SAVE MONEY
FREE ASSISTANCE TO SHOW YOU HOW
FROM THE CEO
VRE CUSTOMER SERVICE

BURNING MAN ARTWORK COMING TO D.C.
Life is loved at Potomac Shores. Our resort-style community just 30 miles from DC has it all. Like award-winning homes. A new elementary school. Jack Nicklaus Signature golf. And our Shores Club fitness center, where staying fit is an easy routine.

Visit the welcome center
1801 Potomac Shores Parkway, Potomac Shores, VA 22026

Share the love on Facebook or Twitter
#PSILoveYouVA
At VRE, we pride ourselves on providing a reliable and accessible customer service experience for our riders. Perhaps the most human interaction riders experience is with our conductors. Our conductors may help in answering questions and are fully equipped to assist in case of an emergency on the train. However, we also have a full behind-the-scenes support staff to assist you with much more.

The VRE support staff is there to help when you lose an item on the train, walk you step-by-step with SmartBenefits/transit subsidy allocation, make sure you get home with the guaranteed ride home program and refund your childcare late fees when one of our trains is delayed. Perhaps you didn’t know these services and others are available to you as a VRE rider. I recommend you visit our website to get familiar with our services listed under the rider info page, or give us a call and let us know how we can help with your commute.

We want to hear about your VRE experiences, needs and comments to ensure we are providing you with the highest level of customer service. Our support staff is available Monday through Friday from 7:00 AM to 7:00 PM. They are easily accessible by calling (703) 684-1001 or sending an email to gotrains@vre.org. We also hold a monthly live, online forum designed to answer your questions in real-time, as well as now offer a real-time satisfaction survey through VRE Mobile.

We want to ensure your daily commute with us is pleasant and convenient. You are our highest priority and we value your input.

Sincerely,

DOUG ALLEN
Chief Executive Officer
Virginia Railway Express
Artworks from Nevada’s legendary Black Rock Desert event known as Burning Man will expand into the streets and parks of Washington, D.C.’s central business district for the first time. The Washington, D.C. event – entitled "No Spectators: Beyond the Renwick," will present six public art installations by noted Burning Man artists.

The six installations include activations of Pennsylvania Avenue west of the White House and major corridors such as Connecticut Avenue. The exhibition will be on view from March 30, 2018 through January 21, 2019, with the outdoor portion on display through December 2018.

More details will be available in the spring online at americanart.si.edu/nospectators and goldentriangledc.com/renwick. A map will be provided at the Renwick and online for self-guided tours of the outdoor installations.

The Renwick Gallery and the Golden Triangle Business Improvement District (BID will present related programming around the neighborhood to further engage audiences with the art and spirit of Burning Man. This will include walking tours, along with other participatory and community activities.

The project is an outdoor extension of the Renwick Gallery’s museum-wide exhibition "No Spectators: The Art of Burning Man." The event is a collaboration between the Smithsonian American Art Museum’s Renwick Gallery and the Golden Triangle BID.

Images courtesy of the artists
**Winter Soup & Songs Series**

Weekends in February and March from 1:00 PM - 4:00 PM
Lake Anna Winery, 5621 Courthouse Rd., Spotsylvania Courthouse, VA 22551

Featuring some of the area’s best artists playing indoors. Offering hot soup and other items for a nominal charge. Warm your toes by the fire. Arrive early for the best seats. For more, visit: facebook.com/lawinery

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**Manassas Ballet Theatre’s Swan Lake**

March 9, 2018 from 7:30 PM – 8:30 PM
Hylton Performing Arts Center, 10960 George Mason Cir., Manassas, VA 20109

Join the international cast of dancers as they weave the tale of the Swan Queen Odette, her love Prince Siegried, and the terrible curse cast by the evil sorcerer Von Rothbart.

Showtimes: Mar 09, 7:30 PM; Mar 10, 3:00 PM; Mar 10, 7:30 PM; Mar 11, 3:00 PM

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**UMW Philharmonic Celebrity Series: America’s Musical Treasures with Arturo Sandoval**

Saturday, March 17, 2018 from 7:30 PM
Dodd Auditorium, 1301 College Ave., Fredericksburg, VA 22401

Ticket sales to the general public begin Monday, January 29th. Visit umwphilharmonic.com or call 540-654-1324 for more information.

