



VIRGINIA RAILWAY EXPRESS

Update



703-684-1001

www.vre.org

April 2, 2008

New Cars Offer Lots to Smile About

Editor's Note:

They're here! New Gallery cars are arriving monthly. Many of you have already experienced these wonderful new cars.

Other "new" things are coming as well. While we wait for the new locomotives to come, we have leased new locomotives to help out our fleet. They should be arriving on the property this week. In the meanwhile, mechanical delays have decreased significantly over the last several months. We are working diligently so that we can continue this trend.

Meet the Management starts this evening at Union Station. We look forward to seeing you over the next few weeks at our destination stations. If you can, please allow a little extra time at the station to pick up some goodies and to say hi!

Ever since the first of VRE's 50 new Gallery cars started rolling into our yards, we've been as excited as kids in a candy shop. New, sleek and shiny, the cars combine the luxuries of the Kawasaki and the Bombardier cars with the seating capacity and functionality of the Galleries, which gives everyone something to smile about. But depending on how often you ride and what line you're on, you may not have had the chance to appreciate the new cars. So, to give you a peek into what the newest members of our fleet offer, come with us on a quick tour ...



Outside, the exterior of the cars are stainless steel, similar to the Kawasaki cars. They have center doors, and every car is equipped with a wheelchair lift built into the stair mechanism. Having a wheelchair lift on every car of course improves the lives of disabled passengers, but it also decreases dwell time at the stations: conductors can use multiple lifts at the same time if necessary, and it's much easier for the engineer to position the train in the station to ensure access to the lifts. Roughly two thirds of the cars have bathrooms, as well.

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Talk to Us!

Ever since VRE's founding, customer communications and service has been at the top of our list. And with the advent of so much new technology over the years, getting in touch with us has never been easier. If you have an idea, a complaint, a compliment or a question, please reach out ... either electronically, in person, or by telephone.

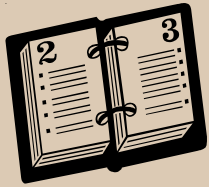


Here's how:

1) In person: If you love face time, then don't miss one of the easiest ways to get up close and personal with VRE's staff at our "Meet the

Management" program, which runs April 2 through August. The months-long program was developed so that VRE staff members, wearing yellow or blue shirts and jackets, could visit all of VRE's stations during morning and afternoon rush hours so that you, our customer, could chat face to face and share opinions or ask questions. We also invite along Norfolk Southern and CSX officials to our L'Enfant and Crystal City programs, and we offer snacks and drinks. We'll be at Union Station (evening trains) this week and L'Enfant (evening trains)

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Upcoming Dates

Wednesday, April 2
On-Line Forum
12 noon

Meet the Management
Union Station
All Evening Trains

Wednesday, April 9
Meet the Management
L'Enfant – with Norfolk
Southern
All Evening Trains

Wednesday, April 16
Meet the Management
Crystal City – with CSX
All Evening Trains

Wednesday, April 23
Meet the Management
Alexandria
All Evening Trains

Wednesday, April 30
Meet the Management
Franconia/Springfield
All Evening Trains



VRE Update is a publication of Virginia Railway Express. The newsletter is published bi-weekly 24 times per year. Stories included are for the sole use of VRE riders and its supporters. Comments and questions may be directed to VRE Customer Service at gotrains@vre.org or at (703) 684-1001.

Bring Your Child To Work Day is April 24!

Get ready to see lots of pint-sized commuters, as well as teenage commuters, on Thursday, April 24. On that date, hundreds of Washington-area commuters are expected to bring along their offspring for the 16th annual “Take Our Daughters And Sons To Work[®] Day 2008!” And VRE, for the 10th year, will once again support the program by allowing school age children who are going to work with their parents or guardians to ride free that day.

As a result, parents and guardians will not need to obtain any sort of pass for their children beforehand, which is a departure from VRE’s normal youth fares that require passengers between 7 and 21 to purchase tickets at 50 percent off the regular fare (children six and under are free with a fare paying adult). (For full details of that program, visit www.vre.org/programs/youth.htm.)

