conductors may also request to see the ID's used to purchase reduced fare tickets.
- 04.04.00 REQUIREMENT TO PRODUCE IDENTIFICATION – Non Fare-Exempt Passengers who refuse or who are unable to produce a valid ticket will be asked by Train Service Personnel to produce (for the purpose of issuing a summons) valid personal identification, including name and current address. Passengers who cannot or will not produce personal identification when requested to do so are subject to being evicted from the train at the next station stop or being remanded to the custody of the proper authorities.
- 04.05.00 FARE EVASION PENALTIES – Pursuant to the Sec. 18.2-160.1 Virginia Code Annotated, Non Fare-Exempt Passengers without a valid ticket are subject to a fine of \$100 plus court costs for civil infractions and up to \$500 and/or jail time for serious offenses (i.e. Fraudulent tickets) that are considered Class 2 misdemeanors. Train Service Personnel are empowered by law to act as conservators of the peace and shall issue a summons to a passenger observed in the act of fare evasion.
- 04.06.00 ADJUDICATION OF SUMMONSES – The Commonwealth's Attorney for the City of Alexandria shall prosecute Summonses issued by Train Service Personnel for fare evasion offenses. Summonses shall be adjudicated according to the policies and procedures dictated by the General District Court, and, upon appeal, by the Circuit Court.
- 04.07.00 MONTHLY TICKET VIOLATION GRACE PERIOD – A passenger who is issued a summons by Train Service Personnel may, with discretion of the Commonwealth Attorney, have the summons waived if they are able to supply proof that he or she is the owner of a valid Monthly ticket or TLC pass purchased prior to the issuance of the summons. Upon issuing the summons, Train Service Personnel shall inquire as to whether the summons recipient claims to own a valid Monthly ticket or TLC pass at the time the summons was issued, but does not have it in his or her possession. If the response is affirmative, the recipient shall be issued instructions on how to supply evidence of ownership in order to have the summons waived. Evidence of ownership submitted shall include a photocopy of the passenger's Monthly ticket or TLC pass valid for the date and train cited on the summons and mention of the place, method and approximate time of purchase. Proof must be submitted by

the passenger via certified mail or in person within three business days of the receipt of the summons by the passenger to:

Virginia Railway Express
1500 King St., Suite 202
Alexandria, VA 22314-2730

VRE will review the proof and may examine its records of sales to assist in that determination and may recommend to the Commonwealth Attorney that the summons be waived.

5.0 GENERAL TICKET AND TRAVEL REGULATIONS

05.01.00 EXPIRATION OF TICKETS –Single-Ride, Two-Ride, Five-Day, Ten-Ride, and Amtrak Step-Up tickets shall expire 1 year from purchase and any remaining value shall not be refundable. Monthly tickets and TLC passes shall expire and be deemed invalid at 11:59 PM on the first operating, non-holiday business day of the month after the last day of the calendar month and year indicated on the face of the ticket.

05.02.00 TICKET REFUNDS – Single-Ride, Two-Ride, Five-Day, Ten-Ride, and Amtrak Step-Up tickets are not refundable, unless a Single-Ride or Ten-Ride ticket is mistakenly purchased with the same origin and destination fare zones from a Ticket Vending Machine (TVM). In that event, the tickets may be returned unused for a full refund at face value. Monthly tickets and TLC passes (VRE portion only) will be refunded at a redemption value determined by the calendar day of the effective month or the preceding month that the ticket is presented or postmarked for refund:

- Before effective month begins...100%
- Service days 1-13: Monthly ticket purchase price minus two Single-ride full fares applicable to the origin and destination zone pairing for each service day operated prior to presentation of the ticket for refund
- Remainder of effective month...0%
- After the effective month...0%

Refund requests must be submitted with the actual ticket in question by certified mail or in person to:

Virginia Railway Express
Attn: Ticket Refunds
1500 King St., Suite 202
Alexandria, VA 22314-2730

Refunds for tickets paid for by cash, check or debit card will be issued by check. Refunds for tickets purchased by credit card will be issued through a credit to the credit card account on which the ticket was purchased. Cash refunds of tickets purchased in whole or part with SmartBenefits Vouchers is not permitted. VRE reserves the right to refuse refunds that it deems, at its sole reasonable discretion, unfounded or fraudulent. The VRE Chief Executive Officer may, at his or her sole reasonable discretion, grant a ticket refund in whole or part

under conditions that do not satisfy the criteria above if, in his or her judgment, extenuating circumstances are present to justify a refund in the interest of good customer relations.

