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VRE prides itself on its customer service. We set a high bar and rely on you, our riders, to provide feedback to help us reach our goals. One way we get that input from you is through our Customer Service Survey.

You may remember VRE staff boarding your train last May, passing out a survey and requesting your opinions on our service. We asked you to rate us on everything from the convenience of VRE schedules and cleanliness of our stations to on-time performance and responsiveness of VRE staff. Almost 6,100 riders took the time to fill out the survey the morning of May 4, yielding a 63 percent response rate from the roughly 9,600 riders that day.

VRE learned a lot from the responses, as we do every year. Riders this year gave VRE its highest overall service quality at 89 percent, up from 88 percent the last three years (and up 11 percent from five years ago). We also experienced higher marks in the areas of level of fare for quality and value of service (up to 72 percent from 66 percent in 2015), the quality of information in RIDE Magazine (now at 69 percent when it was 66 percent last year), station parking availability (up from 71 percent in 2015 to 78 percent this year) and traffic circulation (up two percentage points from last year’s 78 percent). In addition, riders ranked on-time performance their top priority (30.4 percent), followed by cost (20.3 percent) and frequency of service (18.6 percent).

We also heard from riders there are areas in which we need to improve. We know that on-time performance continues to be an issue while we undergo rail improvements. These rail upgrades will eventually lead to better performance and flexibility and we appreciate you sticking with us while we work on this. VRE also understands riders need more timely announcements, especially regarding delays, a fact that was reiterated in your survey responses. We continue to look for ways to get the most accurate, up-to-date information to you as quickly as possible when we see an issue arise.

I am proud of our record here at VRE and we will continue to work to address the issues you raised in the survey. We welcome your continued feedback, so please send along any comments or concerns to gotrains@vre.org or engage with us on Twitter and Facebook. Make sure you sign up for our Train Talk alerts (which can be sent to your phone or email) and the free VRE Mobile app for VRE announcements.

I want to assure you that VRE is listening and is working to make every ride you take with us a stellar one. Thank you for helping us get a clearer picture of your views on VRE, which will help determine our focus over the next year. We appreciate you and your feedback.
THE RESULTS ARE IN! SEE HOW YOU GRADED VRE IN THE 2016 CUSTOMER SERVICE SURVEY

We at VRE know you have a lot of options to get to and from work each day, so it’s important for us to know how we’re doing to keep our riders happy and on VRE trains. No transportation mode is perfect, but it is our goal to get you where you need to be in a safe, timely and comfortable manner. This year’s survey, which took place on all northbound trains on Wednesday, May 4, provided some very important feedback for VRE and we appreciate you taking the time to help us help you. Let’s take a look at the results that will help shape our customer service priorities over the next year!

FAST FACTS:

- Almost 65 percent of you have been riding VRE for 6 years or less

- About a third of you telework at least one day a week

- More than half of you (54 percent) travel under five miles to get to a VRE station

- Before riding VRE, 40 percent of you drove to your destination by yourself

- About 70 percent of you are government employees

- About 15 percent of you buy your tickets through the VRE Mobile app

- You gave VRE the highest ever “Overall Service Quality” score—89 percent

- More than 95 percent of riders say they would be likely to recommend VRE to a friend

HAS VRE SERVICE IMPROVED OVER THE LAST YEAR?

OVERALL SERVICE QUALITY

- Yes, improved
- No, service declined
- Service same as last year
- Unanswered
WHAT IS YOUR NUMBER ONE CONCERN ABOUT VRE SERVICE?

