



Know Your Ticket Types



There are 7 different ticket options that can be used on VRE - Monthly passes (unlimited rides in a calendar month), Five-Day passes (valid for 5 consecutive service days), Ten-trip tickets (ten single trips that don't

have to be used consecutively), Single-ride tickets (this is a single-one-way ride), discounted tickets (for seniors, disabled, and youths under 21), a special Transit Link Card (TLC) ticket that offers unlimited VRE and Metro usage for a calendar month, and the Free Ride Certificate (FRC).

If you have a Single Ride, Ten-Ride ticket or FRC you must punch (like you would a time clock) your ticket to make it valid. The ticket vending machines at each platform are also validators. You simply insert the end of your ticket with the arrows in the validator and it will validate the ticket with a time and date code.

If you purchased a Transit Link Card (TLC) or a

Monthly ticket you validate it simply by signing it. Five-Day passes must be machine activated once before use.

It is very important to validate your ticket. Tickets are not sold on board VRE trains and Virginia law requires passengers to purchase and validate tickets before boarding VRE trains. Passengers observed onboard without a valid ticket could be subject to a fine of not less than \$150. So please remember to validate your Ten-Trip or Single-Ride tickets and FRCs at the Ticket Vending Machines every time before boarding trains.

Also note, once validated, a conductor may tear an FRC, but if you see this happen, they are tearing validated FRCs. If you do not validate, having the crew tear the FRC is not an acceptable form of validation. Again like other tickets, if your FRC is not validated, you could be subject to a fine of not less than \$150.

Here is your ticket type breakdown: ...continued on page 3

The new parking lot expansion project at Broad Run constructed by Prince William County is complete and now open for use.

The project added 180 spaces (bottom darker paved section) to the station for a total capacity of 1,065 spaces.





Upcoming Holidays

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

Mon. May 30th - Memorial Day, No VRE Service

Mon. July 4th - Independence Day, No VRE Service

Mon. Sept. 5th - Labor Day, No VRE service

Mon. Oct. 10th - Columbus Day, no VRE Service

Fri. Nov. 11th - Veterans Day, no VRE Service

Thurs. Nov. 24th - Thanksgiving Day, no VRE Service



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.

A Message from the CEO



As many of you experienced, especially on the Manassas Line, November and December were some of the toughest months that we have had, mechanically speaking. Your emails and feedback to VRE have been both honest and fair. While I know that actions speak

louder than words, I want to take this time and not only tell you that it will get better, but what I have done to ensure that it does get better.

It became very clear that what we were doing was not working, both with Keolis and with VRE. Immediate changes needed to be made. To that end, Keolis has made some staffing changes on the mechanical side of the house. They have brought in experts, both from France and from the U.S. to revamp their processes and procedures. I have also asked VRE's Director of Rail Equipment and Services to take a more active role overseeing the mechanical portion of the contract. With twenty years of experience, he has an incredible amount of knowledge that has already proven useful in preventing some of the catastrophic delays that we have experienced.

I have instructed Keolis to improve their troubleshooting training with their locomotive engineers and conductors. With the hodgepodge of old locomotives we have, this is more difficult than it sounds. While the new equipment is on its way we will have the old ones around for several more months. We have also implemented new procedures for the mechanical crews when a delay happens en route, including dispatching technicians

to the scene more quickly and putting locomotive engineers directly in touch with mechanics via cell phone in the meanwhile. Another resource that I am using more heavily is VRE staff. Nearly half of all VRE staff members, myself included, use VRE to commute. We have established specific protocols for them to assist crew members and provide better real time communication with VRE's Communications Room, in turn, providing better communication with you. These staff members have also been asked to help with any conductor-related customer service duties as necessary, like handing out FRCs. They are also being asked to pay attention to the details of what is occurring on the train more, including when automatic P.A. announcements aren't working.

I know there are those of you who think that we should not have changed from Amtrak to a new provider. While I certainly understand that thinking, we are a publicly funded agency and as such, we must compete all of our contracts. This was the only contract that had been a sole source contract. VRE did the right thing, and I still believe that we made the right choice. There have been some bumps along the way. I know Keolis wants to do the job to your expectations and ours, and I know they can.

I appreciate your continued loyalty over the last few months. I know it hasn't been easy. For the month of January so far, our on-time performance has returned to the level that you have come to expect from us. (Hopefully, I haven't jinxed us too much by saying that!) Your feedback is always welcome at gotrains@vre.org.