“We’ve supported the ideals of ‘Bring Your Child to Work Day for a long time,” said VRE CEO Dale Zehner, “because we hope that by offering free rides to children, more people will participate. And more participation means that more kids will have the opportunity to see what their parents do to support their family, and the importance of education. Kids will also have a great first-hand look at the advantages of mass transit, which is a great way to demonstrate to our children that commuting doesn’t have to mean putting more cars on our already congested roads.”

The event, organized by the Ms. Foundation for Women in 1993, was originally designed to help America’s young women become more visible, valued and heard in our society. Now that the program has been expanded to both boys and girls, and extended to children up to age 18, the program has given thousands of children the opportunity

to learn how work, family and community life intersect.

More than three million employers are expected to participate in the program this year, ranging from Fortune 500 companies to small employers and government agencies in every state across the country. That level of participation from employers is expected to translate into 35 million Americans participating in this year’s program.



“Exposing girls and boys to what a parent or mentor in their lives does during the work day is important,” noted Carolyn McKeuen, president of the Take Our Daughters and

Sons to Work Foundation. “But showing them the value of their education, helping them discover the power and possibilities associated with a balanced work and family life, providing them an opportunity to share how they envision the future and begin steps toward their end goals in a hands-on and interactive environment is key to their achieving success.”

For more information about the program, and to find out ways to make the event more meaningful for your own child, visit www.DaughtersandSonstoWork.org for up-to-the minute information on this year’s program and to see what an array of workplaces are planning for the day.

New Gallery Cars

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Walking between the cars will also be easier, as all interior doors can be opened by a sensitive, one-touch panel at the hand and foot level ... and once you open the first door, the second door automatically opens too.

The interiors are comfortably appointed, with bucket seats, cup holders, and headrests for those who need the extra support. The aisleway armrests were removed so that people could more easily enter and exit the seats, while a rotating armrest between seats was installed to create a sense of privacy and personal space for both parties, yet still allow an easy exit by rotating it back up out of the way. The cars feature vastly improved lighting and much

Signage and communication systems are vastly improved, with exterior destination signs and loud speakers that the conductors can use to announce the train's destinations, and interior automated announcements that correspond to scrolling destination signs in each section of the car that depict which stations are approaching.

"A great deal of effort went into the design of these cars," said Dennis Larson, VRE's director of rail equipment and services, "even concentrating on Feng Shui principles to ensure that the cars' interior design was harmonious. It may sound petty, but details as minute as whether to paint the steel heads of screws were



New cupholders, new head-rests, larger windows and more wheelchair accessibility are just some of the features you can find on our new rail cars.

bigger glass windows (glass also doesn't age and yellow as some of the plastic-base windows do).

Riders have told us that they like not having to "knock knees" with their fellow passengers, as all seats now face in the same direction. While the upper-level still opens over the seats below, the seats all face towards the vestibule, which allows for a more comfortable and personal ride. The stairwells to the balconies are also wider and easier to navigate than older gallery cars.

considered. The decorative aspects of the train were as seriously considered as the mechanical."

(In case you're wondering, the design committee ultimately decided to leave the shiny stainless steel heads bare; the committee feared that paint would eventually chip off and make the interior look shabby.)

At press time, VRE has four complete train sets of the new Gallery cars, for a total of 28 of the 31 delivered cars in service. The remaining 30 cars will be in service by October 2008.

Safety Sense

Safety 101 - Basic Ways to Stay Safe

Always be aware of your surroundings. It may seem like common sense, but there are those who turn their head-phones up to Marshall amp proportions, or who read while they walk.

Make sure that you pay attention to the task at hand. The simplest tasks that you perform every day can cause a potential injury if your mind is not focused on the job at hand.

Visually inspect any area you are reaching into. Look for and avoid potentially hazardous conditions and/or objects such as sharp edges or hot material (i.e. a full cup of coffee).

Listen. Making sure that you can hear your surroundings or warnings from others may give you the time needed to avoid injury.

Talk to Us!

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Courtesy Corner

Courtesy Requests From Fellow Passengers

We receive many emails here at VRE from passengers asking us to remind their fellow riders of certain common sense courtesy issues.

Queuing is often a frequent complaint, since some riders refuse to move out of the way for others who are attempting to detrain.

Other things include annoyances like personal grooming (which needs to be done before or after you ride the train, not during), or loud headphones in the Quiet Car.

Dirty feet on the seats; being struck by bags and backpacks by those getting out of a seat or walking down aisle; and people who kick or shake the seat in front of them round out some of the top complaints.