- 05.03.00 SERVICE DISRUPTION “FREE RIDE CERTIFICATE” – A VRE passenger is entitled to receive a “Free Ride Certificate” (“FRC”) for service disruptions which:
- 1) Cause the passenger on the train to arrive at his or her destination station 30 or more minutes behind schedule according to the conductor’s watch. All passengers from the 30 minute late station forward are then eligible for the free ride certificate;
OR
 - 2) Requires a VRE passenger waiting on a station platform with a validated Single-Ride, Two-Ride, Five-Day, Ten-Ride, TLC or Monthly ticket to subsequently seek another method of transportation when no transportation is provided by VRE;
OR
 - 3) The passenger is travelling on a train which is annulled;
OR
 - 4) The passenger is bypassed by a train scheduled to stop at his or her station.

The crew of the delayed train will distribute “Free Ride Certificates” once the train has been declared 30 minutes late.

Passengers are responsible for requesting their FRC from one of the conductors at the time of the delay. FRC requests submitted when on-board distribution took place will not be honored. If a passenger was inconvenienced by a late, annulled, or bypassed train and did not receive a FRC on a subsequent trip, then the passenger must mail or fax a copy of their VALIDATED ticket to VRE with a FRC request form found at <http://www.vre.org/programs/freeride.htm> indicating what train the passenger was on and his or her mailing address to:

Virginia Railway Express
1500 King Street, Suite 202
Alexandria, VA 22314
fax: 703/684-1313

A FRC will be sent out within 7-10 working days. VRE reserves the right to deny any request.

- 05.04.00 TRANSFERABILITY OF TICKETS – Single-Ride, Two-Ride, Five-Day, Amtrak Step-Up, and Ten-Ride tickets are transferable to persons other than the purchaser. Monthly and TLC tickets are not transferable and shall be only for the personal use of the individual whose name appears on the back of the ticket.

- 05.05.00 ALTERATIONS, ERASURES AND FORFEITURES – A ticket may be confiscated by Train Service Personnel if, in the reasonable judgment of such personnel, the ticket has been altered or counterfeited in any manner, or if a passenger refuses to or cannot identify himself or herself as the individual whose signature appears on a Monthly ticket in his or

her possession. Persons who have their tickets confiscated are subject to a Fare Evasion summons. Confiscated tickets are not subject to refund.

05.06.00 LOST, STOLEN OR DESTROYED TICKETS – VRE is not responsible for lost, stolen, misplaced or destroyed tickets and is not obligated to replace or refund such tickets. VRE will make every reasonable effort to reunite passengers with lost tickets that fall into the possession of VRE. VRE will, at its discretion, provide replacement for lost, stolen or destroyed Monthly and TLC tickets (VRE portion only).

- Passengers are eligible for two replacement Monthly tickets during any twelve-month period, but must file a lost ticket report with VRE no less than 2 business days prior to requesting a replacement ticket. They also must be able to provide VRE with proof of purchase of a monthly ticket; the location, date and approximate time of purchase; and the method of payment used to purchase the ticket before a replacement ticket will be issued. Only the VRE portion of TLC tickets can be replaced.

05.07.00 STOP OVERTS – Stopovers are permitted when using Single-Ride, Two-Ride and Ten-Ride tickets as long as the journey progresses in a single, continuous direction and is completed in the same day. Monthly and TLC tickets are valid for unlimited travel on VRE revenue train service during the calendar month indicated on the face of the ticket, between the fare zones indicated on the face of the ticket, and stopovers are permitted.

05.08.00 WEEKEND AND HOLIDAY SERVICE – VRE will not normally operate service on Saturdays or Sundays, or on the following holidays: New Year's Day, Martin Luther King, Jr. Day, Presidents' Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day and Christmas Day. Special "S" schedule service may be offered on the Friday after Thanksgiving. If service is provided, regular fares will prevail unless otherwise specified by VRE.

