



The Summons Process

PLEASE SELECT TRANSACTION TYPE

Purchase Tickets

AMTRAK Step-Up Ticket

VALIDATE

Audio

What is the rider's responsibility? - We have long stated that we expect only two things from our riders: to be on the platform and ready to board before the train's arrival and to validate one's ticket before boarding the train. If one boards the train without a validated ticket, then that individual is at risk of receiving a citation for fare evasion.

What is fare evasion? - The Code of the Commonwealth of Virginia §18.2-160 states any person who boards or rides a train when they fail to properly validate a train ticket is in violation of the law, and any person who violates this provision is subject to a civil penalty. Therefore, all tickets must be validated PRIOR to boarding the train. The moment a passenger steps aboard the train without a valid ticket, fare evasion has been committed.

What constitutes as a valid ticket? - VRE offers a variety of tickets: a Monthly pass, a Transit Link Card, a Ten Ride ticket, a Five Day Pass, a Two Ride (round trip) ticket, a Single Ride ticket and a Free Ride Certificate. So how do you know how to validate your ticket type?

For a Monthly Ticket or a Transit Link Card (TLC) you simply sign the back of the ticket and it is considered valid.

For a Ten-Ride, Two-Ride, Single-Ride and Free Ride Certificates, you must place these tickets into a ticket vending machine (TVM) located on the platform. When the TVM prints a date stamp, the available ride is removed from your ticket and a validation is printed on the face of the ticket. These tickets must be validated each time you board.

To validate a Five Day Pass, place your ticket into the TVM located on the platform. Then the machine will print an expiration validation across the front of your ticket. This ticket only needs to validate the first time it is used. Note: This ticket is AM/PM sensitive.

Remember: All tickets are only valid between their designated zones.

What is the conductor's responsibility? - If a conductor checks a ticket and finds that it has not been validated, or you are found to be riding outside of your zones, the conductor is required by VRE to issue a summons. As we first mentioned, it is the rider's responsibility to make sure they validate their ticket prior to boarding the train, and by boarding our trains the rider has consented to our policies. We understand there may be reasons why someone may not validate a ticket, but the summons issuing process is not the time to state your case. In the conductor's eyes, you either have a valid ticket or you don't.

Why does the conductor take my ticket? - As the plaintiff VRE has the burden of evidence, therefore, your ticket will be confiscated so that the court

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Another Perspective - *What is the hardest job on the railroad? Writing summons. No one likes to get them, and trust us, no one likes to give them.*

Think about it this way: VRE asks its conductors to be polite, provide top-of-the-line customer service, and present an impeccable image to our riders. Then on the flip-side, we ask them to issue summons. Basically, we're asking them to potentially start a confrontation, because chances are good that the person on the receiving end will be upset. While not frequent, you never know when the person who

didn't have a valid ticket will become hostile. That is something that the conductor has to be prepared for.

We hear comments from riders who are concerned that some conductors enforce the ticket validation rules more than others. In reality the ones that are consistently checking tickets and issuing summons, they are the ones that are doing their jobs. By doing their jobs, they are one part of the puzzle that keeps fares from increasing. If you get a summons, remember that the conductor is just performing his/her job. After all, we all have parts of our jobs that we just don't like.

The Summons Process... continued from page 1



Upcoming Dates

Wed, Feb. 16, 2011
Public Hearing: The
Washington Court
Hotel, 525 New
Jersey Avenue NW,
Washington, DC
20001 12:00pm

Mon. Feb. 21st -
Presidents Day, No
VRE Service

Wed, Feb. 23, 2011
Public Hearing:
Burke Centre
Conservancy,
"The Commons"
Community Center
5701 Roberts
Parkway, Burke, VA
22015 7:00pm

Thur, Feb. 24, 2011
Public Hearing:
V.R.E. Offices,
1500 King Street,
Suite 202,
Alexandria, VA
22314 12:00pm