Wreckless driving within parking lots is not only a courtesy complaint but also a safety issue. Please be careful and please be mindful of others.

next week. For the rest of the schedule, please visit www.vre.org/feedback/mtm.htm.

2) By phone: If you just don't feel like meeting us (hey, that's okay ... we won't take it personally!) but do want to talk to us, please pick up the phone and dial (703) 684-1001. Our admin staff will put you in touch with just the person you need to speak to.

3) By e-mail: If dashing off a quick e-mail better suits your style, then we're all ears. Send us an e-mail at gotrains@vre.org, and we'll get back to you pronto. We pride ourselves on responding to all e-mails quickly and efficiently.

4) By Web: Let's say you come across what you suspect is a common problem ... you've lost something, found something, or discovered that one of our ticket vending machines (TVMs) isn't working properly. In that case, your best bet is to go online to our Web site at www.vre.org and fill out one of our online forms. Doing so will ensure that we get all

the information we need the first time to take care of the problem (or reunite you with your missing stuff)! Here's a list of some of the stuff you can find online: lost items; Security Blanket reimbursement (coverage for daycare fees if your train is late); group fare tickets; free ride certificate (FRC) requests; lost tickets; and forms to fill out about TVM, train, station, and vandalism incidents.

5) Online forums: If you just want to go straight to the top, then be sure to tune in to our next online forum with VRE's CEO Dale Zehner! Today, from noon to 1:00, Dale will hold a question and answer session online. To participate, visit www.vre.org/chatterbox to "ask" your question and then "watch" the discussion unfold live. If you can't be with us live, then you

can pose your question early and visit the online archives (at www.vre.org/feedback/forums/archives.htm) later. These online forums are held every month, and typically bring in about 100 questions. They're always interesting, always informative, and always fun. So please log on and post your questions!



Change in Consists

Along with the addition of the new Gallery cars, we have rearranged some of our other consists to make better use of our equipment. Here is a quick guide to how the train sets are made up, effective March 30, 2008.

Visit www.vre.org/service/consist.htm to keep track of consist changes as we get more of our equipment in.

Fredericksburg Line

Train Pair	1	2	3	4	5	6	7	8
300 / 307	GC	NG	NG	NG	NG	NG	NG	NG
302 / 305	GC	G	G	G	G	G		
304 / 301 / 309	GC	NG	NG	NG	NG	NG		
306 / 303	KC	K	K	K	K	KC		
308 / 311	KC	K	K	K	KC			
310 / 313	GC	NG	NG					

Manassas Line

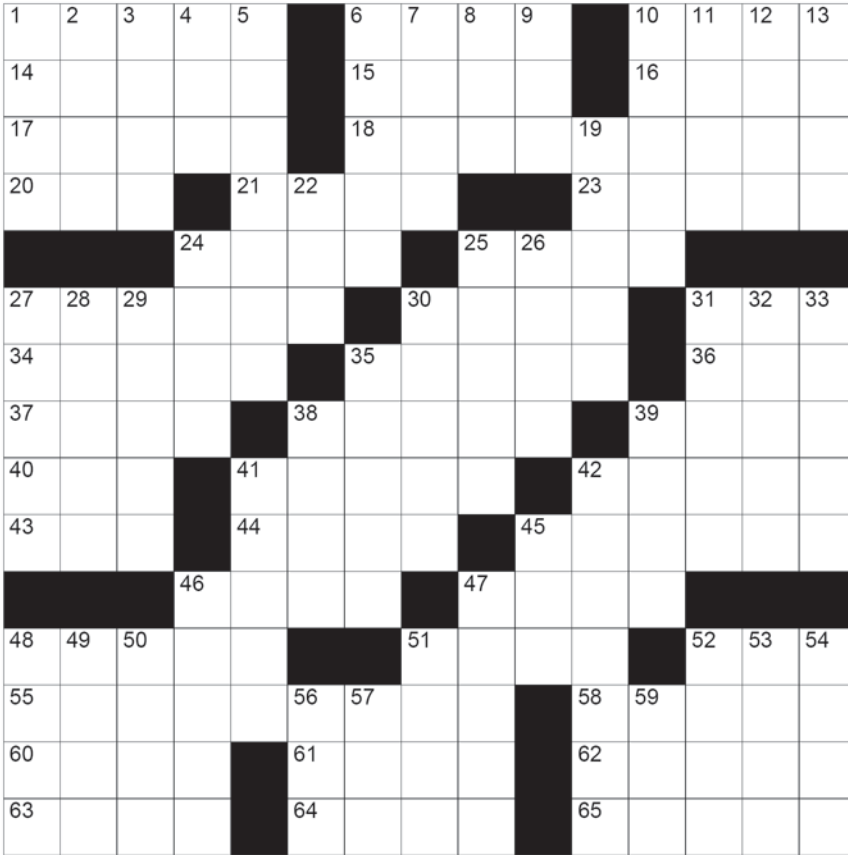
Train Pair	1	2	3	4	5	6	7	8
322 / 321 / 332 / 333	GC	G	G	G	G	G		
324 / 335	GC	G	G	G	G	G		
326 / 325 / 336 / 329	GC	G	G	G	G	G		
328 / 331	GC	G	G	G	G	G	G	G
330 / 327 / 338 / 337	GC	NG	NG	NG	NG	NG		

