

# ATTACHMENT A

## TRAIN OPERATIONS

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### A.1 GENERAL

- A. The Contractor shall provide qualified personnel to operate and manage VRE commuter rail passenger service, including deadheads, special trains, test trains, service recovery trains, etc. on both the Fredericksburg and Manassas lines.
- B. CSXT and VPRA each own, maintain, and control segments of the right-of-way from the VRE Crossroads MSF to Control Point (CP) Virginia Avenue, in Washington, D.C.
- C. NS and VPRA each own, maintain, and control segments of the right-of-way from the Broad Run MSF (South Manassas) to the AF Interlocking (AF), where the Manassas Line joins up with the CSXT right-of-way outside of Alexandria, Virginia.
- D. Amtrak owns, maintains, and controls the right-of-way from CP Virginia Avenue through Washington Union Station to the Ivy City Coach Yard, where VRE rolling stock is presently stored during the mid-day layover.
- E. Track access agreements with all four (4) railroads are provided through a separate contract between VRE and the Host Railroads.
- F. The Contractor shall operate VRE trains in accordance with the latest versions of the following:
  - 1. CSXT, NS, and Amtrak timetables, special instructions, division notices, and bulletin orders.
  - 2. Northeast Operating Rules Advisory Council (NORAC), CSXT, VPRA, if applicable, and NS operating rules.
  - 3. Applicable Federal, State, and local laws and regulations.
  - 4. Train crew qualifications, including FRA certification of engineers.
  - 5. VRE System Safety Program Plan (SSPP) and VRE Passenger Train Emergency Preparedness Plan (PTEPP).
  - 6. VRE train schedules.
  - 7. Equipment operating instructions.
  - 8. VRE supplemental operating instructions.
  - 9. VRE passenger policies.
  - 10. VRE fare and tariff.
  - 11. Physical characteristics of VRE routes, including but not limited to, the name and location of wayside detectors, signals, speeds, road crossings and stations.

### **A.1.1 REGULARLY SCHEDULED COMMUTER SERVICE**

- A. VRE currently operates commuter service Monday through Friday. Service is not presently provided on weekends or Federal holidays. However, VRE reserves the right to make service changes to include expanding service to Saturdays or weekends. Refer to **APPENDIX NO. 1** for the current train schedules.
- B. Federal holidays on which VRE does not operate include New Year's Day, Washington's Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving, Christmas Eve, and Christmas Day. VRE reserves the right to make changes to its schedule, including eliminating or adding holidays.
- C. At present, VRE operates approximately two hundred fifty (250) days each calendar year. However, this number does not reflect potential future service changes, including Saturday or weekend service.
- D. VRE operates on its "S" schedule (with more limited train service) on New Year's Eve, Martin Luther King Jr. Day, Juneteenth, the Friday after Thanksgiving as well as several days between Christmas Day and New Year's Day, and during times of inclement weather. VRE reserves the right to make changes to its "S" schedule, including to eliminate or add days.

## **A.2 VRE RESPONSIBILITIES**

### **A.2.1 TICKETING**

- A. All riders are required to have a valid paper or mobile ticket, issued by VRE, to travel on a VRE train.
- B. VRE tickets can be purchased through VRE Mobile, at station vending machines, at specified vendor locations, or through Commuter Direct's website at [www.commuterdirect.com](http://www.commuterdirect.com).
- C. Riders are required to validate Single-Ride Tickets, Day Passes, and Ten-Ride Tickets prior to boarding the train. 31-Day Passes purchased through VRE Mobile must be validated at the time of first use. Monthly Ticket holders (paper) must validate their tickets by printing their name on the back of the ticket. **Tickets are not sold on board VRE trains.**
- D. Virginia law (Section 18.2-160.1) requires riders to purchase and validate tickets, if applicable, prior to boarding VRE trains. Riders observed on board without a ticket are subject to summons.
- E. The Contractor shall check tickets and issue a summons to anyone not in possession of a valid ticket as set forth in the conductor duties specified in **SECTION – A.3.2 - CONDUCTOR / ASSISTANT CONDUCTOR RESPONSIBILITIES.**

### **A.2.2 COORDINATION OF SERVICE DISRUPTIONS AND ALTERNATE SERVICE**

During any type of service disruption, VRE will take the lead in coordinating with the Host Railroads to determine which course of action should be taken to return to normal service and to get passengers to their destinations in a timely manner. However, the Contractor shall provide input in the decision-making process and shall be required to execute the decisions made by VRE in accordance with all applicable Host Railroad rules and regulations.

### **A.2.3 COMMUNICATIONS**

All communications to passengers and the media shall be coordinated through VRE. The Contractor is not permitted to speak to the media regarding any VRE matters.

### **A.2.4 WORKSPACE FOR CONTRACTOR PERSONNEL**

VRE will provide workspace for some Contractor train operations personnel at the Crossroads and Broad Run MSF. VRE and the Contractor shall agree upon the number of individuals that can be accommodated at Crossroads and Broad Run. The Contractor's train operations personnel will have access to VRE's train tracking software and CSXT and NS dispatching screens.

### **A.2.5 CUSTOMER SERVICE FUNCTIONS**

VRE will handle all direct customer service functions, including responding to all comments, complaints and inquiries. However, as needed and upon VRE's request, the Contractor shall conduct any investigations related to customer service comments regarding the Contractor's personnel and shall respond directly to VRE.