<table>
<thead>
<tr>
<th>Concern</th>
<th>0%</th>
<th>5%</th>
<th>10%</th>
<th>15%</th>
<th>20%</th>
<th>25%</th>
<th>30%</th>
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</thead>
<tbody>
<tr>
<td>On-Time performance</td>
<td></td>
<td></td>
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<td></td>
<td></td>
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<tr>
<td>Lack of seats</td>
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<td></td>
<td></td>
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<tr>
<td>Lack of parking</td>
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<tr>
<td>Cost</td>
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<tr>
<td>Communication</td>
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<td>Safety/Security</td>
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<td>Frequency of service</td>
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<td>Other</td>
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<tr>
<td>Don’t have concerns</td>
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</tr>
</tbody>
</table>

LEVEL OF FARE FOR QUALITY AND VALUE OF SERVICE

<table>
<thead>
<tr>
<th>Year</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011</td>
<td>60%</td>
</tr>
<tr>
<td>2012</td>
<td>64%</td>
</tr>
<tr>
<td>2013</td>
<td>66%</td>
</tr>
<tr>
<td>2014</td>
<td>68%</td>
</tr>
<tr>
<td>2015</td>
<td>70%</td>
</tr>
<tr>
<td>2016</td>
<td>72%</td>
</tr>
</tbody>
</table>

TO SEE A FULL LIST OF RESULTS FROM THE VRE 2016 ANNUAL CUSTOMER SERVICE SURVEY, CLICK ON THE “ABOUT” TAB ON WWW.VRE.ORG. THANK YOU TO ALL OF OUR RIDERS WHO PROVIDED FEEDBACK. THESE RESULTS WILL HELP VRE BETTER UNDERSTAND YOUR NEEDS AND WE WILL USE THEM TO BETTER SERVE YOU.

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Commuting out of PWC? You can vote absentee.

Did you know? ★
Every day approximately 148,000 people commute out of Prince William County to work. Commuters are eligible to vote in advance of Election Day by absentee ballot.

In Virginia, by law, voters are entitled to vote by absentee ballot and these absentee ballots must be counted by Officers of Election on Election Day.
Virginia Code Chapter 24.2-700

Know your options before you go...to avoid long Election Day lines you may be eligible to vote in advance of Election Day by absentee ballot.

You can vote absentee if:
- You commute on Election Day
- You have business outside the County on Election Day
- You cannot stand in line for a long time
- You are in the military or you are a first responder
- You are pregnant, have a disability or have any illness

Apply for your absentee ballot today www.elections.virginia.gov > Request your Absentee Ballot, call 703-792-6470 or email pwcvote@pwcgov.org. Vote in the privacy of your own home.

Absentee Vote Centers
Starting September 23, 2016
Two Vote Centers are open
Main Office and DMV Office
8:30am to 5:00pm Monday through Friday
8:30am to noon Saturday mornings
September 24, October 1, October 8 and October 15 at the DMV Office only

Evening Absentee Vote Centers
Starting October 17, 2016
All Absentee Vote Centers are open
8:30am to 7:00pm Monday through Friday

Saturday Absentee Vote Centers
October 22, October 29 and November 5, 2016
All Absentee Vote Centers are open
8:30am to 5:00pm

Last Day to vote at an Absentee Vote Center is Saturday November 5, 2016
8:30am to 5:00pm
All Absentee Vote Centers are open on Saturday November 5, 2016

Absentee Vote Center Locations:

Main Office of Elections:
Absentee Voting starts at this location September 23, 2016
9250 Lee Avenue, Suite 1
Manassas, VA 20110

DMV Office of Elections:
Absentee Voting starts at this location September 23, 2016
2731 Caton Hill Road
Woodbridge, VA 22192

James J. McCoart Administration Building
Absentee Voting starts at this location October 17, 2016
1 County Complex Court
Woodbridge, VA 22192

Dr. A.J. Ferlazzo Building
Absentee Voting starts at this location October 17, 2016
15941 Donald Curtis Drive
Woodbridge, VA 22191

Haymarket Gainesville Community Library
Absentee Voting starts at this location October 17, 2016
14870 Lightner Road
Haymarket, VA 20169
If you’re looking for something to do over the Columbus Day weekend, look no further than the 49th annual Clifton Day festival, running from 9 a.m. to 5 p.m. on Sunday, Oct. 9.

This year’s festival will feature approximately 150 antique dealers, artists, culinary artists and other vendors along the streets of Clifton. And while there are plenty of vendor booths to keep you busy, other attractions include a Civil War reenactment and an outdoor demonstration area that will showcase skilled artisans making wine, teaching basket weaving, and other traditional crafts. Festival attendees can also take in the many live bands and dance performances or bring along their children for the pony rides and other kid-friendly activities.

