

Virginia Railway Express

Let's Talk!

The next VRE online forum will start on Wednesday, March 1st at 12 noon.



There are currently 106 questions waiting to be answered.

VRE Management:

Good afternoon. I am happy to be back with you again this month to take your questions on VRE service, the fare increase, and anything else that is on your mind.

As I quickly looked at the questions that were posted in advance, I see that on-time performance, the fare increase proposal and the potholes at Burke Centre are at the top of your agenda.

As always, I will answer as many questions as possible during this hour on the widest variety of topics.

Let's go ahead and get started.

Marty from Annandale, VA asks:

Why does Manassas line train 324 have to WAIT almost every day on the Fredericksburg line train at the Alexandria station?

VRE Management:

This typically only happens when the first Fredericksburg train has been delayed. The other problem we are seeing quite a bit is Fredericksburg line train #306 having to wait for Manassas line train #328. With the planned schedule change this Spring, we'll take a look at this scheduling and see if there is someplace that we can tweak it to make it better for everyone.

Larry from Fredericksburg asks:

Would you please consider placing one of the Kawasaki cars in the quiet car position on the Fredericksburg line, if only on a trial basis? I think there are many riders who would enjoy that comfort. Thanks.

VRE Management:

We would prefer to have train sets that are uniform. When we have to mix cars, we try to keep all of the same cars together. Right now, there are only two trains with Kawasaki cars. In both cases, they need to be at the northern end, because of the location of the cab car. We hope to return to more uniform consists when the last of the derailed cars enter service. That should help.

Donna from Manassas, VA asks:

Regarding the cancellation of trains 323/34 last year, why can't their slots be used for an earlier late-morning train? If we keep half-hourly service, 332 would be the 8:00 from Manassas, Amtrak 20 would (ideally) be the 8:30, and the new 334 could be a 9:00. Just turn back train 324 at 7:30.

VRE Management:

Part of the reason that the 334 train was cancelled was because of low ridership that prevented it from recouping the some of the costs of operating the train. The main reason for that low ridership is that there is not enough parking available at the majority of Manassas Line stations at that time. The only stations that have parking beyond 8:00a are Manassas and Backlick.

Dirk from Clifton, VA asks:

What is the latest update on the new gallery cars, both the cab cars and the potential trailers?

VRE Management:

The 11 cab cars are on schedule. The first ones should be delivered at the end of the year. Two VRE staff members traveled to Milwaukee earlier this week to look at a prototype of the seating design. We are still working towards finding the funding for the remaining trailers. Once we have concrete information, I'll be sure to let everyone know.

Sandy from Woodbridge, VA asks:

A while back it was mentioned that VRE was to name all the locomotives after a jurisdiction or body of water along the system. Are you still doing that? And as a follow up, can I get one named after me?

VRE Management:

Wow! You are a longtime rider! Several years ago, we did start that program. You may have seen the City of Manassas and the City of Manassas Park painted along the sides of two of our locomotives. But because we change the location of our locomotives often, we found that our passengers would get confused when their Fredericksburg line train arrived with the City of Manassas at the front. At this time, we have discontinued the program.

Will from Broad Run asks:

It's pretty obvious that VRE is a bit starved for capital, so my question is who in the Virginia Gov't should we lobby to try to improve VRE's funding situation?

VRE Management:

Because we are partially federally funded, we are not allowed to lobby or ask our passengers to lobby on our behalf. As with anything that a person feels strongly about, contacting your state and federal representatives is always a good start.

Chris from Stafford, VA asks:

My wife rides the VRE from Leeland Road to Union Station every day. She has told me that the train personnel do not always close the vents when the train goes into the tunnel and she is concerned about potential long term health effects since the exhaust quite often enters the train. Can someone please look into this and try to keep this from happening in the future. Thank you.

VRE Management:

Our crews are supposed to close the vents before entering the tunnel. If you wife is seeing this on a regular basis, either the crew is not performing this task, or there is a problem with the vents. Please have your wife email gotrains and let us know the train number, car number, and date that this happens so we can better look into it.

James from Falmouth asks:

I understand that fuel costs have necessitated the need for an additional outlay of expenditure, but wouldn't a temporary additional fee be more justified in this situation, as opposed to a permanent fee increase. Are we to infer that when fuel costs start falling that VRE will initiate a fee reduction campaign?