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.® CALL FOR A QUOTE 24/7.

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*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.

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Know Your... *continued from page 1*



Transit Link Cards (TLCs) offer a 34% discount off the single ride fare, plus Metro Ride Monthly Cost. They are valid for one calendar

month and are non-transferable. Transit Link Cards are refundable 100% prior to start of month, and partially refundable after month begins. The Metro portion is non-refundable. If lost VRE will replace VRE part of ticket up to two times each year. TLCs are accepted on select Amtrak trains along with a step-up ticket.

A **Monthly Ticket** offers a 34% savings off the single ride fare. Monthly tickets are good for unlimited travel between fare zones indicated on the ticket during a calendar month. They are valid for one calendar month and are non-transferable. Monthly tickets are refundable 100% prior to start of month, partially refundable after month begins, but not refundable after 13th of the month. If lost VRE will replace ticket up to two times each year. They are accepted on select Amtrak trains along with a step-up ticket. Monthly tickets are available for purchase through the 9th of the current month (for example: July Monthly tickets are available for purchase from June 10 through July 9).

Five-Day Passes offer a 20% savings off the single ride fare. They are good for unlimited travel for five consecutive VRE service days from their activation date within the zones indicated. Five Day Passes must be activated by validating at a Ticket Vending Machine once, prior to the first boarding. These tickets are valid for five consecutive business days (will jump over holidays) and are transferable, but non-refundable. Multiple tickets can be purchased at once, but are only valid after activation by a TVM. They are accepted on select Amtrak trains along with a step-up ticket. If not activated, a 5 day pass will expire one year from purchase.

Ten-Ride Tickets offer a 8% savings off the single ride fare. They are good for ten one-way trips between the fare zones indicated on the ticket and are transferable, but non-refundable. Multiple persons may use one ticket as long as there is a validation for each person. Ten Ride tickets must be validated at our Ticket Vending Machines no more than one hour prior to each ride. They are accepted on select Amtrak trains along with a step-up ticket. Ten-Ride tickets expire one year from purchase.

Amtrak Step-Up Tickets must be used in conjunction with multi-ride VRE tickets for one-way travel on our Amtrak Cross-Honor Service trains. Step-Up Tickets are available for \$10.00 at platform Ticket Vending Machines (TVMs) and in bulk from all VRE vendors. There is NO validation required. Step-up tickets are collected by Amtrak conductors when the VRE ticket is checked for validation. Step-Ups expire one year from purchase. They are transferable but non refundable. Also note, you are only allowed one rider per ticket. VRE multi-ride tickets must cover the zones that you are travelling between.

Single-Ride Tickets are good for one-way travel between the fares zones indicated on the ticket. They expire one year from purchase and are transferable, but non refundable. Single Ride tickets can be purchased at the platform ticket machines and all VRE vendors. They must be validated at Ticket Vending Machines no more than one hour prior to each ride. Single Ride tickets are NOT accepted on Amtrak trains. Single Ride tickets can also be purchased in the form of a Two-Ride (Round-Trip Ticket). These tickets are good for round-trip travel between the fares zones indicated on the ticket. A Two-Ride Ticket has a maximum of two single rides per pass. They expires one year from purchase and can be purchased at the platform ticket machines and all VRE vendors. They must be validated at Ticket Vending Machines no more than one hour prior to each ride. They are NOT accepted on Amtrak trains.

Discounted Tickets are offered for persons with disabilities, senior citizens and youths (ages 11 to 18). These tickets offer a 50% savings off the cost of a single-ride ticket. Discounted tickets may only be purchased through certain vendors.

FRCs: If a VRE train enters a station 30 minutes or more behind schedule, passengers detaining from that point forward are entitled to receive one *Free Ride Certificate* (FRC) good for a FREE one-way trip on VRE. Like a Single-Ride or Ten-Ride ticket, FRCs MUST be validated in the platform ticket vending machines prior to boarding. Once validated, FRCs should then be displayed on the train for inspection by a conductor. If FRC's are not distributed on the train and the train was 30 minutes behind schedule, passengers must request them from our office using an FRC Request Form. Expired FRCs will not be exchanged.

Safety Sense

Have you ever thrown a basketball from mid-court towards the hoop in hopes that you will make it? What are the chances that you'll miss?

Now imagine that you are the ball, and the hoop is a door on several tons of steel moving above a set of steel wheels. Would you still be willing to risk missing that shot, considering that to miss could mean the loss of your life or limb?