GC - New Gallery Cab Car
KC - Kawasaki Cab Car

NG - New Gallery Car
K - Kawasaki Car

G - Gallery Car

Cajun Cooking



ACROSS

- 01. Que __ __, what will be will be
- 05. Bath and Saratoga
- 09. Skull feature
- 12. Geological time period
- 13. Bobby of the NHL
- 14. Weighing machine
- 16. Famous New Orleans chef
- 18. The __ in White, by Collins
- 19. Type of chart

- 20. Clear the slate
- 21. Fly around the moon
- 22. You: Arch.
- 23. __ a boy!
- 24. Winter jacket
- 26. Hospital rooms: Abbr.
- 27. Reward: Arch.
- 28. Ad __
- 31. Cabbage salads
- 34. Makes a mistake
- 35. Novel by Nabokov
- 36. Long for

- 37. Ham used in Cajun cooking
- 39. Tints
- 40. Total
- 41. Novel by Robin Cook
- 42. Beer __, in bowling
- 43. Me __: ditto
- 44. Middle __
- 45. Weep
- 46. City-like
- 48. Greek letter
- 49.

3.14159265358979323846...

DOWN

- 01. Silly
- 02. Unnatural
- 03. Rake
- 04. Moreover
- 05. Summer wear
- 06. Cougars
- 07. Money given to charity
- 08. Some train cars
- 09. Cajun dish
- 10. Jai __
- 11. Took off
- 14. Duelling weapons
- 15. Bottle stopper
- 17. Descendants
- 25. Flying: lead-in
- 26. Have a debt
- 27. Southwestern flattops
- 29. The same
- 30. Mike Schmidt's was third

- 31. Quarrel
- 32. Venice resort
- 33. Sausage used in Cajun cooking
- 37. Roman wear
- 38. Agreeable
- 39. Type of martini
- 41. Suspension bridge need
- 42. Frolic
- 45. __ and balances
- 47. Gush
- 48. Leafy vegetable, Swiss __
- 49. Firearm
- 50. Finger
- 51. The thing here
- 52. Foolhardy
- 54. Highland family
- 55. Break suddenly
- 58. Pitcher's stat

- 51. Tryout
- 53. Is sore
- 55. Transgression
- 56. Cut in two
- 57. Way to cook fish, in New Orleans
- 59. __ of the Blessed, paradise
- 60. Carefree adventure
- 61. Contest of speed

