

VRE Rider's Guide

Commuter Rail Service From Manassas And Fredericksburg, Virginia To Washington, D.C.

Welcome

Virginia Railway Express is a commuter rail system serving Northern Virginia and the District of Columbia. Our mission is to offer safe, cost-effective, accessible, customer-responsive and reliable rail passenger service. VRE is for people who have better things to do than drive. Besides saving wear and tear on your car and your nerves, VRE riders find the time to catch up on work, read or maybe just unwind after a long day at the office. Some people even call VRE their "information superhighway" because they have time to keep up with the latest news and literature. Your comments and suggestions regarding the quality of our service are important to us. Please e-mail us at gotrains@vre.org or write us at the address on the back of this brochure.

Courtesy

Please be considerate of others while riding VRE trains. Remember to place your belongings under your seat or in the overhead racks. Please refrain from placing your feet, beverages or umbrellas on the seat beside you. Saving or blocking seats is not permitted. VRE thanks you for your help in ensuring a pleasant ride for everyone.

Quiet Cars

For the enjoyment of all passengers, a Quiet Car is offered on every train. The Quiet Car is located in the car closest to the engine. While sitting in a Quiet Car, passengers must refrain from cell phone use; keep pager, cell phone, laptop

and PDA sounds off; and speak only in whispers. Seating is available on a first come, first served basis. Passengers not wishing to be quiet may move to another car. Note: Quiet Car is a registered service mark of Amtrak.

Food and Beverages

Food and non-alcoholic beverages may be consumed on-board trains. Please dispose of wrappers and containers in proper receptacles. Please dispose of newspapers in recycling bins on platforms where available.

No Smoking

Smoking is not permitted on-board. Smoking is also limited to the first 100 feet at the north end of station platforms.

Baggage and Parcels

Items which do not cause safety hazards or inconvenience to other passengers are permitted on-board trains if placed under your seat or in the overhead racks. Please check with the conductor before boarding for storing oversized belongings. Please be sure to keep track of your bags and take them when you detrain. Unattended baggage is considered a security risk and should be reported to the conductor.

Bicycles

Only collapsible bicycles are allowed on trains. Bicycle racks are provided for your convenience at most stations.

Pets and Guide Animals

Only small pets are allowed, and only if carried in closed containers. Trained guide and service animals assisting persons with disabilities are permitted and must remain on a leash at all times.

Lost and Found

Lost items are not only an inconvenience, but also a security risk. Be sure to mark your belongings, including jackets and umbrellas, with your name and phone number and include your business card in your ticket holder. VRE works hard to balance returning items and being responsible for your safety. You can do your part by remembering to take your belongings with you.

To report a lost item or ticket, visit www.vre.org and fill out a lost item or lost ticket report. Or you may call VRE at (703) 684-1001 between 7 a.m. and 7 p.m. to make a report in person. VRE is not responsible for lost items or lost tickets.

Cell Phones

Cell phones are permitted on trains. Please be considerate of other passengers by holding your voice down and keeping conversations to a minimum.

Fares for Children and Youths

Children 6 years of age and younger accompanied by an adult may ride free of charge. All children under 12 years of age must be accompanied by an adult and must be seated at all times while the train is in motion. Youth tickets (age 7-21) are available for 50% off the ticket price at all off-site ticket vendors.

Group Fares

Group travel is available on VRE trains for 50% off the Single-Ride ticket price for ten or more people traveling together. VRE requires ten working days notice for all group travel. Groups interested in taking a trip should visit www.vre.org/programs/groups.htm, call (703) 684-1001 or e-mail us at gotrains@vre.org for reservations and discounted ticketing. Some limitations apply.

Metrochek/SmartBenefits

Metrochek is the employer transit benefit program that provides farecard vouchers that can be redeemed for tickets on many of the area's public transportation services. All VRE ticket vendors can accept Metrocheks as payment toward VRE tickets.