05.09.00 SMARTBENEFITS VOUCHER REIMBURSEMENTS – VRE will provide SmartBenefits Voucher reimbursements to VRE riders who purchase their tickets at a Ticket Vending Machine. In order to receive reimbursement, riders must:

- 1) Purchase their ticket with a credit card
- 2) Mail their SmartBenefits Vouchers to VRE with a SmartBenefits Voucher Reimbursement Form, which can be found on the VRE website
- 3) Provide proof of purchase by sending in either the used ticket or a receipt for the ticket that was purchased.

Reimbursement will be provided as a credit to the credit card that was used for the transaction.

6.0 VRE AND CONTRACT CARRIER RIGHTS RESERVED

- 06.01.00 RESPONSIBILITY OF VRE AND CONTRACT CARRIERS – Neither VRE, Keolis Rail Services Virginia, CSX Transportation nor Norfolk Southern Railway, VRE’s contract carriers, assume financial responsibility for inconvenience, damage or expense resulting from errors or omissions in timetables, delayed or missed trains, missed stops, cancelled trains, failure to make connections or shortages of equipment and seats. The time of arrival at or departure from any point in VRE’s published timetables is the schedule that its operators endeavor to maintain, but it is not guaranteed and connections are not guaranteed. The above parties also assume no financial responsibility for loss or damage of passenger property at VRE facilities or on VRE trains.
- 06.02.00 REFUSAL OF PASSAGE – Train Service Personnel may refuse a person passage on a VRE train if 1) a passenger who displays a firearm in the threat of or commission of a crime. 2) he or she is in possession of explosives; dangerous weapons, such as a dirk, bowie knife, switchblade knife, ballistic knife, machete, razor, slingshot, spring stick, metal knuckles, or blackjack, any flailing instrument consisting of two or more rigid parts connected in such a manner as to allow them to swing freely, which may be known as a nun chahka, nun chuck, nunchaku, shuriken, or fighting chain; any disc, of whatever configuration, having at least two points or pointed blades which is designed to be thrown or propelled and which may be known as a throwing star or oriental dart; flammable material or any other dangerous item or material; 3) he or she is apparently under the influence of drugs or alcohol; 4) his or her conduct or behavior is disorderly and disturbing to other passengers; 5) he or she is incapable of properly caring for himself or herself; or 6) civil actions are pending against him or her by VRE for fare evasion enforcement costs.
- 06.03.00 SEATING – VRE does not guarantee to provide a seat to a passenger by virtue of their having purchased a ticket for passage. VRE reserves full control and discretion as to seating of passengers and the right to change such seating should it be deemed necessary at any time during the trip, provided that seating arrangements will be made without regard to race, color, sex, religion, sexual orientation, disability, national origin or age.
- 06.04.00 SCHEDULE REVISIONS – VRE reserves the right to modify Service Timetables without notice, but will attempt to give due public notice when and where possible.
- 06.05.00 STOPS – Trains shall be required to make stops only as provided by the Service Timetable established by VRE, except in the case of service disruptions such as track conditions, weather conditions or other conditions beyond VRE’s control or where for reasons of safety an alternate stopping place is required.
- 06.06.00 TRANSFERRING OF PASSENGERS – VRE reserves the right whenever circumstances require to transfer passengers from one train to another and to substitute bus or Metrorail service for train service.

7.0 BAGGAGE AND PARCELS

- 07.01.00 PERMITTED ITEMS – Passengers traveling on VRE trains shall be limited to luggage, parcels or objects which they can carry on and off VRE trains and which will not, in the judgment of Train Service Personnel, cause inconvenience to or unsafe conditions for other passengers.
- 07.02.00 CHECKED BAGGAGE SERVICE – There is no checked baggage service on VRE trains.
- 07.03.00 UNATTENDED BAGS – Bags that are left unattended can be viewed as security concerns. As such, they may be confiscated and not returned.

8.0 SMOKING POLICY FOR TRAINS AND PREMISES

- 08.01.00 NO SMOKING ON VRE TRAINS – Smoking of pipes, cigarettes, cigars or any other objects is prohibited on VRE trains at all times.
- 08.02.00 NO SMOKING AT INDOOR VRE STATION FACILITIES – Smoking of pipes, cigarettes, cigars or any other objects is prohibited at indoor VRE station facilities at all times.
- 08.03.00 NO SMOKING IN DESIGNATED “NO SMOKING” AREAS AT VRE STATION FACILITIES – Smoking of pipes, cigarettes, cigars or any other object is prohibited at all times in areas posted as No Smoking areas at all VRE stations. Smoking areas are generally designated as the 100 most northern feet of the platform.