VRE Update is a publication of Virginia Railway Express. The newsletter is published monthly 12 times per year. Stories included are for the sole use of VRE riders. Comments and questions may be directed to VRE at gotrains@vre.org or at (703) 684-1001.

| VIRGINIA RAILWAY EXPRESS FARE EVASION SUMMONS | | REGISTRY NO. N ^o 11301 |
|--|-------|---|
| HEARING DATE: _____ | | CASE NO. _____ |
| YOU ARE HEREBY SUMMONED TO APPEAR AT THE CITY OF ALEXANDRIA: | | GENERAL DISTRICT COURT 520 KING STREET ALEXANDRIA, VIRGINIA |
| DATE | TIME | PLACE |
| _____ | _____ | _____ |
| FOR VIOLATION OF CONDUCTOR/TICKET SECTION 4.0.7.00 - FAILURE TO VALIDATE MONTHLY TICKETS OR OTHER VRE SERVICE UNDER THE VRE CONTRACT AND SAFETY/SECURITY TRANSPORTATION CHARTER. | | CONDUCTOR'S COMMENTS: |
| I PROMISE TO APPEAR AT THE TIME AND PLACE SHOW ABOVE. | | _____ |
| NAME | DATE | CITY/STATE OF ORIGIN |
| _____ | _____ | _____ |
| ISSUE OPERATOR: | | ISSUE OPERATOR'S SIGNATURE: |
| _____ | | _____ |
| ATTORNEY'S PRESENT: | | DEFENDANT'S ATTORNEY NAME: |
| THE ACCUSED HAS THE DATE: _____ | | _____ |
| ADDITIONAL NOTES BY ME AND FOLLOWS: | | _____ |
| <input type="checkbox"/> THIS IS A WAIVER | | <input type="checkbox"/> NO ATTORNEY |
| <input type="checkbox"/> PREPARED | | <input type="checkbox"/> ATTORNEY WAIVED |
| <input type="checkbox"/> QUALITY AS CHARGED | | |
| THE ACCUSED IS ASSESSED: | | IMPOSE THE FOLLOWING SENTENCE: |
| <input type="checkbox"/> FINDING SUPPORTED - DEFERRED | | <input type="checkbox"/> FINE OF \$ _____ WITH \$ _____ SUSPENDED |
| <input type="checkbox"/> NOT GUILTY | | <input type="checkbox"/> ORDER THE CHARGE DISMISSED |
| <input type="checkbox"/> HOLD CONTENDING | | <input type="checkbox"/> ORDER A HOLEY PROSECUTOR OR CONDUCTOR IN THE MISTAKE |
| <input type="checkbox"/> GUILTY | | |
| PLEASE PRINT NAME FOR PREPARATION INSTRUCTIONS: | | |
| WHITE (ORIGINAL) - COURT'S COPY GREEN - CREW COPY CANARY - DEFENDANT'S COPY PINK - OPERATOR'S COPY GOLD/ROD - VRE COPY | | |

can examine the ticket in question.

Why does VRE insist on having the Conductor issue a summons? - Our goal is to keep our fares as low as possible, while continuing to maintain our current level of service. Passenger fares cover 55% of our operating costs. If riders do not validate their tickets or don't have a ticket, then VRE's revenue goes down. Keep in mind that your fare pays for more than just your trip. We use those funds to pay for parking lot leases, station maintenance, and all the other items that go along with providing train service. Unfortunately, the best way to ensure that everyone takes this seriously is to enforce the policy. And we enforce the policy by writing summons'. The best way to not get a summons is to make sure you have a valid ticket every time you board the train.

Under what circumstances can I be issued a summons?

- Failure to validate any type of ticket, including FRCs
- Traveling outside the designated zones
- No remaining rides for travel
- No ticket
- Counterfeit ticket

Is this policy customer service friendly?