VRE Management:

Fuel is only part of the reason that we are proposing to raise fares. Because of our route through DC, we also have to carry terrorism insurance. The premium for this has increased exponentially. Just as the cost of living increases in this area, so does the cost of providing services. Fares only cover a little over half of our operating expenses.

Brett from Burke, VA asks:

What happened yesterday regarding train # 332. I walked up the Rolling Road station and there was an announcement saying a delay of 40 minutes. Instead of waiting I decided to drive to union station. I did not see any train talk emails regarding what was going on. Was there a delay? VRE needs to work on its communications.

I am not very happy with the service at the moment and VRE plans to raise fares AGAIN.

VRE Management:

On Monday, train #332 experienced mechanical delays at the Broad Run station. The train was delayed 25 minutes while our mechanics at the Broad Run yard corrected the problem and we issued platform announcements to inform our passengers. You are right, we did not issue a Train Talk. Those are generally reserved for significant delays that will affect more than one train.

Andrew from **Burke Centre, VA** asks:

What's the news on the Burke Centre garage? The last update is OVER two years old.

VRE Management:

I will have the Customer Service staff get an official update from Fairfax County that can be posted on the website. My understanding is that Fairfax County will be issuing an RFP for the construction of the garage this summer, with work to begin shortly after the bid selection.

Holly from **Fredericksburg, VA** asks:

Why is VRE deciding to raise fares when their on time performance and reliability is poor? Riders would not mind paying more for services if it is more reliable. These increases will cause VRE to loose a number of riders because of the cost.

VRE Management:

I hear you. Raising fares is always a difficult decision to make, even more so when our on-time performance has been poor. We are seeing some improvements in our service, but it's not enough. Unfortunately, if we don't increase our revenue, we would have to cut back services even more. In my opinion, that is not an option.

Terry from **Bristow** asks:

There's been a lot of discussion about extending VRE to Gainesville and Haymarket. Does that have any long-term implications for service out of Broad Run? Given how many passengers use Broad Run, I hope that any discussions about extending VRE do not involve a reduction in service out of Broad Run. Thanks.

VRE Management:

We are still in the early planning stages. At this time, I do not foresee any reduction in service from Broad Run.

Michele from **Burke VA** asks:

VRE and Fairfax county need to work closely together to ensure that the parking lots are maintained. There are several big pot holes at the Burke Center station, that remain unattended. Bad news does not get better with age.

VRE Management:

We have talked with Fairfax County about this problem. They are waiting for the asphalt plants, which normally close for the winter, to re-open. Repairs are expected in the Spring. In the meanwhile, I will see if they can put some gravel in to fill up the holes.

Kris from **Annandale, VA** asks:

It's great that VRE has a reciprocal arrangement with Marc for reverse direction trains. Unfortunately, there are none on the Marc Brunswick line. Is there any possibility that VRE could extend the end destination beyond Union Station to Silver Spring?

VRE Management:

MARC's Brunswick line is owned by CSX, which is the reason for the limited amount of train traffic. At this time we do not foresee running any VRE trains into this area. If you are not already doing so, you may want to look into our TLC ticket, which is a joint monthly ticket for VRE and Metrorail.

Marty from **Rolling Road** asks:

I have a very large collection of antique radios and would like to bring some of them on the train from time to time to play music for everyone with them, they have a beautiful sound quality. Would it OK if I did this?

VRE Management:

While I am sure they sound beautiful, not everyone would appreciate this. Our rules require that all passengers listen to their audio devices with the use of headphones.

paul from **MANASSAS, VA** asks:

THE HIGH BACK SEATS ARE SO COMFORTABLE. IS THERE ANY PUSH TO HAVE AS MANY HIGH BACK SEATS ON THE TRAIN TO THE FULLEST EXTENT POSSIBLE? ON THE VRE THAT IS?

VRE Management:

The new rail cars will have high back seats.

Jeff from **Fredericksburg, VA** asks:

I live in Fredericksburg and work in Crystal City. My question is: Are there plans to add a train that leaves the Washington area earlier than 1550 hours? Many of us take the early train in, but our only options for leaving in the evening are 1300 and 1553. A train that leaves around 1500 would be nice (that completes an 8.5 hour).

VRE Management:

We have been asked for several different trains: an earlier morning train, and earlier afternoon train, and a later evening train. Right now, we are not in a position financially or contractually to add any trains on the Fredericksburg line. However, as we complete railroad projects like the Quantico Bridge, we will examine adding trains and, in that vein, what would be the best times and if express trains are possible.