9.0 FOOD AND BEVERAGES

- 09.01.00 PERMITTED ITEMS – Consumption of food and non-alcoholic beverages is permitted on VRE trains. Alcoholic beverages are not permitted on VRE trains or station platforms.
- 09.02.00 DISPOSAL OF REFUSE – Passengers are required to properly dispose of all wrappers, containers, refuse and unwanted reading materials which they bring on a train in receptacles located on the train or at their destination station.

10.0 ANIMALS AND PETS

- 010.01.00 SERVICE ANIMALS FOR PERSONS WITH DISABILITIES – Properly trained guide and hearing dogs will be permitted if the animal is on a leash or harness. Other classes of trained service animals are also permitted if they are properly restrained. Service animals may not occupy a seat.
- 010.02.00 PETS AND OTHER ANIMALS – Small pets not classified as guide and hearing dogs and service animals for persons with disabilities may be transported on trains, providing they are non-odoriferous and not otherwise objectionable. They must be in a closed, well-ventilated container and cannot occupy a seat.

11.0 USE OF RADIOS AND OTHER AUDIO DEVICES

011.01.00 USE OF RADIOS AND OTHER AUDIO DEVICES – All radios, tape players, CD players, portable televisions and other audio devices must be used with a headset and the volume must be kept low such that other passengers are not disturbed. Cell phone use is permitted, but may not be used in a manner that disturbs other passengers unnecessarily.

12.0 OBSERVANCE OF INSTRUCTIONS ISSUED BY TRAIN SERVICE AND EMERGENCY PERSONNEL

012.01.00 OBSERVANCE OF INSTRUCTIONS ISSUED BY TRAIN SERVICE AND EMERGENCY PERSONNEL – All persons are required to abide by the instructions issued by Train Service and Emergency Personnel while on-board VRE trains, at VRE facilities and on railroad property.

13.0 BOARDING AND DETRAINING REGULATIONS

013.01.00 BOARDING AND DETRAINING MOVING TRAINS – No passenger shall attempt to board or get off a VRE train when it is in motion.

14.0 STATIONS AND FACILITIES

014.01.00 NO LOITERING OR TRESPASSING – Entry into VRE stations and/or premises is reserved to those individuals with the immediate intent to use the commuter rail service provided by VRE and to authorized personnel, agents and invitees of VRE, Keolis, CSX Transportation and Norfolk Southern Railway.

014.02.00 POSTING OF BILLS – No person shall distribute, place or post handbills, signs, notices or any other form of written or printed material on or within any facility or platform of VRE. Nothing in this Section shall prohibit the posting of signs, notices and official information by VRE.

014.03.00 CONTRAVENTION OF INSTRUCTIONS – No person shall disobey official instructions or directions indicated on any sign or posting erected at or on a VRE facility or vehicle.

014.04.00 SALE OF MERCHANDISE AND SOLICITING – No person shall attempt to sell any merchandise, article or other item or solicit members of the public for any purpose at any VRE facility or platform, or on-board any VRE train without the written permission of VRE.

014.05.00 LITTERING AND TRASH DISPOSAL – All persons shall dispose of trash and unwanted reading materials in proper receptacles at VRE facilities. Littering and dumping at VRE facilities is not permitted and may be fined as local ordinances permit.

15.0 ACCESSIBILITY FOR PERSONS WITH DISABILITIES

015.01.00 ACCESS TO STATIONS AND FACILITIES BY PERSONS WITH DISABILITIES – All VRE stations and facilities shall be fully accessible

to persons with disabilities in compliance with all Federal and Commonwealth of Virginia statutes.