### **A.2.6 MARKETING/ADVERTISING/COLLATERAL**

VRE will be responsible for all marketing, advertising, and creation of collateral. The Contractor shall, however, be responsible for maintaining the collateral on board the trains. The Contractor shall not place any advertisements or permit the distribution of any materials on board VRE trains or at VRE stations unless specifically directed by VRE.

### **A.2.7 HOST RAILROAD COORDINATION**

VRE is responsible for all planning and scheduling efforts with the Host Railroads. To promote collaboration, the Contractor is, however, expected to develop its own cooperative working relationships with the Host Railroads.

### **A.2.8 TRAIN STORAGE**

VRE will provide storage for all train sets. Trains will be stored overnight at the Crossroads MSF for Fredericksburg Line trains and overnight at the Broad Run MSF for Manassas Line trains. Additionally, VRE utilizes two (2) locations in Washington, D.C. for mid-day storage of its active train sets:

1. Amtrak's Ivy City Coach Yard: Serving as the primary storage facility; this location accommodates the majority of VRE's active train sets during mid-day hours.
2. L'Enfant Storage Track: Situated adjacent to the VRE L'Enfant Station; this track offers additional mid-day storage capacity for up to two (2) train sets.

### **A.2.9 WATER AND CREW PACKS**

Prior to the start of morning service from Crossroads and Broad Run, VRE will provide the Contractor with water and crew packs for all Train and Engine (T&E) crews. However, the Contractor is responsible for loading the water and crew packs on-board each train.

## **A.3 TRAIN OPERATIONS STAFFING**

### **A.3.1 TRAIN AND ENGINE (T&E) CREWS**

- A. The Contractor shall provide T&E crews according to the Staffing Plan developed by the Contractor and approved by VRE. A proposed Staffing Plan shall be submitted with the Offeror's Proposal and shall include conductors/assistant conductors, engineers, extra board, and any additional roles deemed necessary for the successful operation of VRE service. See **APPENDIX NO. 2** for a current list of consist sizes.
- B. The Contractor shall have an extra board sufficient to accommodate labor shortages due to illness, vacation, disciplinary actions, extra work, training requirements, emergencies, unavailability due to service disruptions/hours of service issues, or other instances that leave a position unfilled. At least one (1) member of the extra board shall be scheduled at each crew base, Broad Run and Crossroads, to protect VRE morning service. This individual shall be certified as a conductor, assistant conductor and engineer.
- C. VRE reserves the right to penalize the Contractor for trains operated without the required staffing as documented in the approved Staffing Plan. Exceptions may be made in writing for special trains. VRE may, at its sole discretion, direct the Contractor to provide additional personnel other than those provided by the Contractor.
- D. On VRE service days, thirty (30) minutes prior to the departure of the first train, the Contractor shall deliver a complete daily crew list to VRE, detailing all assignments of T&E crews for that day's trains. The report shall highlight trains where the staffing levels, established in the approved Staffing Plan, have not been met.

### **A.3.2 CONDUCTOR / ASSISTANT CONDUCTOR RESPONSIBILITIES**

- A. The Contractor shall provide adequate staff to maintain the safety of the train and protect revenue through thorough ticket checking. Collection and protection of revenue from customers is critical to the financial success of the service.
- B. VRE reserves the right to assign VRE personnel or other third-party contractors to observe conductor/assistant conductor actions or to supplement their duties in non-railroad-related areas, including but not limited to, verifying ticket validations, handing out Free Ride Certificates (FRC) on delayed trains, and performing passenger counts.
- C. The duties of conductors and assistant conductors shall include, but are not limited to, the following:
  - 1. Train Related Responsibilities
    - a. Open all platformed doors once the train has come to a complete stop at the station and ensure that non-platformed doors remain closed.
    - b. Close all doors prior to the train's departure from each station.
      - i. One (1) door must remain open for a crew member to observe the platform side of the train as it departs to ensure that no one is caught in the doors, hanging on to the side of the train, or otherwise endangered by the movement of the train.

- ii. The train shall be checked prior to departure to ensure that all doors, except the one (1) door noted above, are closed.
  - c. Walk through all railcars and maintain a continuous presence on board the train. Prolonged socializing with riders, riding in the cab of the cab car, riding in the vestibule, sitting at any time, reading, or other non-work related functions are not permitted.
  - d. Ensure proper functioning of equipment at all times. Crews shall monitor the HVAC, lighting, etc. for proper functioning and take corrective action as necessary. Crews shall notify the VRE communications room of any malfunctions, providing as much detail as needed to troubleshoot the problem.
  - e. Close the air dampers on all trains when traveling through the First Street tunnel in Washington, D.C. and return them to service when the train is out of the tunnel.
2. Ticket and Revenue Related Responsibilities
- a. Perform ticket checks in accordance with VRE's policies and as outlined in **SECTION A.2.1 – TICKETING**.
  - b. Issue a summons to anyone not in possession of a valid ticket.
  - c. Be available for court appearances in relation to the issuance of a summons or any other time deemed necessary.
3. Customer Service-Related Responsibilities
- a. Assist VRE staff with surveys or ridership audits as necessary.
  - b. Put step stools out for riders at conductor locations at the Alexandria Station or any other station when it is requested by a rider or when boarding/detraining riders from a non-platform location (i.e. from the track furthest from the platform).
  - c. Hand out materials provided by VRE, including, but not limited to, seat notices and other giveaways.
  - d. Accommodate riders with disabilities, including but not limited to, operating wheelchair lifts in automatic and manual modes and assisting non-wheelchair disabled riders in finding appropriate seating, especially when the train is fully occupied. Riders with disabilities shall be accommodated to the greatest extent possible.
  - e. Enforce common courtesy issues, including, but not limited to, saving seats, queuing, blocking seats, placing feet on seats, loud music through headphones, loud cell phone conversations, abusive or offensive language/behavior towards fellow riders and quiet car protocols.
  - f. Hand out FRCs when a train has become delayed thirty (30) minutes or more or to those passengers affected when the previous train was cancelled. FRCs shall also be distributed when a train is terminated, and riders must wait for the next VRE train or transfer to WMATA Metrorail and/or buses. FRCs shall be handed out at the time of the delay. Exceptions shall be immediately reported to the VRE communications room.