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**George Washington’s Birthnight Banquet & Ball**

February 17, 2018 from 5:30 PM - 11:00 PM
Gadsby’s Tavern Museum, 134 N. Royal St., Alexandria, VA

Re-creation of the famous celebration of Washington’s Birthday, set in the year 1799. This Alexandria tradition includes an 18th-century banquet, English country dancing, dessert collation, character re-enactors, and guests General and Mrs. George Washington. Tickets available online: www.Alexandria.gov/Shop

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**Date Night: Chef’s Table**

February 17, 2018 from 7:00 PM – 9:00 PM (Recurring monthly on the 3rd Saturday)
Workhouse Arts Center, 9601 Ox Rd., Lorton, VA 22079, Meets in W-3, Classroom 302

Date Night cooking classes are designed to be fun, relaxing and an escape from the daily grind. The menu items will be prepared by participants working together at each of the cooking islands. Reservations are required. Phone: 703-584-2900
I-66 OUTSIDE THE BELTWAY LOOKS IN MORE PLACES TO HELP ALLEVIATE TRAFFIC

The I-66 Outside the Beltway project’s objective: to reduce roadway congestion along the corridor. However, while the project implements dynamically-tolled express lanes to provide faster trips to those with three or more people or who are willing to pay for the convenience, it also looks to support traffic reduction efforts and enhance transportation connectivity by funding additional transportation projects through a concession fee from I-66 Express Mobility Partners.

As part of the Transform 66 Outside the Beltway Project Comprehensive Agreement, I-66 Express Mobility Partners committed to payment of a concession fee. Five hundred million dollars from the concession fee will be used for additional transportation improvements in the I-66 Outside the Beltway corridor through projects recommended by the Northern Virginia Transportation Authority (NVTA) and approved by the Commonwealth Transportation Board (CTB).

Fifteen concession fee projects – including Route 29 improvements, Balls Ford Road Improvements, and the VRE Manassas Line Broad Run Expansion – were recently recommended by the CTB. For the full list of projects and to learn how each recommended project satisfies funding requirements, visit: http://outside.transform66.org

SAVE MONEY EVERY MONTH

NO NEED TO PAY FOR GUARANTEED MAIL DELIVERY

We often use RIDE Magazine to convey the convenience of using our smartphone app, VRE Mobile. However, we usually do not talk about one of the biggest reasons to convert from paper ticket delivery to mobile ticketing – cost savings for you in the short-term as well as likely cost savings for you in the long-term.

SAVE NOW

If you are one of the unlucky who have found yourself without a ticket on the first of the month, you know the importance of the guaranteed delivery for tickets by mail – but there is a cost. Guaranteed mail delivery of your paper ticket costs $6.50 each month. Of course with a digital ticket, there is no need to pay for certified mail to guarantee delivery of your ticket. On the rare instance a digital ticket is not displayed in a mobile account, our team can issue a new digital ticket within minutes.

SAVE LATER

Long-term, VRE hopes to lower our operating costs by reducing the use of paper tickets as VRE mobile tickets cost much less to produce than both mailed tickets and tickets purchased through our Ticket Vending Machines (TVMs). We periodically must evaluate if there is a need for a fare increase due to higher operating costs largely driven by host railroad contract escalators. However, we would like to be able to offset the escalators with a sizable operational savings in ticket medium.

WE’LL HELP YOU SWITCH TO VRE MOBILE FOR FREE

Our staff is available to assist in your switch from paper tickets to mobile. VRE Communications Specialists will walk you step-by-step through the process, including re-allocation of your transit subsidy if applicable.

Call 703-684-1001 or e-mail: gotrains@vre.org
Ride the train with your sweetie? 
Or get a ride from someone special to your station?

This Valentine’s Day, tag a picture of you and your loved one in your daily VRE ride for a chance to win!

@virginiarailwayexpress
@VaRailXpress
@RideVRE

Receive the most likes to win a box of chocolates & VRE swag.

VRE UPDATE

Rate Us Through VRE Mobile

The February update of VRE Mobile will allow riders to rate various aspects of our service, in real-time! This new survey feature, “Rate My Ride,” will ask riders to rate VRE from 1 star to 5 stars on 10 topics. Topics include:

- Friendliness of VRE Staff
- Timeliness of Communications
- Quality of Communications
- Helpfulness and Courtesy of Crews
- Timeliness of Onboard Updates
- Frequency of Ticket Inspection
- On Time Performance
- Convenience of Schedules
- Level of Fare for Quality and Value of Service
- Overall Service Quality

"Rate My Ride" will also allow for additional comments at the end of the survey. So, if you think we’re doing a good job, check out Rate My Rate and let us know … And if you think we have work to do in some areas, let us know that too.
VRE TRANSIT ASSET MANAGEMENT
DRIVING IMPROVEMENTS & CAPITAL EXPENDITURE DECISIONS

Asset management is an optimized approach to managing critical assets throughout their lifecycle. Recent Federal legislation requires all transit agencies to develop an asset management plan to track and report on the conditions of their assets.