015.02.00 ACCESS TO VRE TRAINS BY PERSONS WITH DISABILITIES – All trains operated by VRE in Revenue Train Service and Special Train Service shall be accessible to persons with disabilities in full compliance with Federal and Commonwealth of Virginia statutes. Each train shall provide at least one (1) car that is fully accessible to persons with disabilities. A fully accessible car shall be equipped with an accessible toilet (if a toilet is made available for public use). The car shall normally be positioned at the northernmost end of the train. Passengers in wheelchairs and others requiring boarding assistance from Train Service Personnel shall position themselves at the northernmost end of the station platform in the designated “Boarding Area for Persons with Disabilities.” Persons with disabilities not using wheelchairs and not requiring boarding assistance may access any car on a train which is opened for boarding. Persons with disabilities must be given priority access to seats marked as seating for wheelchair/persons with disabilities.

16.0 LOST AND FOUND

016.01.00 RETRIEVAL OF LOST PROPERTY – For items lost or left on trains or at stations, reports may be made at www.vre.org/feedback/lostitems.html or passengers may call 703-684-1001 (TTY) 703-684-0551 for assistance.

VRE shall make every reasonable effort to assist passengers in the retrieval of lost or misplaced items, but is not responsible for such items.

17.0 BICYCLES

017.01.00 COLLAPSIBLE BICYCLES –Collapsible bicycles are permitted on all VRE trains, on any car. These bicycles must be able to be safely stored in the luggage racks, under seats or in some other place that is not an inconvenience to other passengers.

017.02.00 FULL SIZE BICYCLES - Full size bicycles will only be allowed on the last three northbound, the mid-day, any reverse-flow, and the last three southbound trains on each line. Specifically, these are trains are: Fredericksburg Line – 306, 308, 310, 301, 309, 311, 313; Manassas Line – 321, 325, 328, 330, 332, 333, 335, 336, 337.

- Full size bicycles must board at the northern-most car on the train and use the southern half of the car.
- No more than two (2) full size bicycles are allowed on the car. If the car already has two bicycles, you cannot bring your bicycle on the train and must wait for the next one.
- Full size bicycles must be tethered to the bench seats using a bungee cord attached to the eyelet on the seat frame. The south end bench is distinguishable by only having four (4) folding seats. Bicyclists will be responsible for securing their bicycle.

- The bench seating on the north end of the car is priority seating for passengers with disabilities. This area is located directly across from the restroom and cannot be used for bicycles.
- If the bench seating for full size bicycles is occupied by passengers, the bicycle rider may ask the passenger to vacate the seat or ask the conductor for assistance if the passenger is unwilling to move. The priority will be for the bicycles.
- For the safety and convenience of our other riders, all bikes will be boarded and removed last after all other passengers have boarded or detrained.
- Passengers are not permitted to ride any bicycle on the platforms or trains.
- All bicycles must be clean and free of grease.
- VRE will not be responsible for the security of any bicycle brought on board.

18.0 AMENDMENTS TO TARIFF

018.01.00 AMENDMENTS TO TARIFF – Any special bulletin involving an adjustment to ticket pricing for promotional purposes and any formal amendment to the VRE Passenger Tariff shall be approved first by the VRE Operations Board and subsequently by the Northern Virginia Transportation Commission and the Potomac and Rappahannock Transportation Commission.

018.02.00 PUBLIC HEARINGS FOR PROPOSED TARIFF AMENDMENT – Any proposed amendment to the VRE Passenger Tariff involving an increase in fares or major reduction in service shall be open to public comment at a Public Hearing. A major reduction in service is defined as the elimination of a route and/or a change that reduces service hours by 25% or more. Formal public notice of the Public Hearing shall be issued no less than 30 days prior to the scheduled date of the Operations Board meeting at which the amendment will be voted on. Information collected at the public meetings will be collated and provided to the Operations Board prior to the vote. Information regarding the proposed change will be posted on VRE’s website and comment will be received via email, public hearings, letters and faxes. At least one meeting will be held at a location on each line.

19.0 PUBLIC INSPECTIONS OF TARIFF

019.01.00 AVAILABILITY OF TARIFF FOR PUBLIC INSPECTION – The official tariff of the VRE as approved by the VRE Operations Board, the Northern Virginia Transportation Commission and the Potomac and Rappahannock Transportation Commission, and any revisions or special bulletins thereto, shall be kept on file and available for public inspection between the hours of 9:00 AM and 5:00 PM, Monday through Friday except holidays, at the following address:

Virginia Railway Express
1500 King Street, Suite 202
Alexandria, VA 22314-2730