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- g. Be knowledgeable and up-to-date on all VRE policies to sufficiently answer a variety of rider questions about the VRE system, including but not limited to the following:
  - i. Schedules.
  - ii. Fares and ticket issues.
  - iii. Station information.
  - iv. Holidays and “S” schedule days.
  - v. On-board policies.
  - vi. Lost and found procedures.
  - vii. Ticket validation and purchasing options.
  - viii. FRC policies.
- 4. Reporting Responsibilities
  - a. Provide accurate daily ridership counts for each train operated.
  - b. Provide accurate delay reports, including arrival and departure times at each station, and causes of delay.
  - c. Report any operational issues that do not incur delays, including but not limited to, overshooting a platform, HEP problems that were resolved at the station platform, and wheelchair lifts that had to be operated in manual mode.
  - d. Report any and all unusual occurrences. An immediate report shall be made to VRE’s communications room. A follow-up report shall be provided in writing within one (1) hour of the train’s arrival at its final destination. Incidents may include, but are not limited to, trespassers, vandalism of a train, use of fire suppression equipment, use of an Automated External Defibrillator (AED) or any component of the AED kit, a request for Emergency Medical Services (EMS) or police, and being witness to verbal or physical altercations between passengers or between a conductor and rider.
- 5. Announcements
  - a. Notify passengers if the train will be boarding/detraining passengers from a track that is not the normal track. Conductors must give an exact location on the train where riders will be able to detrain, including the railcar number and location of the railcar.
  - b. Make all announcements requested by VRE. VRE will supply the Contractor with announcements that need to be made the following week by the last business day of the week prior.
    - i. Announcements may be limited to specific trains or lines or may be required on all trains.
  - c. In the event of Public Address (PA) system failure, Conductors shall complete a walk-through of all railcars and deliver all required announcements verbally.

6. General Conduct

- a. Greet riders in a friendly manner when boarding/detraining (i.e., good morning/good afternoon).
- b. Treat riders with respect, dignity and courtesy at all times.
- c. Make eye contact with riders when addressing questions or concerns.
- d. Wear a clean, complete, and appropriate uniform, including a hat and all PPE (safety glasses, etc.). Body piercings and/or tattoos must be tasteful. Small stud earrings are permitted. Other piercings/tattoos should be discreet or appropriately covered. Overall appearance must be professional, hair must be neatly trimmed or if long, pulled back neatly, facial hair must be neatly trimmed, and fingernails must be trimmed.
- e. Refrain from using cell phones and personal electronic devices for purposes not specifically authorized by VRE, including sending text messages.
- f. Refrain from taking up any revenue seats with personal belongings.
- g. Refrain from smoking on VRE rolling stock and within VRE facilities, including platforms.

7. Responsibilities During Delays

- a. Conductors shall make announcements notifying passengers already on the train of the following conditions in a timely and accurate manner:
  - i. When there is an anticipated delay.
  - ii. When a train is incurring a delay due to speed restrictions.
  - iii. When a train has stopped. Once the train has stopped, conductors shall indicate the nature of the problem, anticipated duration, and provide updates to riders every five (5) minutes.
  - iv. When a train is experiencing an emergency and/or security issue, conductors shall inform passengers immediately.
  - v. When the crew needs to leave the body of the train to work on a mechanical problem.
  - vi. When a train has stopped near a WMATA Metrorail station and there is the possibility of a disruption ahead, conductors shall announce that passengers may voluntarily detrain and take Metrorail.
  - vii. When a train has stopped near a WMATA Metrorail station due to a significant delay, the conductors shall announce that passengers must detrain and take Metrorail.
  - viii. If a train will be detraining passengers differently than normal, the conductors shall clearly identify which railcars will be used to detrain passengers.

