

## Let's Talk!

The next VRE online forum will start on Wednesday, August 3rd at 12:00pm.



There are currently 48 questions waiting to be answered.

### **VRE Management:**

I can't believe the summer has flown by so quickly. Our Meet the Management series is coming to an end next week. And if I have missed you during Meet the Management, I am always happy to answer your questions here.

Now on the questions!

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### **Monica from Haymarket, VA asks:**

Two questions: First, is there any way to have priority parking at Broad Run for expectant mothers, similar to what you see at many shopping centers? I have seen a number of heavily pregnant women having to walk all the way from the last row in the parking lot to the train at Broad Run and I think that is a true shame. There are spaces right by the entrance to the train that would make it a lot easier for expectant mothers, particularly on these hot days. Second, can you please remind riders to use only one parking space when parking their cars? Inconsiderate riders stink!

### **VRE Management:**

Thanks for the suggestion on parking for expectant mothers, I will look into it. On the issue of parking courtesy, we just sent a parking courtesy reminder in our Train Talk yesterday and will continue to do similar reminders through our various forms of communication.

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### **Jimmy from Fredericksburg asks:**

After 5 years of riding the VRE it finally happened – I got on the wrong train. I got off work later than I usually do, and I was tired, and wasn't paying attention, so I boarded the Manassas train in error. This happened at Alexandria, so my only option was to take a Taxi back to Alexandria and re-board the right train. This was totally my fault, however; on the Fredericksburg line, our conductors shout "Fredericksburg Line" as they are rolling into the station, walk down the isles shouting "This is a Fredericksburg line train" and make at least 1 PA announcement (usually more) prior to departing. If the Manassas conductors would take their lead, it would have saved me a \$30.00 taxi ride, and a lot of aggravation.

**VRE Management:**

I have done the same thing and I'm the CEO! I will work all crews to make sure they are reminding riders which line the train is on. Unfortunately, no matter how many announcements they make, there will be some riders off in their own world not paying attention.

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**Juanita Campbell from Linden NJ asks:**

Has anyone reported missing an American Tourister? I am missing an Adrienne Vittadani suitcase while at the Quantico VRE station on July 29, 2011 please call 908-456-4873 if you have my suitcase

**VRE Management:**

I don't think one has been reported recently but if you accidentally swapped your suitcase, please call Juanita.

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**Amy from Stafford asks:**

There is too much smoking happening on the platform at Brooke. It doesn't help matters that there are smoking recepticals on the platform to encourage smoking by the trains. Those smoking recepticals should be placed at the bottom of the ramp and no smoking signs placed on the railings. People that don't smoke do not want to smell that as they are getting on the train in the mornings.

**VRE Management:**

We allow smoking on the northern 100 feet of the platform. This is a compromise we have seen work over the years. No matter where we allow smoking, at the bottom of the stairs, another part of the platform, etc., there will always be non-smokers who do not like it.

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**Aaron from Fredericksburg, VA asks:**

Can you remind people to be courteous when boarding a train in the afternoon. People push like a bunch of children to get on the train like there will be no seats left. Can you also remind people there are no assigned seats. The seating is first come, first serve, so if your not sitting where you normally sit, dont pout like a child.

**VRE Management:**

Consider yourself reminded everyone needs to take turns boarding the train.

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**Big D from Woodbridge, Va asks:**

Any chance the 300 Express could leave Fredricksburg a few minutes sooner? Maybe 10 minutes or so?

**VRE Management:**

I would love for the train to start earlier and know many of our riders would, too. Unfortunately, our contract with CSX defines a specific operations window. I don't think we'll be able to move it anytime soon.

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**da mouse from Bristow, VA asks:**

Yesterday on train 327, the conductor said that the Quiet Car rules were suspended because people were standing. Is this now VRE policy? There was room in the car behind us for people to stand and talk.

**VRE Management:**

I'll look into this. It is not a new policy.

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**George from Manassas asks:**

When the platform cover addition was installed in Manassas, the connections to the new gutters leaked. There are two or three spots that still drip on folks. It's an annoyance now, but easily fixed now. The resulting icy spots in the winter are dangerous.

**VRE Management:**

I'll look into this and fix it.

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**John from Va asks:**

So, the other day on my way to Manassas, I went to use my wireless laptop on the train....then I said "oh wait, there,s no wi-fi...." hmmm ; )

**VRE Management:**

I have always said from the start that I would like WiFi to be a reliable and continuous service. For that, the project turned out to be much more expensive that I first anticipated and has delayed implementation. Providing WiFi for many users at a static location is one thing, but a moving location for just as many users is much more difficult. Amtrak knows this as their WiFi service has had many complaints lately.