Clifton Day is also the only day of the year when trains still stop in town. VRE provides roundtrip service to Clifton from all stops located between Manassas and Rolling Road. Train rides to the event are free, though the return trip costs $5 per person (children under the age of 2 ride free). To purchase a ticket to return home after enjoying the event, visit the table near the train loading area with your cash payment in hand. The schedule for VRE trains to and from Clifton Day can be found at http://www.vre.org/special-events/clifton-day/.

“It takes months of planning and a dedicated team of volunteers to organize and coordinate all the logistics for Clifton Day,” said event chair Barbara Hutto. “But in the end, it’s gratifying to produce this family friendly event that showcases one of the area’s most beautiful and historic towns.”

Clifton Day, which began in 1967, stands as one of the area’s longest running festivals. This year’s event is hosted by the Clifton Betterment Association and will benefit the Girl and Boy Scouts, the Clifton Lions Club, Acacia Lodge, the Clifton Presbyterian Church and other nonprofit groups in town.

Admission to the event is free, though parking for the event starts at $5 per vehicle. Additional information on this year’s event can be found at www.cliftonday.com or on the event’s Facebook page.

PetOberfest at Stonebridge at Potomac Town Center
Saturday, Oct. 15, Noon - 4 p.m.
15151 Potomac Town Place
Woodbridge, VA

All are welcome to attend and enjoy free family and pet friendly activities including: a pet parade, pet costume contest, pet-friendly exhibitors, children’s entertainment, store discounts, prizes, and much more. Pet photo booth donations will benefit the Prince William SPCA. All pets in attendance must be leashed. www.sptcpetoberfest.com

Haunted Happenings
Saturday, Oct. 29, 10 a.m. - noon
Historic Downtown Manassas, Center St.

Historic Downtown merchants will be providing candy for trick-or-treating at their respective shops, and there will be lots of ghoulish games! Kids will also be able to decorate their own pumpkin and participate in a costume contest. Event is free. www.visitmanassas.org

Halloween Boo Cruise
Saturday, Oct. 29, 9 p.m. - midnight
Potomac River, departing from D.C.

The ever-popular Halloween BOO Cruise aboard Spirit of Mount Vernon is a Halloween party to take your costume game to a whole new level! Come decked out in your Halloween costume to participate in a live onboard contest for the best getup. Enjoy a menu of small bites. Must be 21 years of age and tickets start at $44.90. www.visitalexandriava.com
**SPOTLIGHT ON VRE**

**MEET ANGELA MADAGU**

**COMMUNICATIONS SPECIALIST**

It’s no wonder Angela Madagu serves as a communications specialist at VRE, spending her time helping riders with any issues they may have. After all, she’s spent her whole life doing just that at several government agencies.

Angela first joined VRE as a customer advocate in 2007. “I liked that title a lot because it so accurately describes what I did and continue to do every day,” she said.

In her current role, Angela answers questions and responds to concerns voiced by VRE passengers. She is the point person for returning or replacing lost monthly tickets and if you drop by the VRE office in Alexandria, Angela just may be the one to greet and assist you from her spot at the front desk. Aside from her usual duties, Angela arranges many of the logistics for VRE’s Meet the Management events and is VRE’s go-to recruiter for choirs to sing on VRE’s annual Operation Lifesaver Santa Trains.

Born and raised in D.C., Angela found her niche in government service. She began her career at the Civil Service Commission (which is now the Office of Personnel Management) in the Health and Life Insurance section and later became an investigative records officer. Angela retired after 23 years in customer service with the United States Postal Service but then chose to continue helping others as part of the VRE team. She holds a Bachelor of Science degree in business and management from the University of Maryland, University College.

Even though she’s been a part of a lot of different organizations, Angela says she appreciates the focus VRE puts on customer service. After all, to advocate on behalf of her customers as a communications specialist, one has to have the backing of its organization.