Bonnie from **Burke, VA** asks:

It seems as if there is some sort of delay at least once a week on the Manassas line due to equipment problems. Is any portion of the proposed fare increase going to be earmarked for equipment upgrades or service, specifically for the Manassas line? We feel like the poor stepchildren of the VRE.

VRE Management:

We look at our fleet and our service as a whole. While each line thinks the other is treated better, this really isn't true. Mechanical problems, unfortunately, occur on both lines. To answer your question, your fares cover a little over 50% of our operating budget, actually moving trains and related repairs. Heavy duty re-build programs or the purchase of new equipment comes from our capital budget, which is funded through federal and state grants.

Allen from **Rippon, VA** asks:

For the train schedules, is the time listed the departure time or arrival time at each station?

VRE Management:

The time listed is the departure time, except for the final destination, where it represents the arrival time.

Mike from **Fredericksburg VA** asks:

I want to know what the wage increase for VRE employees will be and if you do an across the board raise or if you have merit raises? I ask as it appears to me that you currently have 5% set aside for raises. Thanks, Mike

VRE Management:

Our staff of 35 full time employees receives merit based raises up to a maximum of 3%. While we have increased the amount of salaries in our budget, that also allows for the possibility to hire new staff positions, if necessary.

Dan from **Fredericksburg, VA** asks:

I heard that CSX is constructing a fence at the end of the Fredericksburg platform to stop riders from walking down the hill towards the VRE parking lots. Is this true and is there any timeline for this? Thank you.

VRE Management:

We had hoped to construct stairs at the south end of the platform for easier ingress and egress. However, as much as we would like to do that, we have determined that it is not possible. The reasons are cost and easement issues across private property. Consequently, we expect to construct a fence sometime in the future at the end of the platform.

VRE Management:

While the fence is not my choice, nor will it be popular, it is necessary because of the number of people who are grabbing on to the locomotive as they climb up and down the steep hill. Additionally, there have been some injuries to people as they try to traverse the slope.

Tim from Fredericksburg asks:

I understand that the new Quantico bridge will not be done until 2007. Looking at the progress they seem to be making, it looks like they could be done this summer.

VRE Management:

The contractor is on schedule for completion in the first quarter of 2007. The bridge itself should be completed this summer, but there is extensive railroad work on either side of the bridge that will need to be completed prior to the use of the bridge.

Jim from Fredericksburg, BA asks:

Is there any new status on a possible station in Spotsylvania?

VRE Management:

No news, we are still in contract negotiations Spotsylvania.

Karen from Manassas Park, VA asks:

Are you going to install a ticket validating machine at the far end of the new platform in Manassas Park? Daily validators still have to walk the length of the platform to validate tickets, especially when the machine in the center is out of order (frequently). A machine at the other end would really help passengers who ride the later trains.

VRE Management:

We would like to install machines at that end of the platform. However, TVMs must be installed within 300 feet of where the communications hub is located at the entrance to the station in order to make it reliable.

Communications professionals have told us that the far end of the platform falls outside that zone. Other technologies such as wireless are an option. Until we are more confident and comfortable in the current workings of the fare collection system, we are hesitant to introduce something new. I am hopeful that the steps that we are taking will make the system more stable this year. Then improvements such as this can be an option.

VRE Management:

Manassas riders: this applies to your "orphan" TVM at the north end as well.

Bob from Stafford, VA asks:

Why do conductors allow "special friends" to have briefcases/backpacks in a vacancy seat beside them while numerous passengers are forced to stand in the aisles. I have been riding VRE for 6 months and have only witnessed ONE occasion when someone was told to please remove their backpack from a seat and allow standing passengers a seat.

VRE Management:

If you see this as a problem, please first address it with your conductor. If you don't find that this is being resolved, let us know the train number and we will be happy to discuss it with the Amtrak service managers.

Mike from Fredericksburg VA asks:

Why cant I see all the questions asked? Also why do you not answer all the questions asked as the live chat does not need to be limited to an hour to answer the questions. Thanks, Mike

VRE Management:

Quite honestly, not all of the comments made are appropriate for publication. Many are duplicate questions that others have asked that were answered (not surprisingly, many this month are asking for the rationale behind the fare increase after a year of poor performance). While I would like to spend more time answering all of the questions that are submitted, it is simply not feasible to answer all of the questions. We receive many questions as the hour progresses and this would only increase if we lengthened the chat session. If there is a question that you have and we don't answer it, feel free to send it to gotrains. The Customer Service staff answers every question that we receive.

