

# AT STATIONS

## **Q: What is being done to upgrade the Ticket Vending Machines (TVMs)?**

**A.** We have an upgrade underway which will effectively replace every major component in the system, leaving just the stainless steel cabinets from the original system. This upgrade includes new touch screens, pinpads, credit card reader, computer, and magnetic stripe read/write head and ticket printing mechanism.

## **Q: Why can't the screens at the stations display the current time?**

**A.** Our system needs to be upgraded to do so. We are working on a proof of concept at the Alexandria and Fredericksburg stations.

## **Q: How can I learn more about station construction projects?**

**A.** Visit: [vre.org/development](http://vre.org/development)

# CONTACT VRE

## **Q: How do I contact VRE about ...**

### **Lost & Found?**

**A.** Submit a form via:  
[vre.org/service/rider/lost](http://vre.org/service/rider/lost)

### **Tickets or Concerns?**

**A.** Visit [vre.org/contact](http://vre.org/contact) to see how to best contact us about topics including:

- Speaker volume
- Station concerns
- Lost ticket
- Refund request
- Concern or general comment

## **Q: Where can I learn more about the Online Forum, social media and other ways to communicate with VRE?**

**A.** Visit: [vre.org/communicate](http://vre.org/communicate)

Virginia Railway Express  
1500 King Street, Suite 202  
Alexandria, Virginia 22314  
703-684-1001 | [vre.org/contact](http://vre.org/contact)



## **FAQs**

WIFI?

LOST  
ITEM

NEW  
SERVICE?

# **ONBOARD**

## **Q: When will VRE get Wi-Fi?**

**A.** Until cell phone towers are put in place all along our railsystem so that riders have 100% connectivity, wi-fi will not be available. We do not want our passengers to experience a service that might be more of an inconvenience than a convenience (long buffering, lost connectivity with unsaved documents, frequent timing out, etc.).

## **Q: Why does the top level of seating feel colder?**

**A.** If you are cold, we recommend that you do not sit in the upstairs section of the train, as this is where the blower used to circulate fresh air is located. This blower cannot be adjusted and it is usually this constant blowing of air that chills riders. Downstairs the blowing of air is less pronounced.

## **Q: What is being done about crowding?**

**A.** We are working on expanding train storage so we can add additional cars to our busiest trains. Also, we encourage riders willing to consider schedule adjustments to visit [vre.org/flex](http://vre.org/flex) to review ridership patterns for each train.

## **Q: Where can I find descriptions for types of rail delays?**

**A.** Our website offers insight on rail-related service challenges and how we work with our host railroads to keep riders safe. Please visit [vre.org/blog](http://vre.org/blog) and select “Delays” to learn more.

# **NEW SERVICE**

## **Q: Can VRE add additional late morning, mid-day, and evening service?**

**A.** We regularly receive requests for express trains, early trains, late evening trains and weekend service. However, we are only contractually allowed by our host railroads (CSX and Norfolk Southern) to run service within the allotted window of time that we currently operate. VRE service is concentrated during peak commuting hours. We do offer one early afternoon departure on each line, timed to allow many of our passengers the ability to work a half day and commute home on the train.

## **Q: Can VRE add weekend service?**

**A.** Our current agreements with our host railroads prohibit weekend VRE operations given the large amount of freight traffic that is held out of the territory during the weekdays. This is done so that VRE trains can operate during our core service period.

## **Q: Will the service ever be offered farther north or south?**

**A.** The system will not be extended in the foreseeable future.