“I have worked in customer service for almost 45 years and I can honestly say that VRE is a benchmark for excellent customer service,” Angela said. “Take our mobile app—I think people are generally impressed at how quickly we can solve their ticket issues within the app. It gives me great satisfaction to be able to help riders have a more pleasant experience with things like this, which makes them happier overall with VRE service.”

Angela is deeply devoted to her family—her husband of 36 years and her recently married son. She is very active in her church and enjoys entertaining and interior decorating.

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**SERVICE ALERT**

**IN OBSERVANCE OF COLUMBUS DAY, VRE WILL NOT OPERATE SERVICE ON MONDAY, OCT. 10. NORMAL SERVICE WILL RESUME ON TUESDAY, OCT. 11.**

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**OCTOBER 22** October Masterworks
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**DECEMBER 9** Christmas with Tony Bennett

**MARCH 18** An Evening with Kristin Chenoweth

**APRIL 28** Season Finale: Copland’s Appalachian Spring and French horn legend Eric Ruske

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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) 838-5425.

FAQS FOR MOBILE AND PAPER TICKETS

Each month, VRE receives a lot of questions involving mobile tickets and paper tickets. Here’s a quick rundown of those popular questions and answers to each.

Mobile Tickets

I have a new mobile phone. How do I recall my tickets onto the new phone? 1. Log into your online account at https://vre.transitsherpa.com/rider-web 2. Go to “My Tickets” 3. Click the “Move Tickets From” box and select your old device 4. Then click the “Move Tickets To” box and select “New Device” 5. Click “Transfer Tickets” 6. Go to “My Tickets” in the app on your old device and hit “Refresh” (all tickets should have been removed) 7. On the new device, go into “My Tickets” and hit “Refresh.” All tickets will now be on your new device.

Note: You will need both devices in order to transfer tickets. If your phone has been lost or stolen, you will have to reinstall the app and you will need to contact VRE to help transfer your tickets.

I’m trying to buy a monthly pass with mobile, why isn’t the monthly option showing up? Mobile monthly tickets can be purchased for the next month on the 23rd of the current month. If you are using SmartBenefits for the first time, you can only purchase your monthly ticket on the 1st day of the new month.

I bought a mobile day pass and it says it expires today? Tickets should expire one year from purchase, unless they are immediately validated. Check to make sure that it doesn’t say “expires 2017.” If it does say 2017, you should be able to validate that ticket on the specific day you wish to travel.

Paper Tickets

My credit card was charged but no ticket was issued from the ticket vending machine. If your ticket does not print you usually will not be charged. Your bank will show a pending transaction but it will drop off in a few days. If it does not drop off after a couple of days, please contact us and we will research your claim and if applicable, we will issue a refund back to the original credit card that you purchased your ticket with.

Can I get a refund for SmartBenefits that have been used? We cannot refund SmartBenefits.

I didn’t use all of my benefits and now they are missing. Any unused benefits will be sent back to the government at the end of the month.

I need to refund a ticket. For a refund request, we need your original ticket(s), receipt of your purchase and your phone number.

I bought a mobile ticket but I need to exchange it for another ticket. We cannot do a ticket exchange in the mobile app. We can refund tickets you purchased with your personal credit card and then you can repurchase the correct tickets you need. We cannot refund tickets in the mobile app if purchased with SmartBenefits.

How do I purchase a mobile VRE ticket with electronic SmartBenefits? Go to www.WMATA.com and allocate your benefits before the 21st of the previous month to either VRE Mobile, a VRE vendor or Commuter Direct. For a visual of how to allocate your benefits, visit our website at www.vre.org/service/vre-mobile and click on “How To” videos. For further assistance, please call WMATA SmartBenefits helpline at 202-962-1326 (option 3).

How do I get a reduced fare ticket on my mobile phone? Please fill out this application: http://www.vre.org/about/contact/vre-senior-citizens-reduce-fare-application and email it to jyoung@vre.org. (Make sure to include a headshot for your ID.) Once approved we will send you an ID, then you can enter the ID number into the app.

Reduced fares will then be available for purchase under “Select Fare.”

