



VIRGINIA RAILWAY EXPRESS

TO: Potomac and Rappahannock Transportation Commission Chair Franklin and Commissioners

FROM: Rich Dalton, Chief Executive Officer

DATE: September 23, 2020

SUBJECT: VRE Monthly Update

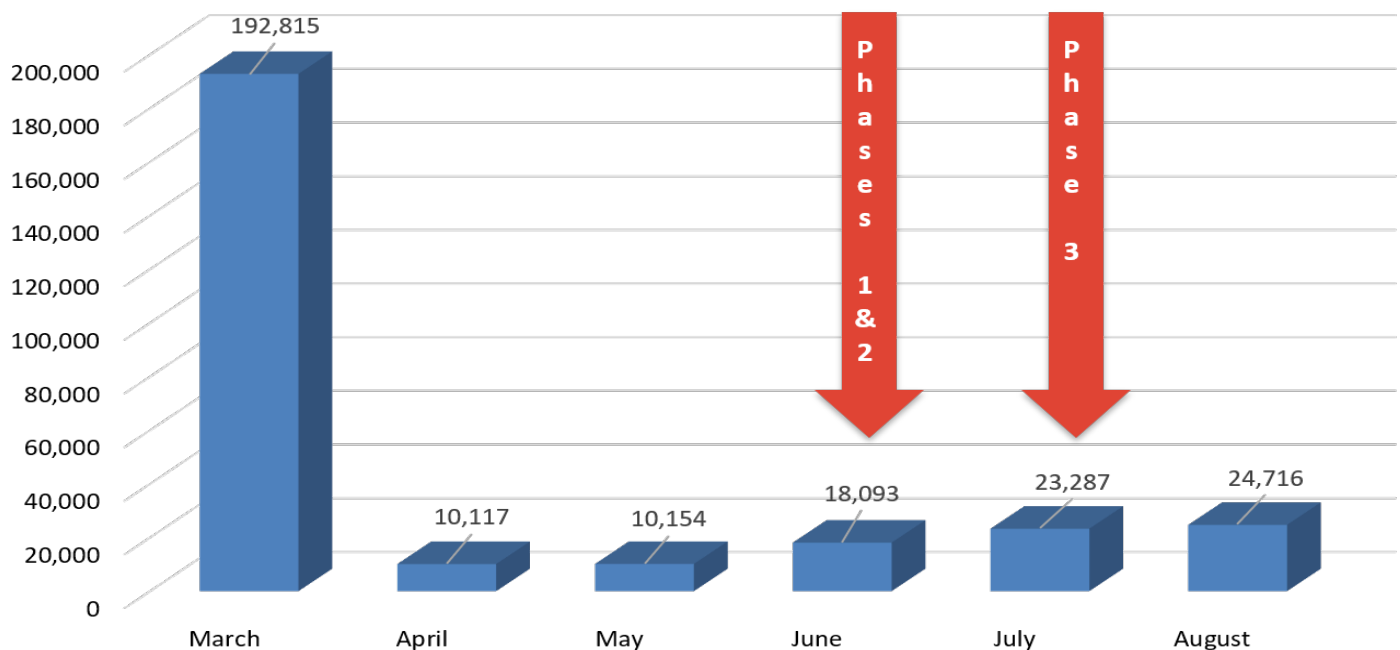
Ridership continues to trend upward, albeit slowly. On September 15, we came close to hitting 1,500 daily riders, the highest level since March 19, two days after we reduced service. It's hard to compare actual ridership for the first two weeks of September in 2019 and 2020, as Labor Day fell during different weeks of service. Here's what ridership looks like over the past four weeks compared to the same weeks in 2019.

Week Ending	2020 Ridership	2020 Average Daily Ridership	2019 Ridership	Numeric Difference	Percentage Difference
Aug. 28	6,329	1,266	89,316	-82,987	-92.9%
Sept. 4	6,114	1,223	75,378*	-69,264	-91.9%
Sept. 11	5,251*	1,313	93,998	-88,747	-94.4%
Sept. 18	6,554	1,311	93,802	-87,248	-93.0%

*Four days of service

MONTHLY RIDERSHIP

March - August 2020



Our multi-pronged ridership recovery campaign continues to evolve, as we emphasize the precautions, which go beyond industry norms, that VRE is taking to protect the health and safety of our riders and train crews. We recently premiered a series of videos, on our website and [social media channels](#), that are designed to reassure passengers by demonstrating our [commitment to their health and safety](#) and [showing them what to expect](#) when they are ready to ride. The next phase of our campaign will take a more regional approach to messaging. Staff will be approaching VRE jurisdictions and their elected officials to collaborate on ways to spread the word about how we are making commutes as healthy and safe as possible.

We are monitoring ridership to accommodate social distancing on our platforms and trains. Under our current distancing plan, roughly a third of our seats are available to passengers. While we have three different railcar configurations, the average car holds 130 passengers, 45 of which are “available” to riders. To date, only two trains have exceeded 50 percent of “available” seating.

As ridership grows, we can lengthen and add trains. On July 27, we added an additional roundtrip – train 300 northbound in the morning and train 307 southbound in the evening – on the Fredericksburg Line.

Our [train utilization trends web page](#) has been updated to reflect total seats, maximum capacity to support social distancing, and current daily ridership. This information serves as a decision-making tool for passengers who want the greatest amount of distancing. We also are exploring ways to notify passengers when trains are near or at capacity.

Our Continuity of Operations team meets virtually each day and is in constant contact. VRE’s supply chain, staffing, business processes, and other functional areas of the organization remain in good shape.