- b. Follow the established protocol in the event of injuries or illnesses on board the train:
  - i. Call 9-1-1 and give the exact street location of the next station (particular attention should be paid to stations with more than one (1) platform/address). If a crew member is not able to stay on the phone with the EMS dispatcher, the phone shall be given to a rider who can assist.
  - ii. Contact the dispatcher.
  - iii. Call the VRE communications room.
  - iv. Make an announcement asking for assistance from any medically trained riders.
  - v. If a rider is able to detrain and EMS has not arrived, one (1) crew member shall assist the passenger off the train and stay until EMS arrives. The train can then continue operating. The crew member left behind can board the next train.
  - vi. A legible and properly recorded incident report shall be sent to VRE within one (1) hour of the train's arrival at its destination station.
  - vii. Conductors shall notify the VRE communications room of any delays (anticipated or already incurred) of ten (10) minutes or greater and shall provide updates every ten (10) minutes thereafter.
- 8. Safety/Security Responsibilities
  - a. Lost and Found (security issues)
    - i. Have a basic understanding of which items could pose a security threat.
  - b. Undercover Law Enforcement Officer (LEO) Program
    - i. VRE provides a free Monthly Ticket to Undercover Law Enforcement Officers. In exchange for a free commute, undercover officers are required to assist the train crew in the event of a felony in progress or when requested by VRE or a conductor. VRE staff manages this program, including regular communication with the LEOs involved in this program.
    - ii. Conductors shall know how to recognize a LEO ticket.
    - iii. Conductors shall know which circumstances warrant assistance from a LEO.
    - iv. Conductors shall know how to request assistance from a LEO.
  - c. Have a practical understanding of VRE's System Safety Program Plan (SSPP) and Passenger Train Emergency Preparedness Plan (PTEPP).



### **A.3.3 LOCOMOTIVE ENGINEER RESPONSIBILITIES**

- A. The Contractor shall provide qualified and certified locomotive engineers per the Host Railroads' requirements. In addition to the safe operation of the train, locomotive engineers must possess specific knowledge to be able to troubleshoot routine mechanical issues enroute.
- B. Specific mechanical knowledge shall include, but is not limited to, the following:
  - 1. Be familiar with all safety resets, interlock functions and overrides on the entire VRE locomotive fleet.
  - 2. Be able to change fuses and reset circuit breakers on the entire VRE locomotive fleet.
  - 3. Be fully conversant with the operation of all HEPs.
  - 4. Cut out and change ends properly.
  - 5. Restart locomotive prime movers in low battery situations.
- C. In addition, locomotive engineers shall:
  - 1. Refrain from smoking on all VRE rolling stock and within VRE facilities, including platforms.
  - 2. Be strictly prohibited from the use of cell phones and personal electronic devices, including sending text messages.
  - 3. Treat riders with respect, dignity and courtesy at all times.
  - 4. Wear a clean, complete, and appropriate uniform, including all PPE. Body piercings and/or tattoos must be tasteful. Small stud earrings are permitted. Other piercings/tattoos should be discreet or appropriately covered. Overall appearance must be professional, hair must be neatly trimmed or if long, pulled back neatly, facial hair must be neatly trimmed, and fingernails must be trimmed.
  - 5. Refrain from taking up any revenue seats with personal belongings.

### **A.4 QUALIFICATIONS**

- A. All personnel utilized by the Contractor to operate or manage VRE trains shall be qualified for the position for which they have been hired, be experienced, possess all necessary certifications, and shall have successfully completed the Contractor's training programs.
- B. Locomotive engineers shall be qualified, certified, and trained in accordance with 49 CFR Part 240 and shall have a valid driver's license issued by a state within the United States.
- C. The Contractor shall provide training as outlined in **SECTION A.8 – TRAINING** to ensure that all qualifications are kept current.

## **A.5 OTHER TRANSPORTATION RELATED DUTES**

Responsibilities of all transportation employees include, but are not limited to, the following:

- A. Monitor all passenger train systems while conducting daily duties to ensure proper operation of the systems. Train crew shall immediately notify VRE's communications room when systems are not operating as intended. The systems to be monitored include, but are not limited to, signage, HVAC systems, and PA systems.
- B. Record and report any mechanical and safety-related defects discovered enroute or while conducting daily duties. Safety-related defects must be reported immediately. The Contractor shall ensure that reports are made within one (1) hour of the train's arrival at its final destination.
- C. Prepare an after-incident report, and if necessary, an after-incident investigation, following any mechanical delay, injury, or other significant incident.
- D. Be conversant with and particularly competent on the following:
  - 1. Operating Manual(s) to include the following:
    - a. Wheelchair lift operation, both electric and manual as well as override.
    - b. Function of traction interlock as related to open doors as well as override.
    - c. Air vent / damper controls.
    - d. Public Address (PA), Intercom (IC), Passenger Emergency Intercom (PEI), and automatic announcement features and controls.
    - e. HVAC controls.
    - f. Lighting controls.
    - g. Cutting out air brakes on trucks.
    - h. Use and meanings of exterior warning lights.
    - i. Low voltage power supply system and operation.
    - j. Location and use of emergency tools, first aid kits, and AEDs.
    - k. Restarting HEPs and troubleshooting HEP problems.
    - l. Local control hand throw operation of all control point interlocking switches.
    - m. Change out defective hoses.
    - n. Coupling or rolling stock.
  - 2. Pre-Departure Responsibilities
    - a. T&E crews shall carry a watch that can be synchronized. The watch shall be synchronized prior to each train's departure with United States Naval Observatory (USNO) time.
    - b. T&E crews shall ensure that all of the necessary functions are acceptable for revenue service. This check shall include, but is not limited to, inspecting the brake system, cables and connections, lights, doors, PA system, wheelchair lifts, and restrooms.