Roddy from Woodbridge, VA asks:

Would it be possible for you to contact the DC DOT about re-striping the crosswalk on 7th St. near the L'Enfant station? Larger signage would be nice as well. Motorists rarely stop for pedestrians there, and it can be dangerous.

VRE Management:

We'll contact DC DOT to see what we can do.

John from Woodbridge, VA asks:

I park in the parking garage in Woodbridge, and even though its still light outside, i still have trouble seeing other cars / people moving about when trying to drive out and leave. So for those of you who are leaving the parking garage, please TURN ON YOUR LIGHTS!!

VRE Management:

OK, Woodbridge riders. This is a request from a fellow passenger. Please remember to be safe inside the parking garage.

Doug Morrisson from Lorton, VA asks:

Could you put an article in your newspaper about the importance of covering up when you cough or sneeze? (And "how to" cover up effectively) I think CDC has stas on how much disease is spread by not not practicing "safe sneezing" on public conveyances. I also think economists have estimated the nationwide costs to be in the billions. You succeeded with your campaign to encourage passengers to be considerate as to leaving their belongings on empty seats while others are standing. You could succeed on this campaign as well, which is even more important. Thanks!

VRE Management:

We have done an article in the VRE Update in the past. As the seasons change, we know that we will have a lot of cold and flu bugs traveling on our trains with our fare paying passengers. We will be happy to highlight that again.

Ed from Fredericksburg asks:

Ever thought about having an open-house. Diplay the equipment, etc. I sure would love to get an inside peak at one of those locomotives!

VRE Management:

It's not a bad idea. If we participate in festivals in the future, we will look into having a static display.

Gene from Dumfries, VA asks:

I understand CSX has begun the construction of a third line beginning at Union Station. I also understand that this will be done in three stages. Do you have a timeline for this work and will it impact VRE scheduling?

VRE Management:

As one of the railroad improvement projects, a third track will be constructed at L'Enfant to hold freight trains on in order to reduce congestion in the area. In addition, we are examining the possibility of building a two train storage area north of the L'Enfant station. Both should be completed by the end of 2006.

Diane from Woodbridge asks:

It would be nice to install a clock at each of the stations on the platform so you know how soon your train is coming. Also, have you ever seen the Metro signs that show how many minutes before the trains arrive? That would be nice, too, and save me a lot of phone calls to your office to find out where my train is. Personally, I hate being in limbo and I am not very patient.

VRE Management:

If we owned our tracks, like Metro does, we would be able to install the track detection system that Metro uses. Because we don't own the tracks and there are so many other trains on the tracks, this would be very costly and difficult to do. As for clocks, we have made a conscious decision to not provide clocks. The reason is that it is difficult to maintain the clock to the accurate time. Anyone who has checked the timing of their train at Woodbridge or by a TVM knows that they are not always in sync with USNO time.

Kathy from Broad Run asks:

Lately I've taken the Manassas train leaving Crystal City at 4:38 in an attempt to get home earlier. It seems that more often than not when I've taken this train in the past month we get stopped outside Alexandria and the train has been 10 - 25 minutes late arriving at Broad run. Is this going to continue? Also, do you no longer post your OTP on the site? I was looking and could not find it.

VRE Management:

Delays in general, and on the Manassas line, although not as extensive as the Fredericksburg line, are something we are watching closely. Did you know that the OTP on the Manassas line was the highest in February since May of last year at 92%? On-time performance information can be found in the performance measure of our website. Click on "About" by the search bar and look for the link on the left.

Bob from Woodbridge, VA asks:

With increasing occurrence of "HAZMAT" asserted events by CSX: - Why the 5-fold increase on the Fredericksburg line since July '05 - How are "HAZMAT" incidents confirmed and validated? To date I've yet to see any local-regional Law Enforcement/Emergency Response tracking or public response regarding CSX asserted "HAZMAT" incidents. - What actions are being taken by VRE to reduce incidents asserted by CSX as "HAZMAT"? Are VA authorities or FRA involved?