SmartBenefits is the new electronic based transit benefit program. At this time, VRE's ticket vending machines are not equipped to accept SmarTrip cards. Instead, VRE has teamed up with Commuter Direct and the Crystal City Commuter Store to provide a SmartBenefits Personal Account Service that lets you apply SmartBenefits toward the purchase of VRE tickets.

For more information on establishing your SmartBenefits Personal Account Service, call Commuter Direct at (703) 288-RIDE (7433).

Access for Persons with Disabilities

Trains, stations and support systems operated by VRE are designed to be accessible to persons with disabilities. TTYs have been installed at the majority of our stations. Hearing impaired people can call TTY (703) 684-0551. VRE can also be reached through The Virginia Relay Center for the Hearing Impaired at 1-800-828-1120.

VRE's Title VI Policy

In accordance with Title VI of the Civil Rights Act of 1964, VRE does not discriminate on the basis of race, color, and national origin. To obtain more information on VRE's Title VI policy or to file a complaint, go to www.vre.org or call (703) 684-1001.

"Guaranteed Ride Home" Program (GRH)

If you have an unexpected emergency or unscheduled overtime between 6:00 a.m. and 10:00 p.m. and need to get home, all you have to do is call. Commuter Connections' "Guaranteed Ride Home" Program (GRH) will arrange for a ride home, a ride to the train station or the medical facility handling the emergency. If you are using GRH because of unscheduled overtime, your supervisor must be available for confirmation. To register for this free service, call Commuter Connections at 1-800-745-RIDE. Unregistered riders can use this service once, but must register before using it a second time. To arrange for a ride, call 1-800-745-RIDE (7433). Some limitations apply. For more information visit www.vre.org/programs/comcon.htm.

Validate Your Ticket Before Boarding

Please Note: Tickets are not available for sale on board our trains. Virginia law (Section 18.2-160.1) requires passengers to purchase and validate tickets before boarding VRE. Single-Ride, Round-Trip and Ten-Trip tickets as well as Free Ride Certificates must be validated in station entrance areas before each boarding. Tickets must be validated no more than 60 minutes before you board. Five-Day passes need to be validated only once and are good for five consecutive service days. To be valid, Monthly and TLC tickets must be signed by the passenger using it and only the signatory may use it. Tickets must be displayed at all times and available for inspection by the conductor or other authorized VRE representative. Passengers observed on board without a valid ticket are subject to a fine of not less than \$150 plus court costs. In the chance that you were unable to validate your ticket, please notify a crewmember prior to boarding the train. They will be unable to assist you once on board ticket inspection commences.

Service Updates

Train status can be obtained by calling (703) 684-0400 or 800-RIDE-VRE. On the rare occasion that one of our trains may be substantially delayed or cancelled, please visit www.vre.org, call 800-RIDE-VRE or listen to your local radio stations. For real time service information, visit “Rail Time” on our website.

Service Guarantee

If a VRE train enters a station 60 minutes or more behind the published schedule (according to the conductor’s watch), all passengers detraining from that point and forward are eligible for a Free Ride Certificate (FRC). Crews will issue FRCs on-board at the time of delay whenever possible. Should you not receive an FRC when they are handed out on the train, please speak to a conductor before you detrain. Please note that FRC requests submitted to our office for delayed trains when an on-board distribution has occurred will not be honored. If FRCs are not handed out on the train at the time of a qualifying delay, all requests for consideration will be handled by mail using our FRC Request Form and must include: a copy of the ticket used on the delayed train, the passenger’s name and home address, date of the delay, the delayed train’s number and a brief explanation. This service guarantee does not apply to delayed AMTRAK trains. FRCs must be validated prior to boarding train.

Security Blanket

If you take a train that is scheduled to arrive at your station at least 30 minutes before your daycare’s closing, count on VRE. We’ll get you to your station within 15 minutes of the scheduled arrival time. If we don’t, then we will reimburse your daycare late fees. You may use this benefit up to 4 times a year. Visit www.vre.org to print a form. Mail the form to us or fax it to (703) 684-1313. Be sure to include a copy of

your daycare receipt and a copy of your ticket. We will mail you a check within 30 days. Some restrictions apply.