- Those who receive a summons probably don't think so. However, with a ridership of over 10,000, if we can police a policy that helps to prevent an increase in fares for those 19,000, then for the majority of our ridership we are being customer service friendly.

What happens if I receive a fare evasion summons? - Once a fare evasion summons is written there are a few options:

1. Prepayment - Fare evasion prepayments are accepted by the general district court until 3:30 p.m. (Eastern Time) on the last business day before your court date. Payment in the amount of \$100 fine + \$81 court cost.

Note: Pre-court payments are deemed a waiver of a court hearing and entry of a guilty plea.

A. District courts accept personal checks, money orders, certified checks and credit cards.

B. Credit card payments: Call the clerk's office at 703-838-4030 with your credit card information.

C. Mail your payment to the Alexandria General District Court, 520 King Street, Second Floor, P.O. Box 320489, Alexandria, VA 22320-4489.

D. Online payment is not available at this time.

2. Attend court on your scheduled date to plead your case before a judge. This is when you have the chance to state your case. Writing emails to gotrains and calling our office will only get you a standardized response, which is "Once the summons is written, it is out of our hands". A judge is the only authority that can reduce the fine or dismiss the case. The conductor who issued the summons will also appear and the judge will make a ruling.

3. A request for waiver may be submitted only if you were the owner of valid monthly ticket at the time the summons was issued. Pursuant to the Tariff of the VRE 04.07.00, you must send a clear copy of the front and back of the ticket, proof of purchase along with a copy of the summons within 3 business days of the issue date on the citation. Request for waivers can be mailed, faxed, or emailed. Requests for waivers should be mailed to:

Virginia Railway Express
Attn: Fare Evasion Waiver
1500 King Street, Suite 202
Alexandria, VA 22314
Fax: 703-684-1313
Email: Gotrains@vre.org

What happens when I go to court? -

Court will be held on the scheduled date at the Alexandria General District. The issuing conductor will also be in attendance. Once the judge hears both sides, a ruling will be issued. If found guilty, the rider will need to pay the fine and court costs, which go to the Commonwealth and not to VRE. If dismissed, there are no fines or fees that need to be paid.

What happens after court? -

Tickets are not automatically sent back to the rider. Passengers may send a request for the remaining value of the ticket once all fines are paid. Please email your request to gotrains@vre.org be sure to include your name, mailing address, and summons number.

On Time Performance for the Last Six Months



On-Time Performance January 2011

Fredericksburg Line

300 – 100%
 302 – 100%
 304 – 95%
 306 – 90%
 308 – 84%
 310 – 90%
 312 – 70%

301 – 90%
 303 – 85%
 305 – 68%
 307 – 80%
 309 – 74%
 311 – 95%
 313 – 89%

Overall – 86%

Manassas Line

322 – 95%
 324 – 100%
 326 – 100%
 328 – 100%
 330 – 95%
 332 – 90%
 336 – 84%
 338 – 89%

321 – 100%
 325 – 100%
 327 – 75%
 329 – 79%
 331 – 85%
 333 – 79%
 335 – 100%
 337 – 89%

Overall – 91%

*A train is considered delayed if it is more than 5 minutes later than the posted schedule into its final destination.

You're a neighbor, not a number.