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**Jaylee from Chantilly, VA asks:**

I ride Manassas 331 most evenings, boarding at Union Station. It used to board at track 24, and now it's usually at track 28. There is often an Amtrak train boarding at the same time, which causes a bottleneck in that runway to the platform. There have been a couple of evenings when I've truly been afraid of missing the train, even though I got to the station well before 5 p.m. (the

train departs at 5:05) because I get stuck behind Amtrak passengers slowly hauling huge amounts of luggage. Would it be possible to move 331 to another track, to avoid the crowding?

**VRE Management:**

Train 331 used to originate from our mid-day storage yard. Now that that train is being stored at Broad Run during the middle of the day, Amtrak is placing it on Track 28 in interest of the overall train traffic flow of the station.

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**Frank from Stafford, VA asks:**

Over the years, I have been at the top of the list of complainers about VRE service. Well I am here to say that I am very please with how things turned out. VRE made great efforts to improve service and they worked! Whatever you are doing please keep it up. Thanks, and please pass this on to your employees.

**VRE Management:**

Thanks for the compliment. We are constantly trying to improve the service.

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**What from I can't hear you asks:**

Around 4:00 pm. every afternoon we have the locomotive sitting at the platform at the L'Enfant plaza station and we can't hear you.

**VRE Management:**

This is related to the earlier question about train 331. CSX must hold this trainset until Amtrak accepts it into the terminal and we know that the noise makes it difficult to hear our announcements and looking into possible solutions.

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**JAY from FREDERICKSBURG, VA asks:**

When do you intend to begin charging for parking and how much will it be?

**VRE Management:**

As of now, we have no intention to charge for parking at any of our stations.

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**Bill from Clifton, VA asks:**

Why do the trains have to sound their horns when they are leaving the station? It is deafening to passengers walking nearby. The bell should be enough noise to let everyone else know the train is leaving.

**VRE Management:**

I appreciate your concern. Unfortunately it is a requirement that must be followed.

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**Jim** from **Manassas VA** asks:

Dale: Hat's Off to Keolis for the past year. I was apprehensive at 1st, but totally thrilled with their service. The crews are courteous, on time, and they really have "IMPROVED" the service. Would not trade my commute with VRE for anything else.

**VRE Management:**

Thanks for the compliment. When we competed the new contract, one of the requirements was to improve the customer service on the train. Keolis has worked very hard with their crews to improve the on board service. I am pleased with their efforts to date and I continue to work with them to bring more improvement to the service.

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**Amazed** from **F'Burg** asks:

Queuing; it amazes me still to see the "running of the bulls" every evening at Leeland station...funny how people never seem to do it in the mornings to rush to work???? They start lining up at Brooke before passengers are even off at that station. On a good note, parking as eased up since the bridge project has been completed at Brooke, thank goodness.

**VRE Management:**

This phenomenon at several stations. It never ceases to amaze me either. I am happy to hear that parking has somewhat eased up at Leeland and we are lookin to to expand the lot.

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**Confused** from **F'burg** asks:

Why are tickets checked up to 4 times on the 310 train between F'burg & Alx, but on the 308 it is hardly ever checked even once? Where is the consistency? I have also, noticed a lot more leniency given to riders with non-validated tickets, no ticket,FRCs especially? A few months ago, it seems, VRE was issuing summons like candy on halloween. Has there been a policy change? Again, where is teh consistency?

**VRE Management:**

Consistency across an organization is a very difficult thing to achieve, but it is the consistency that will make VRE a truly world class organization. I will continue to work with Keolis on these types of issues as we move forward.

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**Susan** from **Washington, DC** asks:

what is being done to remind the conductors to speak more slowly, clearly, and articulately?

Also, what, if any, plans are there for improving the P.A. systems on the trains? Most of them sound like mouthfuls of popcorn being chewed and swallowed. Thanks.

**VRE Management:**

I hear you loud clear (no pun intended). There are techniques to make sure announcements are made clearly and will work with Keolis to make sure this happens.

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**Kevin from Manassas, VA asks:**

In the early days of VRE there were always platform announcements and conductor on board announcements regarding validation of tickets. This seems to have been discontinued. Why is this? I see many people new to VRE who simply don't know validation is required, or think they can purchase tickets while on board.