Ticket Purchase Options

Station Vending Machines

Use your Visa, MasterCard, Discover, American Express or ATM card at the ticket vending machines at all VRE stations.

Ticket Vendors

Sales outlets are available for ticket purchases.

7-11

327 Deacon Rd., Falmouth
(540) 373-5143

The Crystal City Commuter Store

1615-B Crystal Square Arcade, Arlington, VA 22202
(Directly across from VRE station in Crystal City
Underground)
(703) 413-4287 www.CommuterPage.com

Gray Line Tour Bus

Union Station, First level parking garage area
Washington, D.C.
(202) 289-1999 (no TLCs)

Springfield Commuter Store

6880 Frontier Dr., Springfield, VA 22150
(Located in the Franconia-Springfield Metro station, adjacent
to VRE's Franconia-Springfield platform)
(703) 383-2529

Don's Depot

Broad Run Station, 10637 Piper Lane, Bristow, VA

Casey's Gift Shop

One block from L'Enfant Station
550 C St., SW, Washington, D.C. 20024
(202) 488-3700 (no cash sales available)

7-11

905 Lafayette Blvd., Fredericksburg, VA

VRE Quantico Train Station

550 Railroad Ave.

Alexandria Amtrak Station

110 Callahan Drive, Alexandria, VA
(no TLCs)

Coffee Club Café

Woodbridge VRE Station
1040 Express Way, Woodbridge, VA

Commuter Direct

Fill out Commuter Direct's On-Line Order Form at www.CommuterDirect.com to have your tickets mailed to your home or business on either an ongoing, bi-weekly or monthly basis.

Ticketing Options

The VRE-TLC (Transit Link Card)
The Transit Link Card saves you time and money.
This joint fare card offers unlimited travel on VRE and Metrorail for one calendar month at one discounted price.

Cost of the "VRE-TLC" Pass*

Zone of Origin	Fare
9	\$332.30

8	\$317.00
7	\$301.80
6	\$286.50
5	\$271.30
4	\$256.00
3	\$240.80

TLC cards are non-transferable. They are accepted on select AMTRAK trains with a Step-Up ticket (see schedule).

TLCs may be purchased at most VRE ticket vendors or through Commuter Direct.

*Cost based on origination zone through zone 1.

The Monthly Ticket

Sign to Validate. 34% Savings. Your best bargain, good for unlimited travel between the fare zones indicated on the ticket during a calendar month. The Monthly Ticket must be signed by the passenger using it to be valid and only the signatory may use it. Should it be necessary, they are refundable on a pro-rated basis up to the 13th service day of the month. Accepted on select AMTRAK trains with a Step-Up ticket (see schedule).

The Five-Day Pass

20% Savings. Very economical, good for unlimited travel for five consecutive service days from the date of activation within the zones indicated (will jump over weekends and holidays). Multiple tickets can be purchased at one time. If not activated, Five-Day passes expire one year from the date of purchase. They are transferable, but non-refundable. Accepted on select AMTRAK trains with a Step-Up ticket (see schedule)

The Ten-Trip Ticket

Validate for each use. 8% Savings. Good for ten one-way trips between the fare zones indicated on the ticket. Ten-Trip tickets must be used within one year of the date of purchase. They are transferable, but non-refundable. Multiple passengers can ride on the same Ten-Trip ticket; simply validate for each person riding. Accepted on select AMTRAK trains with a Step-Up ticket required per ride (see schedule).

Single-Ride / Round-Trip Ticket

Validate for each use. Good for one-way travel between the fare zones indicated on the ticket. Two single-rides can be purchased on a ticket to accommodate round-trip passage. Single-Ride tickets must be used within one year of the date of purchase. They are transferable, but non-refundable. Two passengers can ride on the same Round-Trip ticket one way. Not accepted on AMTRAK trains.