Total average savings of \$489*

Getting to know you and how you drive helps me find all the auto discounts you deserve. Like a good neighbor, State Farm is there.[®]
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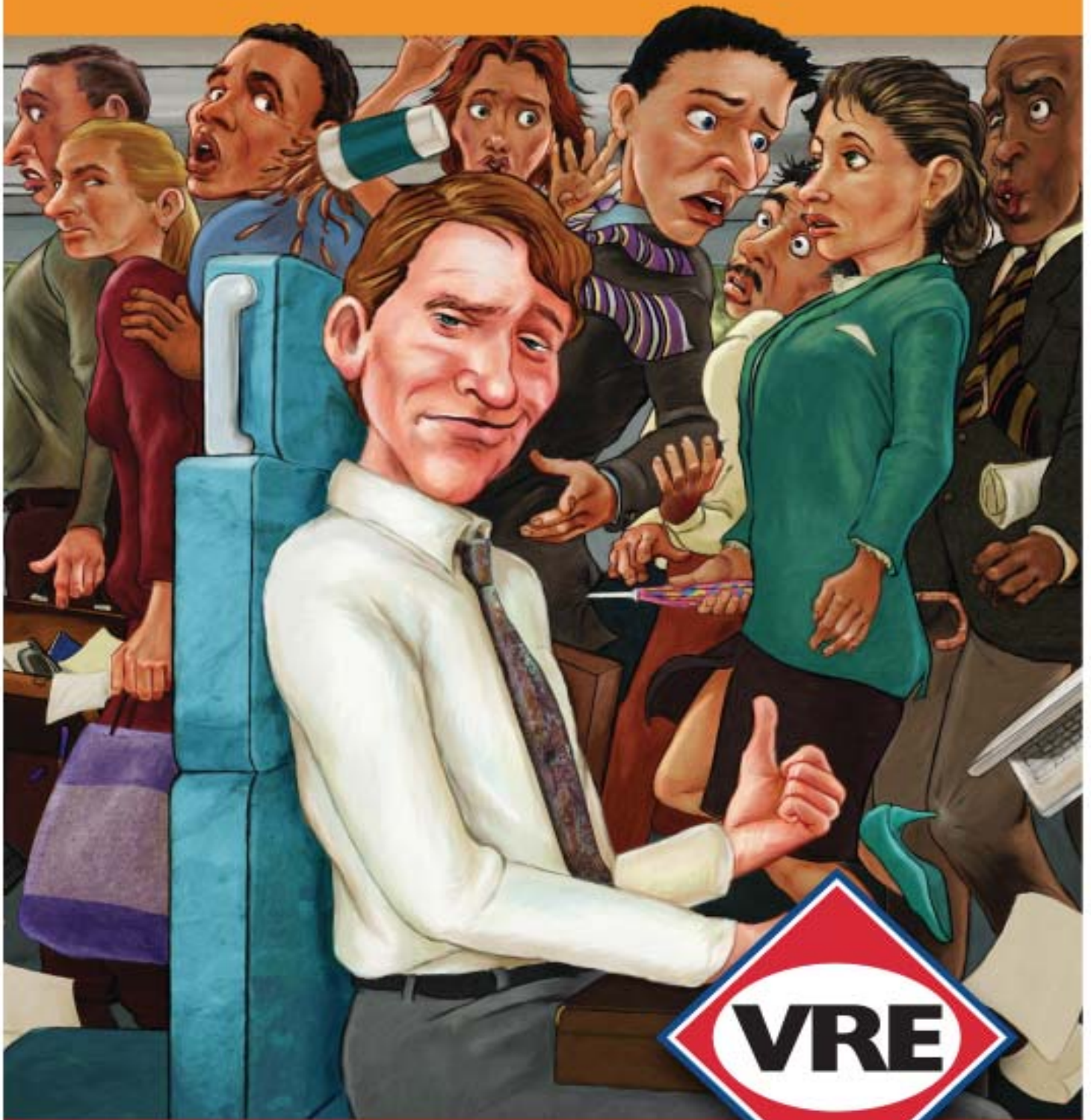
Andrew Frizzle, Agent
 7320 Heritage Village Plaza
 Gainesville, VA 20155
 Bus: 703-753-1700
www.andrewfrizzle.com



State Farm[™]

*Average annual household savings based on national 2009 survey of new policyholders who reported savings by switching to State Farm.
 State Farm Mutual Automobile Insurance Company, State Farm Indemnity Company, Bloomington, IL

It's So Nice To Be Nice.



Queuing in the aisle makes things difficult for everyone. Please remain in your seat until the train stops.

works for me
vre.org