In the past, we've had some of our less "thoughtful" passengers foolishly attempt to run and jump into or out of the train when the doors were closing.

Obviously, this is dangerous and those trying to board have fallen and injured themselves in the attempt. Luckily no one has died.

When the doors close, this means a train is ready to start moving. Never attempt to board (or exit) a moving train.

To do so will result in your immediate expulsion from that train.

Be safe. Arrive to the platform on time. Never run. In this case, a mindless decision could be your last. It's just not worth it.

**On-Time Performance
December 2010**

Fredericksburg Line

300 – 90%
302 – 95%
304 – 89%
306 – 90%
308 – 95%
310 – 95%

301 – 100%
303 – 95%
305 – 89%
307 – 100%
309 – 84%
311 – 90%
313 – 89%

Overall – 92%

Manassas Line

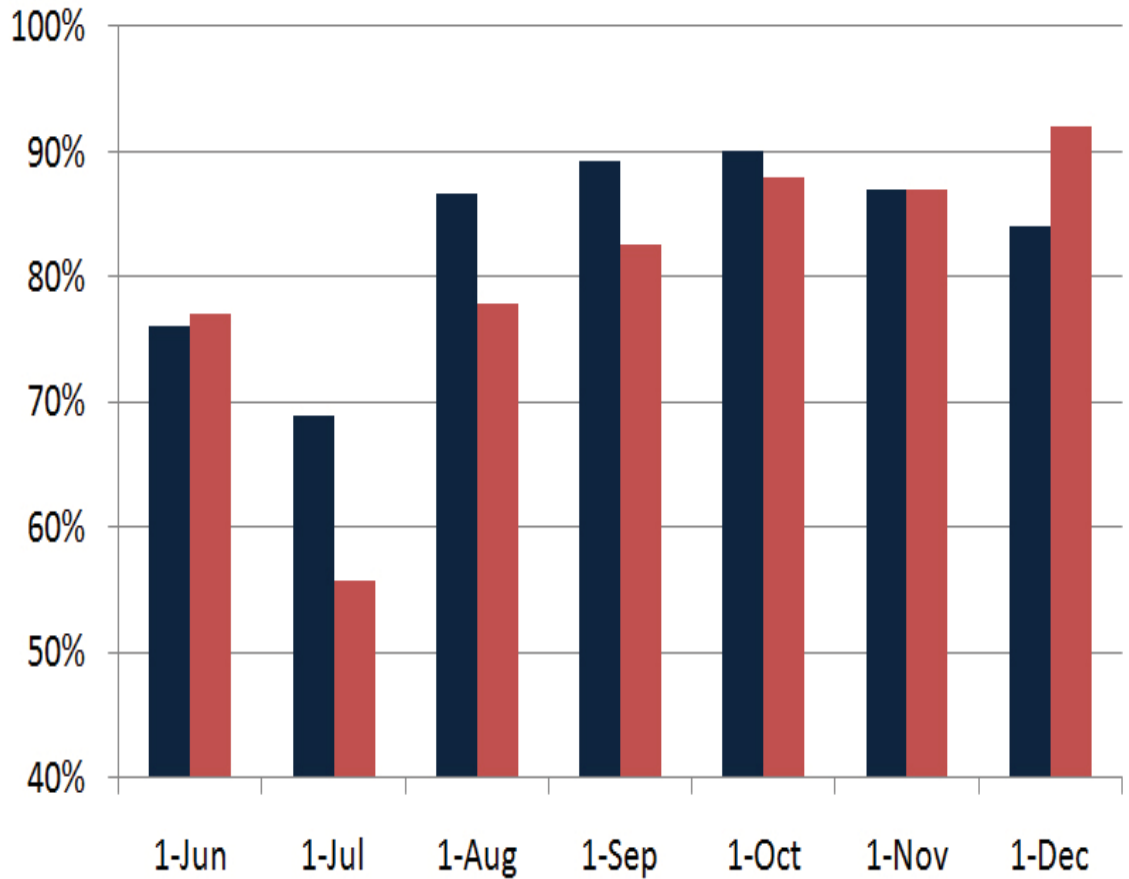
322 – 79%
324 – 90%
326 – 84%
328 – 86%
330 – 81%
332 – 81%

325 – 86%
327 – 90%
329 – 95%
331 – 86%
333 – 74%
335 – 76%
337 – 84%

Overall – 84%

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

On Time Performance for the Last Six Months



Our second brand new engine, the V51 has arrived and is already in service. The V52 is not far behind.