**VRE Management:**

I agree that especially our new riders don't understand the concept of validation. We are working on a communications campaign that will help us to reach out to new riders and explain how to ride with a valid ticket.

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**Bob Smythe from Manassas Park asks:**

Would it be possible to rotate the legacy cars off of train 324 until the new cars arrive

**VRE Management:**

I am willing to look into this and see if we can share the legacy cars with all riders equally.

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**John from Viewtown asks:**

How about installing 'cool mist' systems at all VRE stations as we wait for the delayed trains on Friday's? You're right, it is a silly request... : ) Hey, but how expensive could it be?

**VRE Management:**

I'm not sure this is something we can do. I just heard every state and DC broke heat records in July. Please carry a cool bottle of water with you for those hot days.

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**Dave from Manassas asks:**

Two issues that have been brought up before in this forum and were supposedly addressed need to be revived. 1.) When are the Engineers going to learn how to stop in the same spot on a consistent basis? This is an issue on both lines. If the METRO Rail operators can do it consistently....I'm just saying. 2.) The trains arriving in Crystal City in the afternoon still smell worse than an outhouse in July! I thought this problem was going to be fixed. Thanks.

**VRE Management:**

The first priority for our engineers is to operate safely and have done so for the entire history of VRE. However, I understand the need for consistency and so do the engineers. Our trains are much heavier than Metro's and more difficult to control. About the odor, we are still working to make the situation better. It may be more noticeable because of the unusually hot weather.

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from **Manassas** asks:

Jimmy from Fredericksburg just needs to pull his head out of his butt, because our conductors do make it clear what train you are on. They are great!

**VRE Management:**

This plays right into my earlier comment on consistency. I know there are some conductors that make more emphatic announcements than others.

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**Carl** from **Stafford** asks:

What's the status of Powell Creek - Arkendale?

**VRE Management:**

It is caught up in federal funding issues. Not sure how we'll resolve right now.

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**Sandy** from **Fredericksburg, VA** asks:

Why do the conductors stand in the quiet car to let people in and out of the train? The conductors are loud and disruptive and encourage other passengers to talk, loudly. The quiet car should be just that, quiet. It is really bad on train 303 in the evenings.

**VRE Management:**

The conductors' duties include making sure riders get on and off. They should not encourage passengers to be disruptive in the Quiet Car. I will look into it.

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**Bob** from **Woodbridge** asks:

Thanks to everybody for keeping pretty much on schedule even with the heat. The Keolis folks are doing a great job, I'm not sure the other guys could have done nearly as well. Also good to see the article in the paper about the Woodbridge kissnride. Just out of curiosity, why is the new platform at Woodbridge about half a mile long - a LOT longer than on the station side. Will it accommodate AMTRAK better? thanks

**VRE Management:**

Thanks for the compliment. With new platforms, we are making every effort to have them

accomodate eight railcars, that is why Woodbridge was built as long as it was. You may have noticed that we are starting to extend platforms so that they may accomodate eight railcars.

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**Joe from Woodbridge** asks:

A safety observation/question: A certain VRE conductor likes to open the Car Doors right after Lorton, and proceed to hang on the outer railing with one hand, whilst hanging out the train (really, hanging out - the only part of his body actually in the train are his two feet and one hand) and the other hand holding his hat, and does this while the train goes over the tall bridge right before Woodbridge... is this proper safety? Is this how he was trained? He has done this almost on a daily basis.

**VRE Management:**

This is not proper procedure please email [gotrains@vre.org](mailto:gotrains@vre.org) with more specifics so that we can better look into this situation.

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**Richard from Lorton, VA** asks:

Why does the 8-car set used as Fred. Train 306/307 get switched with the Manassas 8-car set in the afternoon at least once a week?

**VRE Management:**

I am fanatic about clean cars and the train washer is located in our Spotsylvania yard so trains need to be switched regularly in order to be cleaned.

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**Brett from Spotsy** asks:

For stations where Amtrak trains don't stop, could you either yank the old cages for the handicapped lifts or else modify them to securely house some vending machines?

**VRE Management:**

We will be removing the cages from all non-Amtrak stations. Our agreements with railroads do not permit vending machines on the platforms.

