



CHIEF EXECUTIVE OFFICER'S REPORT

April 2007

MONTHLY DELAY SUMMARY

	Dec-06	Jan-07	Feb-07	Mar-07
System wide				
Total delays	47	57	61	109
Average length of delay (mins.)	23.8	20.5	19.5	19.8
Number over 30 minutes	9	12	13	18
On-Time Performance	91.9%	90.6%	88.50%	81.90
Fredericksburg Line				
Total delays	17	35	37	74
Average length of delay (mins.)	27.1	21.2	34.3	20.2
Number over 30 minutes	4	7	11	11
On-Time Performance	93.5%	87.2%	84.30%	70.50
Manassas Line				
Total delays	30	22	24	35
Average length of delay (mins.)	21.3	19.6	14.7	19.5
Number over 30 minutes	5	5	2	7
On-Time Performance	90.0%	93.5%	91.90%	90.10

March on-time performance was lower than previous months due to construction and track activity associated with the completion of the Quantico Bridge project. VRE anticipates Fredericksburg line performance to improve in May with the completion of the bridge. Historical data indicates over 20% of the delays on the Fredericksburg line were associated with the single track over Quantico Creek. In addition, we continue to have a higher than normal number of delays due to VRE mechanical issues. Work is underway to mitigate the situation with increased emphasis on maintenance oversight, reassignment of key staff and additional locomotive inspections.

GENERAL ASSEMBLY VOTE

On April 5th the General Assembly passed the Governor's substitute amendment for transportation funding. The budget includes both a \$15 million earmark for the procurement of rolling stock, of which \$1.6 million must be applied to the 50 railcar financing, and provisions for \$25 million per year in capital and operating funding to be provided to VRE. While VRE anticipates receiving the earmark this summer, the \$25 million is neither certain nor expected to be available for some time.

QUANTICO BRIDGE PROJECT

On April 3rd, VRE issued a press release announcing the completion of all work on the new Quantico Creek Railroad Bridge. With a budget of nearly \$26 million, the project took 30 months to complete and was a cooperative effort between VRE and CSXT. VRE managed the bridge and civil track work through the prime contractor, Abernathy Construction Corporation,

and CSXT managed the signal work. Removing this bottleneck will greatly improve on-time performance on the Fredericksburg line.

A dedication ceremony for the bridge is scheduled for May 11th at the Quantico Station. The ceremony will begin at 10:00am. Secretary of Transportation Pierce Homer will be the keynote speaker, followed by a train ride to view the bridge and a reception immediately after.

NuRIDE PILOT PROGRAM

VRE introduced a pilot program called NuRide on April 3rd to encourage carpooling to VRE stations. Due to the limited parking at both Fredericksburg and Broad Run, these stations were selected as the test locations for the pilot program. As part of this program, NuRide is offering a \$25.00 gift card to Home Depot for any VRE rider who registers to become a member and takes their first trip with another VRE rider to either of these two stations. Because this program is new, it may take some time for enough riders to sign up and create a database for ride sharing. Encouragingly, eighteen passengers signed up on the first day.

CUSTOMER SERVICE SURVEY

VRE's annual customer service survey is being conducted electronically for the first time this year. Previously, surveys were collected on each morning train, including the two most heavily used Amtrak trains. Passengers also had the ability to fill out the survey on-line. This year, in an attempt to cut costs, VRE will be managing the survey electronically. In an effort to encourage participation and retain a high response rate, VRE will offer prizes to randomly selected survey responses. We will be soliciting promotional items from various companies to donate and also include some free tickets. The survey will be held the week of May 14, and results should be available in late summer or early fall.

SMART BENEFITS PILOT PROGRAM

VRE is partnering with WMATA, the CommuterStore and CommuterDirect.com to make SmartBenefits available for VRE customers. SmartBenefits is a web-based program that allows employers to load the dollar value of an employee's Metrochek benefit directly to a SmarTrip card or to a participating vendor to purchase tickets or transit services.

VRE will be conducting a pilot program from June 1 – August 31 to test the electronic transfer of transit benefits to buy VRE tickets. To participate, passengers must work for an employer that participates in the SmartBenefits program with WMATA, have or be willing to get a registered SmarTrip card, and purchase VRE fare media from the Crystal City CommuterStore or be willing to establish a reoccurring mail order account with CommuterDirect.com. The only cost to customers will be \$5.00 to purchase a SmarTrip card from WMATA, if they don't already have one, and shipping and handling charges if they mail order tickets.

The VRE SmartBenefits program is not a substitute for integrating SmarTrip card readers with the existing VRE fare collection equipment, but rather an interim step in achieving this technology. While the pilot program will be limited to less than 100 customers, once complete, a recommendation will be made as to whether the service should be expanded.

MEET THE MANAGEMENT

Meet the Management began this year on April 11th at Union Station. VRE staff and management were on hand to meet and greet all evening trains and answer any questions.

This year we decided to go healthy with refreshments. For the evening events we will be offering pretzels in lieu of cookies, along with bottled water and soda. The morning events will include granola bars and juice boxes. In addition to saving money, we received many passenger comments about being more health conscious. Below is the schedule for upcoming appearances. CSX representatives were available at the L'Enfant event, and NS representatives will be at Crystal City.

April 11, 2007	Union Station	June 20, 2007	Brooke
April 18, 2007	L'Enfant	June 27, 2007	Manassas Park
April 25, 2007	Crystal City	July 11, 2007	Quantico
May 2, 2007	Alexandria	July 18, 2007	Burke Centre
May 9, 2007	Franconia/Springfield	July 25, 2007	Rippon
May 23, 2007	Fredericksburg	August 1, 2007	Rolling Road
May 30, 2007	Broad Run	August 8, 2007	Woodbridge
June 6, 2007	Leeland Road	August 15, 2007	Backlick Road
June 13, 2007	Manassas	August 22, 2007	Lorton

MONTHLY PERFORMANCE MEASURES – March 2007

RIDERSHIP OVERVIEW		RIDERSHIP
VRE FY 2007 Passenger Totals (to date)		2,556,943
VRE FY 2006 Passenger Totals (to date)		2,731,928
PERCENTAGE CHANGE		-6.4%

MONTHLY ON-TIME PERFORMANCE		ON-TIME PERCENTAGE
March Fredericksburg OTP Average		70.5%
March Manassas OTP Average		90.1%
VRE MARCH OVERALL OTP AVERAGE		81.9%

REASON	TOTALS	PERCENT
Signal/Switch Failure	8	7%
Slow Orders	7	6.6%
M/W	25	23%
Train Interference	34	32%
AMTRAK	6	5.5%
Freight	9	8%
VRE	19	17.5%
Mechanical Failure	23	21%
Late Turn	1	.7%
PAX Handling	4	3.5%
Weather	0	0%
Crew Related	1	.7%
Other	6	5.5%
TOTAL	109	100%

FINANCIAL INDICATORS		FEBRUARY 2007		
MEASURES		GOAL	ACTUAL	TREND
OPERATING RATIO		55%	62%	↑
BUDGETED FARE REV YTD	38,366,014			
ACTUAL FARE REV YTD	38,816,050			
CUMULATIVE VARIANCE	450,036	0	450,036	↑
% COLLECTED FY07 YTD		70.75%	71.58%	↑
BUDGETED EXPENSES	54,227,245			
BUDGET EXPENSES YTD	35,670,515			
OPERATING EXPENSES YTD	34,076,850			
CUMULATIVE VARIANCE	1,593,665	0	1,593,665	↑
% COLLECTED FY07 YTD		65.78%	62.84%	
NET INCOME/(LOSS)		0	2,043,701	↑