- c. T&E crews shall ensure that all departure tests have been performed and passed.
  - d. If bulletins are not available when a crew comes on duty, the T&E crew shall immediately contact the VRE communications room and appropriate Host Railroad dispatcher.
  - e. The T&E crews shall perform a job safety briefing.
  - f. Any defects or problems shall be reported and documented by the T&E crew.
3. Post-Arrival Responsibilities
- a. The crew shall walk through the train to check for lost tickets and other lost items, following the Contractor's procedures.
  - b. The crew shall properly secure the rolling stock, including, but not limited to, coordinating with mechanical personnel to connect with ground air and wayside power.
  - c. At the Ivy City Coach Yard, crews shall reverse controls and conduct the required air brake test for the southbound move, prior to going off duty.
4. Railroad Troubleshooting
- a. Crews shall observe the condition of the railroad as they operate the trains.
  - b. Crews shall report conditions, events, or circumstances that affect the safety or continuity of rail operations to the Host Railroad's dispatcher immediately, including but not limited to, trespassers, acts of vandalism, damage or defects to the rails or along the right-of-way.

## **A.6 DISCIPLINE REMOVAL**

At VRE's sole discretion, it may remove from VRE property any Contractor personnel who it considers to compromise VRE performance, quality, public image, or safety. The Contractor shall remove personnel from the property immediately upon the request of VRE. Removal and replacement of personnel shall be at the Contractor's expense.

## **A.7 PERFORMANCE REQUIREMENTS**

### **A.7.1 SERVICE SCHEDULES**

- A. VRE reserves the right, at any time during the term of the Contract, to make changes to the service schedules. All changes are to be enacted by the Contractor immediately, especially in the event of unscheduled reductions as the result of budgetary cutbacks. VRE will provide advance notice to the Contractor of at least thirty (30) calendar days.
- B. In making schedule changes, VRE shall consult with the Contractor and shall consider the following:
  - 1. Schedules shall promote On-Time Performance with a high degree of reliability.
  - 2. Schedules shall contain sufficient time to accommodate scheduled operations of all trains.

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3. Schedules shall enable the Contractor to comply with Federal hours of service laws.
- C. The Contractor shall not make scheduled or unscheduled train stops at VRE or Contractor employee work locations to allow employees to board or alight from trains, unless approved by VRE.

#### **A.7.2 ON-TIME PERFORMANCE**

- A. VRE's On-Time Performance (OTP) standard is trains shall always arrive on or ahead of schedule, provided that no revenue train is allowed to leave an intermediate station before its scheduled departure time unless specifically authorized by VRE.
- B. Any train that is cancelled, terminated or more than five (5) minutes late into its final destination is considered late.
- C. The Contractor shall provide immediate notice to VRE of any situation that could significantly affect the OTP of VRE service.
- D. The Contractor shall determine, record, calculate and report to VRE the OTP of all VRE revenue trains.
- E. The OTP shall be reported in terms of an OTP percentage and raw data, including the number of trains operated versus the number of trains delayed.
- F. The denominator for the OTP percentage calculation shall be the number of revenue trains scheduled during the reporting period for the appropriate line. The numerator for the calculation shall be the number of scheduled trains LESS the sum of (a) number of trains cancelled, (b) the number of trains terminated prior to reaching their final destination, and (c) the number of trains arriving at their final destination more than five (5) minutes later than scheduled.
- G. The Contractor shall also maintain records of the number of late trains, terminated trains, and cancelled trains.
- H. The Contractor shall produce daily, monthly, and annual reports including OTP and the number of delayed trains, terminated trains, and cancelled trains. OTP shall be summarized for each line, train, and system-wide.

#### **A.7.3 CUSTOMER SERVICE CONDUCT**

The Contractor shall provide safe, timely, efficient, clean, competent, and courteous service to the public continuously. The Contractor shall provide and deliver excellent customer service during performance of the Contract Services. All Contractor personnel shall assist VRE in providing premier public transportation and customer service excellence.

#### **A.7.4 COMPLAINT INVESTIGATION PLAN**

- A. The Contractor shall develop a comprehensive Complaint Investigation Plan. This plan shall outline the process that the Contractor will use to verify customer complaints and methods for resolving any issues that are identified as part of the complaint investigation process.
- B. The Complaint Investigation Plan shall be submitted to VRE by the Contractor for review within forty-five (45) calendar days of the NTP. The Complaint Investigation Plan may require several cycles of review and revision and must be approved by VRE prior to being adopted.

- C. The Contractor shall be responsible for conducting investigations regarding customer complaints and VRE concerns arising from the operation of VRE's trains by the Contractor. Any such investigation is only considered "closed" upon VRE's adoption of the Contractor's report as its own.
- D. Comments and complaints will be collected in writing, in electronic form, and by telephone and forwarded to the Contractor.
- E. The Contractor shall prepare a formal written response stating the circumstances for the complaint and any corrective action taken. This response shall be submitted to VRE within three (3) business days after receipt of the complaint from VRE.
- F. If a comment or complaint requires additional investigation after the initial response, the Contractor shall provide VRE with written updates on the status of the investigation every three (3) business days, or at intervals agreed to by VRE.
- G. The Contractor shall make every reasonable effort to resolve all complaints as soon as possible and shall maintain a record of all complaints received about individual employees. All records shall be made available at the request of VRE.

