



VIRGINIA RAILWAY EXPRESS

April 17, 2020

Dear VRE Passengers:

VRE is in the fifth week of our limited “S” schedule operation as the region continues to work collectively to limit the spread of COVID-19. We continue to monitor and implement guidance, recommendations and best practices to keep everyone safe. Check out our [COVID-19](#) page for the latest updates, including the recommendations for wearing facial coverings. We would like to thank our passengers for adhering to social distancing guidance and helping to protect others.

VRE staff are working from remote locations limiting our ability to provide in-person customer service at our office in Alexandria. If you need to retrieve an item from Lost and Found or need other assistance, please call us first at 703-684-1001. We will make every attempt to make sure we’ll have someone available to assist you.

Some of our ticket vendors have altered their operating hours, specifically Destination Station at the Woodbridge Station and Ricks Roasters at Quantico. Check our [vendor](#) page for the latest updates on operating hours.

For those needing assistance with ticket refund requests, please note the following:

1. Tickets purchased through CommuterDirect should be returned directly to CommuterDirect. Returning these tickets to VRE may delay any refund:

Commuter Direct
P.O. Box 12176
Arlington, VA 22219
(703) 228-RIDE (7433)
www.commuterdirect.com

2. Ticket requests for fares purchased through VRE Mobile can be handled by phone. Give us a call at 703-684-1001 and one of our Communications Specialists will be happy to assist.
3. For any other paper ticket issue, simply return the ticket and receipt to our office along with your contact information (phone #, email, street address), and one of our staff will contact you:

Virginia Railway Express
1500 King Street, Suite 202
Alexandria, VA 22314
Attn: Tickets

All ticket requests are handled on a case by case basis. The above tips will help the ticket refund process go smoothly.

VRE could not continue to provide the high level of service we do if not for the efforts of the many partners, contractors and stakeholders who support us:

Our host railroads, CSX Transportation, Norfolk Southern Railway, and Amtrak have continued to provide dispatching, track and signal maintenance, and other key support functions to keep our trains operating safely;

Our Facilities Maintenance contractors NVE and Fresh Air who are out there every day making sure the stations, platforms, and parking lots are clean and safe;

The technicians from Scheidt & Bachmann who keep the (newly upgraded) Ticket Vending Machines operating;

Keolis Rail Services of Virginia who provides not only the train crews, but also the mechanical crews who work around the clock to make sure our trains are clean and safe;

And of course, the staff of VRE whose collective efforts enables us to provide such a valuable and important service to the region.

The above list is not inclusive. Many others contribute to the safe, reliable, world class operation known as VRE. I want to thank you as well.

As I have said before, this is truly a partnership between all of us and our passengers. I want to thank you - VRE passengers- for your continued support and loyalty. We are proud to provide the service we are for essential personnel during this unprecedented time and truly look forward to seeing all VRE passengers back soon.

Stay healthy, stay safe, stay strong!

Best,

A handwritten signature in black ink, appearing to read "Rich Dalton". The signature is fluid and cursive, with a stylized "D" and "A" at the end.

Rich Dalton
Acting Chief Executive Officer
Virginia Railway Express