VRE Management:

The HAZMAT incidents are not related to the release of hazardous materials. Rather, when a freight train experiences a mechanical problem of any kind, the crew is required to walk the length of the entire train looking for any additional problems. When this happens, other trains are permitted to pass on the adjacent track at restricted speeds. The exception to this is if the train is carrying HAZMAT. Then no trains are allowed to pass until an inspection of the train reveals that there are no problems with the train that would cause the HAZMAT. If a leak were found, the appropriate authorities would be notified. Thankfully, this has not happened in our service area.

Michael from Richmond, VA asks:

How long before we get our regular train set-up on the 304 back? The current substitute does not allow for a comfortable ride from F'burg to DC in the morning.

VRE Management:

Three of the six cars are back in service. Because of other maintenance requirements, they have been placed in other trains (one on #307 and two on #310). It will still be several weeks before the other three, which derailed, will be available. Once they are, we will take an overall look at our fleet and determine the best position for them.

Paul from Brooke, VA asks:

Ask a regular rider on 307 from Union Station the train crew is very inconsistent about shutting down the blowers through the tunnel. Can they be told to be more diligent about performing their assigned duties. Thanks

VRE Management:

I will forward your concerns to Amtrak and have them work with that crew.

Greg from Rippon asks:

Can you define "On Time?" Train 300, 307, and 309 often appear to me to arrive at their destinations late and I am curious as to what VRE defines as "On Time."

VRE Management:

"On-time" as calculated for our statistics is when a train arrives within 5 minutes of its scheduled time at the final destination.

Joseph from Stafford, VA asks:

With the suggested price increase, why does VRE still maintain its Free Ride Certificate Program? With poor performance likely to continue to the various reasons associated with train volume, failures and maintenance issues, this appears as an ever increasing expense. Why continue this program and ask again next year for additional fare increases?

VRE Management:

Every year we scrutinize this program. Every year, we find the same thing, we hand out many more FRCs than are redeemed on a yearly basis. The good will that this program establishes is well worth the current cost.

Stacey from Quantico, VA asks:

Have you ever thought of doing a conductor calendar? Specifically the ones on the Fredericksburg Line. It would be a good fund raiser.

VRE Management:

I know our Fredericksburg line conductors will appreciate the compliment. However, on a more serious note, we are intent on increasing our non-fare revenue. Right now, we have the advertising contract for platforms and train cars and we are actively looking at other options that would not only bring in extra money, but might bring more passenger amenities.

Kraig from Manassas, VA asks:

VRE can probably increase revenue, without increasing fares, by considering several items. 1. Have a dining car offering coffee, snacks, etc. Very handy when stuck on the train for over 2 hours. 2. Offer reserved seating at premium prices. 3. Increase advertisements. Bombard the car, inside and out, with dvertisements.

VRE Management:

We have looked at several of these options. In fact, several years ago, we did offer café cars. The problem is that they offer very limited seating and still take up the same amount of room as a regular car. With train car storage at a premium and many of our trains reaching capacity, this service was discontinued. We are also looking at ways to increase our advertising. Advertising right now brings in about \$100,000 of our \$60 million budget (both operating and capital).

Laura from Fairfax asks:

I continue to wonder why - at L'Enfant Plaza - the designated smoking area surrounds the top of the 6th St. staircase as opposed to being only to the left? I do not understand the justification of making others, such as myself, have to walk through secondhand smoke everytime we get to the top of the platform. The only way to the train is to walk through the smoking section. This makes no sense and makes for an uncomfortable/unhealthy situation. Please explain as this is a concern.

VRE Management:

We chose to standardize the smoking section at all stations, which is the northernmost 100 feet. At most stations, this is not near the entrance. L'Enfant is one of the exceptions. If we were to limit it to only the area to the north of the entrance, we would be limiting the L'Enfant station, which has the most passengers, to about 1/5 of the space.

Ajay from Centreville, VA asks:

Ever since the new platform is constructed at Manassas park station we are having problem of getting out of the station in the evening. Is it possible to request VDOT to increase the green light timing so that more traffic can get out at Manassas Dr. Sometimes it takes more than 15 min just to get out of the station. Thanks Ajay

VRE Management:

Ajay – Unfortunately, this problem is not just a Manassas Park station problem. It is taking longer for riders to leave all of our stations. Bottlenecks are going to occur anytime you have large numbers of people trying to leave one place within a short period of time. We'll see if VDOT can change the timing, but that probably won't be a complete fix.