Step-up Fare for Amtrak Trains

\$10.00 Step-Up fare is required for all AMTRAK trains. Step-Ups must accompany a valid TLC, Monthly, Five-Day or Ten-Trip ticket. Passengers without Step-Up tickets will be charged the full AMTRAK fare. Step-Up tickets may be purchased on the platform from a TVM or from a vendor. They are transferable, but not refundable.

Discounted Tickets

50% Savings. VRE offers discounted tickets for persons with disabilities, youths aged 7-21 and senior citizens aged 65 or older at 50% off the cost of a regular price ticket. Discounted tickets are valid on all VRE trains. Passengers must have a valid I.D. when purchasing and using youth, senior citizen and disabled tickets. Discounted tickets are only available at VRE ticket vendors. Please call our office or visit our Website at www.vre.org for more information.

Local Bus Transfers

Free transfer to OmniRide, OmniLink, Metrobus (non-express), Rex, DC Circulator, and Fairfax Connector routes with valid VRE ticket if patron is traveling to or from a VRE station. Metrobus express routes are not included in this offer.

Fairfax County provides several shuttle buses to and from Burke Centre station free of charge. For schedules and information, call (571) 339-1004 or visit the VRE website.

CAST Program

In an effort to protect our on-board community, the VRE has instituted the Commuter Awareness For Safe Travel program (CAST). We ask for your help in providing a safe traveling environment for all our passengers by familiarizing yourself with these five basic steps. Together we can all contribute to our safety and security by being alert, informed and prepared.

1. be safe

Don't put yourself in a dangerous situation.

If someone or something is making you uncomfortable, don't hesitate to move out

of the immediate area. When on the train, alert the conductor to the situation. When on the platform, dial 911. If you can, warn others and help them to safety.

2. be smart

Stay calm, think clearly and listen for conductor announcements. In an emergency, tend to your own well-being first, then assist fellow passengers. Follow the orders

of conductors, police, fire department and other emergency officials quickly and quietly.

3. be informed

Read the safety information posted by the VRE. Learn the emergency procedures on trains and platforms and the locations of emergency exits. Introduce yourself to the conductor on your regular daily commute and remember his or her name. Pay attention to the National Homeland Security terrorism alerts.

4. be aware

Watch for the unusual. If you encounter unattended packages or devices, vehicles left near station entrances or stairways or persons acting in a suspicious manner, notify the VRE conductor first. Call 911 if the conductor is not immediately available.

5. be prepared

Develop a plan for an alternate commute should your primary route be unavailable. Establish a strategy to maintain contact with the other members of your family in the event of an emergency. Select a third party outside the region as a contact so that family members can relay messages to one another. If you have health conditions that emergency medical personnel would need to know, consider wearing a medical alert bracelet or necklace.

To receive a CAST luggage tag to place on your bags, send your name and address to gotrains@vre.org to have one mailed to you.

For VRE information 24 hours a day, 365 days a year, visit www.vre.org or call 1-800-RIDE-VRE.

You can also call us at (703) 684-1001, (703) 684-0400 or email us at gotrains@vre.org.

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Free transfer to all OmniRide and OmniLink, Fairfax Connector and most Metrobus routes with valid VRE ticket. VRE connects with Metrorail at Franconia/Springfield, Alexandria (King Street), Crystal City, L'Enfant and Union Station.

Fairfax County provides free shuttle bus service to and from Burke Centre station. For information, please call (571) 339-1004 or visit VRE's website.

Free transfer to all OmniRide and OmniLink, Fairfax Connector and most Metrobus routes with valid VRE ticket. VRE connects with Metrorail at Franconia/Springfield, Alexandria (King Street), Crystal City, L'Enfant and Union Station.

Connecting Rail Services

Metrorail

VRE stations at Alexandria (King Street), Franconia/Springfield, Crystal City, L'Enfant and Union

Station are a short walk to Metrorail serving Northern Virginia, the District of Columbia and Maryland. For Metrorail information, visit www.MetroOpensDoors.com or call (202) 637-7000 (TTY (202) 638-3780).