The Federal Transit Authority (FTA) defines asset management as a “business model that uses the condition of assets to guide the optimal prioritization of funding at transit properties to keep our transit networks in a State of Good Repair.” VRE’s approach to developing an asset management plan is not to merely meet Federal requirements, but to refine and utilize it to improve operational efficiency, maintain assets in a State of Good Repair, and make data-driven decisions regarding improvements and capital expenditures.

VRE’s asset management program includes the following:

• Inventory of VRE’s assets
• Guidelines and forms for asset management methodologies and procedures
• Condition assessments of assets
• Performance targets (set annually)
• Strategies for meeting targets
• Transit asset management and State of Good Repair policy
• Formal Transit Asset Management Plan that will be updated every four years
• Prioritization process for State of Good Repair improvements
• Identified prioritization of investments
• Methods for tracking performance and progress

This past summer, a VRE consultant partner conducted state-of-good-repair condition assessments at VRE’s 19 passenger stations, three VRE-owned passenger parking facilities, two administrative buildings, and its two maintenance and storage facilities (MASFs). The condition assessments used FTA’s Transit Economic Requirement Model (TERM) five-point scale, ranging from (5) Excellent to (1) Poor. VRE’s newest station, Spotsylvania station, opened in 2015 and received a (5) Excellent rating, while most of the facility and infrastructure assets received a (4) Good rating. Three of the assets received a (3) adequate rating, however one of those three stations (Lorton) was under construction at the time of the assessment, one is scheduled for enhancements (Quantico), and the third station has several components nearing the end of their useful life and are slated to be replaced (Alexandria).
Have you ever noticed a name on the front of your train's locomotive and then wondered who that person was? So far, twelve VRE locomotives have been named after individuals who played a key role in either the establishment of VRE service or for extraordinary accomplishments contributing to the system's success. On May 16, 2015, we held our first Board Recognition Event to commend a selection of current and previous VRE Operations Board Members by affixing their names to the front of VRE locomotives. Among those initial honorees, Sally Hill Cooper AICP.

Sally Hill Cooper was an original member of the VRE Operations Board. VRE's establishment and success would not have been possible without the leadership and public service of officials like her, who, as well as being one of the original Operations Board members for VRE, was also Assistant Commissioner/Director of Rail & Public Transit for the Virginia Department of Transportation from 1982-1992. Until retirement in 1997 due to her husband's ill health, she was the Associate Administrator for Policy & Program Development/Federal Railroad Administration.

During her tenure with the state of Virginia, 3.2 million dollars was provided for capital and administrative costs needed for VRE's establishment including station parking lot designs and construction. Onboard crews were given the authority to combat fare evasion and VRE's railroad operating agreements with Amtrak, Conrail, and RF&P were executed.

Born on December 6th, 1930 in Philadelphia, Pennsylvania and educated in Political Science from Brown University in 1952, her transportation career began in 1969 when she served as Senior Planner and Section Director of Southeast Pennsylvania Transportation Authority. She earned a master's degree in Transportation from the University of Pennsylvania in 1971. After working with Philadelphia transportation consulting firms, she became the U.S. Department of Transportation's representative for the Mid-Atlantic region.

She married her late husband, Charles J. Cooper on September 8th, 1952. Together they had five children, named Carol, Douglas, Charles, Elizabeth and Kate.

So, the next time your train approaches bearing the Sally Cooper name on the locomotive, remember her part in bringing you a better way to commute.
Get Noticed With VRE Advertising

VRE carries 20,000 passengers every workday and 70 percent of passengers have an annual household income of more than $100,000.

Reach our passengers with advertising opportunities on our platforms, in our trains and through our award-winning RIDE Magazine.

