



CHIEF EXECUTIVE OFFICER'S REPORT

April 2008

MONTHLY DELAY SUMMARY

	December 07	January 08	February 08	March 08
System wide				
Total delays	75	86	84	75
Average length of delay (mins.)	19.4	20	16	16
Number over 30 minutes	12	13	9	6
Days with Heat Restrictions/Total days	0/20	0/21	0/20	0/21
On-Time Performance	86.5%	85.9%	85.5%	87.7%
Fredericksburg Line				
Total delays	36	51	42	31
Average length of delay (mins.)	17.4	20	16	18
Number over 30 minutes	5	8	3	4
On-Time Performance	85.6%	81.3%	83.8%	88.6%
Manassas Line				
Total delays	39	35	42	44
Average length of delay (mins.)	21.2	20	16	15
Number over 30 minutes	7	5	6	2
On-Time Performance	87.2%	89.6%	86.9%	86.9%

SYSTEM RIDERSHIP

Ridership in March 2008 increased 5.7% when compared to March 2007. This represents the ninth consecutive month of growth. More importantly is that the cumulative ridership for this fiscal year has climbed to 14,446 average daily trips and represents a 4% increase from last fiscal year. This is the highest that it's been since the end of FY 2006. There are now 810 more passenger trips than there were a year ago.

SYSTEM ON TIME PERFORMANCE

The system wide on-time performance was 87.7% in March with an on-time performance of 88.6% on the Fredericksburg Line and 86.9% on the Manassas Line. In addition, only four delays of the total 75 delays for March were due to mechanical issues. Our changes in mechanical procedures are definitely having a positive impact. The largest cause of delays for the past four months has been train interference between VRE, CSX and Amtrak trains. We continue to work closely with both CSX and Amtrak to reduce these delays. However, with a congested railroad and an increase in Amtrak and CSX trains, anytime a train is "out of slot" delays can ripple back to the following trains.

MEET THE MANAGEMENT

Meet the Management events were held at Union Station on April 2nd and L'Enfant on April 9th. Representatives from Norfolk Southern were at the L'Enfant station to answer questions along with VRE management. Representatives from CSX will be at the Crystal City station on April 16th. Amtrak management will also attend the April Meet the Management events. The remaining schedule for April is as follows:

April 16	Crystal City	3:45 pm to 7:00 pm
April 23	Alexandria	3:45 pm to 7:15 pm
April 30	Franconia-Springfield	4:00 pm to 7:15 pm

In May, we will begin at the origination stations in the mornings. The first one will be at Fredericksburg on May 14th.

CUSTOMER SERVICE SURVEY

The annual Customer Service Survey will be held on May 7th. VRE and PRTC staff will ride all trains and administer the survey. This survey is very helpful in determining the opinion of our customers and serves as a report card on VRE service.

CSX TRACK RESURFACING PROJECT

CSX is working on resurfacing certain sections of railroad in the Washington, DC area. Resurfacing includes realigning and leveling the tracks and is commonly done after tie replacement work, as was completed by CSX last year, to ensure that the tracks remain true with the passage of time. CSX will be working from Fredericksburg to Featherstone, which is just south of Woodbridge. Once crews have completed that section of track, they will go further north, from just south of Alexandria to just south of the Crystal City station.

All of the work is scheduled outside of VRE service hours – from about 9:00am to 3:30pm. The work is expected to be finished in April and VRE will keep riders posted of any delays due to the resurfacing. So far, delays have been minimal.

UPDATE ON CAPITAL PROJECTS

Gainesville Haymarket MIS – Negotiations have been completed, the grant agreement has been finalized with DRPT, and work will begin this month.

Cherry Hill Station & Track Improvements – A recommendation for award occurred at the March Operations Board meeting. We are nearing finalization of the grant agreement with DRPT in order for the work to begin this month.

Manassas City and Burke Centre Parking Garages – March construction on the Manassas garage consisted primarily of precast erection which is approximately 50% complete. Ribbon-cutting ceremonies are being planned for the Manassas Garage on June 26th at 11:00am and the Burke Centre Garage on June 28th at 1:00pm. Invitations will be mailed out for both ceremonies in May 2008.

NEXT DELIVERY OF NEW RAIL CARS

The next five new Gallery cars will be delivered to Ivy City on April 17th. They will then be transferred to Broad Run on the 18th. They will be tested on the 19th and 20th and be ready for service on Monday, April 21st.

CSX DISPATCHERS MOVING TO BALTIMORE

CSX has informed us that the CSX employees who dispatch VRE trains will move to Baltimore and start dispatching on June 21, 2008. We have advocated the move for a number of years. With dispatchers in Baltimore, we anticipate that they will become more familiar with the VRE territory. Ultimately, this change should result in improved on-time performance for all trains.

VRE SPONSORING COUNCIL FOR EXCELLENCE IN GOVERNMENT (CEG) SENIOR FELLOWS

A group of six federal employees selected for the CEG Senior Fellows Program on Leadership have selected VRE as a case study. The group will be reviewing VRE's outreach initiatives with the goal of making recommendations for improvement or developing new ideas which VRE could initiate. In the year long program, the group travels around the county and visits leading companies for novel ideas and creative programs. The group's goal is to independently perform in-depth research and benchmarking of other rail organizations. The group works at no cost for VRE.

VRE WINS TMCA COMPASS AWARD FOR MARKETING

VRE recently received the news that our Fall Advertising Campaign was awarded a Compass Award for Merit from the Transportation Marketing & Communications Association. Our marketing strategy has been judged against the best in marketing and communications among transportation and logistics organizations throughout North America and is considered to be among the "best of the best." The award will be presented at the TMCA awards banquet on June 3rd in Jacksonville, Florida. Our print ads will also be featured in this year's TMCA's "Best Practices in Transportation Marketing" guide.

BRING YOUR CHILD TO WORK DAY

Thursday, April 24th is “Bring Your Child to Work Day”. For the tenth consecutive year, VRE will once again support the program by allowing school age children who are going to work with their parents or guardians to ride for free that day. Our hope is that the kids will have a first-hand look at the advantages of mass transit and become future train commuters.

MONTHLY PERFORMANCE MEASURES – MARCH 2008

MONTHLY ON-TIME PERFORMANCE	ON-TIME PERCENTAGE
March Fredericksburg OTP Average	88.6%
March Manassas OTP Average	86.9%
VRE MARCH OVERALL OTP AVERAGE	87.7%

RIDERSHIP YEAR TO DATE	RIDERSHIP
VRE FY 2008 Passenger Totals	2,657,990
VRE FY 2007 Passenger Totals	2,556,943
PERCENTAGE CHANGE	4.0%

RIDERSHIP MONTH TO MONTH COMPARISON	
DESCRIPTION	MONTHLY RIDERSHIP
MARCH 2008	312,098
MARCH 2007	309,310
PERCENTAGE CHANGE	5.7% NORMALIZED
SERVICE DAYS (CURRENT/PRIOR)	21/22