AMTRAK

VRE connects with Amtrak's inter-city service at Alexandria, Franconia/Springfield, Fredericksburg, Manassas, Quantico, Woodbridge and Union Station. For Amtrak information, call 1-800-USA-RAIL (TTY 1-800-523-6590). VRE is not responsible for Amtrak schedule changes.

MARC Train Service

Maryland's MARC commuter rail system provides service from Washington Union Station: Penn line to BWI, Penn Station and Perryville; Camden line to Laurel and Baltimore Camden Station; Brunswick line to Brunswick, Frederick and Martinsburg, WV. Call 1-800-325-RAIL (TTY (301) 850-5312) for information.

MANASSAS STATIONS

Broad Run/Airport

10637 Piper Lane, Bristow

Amenities: Ticket vending machines (no cash), newspaper racks, bicycle racks, pay phone. Ticket vendor.

Parking: 885 free spaces.

For parking information, please call (703) 684-1001.

- Metrochek exchange.

Manassas

9451 West St., Manassas

Amenities: Ticket vending machines (no cash), newspaper

racks, bicycle racks, pay phones.
Parking: 767 free spaces.
Free parking permit required.
For parking and permit information,
please call (703) 257-8242.

Manassas Park

9300 Manassas Dr., Manassas Park
Amenities: Ticket vending
machines (no cash), newspaper
racks, bicycle racks, pay phone.
Parking: 600 free spaces.
For parking information,
please call (703) 335-8820.

Burke Centre

10399 Premier Court, Burke
Amenities: Ticket vending
machines (no cash), newspaper racks,
bicycle racks, pay phone.
Parking: 1516 free spaces. Free local transit
connection: Metrobus. For parking information,
please call (703) 324-1100.

Rolling Road

9016 Burke Rd., Burke
Amenities: Ticket vending
machines (no cash), newspaper
racks, bicycle racks, pay phone.
Parking: 368 free spaces.
Local transit connection: Metrobus.
For parking information,
Please call (703) 324-1100.

Backlick Road

6900 Hechinger Dr., Springfield

Amenities: Ticket vending machines (no cash), newspaper racks, bicycle racks. Parking: 220 free spaces.

Free local transit connections:

Fairfax Connector, Metrobus.

For parking information,
please call (703) 324-1100.

Alexandria

110 Callahan Dr., Alexandria

Amenities: Ticket vending machines (no cash), newspaper racks, pay phone, Ticket vendor. Parking: None. Metrorail

access: King Street Station (Yellow & Blue Lines). Local transit connections: DASH, Metrobus, Fairfax Connector, REX.

* Metrochek exchange.

Crystal City

1503 South Crystal Dr., Arlington

Amenities: Ticket vending machines (no cash), newspaper racks. Parking: None. Metrorail access: Crystal City Station (Yellow & Blue Lines). Local transit connections: Metrobus, ART. Metrochek exchange.

L'Enfant

6th & 7th St. at C St. S.W., Washington, D.C.

Amenities: Ticket vending machines (no cash), newspaper racks, pay phones. Ticket sales at Casey's Gift shop 1 block from station

550 C St., SW. Parking: None.

Metrorail access: L'Enfant Plaza Station (Yellow, Blue, Orange & Green Lines). Free local transit connection: Metrobus, DC Circulator.

- Metrochek exchange.

Union Station

60 Massachusetts Ave. N.E., Washington, D.C.

Amenities: Ticket vending machines, pay phones, waiting concourse, retail stores. Tickets available from Gray Line

Tour Bus: First level parking garage area of Union Station.

Metrorail access: Union Station (Red Line). Connections to: AMTRAK, MARC. Local transit connections: Metrobus. For parking information, please call (202) 898-1221.

- Metrochek exchange.

Local transit connection information.

- In Fairfax, Arlington, Alexandria and the District of Columbia: 1-800-745-RIDE (TTY 800-833-3232)
- In Prince William, Manassas and Manassas Park: (703) 730-OMNI (TTY 800-828-1120)
- In Stafford, Fredericksburg and Spotsylvania: (540) 373-7665 (TTY 800-828-1120)
- Look for roadside directional signs to VRE stations.