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**Susan from Manassas, Va to Crystal City, Va** asks:

Just a comment..I was attempting to validate my 10 trip ticket last week in the afternoon at CC when the machine decided it had other plans for it! It sucked it in and kept it. I frantically called VRE. The gentleman on the phone was very nice and told me to tell the conductor as soon as I board, and he would transfer me to someone who could help me. I left a message for Chris Henry and boarded the train. The conductor was very nice about it and Chris called me the first thing

the following day!! I received my replacement ticket in the mail. Kudos to Chris!!! Great customer service!

**VRE Management:**

Thank you for letting me know. I will share your compliments with Chris.

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**John from Fredericksburg, VA asks:**

What was the purpose of the prohibited left turn sign recently installed on Frederick Street at Charles Street for vehicles leaving Lot G? I still observe 2-3 cars in violation each day. If the purpose was to prevent back-ups on Frederick Street, then removing the prohibited right turn sign at Prince Edward Street might accomplish the same goal.

**VRE Management:**

Thank you for your observations. Based on a report from the City of Fredericksburg Public Works, most commuters have found the change to be positive and it has reduced congestion and delays at that intersection. They have decided after the 30 day trial period that the prohibited left turn will remain but will continue to occasionally monitor traffic flow at the intersection during rush hour. Change is almost never easy and if you take that route, the report also indicates that there are alternative routes that take the same amount of time as turning left there.

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**Oz Lamonds from Manassas, Va asks:**

When are we going to get additional handicap spaces in the Manassas garage. The last 3 trains in the AM have no handicap parking available.

**VRE Management:**

Manassas Parking lots meet the ADA required number of spots. For a station lot that is currently near capacity for parking, it would be unfair to take away spaces from one segment to give it to another that did not benefit all. Just as with the rest of the parking lots at our stations, parking is first come, first served.

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**James from Manassas, VA asks:**

Mr. Zehner, can you review the parking process at the Manassas City parking garage? I know that there is a boundary line between levels 3/4 in which VRE riders cannot park beyond and then becomes 4-hour parking. In the evening I will drive up to the top level (so I can wait till crowd leaves) and notice there are tons of spaces everyday. I know that Manassas City saves spaces for downtown visitors, but there are barely 10 cars in the 4-hour zone on a daily basis, rest are unused. Is there a way to expand the VRE parking area since all lots are near capacity? Thank you.

**VRE Management:**

The City of Manassas is looking into the possibility of changing the upper levels to paid parking and not restrict who parks there. Once they have made a decision, I'll be sure to let you know.

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**Stephen from Centreville, VA asks:**

Is it possible to get another ticket machine at the far end of the Manassas Park station platform? I ride the 7:31 train, and the parking lot is almost full, so I have to walk almost the entire length of the parking lot and platform to validate my ticket. Otherwise, great service – Thank you!

**VRE Management:**

There is a canopy issue and distance from the communications hub that have to be addressed.

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**Confused from Burke asks:**

Can you please explain who determines when speed restrictions are put in place (or lifted) due to alleged flood conditions? And how do they get their information? The reason I ask is there was an afternoon in July when the sun was out, yet a trainful of frustrated passengers were creeping along at 15 mph...you guys make the airlines look high-tech and efficient.

**VRE Management:**

NWS issued flash flood warnings that day. When the National Weather Service issues flash flood warnings, NS's rules require passenger trains to operate at restricted speed (not more than 15 mph). Just like any other types of weather, these predictions aren't always perfect. Water is one of the greatest threats to the railroad and these speed restrictions are for your safety.

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**Khalissa from Dumfries asks:**

Please remind crews and riders that saving seats is not permitted. It's just unrealistic to think you can block others from taking an open seat, especially with the crowded conditions these days. Also, try acting like an adult rather than being passive-aggressive and antagonistic toward people who sit next to you! I think some of the long time riders think they own certain sections of certain trains.

**VRE Management:**

Wow, that is the second reference to our riders being children today. I know we are all adults and common courtesy goes a long way. Let's try to remind remember that we are all in this commute together and being pleasant to each other will make a difference.

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**Stephan from Manassas, VA asks:**

It's nice to see that Amtrak has stopped pouting over loosing the VRE contract and realized that

everyone who goes through union station is their customer. Specifically I'm giving kudos to the Director / Deputy Director of terminal operations for Amtrak that created and staffed a liaison / customer service representative to help all commuters (VRE & MARC) with information and assistance. How is VRE supporting the position? Is there ever going to be an HO scale model of VRE engines and cars available for purchase?

**VRE Management:**

I personally commented to the Superintendent of Washington Union Terminal on their new commuter liaison position and that we received a number of compliments to our riders. I am also looking for a scale model of the new VRE engines but have not located one yet.