For more information go to www.vre.org/advertising or contact advertising@vre.org or (703) 838-5417.
RAIL TIME PUZZLES

ACROSS
1 Up, in baseball
2 No-frills
3 A little, in music
4 Little bit
5 Kitchen pest
6 Houston hulker, e.g.
7 Surfing center
8 Data for S&S passengers
9 Hair-care tool
10 Comic routine
11 Rapid or rapidly
12 Cape Cod town
13 Captures
14 Takes in visually
15 Tenor’s solo
16 Oil additive letters
17 Horse farm sight
18 Early mistep
19 “Spare us, please!”
20 “Leave it in” notation
21 Cassini of fashion
22 Witty German leader
23 Nautical beam
24 Seaside souvenir
25 Out-of-the-way
26 Shade
27 David Cameron successor
28 Attracted, as a magnet
29 English singing star
30 Helper
31 NBA stats
32 Queen of Olympus
33 Found out about
34 Last part of Aida
35 December 26 in Toronto
36 Literary VPls
37 “I’m OK with it”
38 Stadium section
39 Went first
40 Rug rats
41 Koran’s Creator

85 Shampoo product
86 Trebek’s first
87 TV employer
88 Fast-running bird
89 Divisive issue
90 O’Donnell of
91 Talk shows
92 Plastic brick brand
93 Sch. district head
94 Rio contents
95 Unruly bunches
96 Tough in texture
97 Pinocchio sidekick
98 Term of endearment
99 Brigade, for instance
100 Liverpool lockup
101 It ended on V-J Day
102 Emotional episode
103 Grandma
104 Hedger’s afterthought
105 Ridged green veggie
106 Interlacement
107 Exquisite ending
108 ...Cajun (Louisiana athletes)
109 Open, as a 126 Across
110 Poetic palindrome
111 Revise and improve
112 Wipe clean
113 Actor Hawke
114 Curved path
115 Promote with gusto
116 Roseanne’s last name
117 Rights org.
118 Strong desire
119 Caddy’s burden
120 B-boy connector
121 Scarcecrow’s innards
122 Asimov sci-fi collection
123 Brothly bowful
124 Hours’ pursuers
125 Like many wine barrels

13 Shampoo product
14 Beginning
15 In reality
16 Video gaming pioneer
17 Washbowl
18 Antlered beast
19 “Isn’t anyone interested?”
20 Extended investigation
21 Roman hunt goddess
22 Bottle section
23 Prosperous period
24 Romeo
25 (Italian auto)
26 Resist boldly
27 PD rank
28 Tommy rock band
29 Base for some paint
30 Benchmark: Abbr.
31 Upto less than
32 Bully grazer
33 Poet W.H.
34 Yorkshire city
35 Sets with LCD screens
36 Amos of songdom
37 Friendly nation
38 So-so mark
39 Crafty
40 Onetime Beijing bigwig
41 Ballet garb
42 Small, in rapper names
43 Had something
44 Soprano note
45 Aspirations
46 Cockatoos’ container
47 Make fuzzy
48 Sculpting medium
49 Lowly worker
50 Pots and pans
51 Dissimulate shout
52 Pretend to be
53 Well in the past
54 Far from fearless
55 Game-show prize
56 Twisting force
57 Basement buildup, perhaps
58 Absurd
59 Not important
60 Martini’s vine partner
61 Terse concession
62 New York county
63 Bordering Pennsylvania
64 Pupil surround
65 Family reunion
66 Attendee
67 SAT section
68 Home to 4+ billion
69 GPS reading
70 Female lobster

SUDOKU

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“Oh no. No daughter of mine is going out dressed like that!”

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VRE ASKS –
DON’Ts & DOs,
PLEASE MIND YOUR Ps AND qs

DO

VALIDATE TICKET BEFORE BOARDING
SILENCE DEVICES IN THE QUIET CAR
SHARE THE SPACE & KEEP FEET OFF SEATS
OFFER A SEAT TO THOSE WHO NEED TO SIT
WALK WITH YOUR BIKE
PUT TRASH IN TRASH CANS
DO NOT

WALK OR RUN ACROSS THE TRACKS
SMOKE ANYWHERE EXCEPT ON FIRST 100 FEET OF NORTH END OF THE PLATFORM
QUEUE IN AISLE UNLESS YOUR STOP IS NEXT
DRIVE SAFELY IN PARKING LOTS
WAIT FOR OTHERS TO DETRAIN, BEHIND THE LINE
REPORT UNUSUAL ACTIVITY TO A CONDUCTOR
SPEAK LOUDLY ON YOUR CELL PHONE

VRE.ORG/CONDUCT