#### **A.7.5 TITLE VI POLICY**

- A. The Contractor shall ensure that all of its policies and procedures comply with FTA requirements and VRE's Title VI Policy. In addition, the Contractor shall cooperate fully with any Title VI complaints or investigations.
- B. The Contractor shall ensure that no person or group of persons will be discriminated against with regard to fares, routing, scheduling or the quality of transportation services that VRE furnishes, on the basis of race, color, or national origin.
- C. The Contractor shall ensure that the frequency of service, age and quality of VRE rolling stock assigned to routes and the location of routes is not determined on the basis of race, color, or national origin.
- D. All rider complaints shall be sent to VRE, logged into the Title VI database, and subsequently investigated.
- E. The responsibility for day-to-day operations of this program, including the investigation of Title VI complaints, is the responsibility of VRE and the Potomac and Rappahannock Transportation Commission (PRTC). However, the Contractor shares in the responsibility for making VRE's program a success. The Title VI complaint and investigation process is identified on VRE's website at <https://www.vre.org/contact-us/civil-rights-title-vi-info-complaint-form/>.

#### **A.7.6 LOST AND FOUND PROCEDURES**

- A. The Contractor shall provide lost and found services in coordination with VRE's staff responsible for lost and found to facilitate returning lost personal items and tickets.
- B. Lost and found services shall include, but are not limited to, collecting and tagging lost items on trains and delivering these items to VRE's office in Alexandria, Virginia.
- C. The Contractor shall tag collected items from the trains by 11:00 A.M. Eastern Time each service day and send a report to VRE regarding those items that have been found and will be turned over to VRE.

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- D. The Contractor shall arrange to deliver said items to VRE's office in Alexandria, Virginia no later than 2:00 P.M. Eastern Time each service day.
- E. The Contractor's personnel providing lost and found services shall perform their duties in a courteous, efficient, and competent manner.
- F. The Contractor's crew members shall follow standard procedures regarding suspicious items on service property and rolling stock by contacting local law enforcement.
- G. The Contractor shall develop, maintain, and publish Lost and Found Procedures incorporating, at a minimum, the requirements of paragraphs A through F above. The Lost and Found Procedures are subject to approval by VRE and shall be submitted to VRE for review within ninety (90) calendar days from the NTP.

#### **A.7.7 CUSTOMER SERVICE SURVEY**

- A. Riders will be surveyed at least annually and will be asked to rate the conductors/assistant conductors on items including, but not limited to, the following:
  - 1. Knowledge of VRE operations.
  - 2. Helpfulness.
  - 3. Courteousness.
  - 4. Checking tickets regularly.
  - 5. Maintenance of professional appearance.
  - 6. Delay announcements made in a timely and accurate manner.
  - 7. Regular station announcements made, either by ensuring the automatic system is working or walking through the train if the automatic system is inoperable.

### **A.8 TRAINING**

#### **A.8.1 CONTRACTOR PROVIDED TRAINING**

- A. The Contractor shall provide training programs such that all the Contractor's train operations personnel are instructed in the necessary and required policies, procedures, and rules relating to the safe operations of VRE trains, customer service, and safety.
- B. Prior to performing work, crews shall have successfully completed the applicable training courses and have demonstrated a thorough understanding of the relevant procedures before they are permitted to work in VRE service. The Contractor's training programs shall certify that personnel are fully qualified to perform the functions necessary for their positions.
- C. The training programs shall cover all applicable laws and Host Railroad operating rules and procedures, shall meet all applicable regulatory requirements, shall and be consistent with VRE's policies and its objective to provide exceptional service to the public.

#### **A.8.2 VRE PROVIDED TRAINING**

The Contractor shall ensure that all the Contractor's train operations personnel successfully complete VRE provided training specific to VRE service.

## **A.9 MINOR/ROUTINE SERVICE DISRUPTIONS**

- A. These types of delays are those events and service disruptions that are the result of typical railroad issues and have not resulted in any injury or damage to VRE rolling stock. Damage done as the result of vandalism (i.e., rock throwing) or routine railroad issues (i.e., hitting downed trees, provided damage is minor and no injuries are reported) will be considered minor/routine. These are largely disruptions that are not an FRA-reportable incident.
- B. Any disruption that results in injuries or significant damage or the cancellation of service, or is considered an FRA reportable incident, is addressed in **SECTION A.10 – SIGNIFICANT SERVICE DISRUPTIONS AND INCIDENT MANAGEMENT**.
- C. Notification procedures for the service delays are as follows:
  - 1. The T&E crew shall contact VRE’s communications room when a delay has reached or is expected to reach ten (10) minutes.
  - 2. The following information shall be included in each notification regarding service delays:
    - a. Exact location of the event.
    - b. Actual or anticipated duration of the delay.
    - c. Cause of the delay.
    - d. Train number.
    - e. Number of customers on each affected train (when alternate service is being considered).
    - f. Proposed response or action taken.
  - 3. The T&E crew shall provide updates to VRE’s communications room approximately every ten (10) minutes or immediately after receiving relevant information, until the delay has been resolved.
  - 4. If the delay is the result of a mechanical issue, injury or illness, the Contractor shall provide a written report of the incident within one (1) hour of the train’s arrival at its final destination.

## **A.10 SIGNIFICANT SERVICE DISRUPTIONS AND INCIDENT MANAGEMENT**

- A. In the event of a service disruption in which there are events or occurrences on or off VRE property including, but not limited to, collisions, derailments, fires, fatalities or injuries, or other emergencies whose potential impact on service requires close coordination of multiple activities, the Contractor shall dispatch a qualified representative to the incident scene to act as VRE’s designated point of contact.
- B. While awaiting the arrival of first responders, the conductor shall function as the incident commander until first responders arrive on scene. The conductor shall follow NIMS protocol as well as the VRE Passenger Train Emergency Preparedness Plan. Upon arrival, the first

responders will take control of incident command and designate an incident commander. VRE and the T&E crew shall provide all information and support required by the first responder incident commander to secure the train and passengers.