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**Bill from Clifton asks:**

How's the wi-fi development progressing? You've been suspiciously quiet, which leads me to believe we aren't going to see a service this year?

**VRE Management:**

I am hoping early next year. They delays have been due to making sure it is a reliable service.

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**Mo Squito from Rippon asks:**

Can anything be done to help us riders at Rippon fight the mosquitos and various other bugs? Sure we have a couple of bug zappers, but they don't seem to be doing the best job.

**VRE Management:**

Mo, I have done about all I can do. In addition to bug zappers, we also have bat houses. The rest is up to Mother Nature. Unfortunately, with the protected wetlands nearby, there is not much else we can do except pray for winter.

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**Ken from Quantico, VA asks:**

What is your policy on eating on the trains? Personally I think it inconsiderate to subject fellow passengers to the smell of your foods.

**VRE Management:**

I hear you, but allowing food on the trains is not a policy that I plan on changing.

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**Sharon from Woodbridge, VA asks:**

Just wondering who is in charge of the bathrooms at the Woodbridge station? Badly in need of some plumbing repairs and it does not seem to get cleaned on a regular basis. Upside--staff is very friendly and helpful at that station so you hate to complain.

**VRE Management:**

I will look into the bathrooms at Woodbridge.

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**Brian from Fredericksburg, VA** asks:

Any leads on catching the "seat slashing vandal"?

**VRE Management:**

No, but keep your eyes open. I need a witness, then I will take care of it.

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**Debbie from Spotsylvania, VA** asks:

Are you aware that there is no ventilation in the elevator at the Fredericksburg station. With the heat and humidity being what it has, it is uncomfortable to ride just one level. If the elevator malfunctions and someone is trapped in that elevator, I believe there could be a catastrophe.

**VRE Management:**

Thank you for your observation, I will ask our Facilities Superintendent look into it.

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**Andy from Broad Run** asks:

It looks like the quiet cars are here to stay -- thank you! -- so maybe it's time we had "Quiet Car" signs that are somewhat more permanent? The vinyl sheets now slapped onto the windows are gradually disappearing, get moved by people who don't want their view obstructed and, in general, are looking dog-eared and tired. People new to the car often don't know the rules -- and without adequate signage, can't be blamed for their ignorance. How about something like the old "no smoking" signs that commuter trains used to have, with a sliding cover to display or hide the designation?

**VRE Management:**

As one of the more popular features of our service, the Quiet Cars are here to stay. I will have the mechanical department put up more signs in the Quiet Car. However, we don't make them permanent because the cars are regularly moved around.

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**AJ from Fredericksburg** asks:

What is CSX doing to stop people from crossing the tracks at Fredericksburg station in the early morning or late evening I have watched people do this countless times. I guess that people don't understand that this will affect all rail traffic for hours if someone was to get hit by a train. So to my fellow riders PLEASE DO NOT CROSS THE TRACKS they don't have that posted just to make you walk around there is a reason.

**VRE Management:**

Safety reminder from a fellow rider. I am sure that CSX will appreciate it as well.

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**Kathy from Burke asks:**

Please ask the conductors that make the announcements ensure that the doors to the vestibule are closed when making the announcement. When the doors are not closed and you are sitting in the car where the announcements are made, you get three echos and can't understand what the conductors are saying.

**VRE Management:**

I will let them know, Kathy.

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**Kevin from Springfield, VA asks:**

The ticket purchase/validation machines at Union Station would not accept purchases, so I had to board the train and purchase ticket and validate at my destination instead. I told the conductor this and he said there was a booth I could've purchased a ticket at at Union Station, but he didn't know where it was, and I certainly didn't see one. Where is it?

**VRE Management:**

There is a VRE ticket vendor located in the parking garage at Union Station: Gray Line Bus Tours. It is not adjacent to the platform and will need to plan ahead if you need to use them.

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**Forget the run of the bulls from Freds asks:**

...How about the rudeness of men. Women respectfully line up everyday to patiently wait for the train. As soon as it pulls in, MEN 6ft and above start pushing, shoving, elbowing and almost trampling WOMEN to get on the train. And this is at Lenfant, where there are more than enough seats for everyone. And don't even mention Crystal City and beyond...it gets even more ridiculous. What's the deal?????

**VRE Management:**

As a MAN, I have seen WOMEN who have been equally assertive. The answer is that EVERYONE needs to be patient and courteous.