FREDERICKSBURG STATIONS

VRE Stations Are Easy To Find.

Look For Roadside Directional Signs.

Call these numbers for information about connections to stations:

- In Fairfax, Arlington, Alexandria and the District of Columbia:
1-800-745-RIDE (TTY 800-833-3232)
- In Prince William, Manassas and Manassas Park:
(703) 730-OMNI (TTY 800-828-1120)
- In Stafford, Fredericksburg and Spotsylvania:
(540) 373-7665 (TTY 800-828-1120)

Fredericksburg

200 Lafayette Blvd., Fredericksburg

Amenities: Ticket vending machines (no cash), newspaper racks. Parking: 660 spaces. For parking information, please call (703) 684-1001.

Leeland Road

275 Leeland Rd., Falmouth

Amenities: Ticket vending machines (no cash), newspaper racks, pay phone. Parking: 652 free spaces. For parking information, please call (703) 684-1001.

Brooke

1721 Brooke Rd., Stafford

Amenities: Ticket vending machines (no cash), newspaper racks, pay phone. Parking: 431 free spaces. For parking information, please call (703) 684-1001.

Quantico

550 Railroad Ave., Quantico

Amenities: Ticket vending machines, ticket vendor, newspaper racks, bicycle racks, pay phone. Parking: 258 free spaces. For parking information, please call (703) 684-1001.

- Metrochek exchange.

Rippon

15511 Farm Creek Dr., Woodbridge Amenities: Ticket vending machines (no cash), newspaper racks. Parking: 676 free spaces. For parking information, please call (703) 684-1001.

Woodbridge

1040 Express Way, Woodbridge

Amenities: Ticket vending machines (no cash), newspaper racks, pay phone, Ticket vendor. Parking: 738 free spaces. For parking information, please call (703) 684-1001.

* Metrochek exchange.

Lorton

8990 Lorton Station Blvd., Lorton

Amenities: Ticket vending machines (no cash), newspaper racks, bicycle racks, pay phone. Parking: 567 free spaces. For parking information, please call (703) 324-1100.

Franconia/Springfield

6880 Frontier Dr., Springfield

Amenities: Ticket vending machines (no cash), Ticket vendor, pay phones, waiting concourse, newspaper racks, pay phone. Parking: over 3,800 spaces, \$3.75 per day. Metrorail access: Blue Line. Local transit connections: Metrobus, Fairfax Connector, Omni Ride.

- Metrochek exchange.

Alexandria

110 Callahan Dr., Alexandria

Amenities: Ticket vending machines (no cash), newspaper racks, pay phone, Ticket vendor. Parking: None. Metrorail access: King Street Station (Yellow & Blue Lines). Local transit connections: DASH, Metrobus, Fairfax Connector.

- Metrochek exchange.

Crystal City

1503 South Crystal Dr., Arlington

Amenities: Ticket vending machines (no cash), newspaper racks. Parking: None. Metrorail access: Crystal City Station (Yellow & Blue Lines). Local transit connections: Metrobus, ART.

- Metrochek exchange.

L'Enfant

6th & 7th St. at C St. S.W., Washington, D.C. Amenities: Ticket vending machines (no cash), newspaper racks, pay phones. Ticket sales at Casey's Gift Shop 1 block from Station 550 C St., SW. Parking: None. Metrorail access: L'Enfant Plaza station (Yellow, Blue, Orange & Green Lines). Local transit connection: Metrobus, DC Circulator.

- Metrochek exchange.

Union Station

60 Massachusetts Ave., N.E., Washington, D.C. Amenities: Ticket vending machines (no cash), pay phones, waiting concourse, retail stores. Tickets available from Gray Line Tour Bus: First level parking garage area of Union Station. Metrorail access: Union Station (Red Line). Connections to: AMTRAK, MARC. Local transit connections: Metrobus. For parking information, please call (202) 898-1221.

- Metrochek exchange.

Virginia Railway Express

1500 King Street, Suite 202
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1-800-RIDE-VRE for schedules and updates.

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