- C. VRE's designated point of contact shall have primary responsibility to manage the on-site response to the service disruption and its resolution and shall ensure that the appropriate notification procedures are followed.
- D. The Contractor shall follow the same notification procedures as outlined in **SECTION A.9 – MINOR/ROUTINE SERVICE DISRUPTIONS**. However, additional information shall be given to 9-1-1 dispatchers, to include the following:
  - 1. Estimated number of passengers on the train.
  - 2. Number of railcars and locomotives in the consist.
  - 3. Identification of the forward end of the train.
  - 4. Estimated number of wheelchair passengers on the train.
  - 5. Estimated number of children on the train.
  - 6. Whether there are any derailed railcars, along with the number and location of those railcars.
  - 7. Report if any railcars are filled with fire or smoke.
  - 8. Report if any passengers need to be evacuated into a "safe zone".
  - 9. Estimated number of injuries and the nature of those injuries.
  - 10. Identify whether the HEP is on or off.
  - 11. Report whether the hand brakes are on or off.
  - 12. Report whether there are any perpetrators, such as hostage takers, gunmen, etc.
- E. Following a service disruption, the Contractor shall adhere to the following sequence of reporting procedures:
  - 1. Within two (2) hours of partial restoration of service, or within two (2) hours of complete restoration of service, if service is fully restored without resorting to the implementation of partial service, the Contractor shall produce a Preliminary Significant Service Disruption Report including:
    - a. The type of service disruption,
    - b. The impacts on and/or delays to service.
    - c. A chronology of relevant events beginning before the service disruption and continuing through resolution of the service disruption.
    - d. Date and time that drug and alcohol tests were conducted on the crew.
  - 2. Within twenty-four (24) hours of partial or complete restoration of service, the Contractor shall produce a detailed Interim Significant Service Disruption Report containing the following information:
    - a. The type of service disruption.



- b. The effect of such a disruption on train service, including time and duration of delays.
  - c. The train number(s) and railcar and locomotive number(s) involved in the service disruption.
  - d. Employee information related to the employees associated with the railcars and locomotives involved in the disruption.
  - e. Alternate transportation provided and/or requested to facilitate passenger movement.
3. Within thirty (30) calendar days, the Contractor shall submit to VRE a written Final Incident/Accident Report, which shall include:
- a. Chronology of events.
  - b. Relevant statements from employees, including supervisors, involved in the service disruption or its resolution, transcribed and typewritten.
  - c. Report of subsequent findings and lessons learned.
  - d. Results of drug and alcohol screening.
  - e. Transcriptions of tapes.
  - f. Data from speed recorders.
  - g. Data from event recorders.
  - h. Disciplinary actions taken, if necessary.
  - i. Data associated with equipment, rolling stock, and employees involved.
  - j. Primary and secondary findings.
  - k. Corrective Action Plan, outlining short and long-term mitigation actions.
  - l. Final Corrective Action Plan summarizing engineering responses taken and their effectiveness. In the event that any corrective actions are left open, a timeline for completion shall be included.
4. If an investigation of the service disruption is ongoing at the time of submission of the report, the Final Incident/Accident Report shall also update VRE on the status of the investigation considering the following:
- a. If the investigation is ongoing, this report should include a timeline for completion of the investigation and the issuance of the final report.
  - b. Report updates are required every thirty (30) days thereafter.
  - c. The Contractor shall submit a final report to VRE that includes the data and information listed above as well as a qualitative analysis that encompasses information obtained from the investigation. Upon completion of the investigation, the Contractor shall submit an Updated Final Incident/Accident Report and analysis to VRE.
5. Each report issued shall contain the contents of all previous reports related to the disruption.

6. At the request of VRE, the Contractor shall meet with VRE to discuss any service disruption or incident following the service disruption.
7. VRE reserves the right to comment and recommend additional corrective actions if necessary. The Contractor shall respond to these recommendations in writing within ten (10) business days.

#### **A.11 SPECIAL AND EXCURSION TRAINS**

- A. Special and excursion trains include any trains operating outside of regularly scheduled VRE service.
- B. VRE may, at any time during the term of the Contract, direct the Contractor to operate Special Trains, and the Contractor shall be obligated to operate such Special Trains in accordance with this Section.
- C. Special Trains may include, but are not limited to, the following:
  1. Operation Lifesaver Santa Trains, which take place the second Saturday in December. Due to the nature of this event, VRE will pay the Contractor only for direct operating expenses (no overhead charges permitted). This event currently consists of thirteen (13), one (1) hour round-trip excursions.
  2. Manassas Railway Heritage Festival, which takes place the first Saturday in June. This event currently consists of four (4), one (1) hour round-trip excursions.
  3. Clifton Day, which takes place in early October. This event currently consists of six (6) round-trip excursions between Manassas and Rolling Road.
  4. Test trains at the request of VRE's Director of Mechanical Operations.
  5. Trains for emergency response drills at the request of the VRE System Safety and Security Manager.
  6. Other excursion events at VRE's discretion.
  7. Service/rolling stock recovery moves.
- D. Notice shall, whenever possible, be given to the Contractor at least ninety (90) calendar days in advance, and the Contractor shall then have thirty (30) calendar days from the time of notice to provide cost estimates for operating the Special Trains. The Contractor shall provide a special addendum to the invoice submitted the following month with actual expenses for the Special Trains.

