



MISSION

“The Virginia Railway Express (VRE), a joint project of the Northern Virginia Transportation Commission and the Potomac and Rappahannock Transportation Commission, will provide safe, cost effective, accessible, reliable, convenient, and comfortable commuter-oriented rail passenger service. VRE will contribute to the economic development of its member jurisdictions as an integral part of a balanced, intermodal regional transportation system.”

GOAL #1

Deliver safe, secure, high-quality, and convenient service that is responsive to customer needs.

Objective 1.1 – Maintain a positive safety culture.

Objective 1.2 – Maintain a secure environment on trains and at facilities.

Objective 1.3 – Act on improvements identified through annual customer surveys and other feedback.

Objective 1.4 – Track monthly performance indicators and address trends requiring action internally or with partners.

GOAL #2

Employ industry-leading business practices to drive operating efficiency, project delivery, regulatory compliance, and partnerships.

Objective 2.1 - Proactively maintain all assets in a state of good repair.

Objective 2.2 - Demonstrate accountability and good stewardship to host railroads, funding partners, commissions, contractors, and regulatory entities.

Objective 2.3 - Implement technology to streamline administrative and operational functions and project delivery.

Objective 2.4 - Provide training and oversight too promote workforce development and create a positive work environment.

Objective 2.5 - Seek opportunities to incorporate environmentally conscious practices, design, and equipment.

GOAL #3

Expand VRE ridership efficiently and economically through operational enhancements, physical improvements, and coordinated intermodal integration throughout the region.

Objective 3.1 - Execute the adopted Capital Improvement Plan.

Objective 3.2 - Pursue strategies and partnerships to serve new markets.

Objective 3.3 - Support and advocate for regional initiatives that benefit the delivery of multimodal transportation solutions.

Objective 3.4 - Advance project readiness and operational planning to be able to tap into emerging revenue sources.

Potential Performance Measures:

Operating ratio Parking utilization Average daily ridership System capacity On-Time performance

Train speed Locomotive availability Testing & Training Employee injuries Crew availability Fare recovery VRE Mobile users

Customer complaints New riders Marketing events Successful grant applications Project schedule/budget variance Intermodal transfers