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**Suzie Q from Bristow, VA asks:**

Just wanted to let you guys know how great VRE service has been lately! I will never go back to driving to work. However, on the way home, one lady on the 3:51 train leaving L'Enfant waits to make all her personal calls on the ride home loud enough for the whole car to hear. Now, I know we are not on the quiet car, but what happened to a little consideration for your fellow riders?!

**VRE Management:**

I am loving all these compliments today. We have managed to get a handle on the easy fixes. Issues like courtesy will always be the hardest. I will keep trying.

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**Miguel from El Ponax asks:**

The Empire State Building was constructed in 13 months. The Lincoln Tunnel took 2 years, all three tubes. The Golden Gate Bridge and the Hoover Dam took about 4.5 years each. And the Spotsy rail station . . . uhhhh. Where's the urgency? Your trains are overflowing, the money was approved two years ago. And now it's still going to take another two years? This country is doomed. We can't even build a rural above-ground train station in the time it took to build the architectural marvels of the past. Half your riders will be dead or moved on by the time it's built.

**VRE Management:**

Construction costs have risen considerably since those structures were built. Not to mention the increased regulation and permitting required. In this day of budget tightening, revenue sources are becoming scarcer. A station will be built, I estimate in 2-3 years.

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**Mike from Fairfax Station asks:**

Dale, I'm confused when you state smoking is allowed on the North 100 feet of the platform. The platform at Burke is no more than twenty feet North to South. On the East bound section of the track, which END allows smoking -- East or West. I sense Grid navigation. Is there a rail North, distinct from magnetic North?

**VRE Management:**

Yes, there is a railroad north. For us the northern end is the side of the platform that is closest to Washington.

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**Dale from Burke asks:**

Please emphasize & train the Conductors more about the step boxes. When it's wet -- or icy -- those boxes prevent injuries. Some conductors seem to resent the step boxes and are reluctant to provide them. In winter the need to load and unload on the FLAT portion of the platform is even more important and why the customers complain about where the train stops. If the less agile of us are forced againto go against the flow to get off the train at another door becuase of this, dwell times will grow and more trains become late. Train 324 at CC often puts us on the slant now.

**VRE Management:**

Conductors are to put down step boxes at specific locations or whenever requested by a rider. I will continue to work on this with Keolis.

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**Tony from Manassas** asks:

Why do the extra board conductors not make announcements? When the regular conductor is on the train the announcements are made, but when there is an extra board, you don't hear a single announcement.

**VRE Management:**

I will work with Keolis on this issue.

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**Joe from Manassas** asks:

I love your new ticket(REV 8/09) you have and how you can not put your phone number on the ticket due to the ticket number

**VRE Management:**

We suggest you use one of our free ticketholders and place a business card with it in case it gets lost.

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**Steve from Spotsylvania** asks:

What's the purpose of the new fence under the Fredericksburg station? It must have cost a pretty penny. A barrier to keep cars off the sidewalk by the restaurant would be more useful.

**VRE Management:**

The reason is to keep unauthorized vehicles and people going under the station. Safety is a top concern at VRE as well as CSX.

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**Steve from Bristow, VA** asks:

With the new storage facility planned in Fredericksburg and the future expansion into Gainesville, has there been any discussion of abandoning the Broad Run Station? I would hope that Broad Run continues to be utilized after the Gainesville expansion. Thanks.

**VRE Management:**

We plan to use storage facilities in both locations as we perform maintenance in both Fredericksburg and Broad Run. Even though we are planning on expanding to Gainesville, Broad Run will still remain a layover/maintenance station.

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**Debbie from Stafford, Virginia** asks:

I do not have a question at this time but I would like to say a few things. Circumstances have arisen and I will not be riding the VRE regularly as in the past. I would like to say thanks to

everyone who made riding the VRE a pleasure. I know I will ride again occasionally and I have always appreciated the courteous ways of the crew and the ones in the office who often go without thanks!! They work diligently also. THANKS AGAIN!!

**VRE Management:**

This is a nice question to end on. I always appreciate our loyal riders and am sad when they have to leave us. Good luck with your new commute.

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**VRE Management:**

It is time to go, but before I do, I did want to let you know that we have 17 of our 20 locomotives. At this point, all trainsets have a new locomotive and I have heard at Meet the Management that you have noticed the difference in the reduction of mechanical delays and our improving on-time performance. Much of this is because of the new locomotives. We will get the last three by September.

Our next On-Line Forum is September 7th. See you then!

-Dale

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