#### **A.12 REPORTS**

- A. The Contractor must collect data and provide reports to comply with FTA requirements and shall include Key Performance Indicators (KPI) to support the management of Train Operations and to facilitate reporting to stakeholders.

- B. The data shall be collected in a manner which allows daily information to roll up to weekly, monthly, quarterly, and annual reports or customizable date ranges. The data collected shall include, but is not limited to, the following:
1. Daily consist lineup for each Maintenance and Storage Facility.
  2. Trip information for each train including the train number, consist information, station stop details with arrival/departure times relative to schedule, passenger counts, crew information, ADA passenger counts, bicycle and scooter counts, and for delays extending past 30 minutes, the quantity of Free Ride Certificates (FRC) issued, as well as any other information pertinent to the trip.
  3. On Time Performance by train and line each day, including the cause of each delay.
  4. Injury/Incident information for anything out of the ordinary which occurs on any trip. Refer to **APPENDIX NO. 3** for a sample Injury/Incident Report.
  5. Summonses given, by conductor.
  6. Highway vehicle or pedestrian near misses that occurred at grade crossings or other areas along the track.

### **A.13 OTHER CONTRACTOR RESPONSIBILITIES**

#### **A.13.1 UNIFORMS**

- A. The Contractor shall design and supply uniforms for all conductors, assistant conductors, and engineers.
- B. The Contractor at its discretion may opt to have a winter and summer uniform. All uniforms shall be professional in appearance and shall make crew members easily identifiable to the public.
- C. Uniforms shall include, but not be limited to, a hat for conductors and assistant conductors and PPE, such as safety glasses and ear plugs.
- D. The uniform design shall be submitted to VRE for approval.
- E. The Contractor must maintain strict control on the distribution of VRE T&E crew uniforms. VRE T&E crew uniforms shall only be issued to those employees of the Contractor who will be performing T&E crew duties. Uniforms shall not be distributed by anyone to any individuals outside of the Contract.

#### **A.13.2 LAYOVER FACILITIES**

- A. The Contractor shall provide lodging for T&E crews, along with transportation, between the mid-day storage/layover facility and lodging facilities.
- B. The Contractor shall provide a loading location proximate to the mid-day storage/layover facility for crews to receive CSXT, NS, and Amtrak train bulletins.
  1. The Contractor shall acquire and maintain all necessary phone, fax, and communications lines at the location selected for lodging.

2. VRE will work with the Contractor and the Host Railroads to ensure that the proper fax machines and printers are made available to the Contractor at the location selected for lodging.
- C. The Host Railroads will provide any necessary printers and computers for train orders and mainframe access at Broad Run, Crossroads and the mid-day storage/layover facility. At Broad Run and Crossroads, VRE will provide the necessary backbone infrastructure for these devices.
- D. As part of the Offeror's Proposal, a Preliminary Layover Plan shall be proposed. Since it is anticipated that within the Base Period of the Contract, VRE will begin transitioning mid-day storage to the Seminary Yard in Alexandria, Virginia, the plan shall consider the approach to shifting mid-day storage/layover from Washington, D.C. to Alexandria, Virginia.

### **A.13.3 HOST RAILROAD OPERATING RULES**

- A. The Contractor is responsible for ensuring that all transportation personnel are trained and qualified on CSXT, NS, Amtrak, VPRA, if applicable, and NORAC operating rules and instructions.
- B. The Contractor shall provide rule books and other necessary documents to crews as required.

### **A.13.4 VRE SUPPLEMENTAL OPERATING INSTRUCTIONS**

- A. The Contractor shall develop, maintain, and publish VRE Supplemental Operating Instructions to be consistent with all policies and procedures unique to VRE service. Such operating instructions are subject to approval by VRE and shall be submitted to VRE for review within sixty (60) calendar days from the NTP.
- B. The Contractor shall provide copies to all transportation employees as well as a minimum of ten (10) copies of the materials to VRE.

### **A.13.5 COMMUNICATIONS DEVICES**

- A. The Contractor shall provide cell phones to all managers and transportation employees, including conductors, assistant conductors, and engineers. Cell phones for T&E crews shall be dual sim compatible and shall serve as a backup communications device. T&E crews shall comply with all FRA regulations, Host Railroad rules, and emergency orders when using cell phones. Due to known service coverage issues in the VRE territory, the Contractor will be required to coordinate with VRE when selecting a cell phone carrier. The Contractor shall assume responsibility for the purchase, repair, and upkeep of the cell phones.
- B. The Contractor shall provide all-weather railroad radios to all conductors and assistant conductors. The Contractor shall assume responsibility for the purchase, repair, and upkeep of the radios. The Contractor will coordinate with VRE when purchasing said radios to consider the dedicated channel that has been established for VRE use.

### **A.13.6 VEHICLES**

The Contractor, at its discretion, shall provide vehicles for managers overseeing Train Operations to facilitate their ability to perform their duties.

#### **A.14 ROLES AND RESPONSIBILITIES OF OTHER AGENCIES/COMPANIES**

The Host Railroads will be responsible for the movement and dispatching of all trains. All Contractor personnel shall be trained to cooperate fully with and respond to the dispatcher's instructions to minimize the potential for delay. This includes submitting crew names and consist locomotive numbers for the provision of train bulletins.