Bettina from Fairfax VA asks:

We are soon to be faced with another fare increase. If you checked tickets for every person every day (and actually looked at the date on the 10-trip and single ride tickets), maybe we wouldn't need a fare increase. Additionally, I don't see why VRE pays Amtrak so that some people can take Amtrak; why can't they just take one of the VRE trains as everyone else does? We are being punished with higher fares before VRE does everything it can to maximize its revenue.

VRE Management:

Last summer, my staff rode the trains to determine what our exact fare evasion rate was. We found that it was less than 3% which is below the industry average. Now that FRCs are to be validated before boarding, we plan on having another "ticket blitz" this summer.

Philip from Manassas asks:

When you get the new cab cars are you going to allow bikes on them? It would be nice to be able to bike to the VRE and then to work.

VRE Management:

We included an area to secure bikes and intend to allow them on board. We may wait until all the cab cars are in, instead of allowing it on a train by train basis. Once the cars get here, we'll be in a better position to make that determination.

Bob from Woodville, VA asks:

What progress, please, on getting a commitment to reliable credit card service at the vendor locations, especially upstairs at Union Station?

VRE Management:

We had our technicians, along with Verizon technicians, at Union Station recently crawling through the conduits and following the telephone lines to find out why we can't keep the phone line in a usable condition. After many hours and lots of dirt, we think we have solved the problem. However, because Union Station is an older building, it could find another way to become unstable. Rest assured, this is as frustrating for my staff as it is for you. We will continue to watch it until it is fixed.

Karen from Manassas asks:

I fear that for the third month in a row you are not going to answer my question about what you can do to see that the escalators are turned on at Union Station in the morning. I have written to VRE several times and logged a question for the past three months on this chat and have not gotten any response while the escalator problem gets worse....

VRE Management:

Amtrak tells us they turn the escalator in the direction of the majority of traffic. We know that if there is an Amtrak train leaving at the time that a VRE time is arriving, that the Amtrak train will get priority. We will be at Union Station for Meet the Management the first week of April with an Amtrak station representative. We will forward your complaint to them and also encourage you to come and discuss it in person then.

Joanna from Fredericksburg, VA asks:

I usually ride Fredericksburg line train #303 in the afternoons (and train #302 in the mornings). Frequently when I am in the back of the line to board the train I hear the "Doors Closing" announcement just as I am boarding and then the doors just I clear the doors. Yesterday it was even worse. When we attempted to board train #303 the doors started closing while several people were still on the platform trying to board the train. Can anything be done about the impatience of the conductors and/or engineers on this train?

VRE Management:

Without knowing more, there is an ongoing issue with people running late and arriving just as the train is ready to leave trying to board. Conductors are instructed to board anyone on the platform and then leave. However, if people keep running and arriving at the platform, at some point they must shut the doors and go. If this is not the case, please send us more specifics to gotrains and we will be happy to look into it.

Bob from Stafford asks:

Is it possible to exchange tickets. A 5 day ticket for a 10 trip ticket and pay the difference?

VRE Management:

If the Five-Day ticket has not been activated, we can exchange it for a 10-Trip. Simply send it with the additional payment to the address listed on the back of your ticket and let us know what you need. Be sure to include your name, address and phone number.

Kathryne from Stafford, VA asks:

With the rates being raised again, is there any consideration to review the success/failure of the 5-day trip tickets and also, looking at uping the discount on the 10-trip tickets. 10 is more practical than a 5-day ticket

VRE Management:

We looked into the success of the Five-Day and have decided to keep that program for at least another year. This year, we are not changing any of the discount structure. We are simply increasing the base fare by 6%.

Sherry Lynn from Rippon asks:

How is Odis doing?

VRE Management:

Odis is fine and has returned to duty. Thank you for asking.

VRE Management:

Well, it's past 1:00 and there are a lot more questions here than we are able to get to. There are a number of significant issues that VRE is grappling with at this time, but none more important than on-time performance. As you know, CSX has assigned a senior level vice president directly to VRE territory. We are hopeful that his constant scrutiny and intervention will make a tangible difference.

VRE Management:

We are closely watching all facets of our service and will continue to bear down on CSX and ourselves in our quest for improvement.

Thank you again for spending your lunch with me. See you next month.

-Dale

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