- 62. __ Stoops To Conquer, play
- 63. Loose, at times
- 64. Acme



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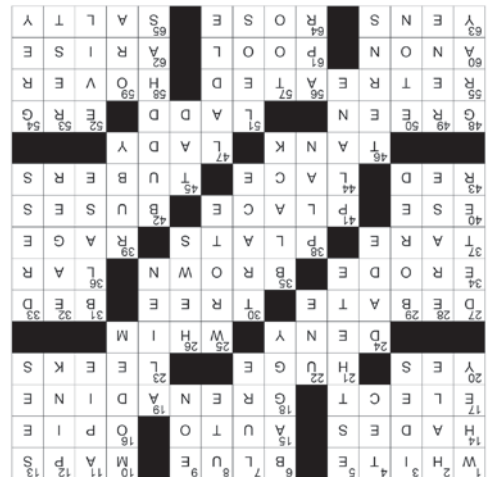
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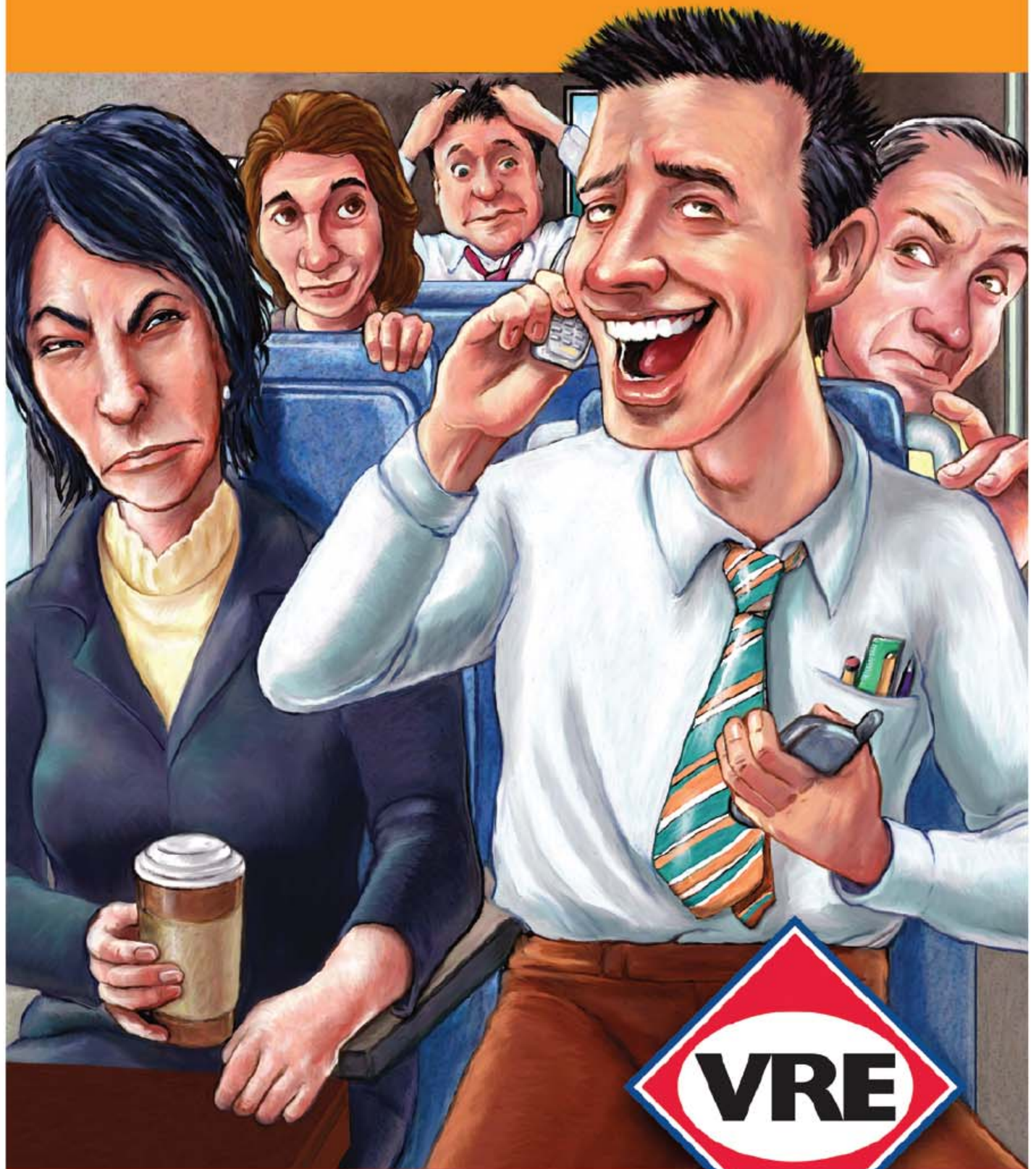
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Call for Details



It's So Nice To Be Nice.



Please keep your cell phone calls short and quiet and not at all if you're in the Quiet Car.

works for me

vre.org