PUZZLE SOLUTIONS
RAIL TIME PUZZLES

ACROSS
1 Bring under control
5 Prayor wrap-up
9 From Havana
14 Direct (to)
19 Etching compound
20 Leaf blower brand
21 Poor treatment
22 Frigidaire rival
23 Colorful tabby
25 Carnival confection
27 Fixture in some basements
28 Opulent residence
30 Morn’s opposite
31 Flat-topped hill
33 More desirable
34 Pop’s pop
38 “In what way?”
42 Champagne holder
44 “Have some!”
45 Tremendously
46 Part of a flight
48 Smokestack build-up
50 This, in Tijuana
51 Gunk
52 Very light dessert
55 Tibia’s place
56 Be under the weather
57 Trim, as bushes
58 Most flexible
60 Media mogul Turner
61 Entertains lavishly
63 Touch base via phone
64 Pop singer Tori
66 Proclaim
67 Money-managing exec.
69 Six-p. plays
70 Lose energy
71 Collar insert
72 Sentence segment
74 Avid aficionados
77 Informal refusal
78 Brake sound
80 Festoon
82 Vietnamese holiday
83 No longer happening
85 Marine, angrily
87 “Goodness!”
88 Hard to come by
89 __ (for) (chooses)
90 Gaggle sounds
91 Bride attachment
92 Eternal
94 Waters down
96 Strong point
97 Scoff at
98 British nobleman
100 Word on Irish stamps
103 Pothead shape
104 Fill with love
106 Mrs. Smith’s competitor
111 Gentle-but-firm persuasion
115 Duke Ellington tune
117 Toon mermaid
118 Hardwood tree
119 Baroque instrument
120 Wistful word
121 Can’t do without
122 Fruit skins
123 Paid players
124 Rooster or stallion
72 Gets ready
73 “Steady as __ goes”
74 Music genre
75 Send payment
76 Funny Girl composer
77 U.S.-Canada defense system
79 Least distant
80 Shortly, to Shelley
81 Jam-packed
84 Unburdened
86 Safari sighting
87 Spanish gold
92 ’50s Fords
94 Go places
95 Base-clearing hits
96 Fraid-bearing plant
99 Battery pole
101 “Not so!” reply
102 Sussout bars
110 Invitation abbreviation
117 Empty space
123 Natural drier

DOWN
1 Cantina fare
2 Antioxidant berry
3 Flour producer
4 Make revisions to
5 Make amends (for)
6 Pokes fun at
7 Timeline slice
8 Quick message
9 Plant in Road Runner cartoons
10 WWII subs
11 Flat-topped hill
12 Star-shaped flower
13 Prefix meaning “recent”
14 Speed demons
15 Flows forth
16 Aficionado
17 Put a stop to
18 Bradbury of sci-fi
24 Hunter’s garb, for short
26 Nullifies
29 Snowman accessory
32 Once more
35 Intervene
37 Compassion for
39 Skateboarding stunt
40 Daydreamer
41 NASCAR sponsor
42 Vitality
44 Small memento
46 Bookcase fastener
47 In this way
48 Take to task
49 Caravan stop
53 Slangy suffix
54 Actor Nick
57 Ruses
58 Kaplan’s grabber
62 Currently popular baby girl name
63 Team leader
65 Yoga accessory
67 Clout the rules
68 Worries
70 Road branches
71 Brute

SUDOKU

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9 8 2
8 6 2
9 8 2
6 5 8
7 6 3
5 4 9
4 9 5
3 5 6
7 1 8
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“What if you could talk to the boy who scooped out your insides right now. What would you say?”

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WWW.STANNEWWORDS.COM

RIDE Magazine | October 2016 9
WHICH BAG LOOKS SUSPICIOUS?

DIFFICULT CHOICE, RIGHT?
(THE ANSWER IS ALL OF THE ABOVE)

REPORT ALL UNATTENDED BAGS AND UNUSUAL BEHAVIOR TO POLICE OR TRANSIT PERSONNEL.
1-877-4VA-TIPS

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